



Oakland Public Safety Planning and Oversight Commission (OPSPOC)

Oakland Community and Emergency Response Act (Measure NN)

REGULAR MEETING AGENDA Monday, September 22, 2025, at 6:00pm

**1 Frank H. Ogawa Plaza, Oakland, CA 94612
Oakland City Hall, Hearing Room 2, 1st Floor**

Oversight Commission Members:

Billy Dixon (Mayoral), Caheri Gutierrez (Mayoral), Julia Owens (Mayoral),
Yoana Tchoukleva (Mayoral), **VACANT** (Mayoral)

The Oakland Public Safety Planning and Oversight Commission encourages public participation in their board meetings. The public may observe and/or participate in this meeting in several ways.

**You may appear in person on Monday, September 22, 2025, at 6:00pm at
1 Frank H. Ogawa Plaza, Oakland, CA 94612 in Hearing Room 2**

OR

**To observe, the public may view the televised meeting by viewing
KTOP channel 10 on Xfinity (Comcast) or ATT Channel 99 and locating
City of Oakland KTOP – Channel 10**

**Please note: The ZOOM link and access numbers below are to view / listen
to the meetings only – not for participation.**

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**CITY OF OAKLAND
OAKLAND PUBLIC SAFETY PLANNING AND OVERSIGHT COMMISSION**

**REGULAR MEETING AGENDA
MONDAY, September 22, 2025 at 6:00 PM**

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PUBLIC COMMENT:

The Oversight Commission welcomes you to its meetings and your interest is appreciated.

- If you wish to speak before the Oversight Commission, please fill out a speaker card and hand it to the Oversight Commission Staff.
- If you wish to speak on a matter not on the agenda, please sign up for Open Forum and wait for your name to be called.
- If you wish to speak on a matter on the agenda, please approach the Commission when called, give your name, and your comments.
- Please be brief and limit your comments to the specific subject under discussion. Only matters within the Oversight Commission's jurisdictions may be addressed. Time limitations shall be at the discretion of the Chair.
- Comment in advance. To send your comment directly to the Commissioner's and staff BEFORE the meeting starts, please send your comment, along with your full name and agenda item number you are commenting on, to Felicia Verdin at fverdin@oaklandca.gov.

Please note that eComment submissions close one (1) hour before posted meeting time. All submitted public comment will be provided to the Commissioners prior to the meeting.

If you have any questions about these protocols,
please e-mail Felicia Verdin at fverdin@oaklandca.gov.

Do you need an ASL, Cantonese, Mandarin or Spanish interpreter or other assistance to participate? Please email fverdin@oaklandca.gov or call (510) 238-3128 or (510) 238-2007 for TDD/TTY five days in advance.

¿Necesita un intérprete en español, cantonés o mandarín, u otra ayuda para participar? Por favor envíe un correo electrónico a fverdin@oaklandca.gov o llame al (510) 238-3128 o al (510) 238-2007 para TDD/TTY por lo menos cinco días antes de la reunión. Gracias.

你需要手語, 西班牙語, 粵語或國語翻譯服務嗎? 請在會議前五個工作天電郵 fverdin@oaklandca.gov 或 致電 (510) 238-3128 或 (510) 238-2007 TDD/TTY.

***Each person wishing to speak on items must complete a Speaker Card
Persons addressing the Safety and Services Oversight Commission may state their names and the
organization they are representing, if any.***

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ITEM	TIME	TYPE	ATTACHMENTS
1. Welcome and Call to Order	6:00 PM	AD	
2. Roll Call	1 Minute	AD	
3. Open Forum – For items not listed on the Agenda	5 Minutes	I	
4. Welcome Commissioner Gutierrez	5 Minutes	I	
5. Presentation by the Department of Race and Equity	15 Minutes	I	Attachment 1
6. Presentation by the MACRO Program (Oakland Fire Department)	30 Minutes	I	Attachment 2
7. OPD Presentation and Discussion OPD to present an update on response times, overtime and rental car questions.	30 Minutes		Attachment 3
8. OPSPOC Updates on Progress to Date	20 Minutes	A	Attachment 4
9. Community Input and Public Comment Session <ul style="list-style-type: none"> Community members will be invited to offer 2 minutes of public comment on the following questions: What does public safety look like to you? How should we define the goals of our 4-Year Violence Reduction Plan? <p>This will be one of many community input sessions the OPSPOC will hold.</p>	30 Minutes	I	
10. New Business	3 Minutes	AD	
11. Adjournment	1 Minutes	AD	

A = Action Item / I = Informational Item / AD = Administrative Item

City of Oakland Race & Equity Intro

City of Oakland Municipal code [2.29.170.1](#) specifies that “the City of Oakland will intentionally integrate, on a Citywide basis, the principle of “fair and just” in all the City does in order to achieve equitable opportunities for all people and communities.



“The arc of the moral universe
may bend toward justice, but
it does not bend on its own.”
~ President Barack Obama

WELCOME!

THE FOLLOWING **TRAINING** HAS BEEN APPROVED FOR
CITY OF OAKLAND EMPLOYEES
BY THE DEPARTMENT OF RACE AND EQUITY

THE TRAINING HAS BEEN RATED

BF

BLAME-FREE

REQUIRES AN OPEN MIND AND CRITICAL THINKING

**THIS TRAINING IS NOT ABOUT PLACING BLAME OR MAKING ANYONE FEEL GUILTY.
IT IS ABOUT TAKING RESPONSIBILITY.**

#1 - No Justice, No Peace

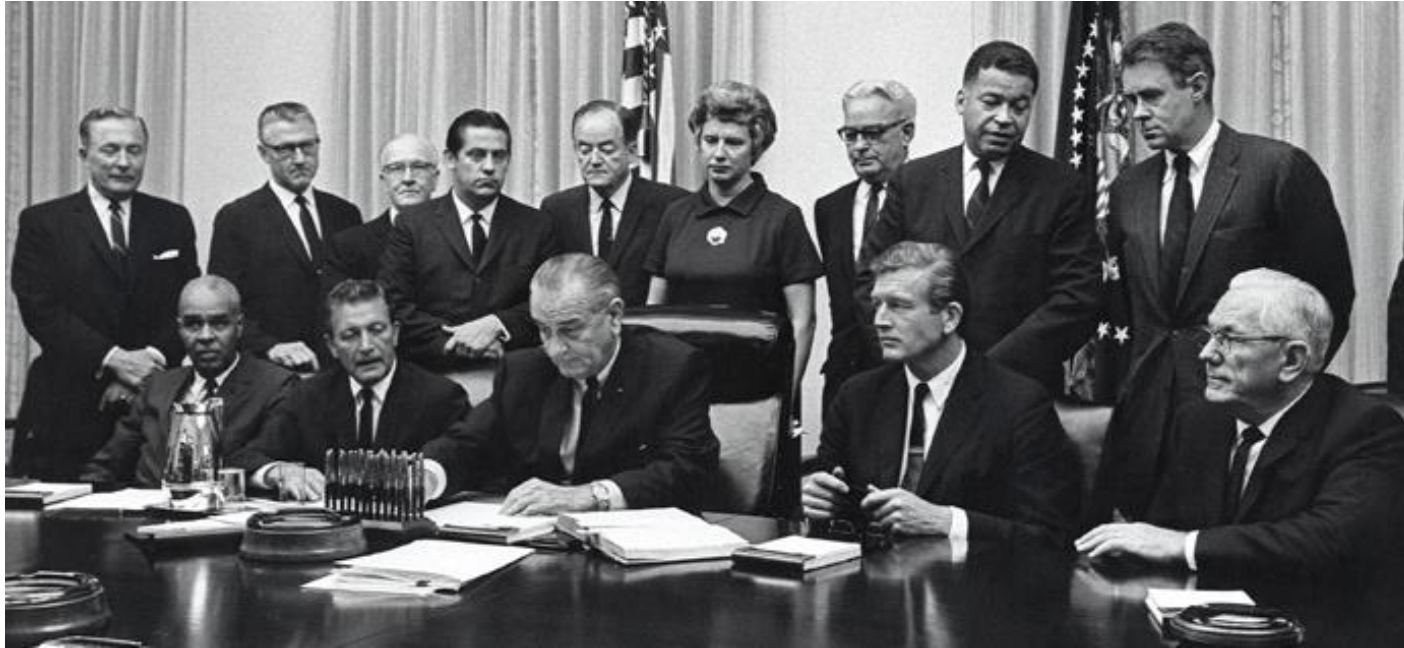


"True peace is not merely
the absence of tension; it
is the **presence of justice.**"

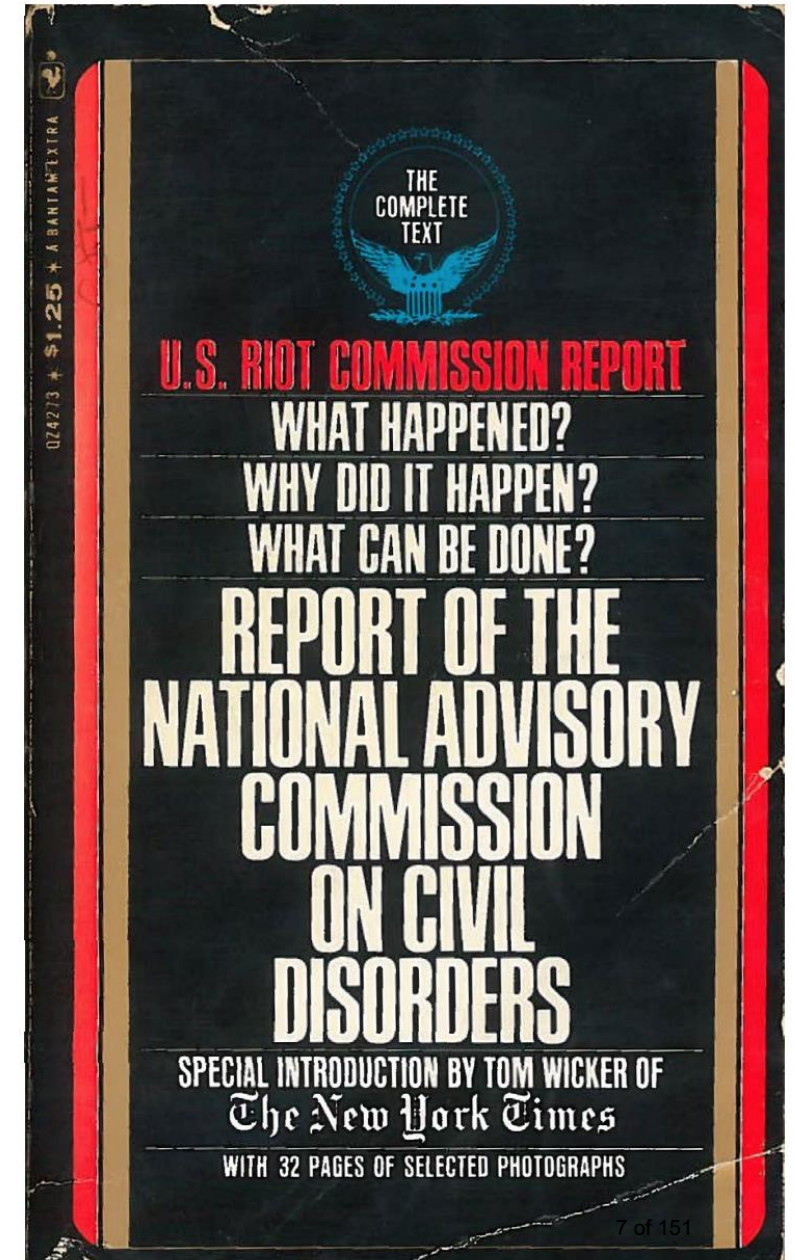
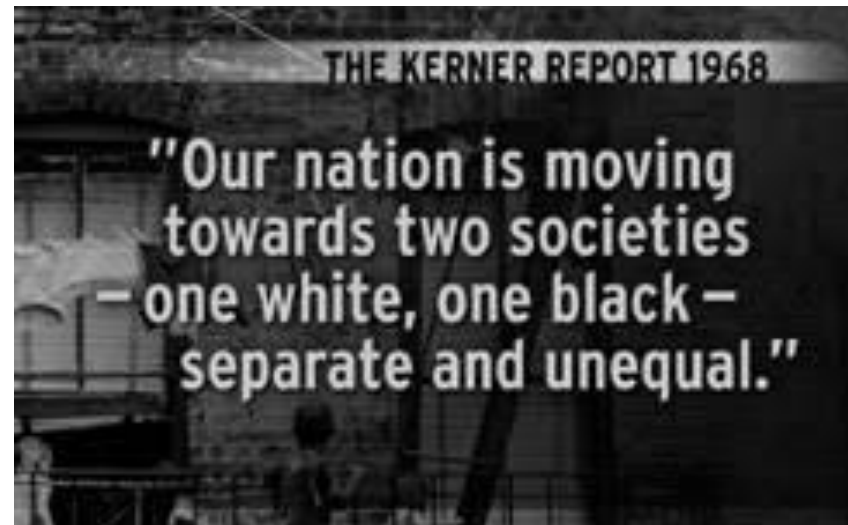
—Martin Luther King Jr.

Dr. Martin Luther King, Jr. (born January 15, 1929, Atlanta,
Georgia, U.S. — assassinated April 4, 1968

The Kerner Report – Feb.1968



President Lyndon B. Johnson tasked an advisory commission with investigating uprisings in American inner cities that peaked in the summer of 1967. Led by Governor Otto Kerner, Jr. of Illinois, the commission produced what became known as the **Kerner Report**.

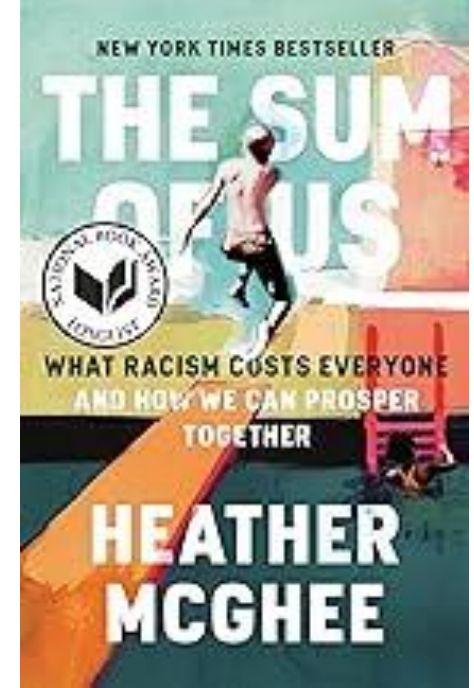


Unaddressed Impacts of Systemic Inequity Continue to do Immeasurable Harm



#2 Denying Access to Some Harms All

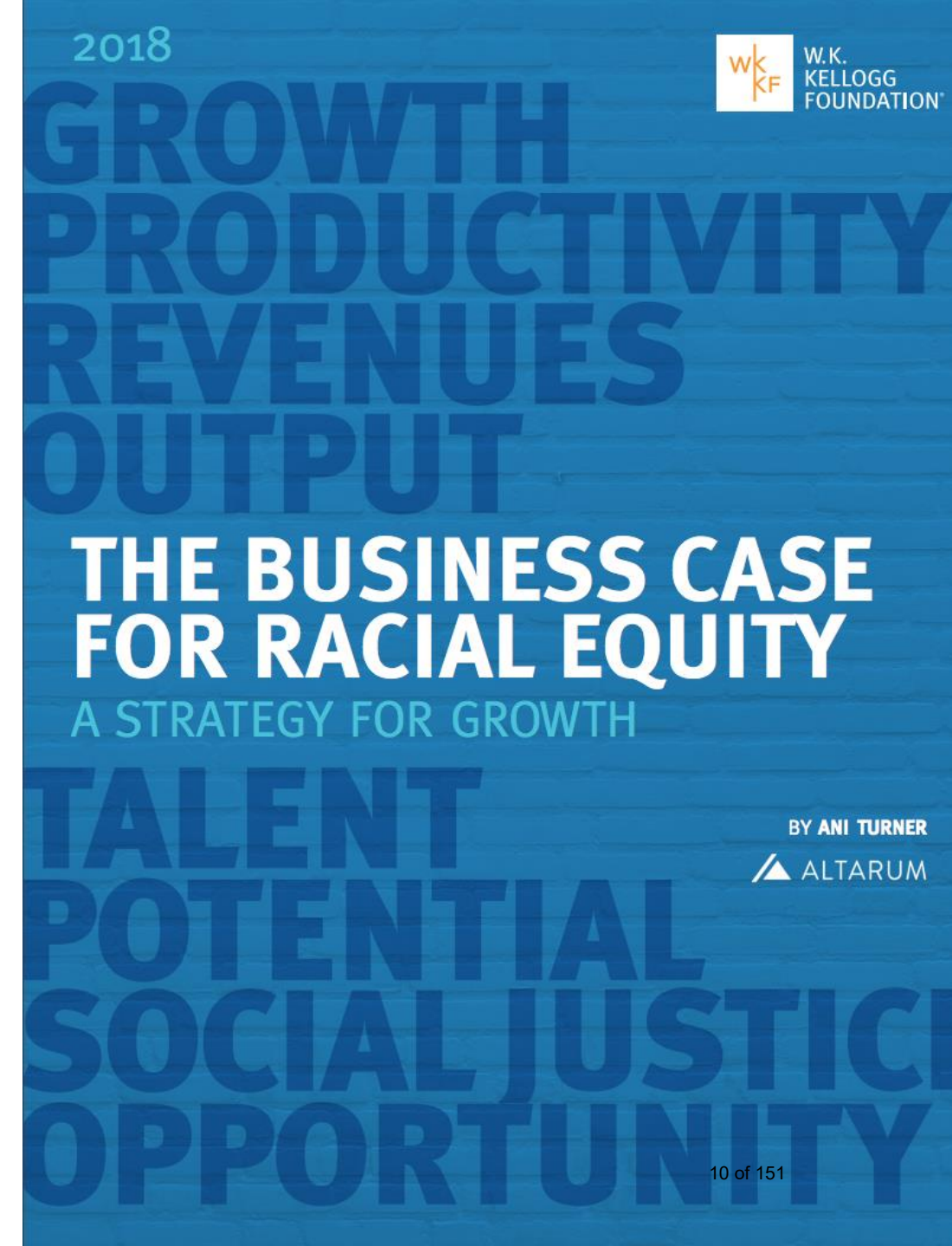
- After civil rights changes, many historically segregated communities pursued what Heather McGhee has called “drained-pool politics.”
- To prevent Black and white residents from swimming in the same pools, these communities drained their pools entirely, preventing anyone from accessing them.
- While this strategy excluded Black Americans, it also harmed many poor white Americans who could not afford to join the country clubs or private pools where wealthy whites continued to swim on hot days.
- Drained-pool politics is emblematic of the ways that a zero-sum approach can harm Black, Latino, Asian, Native and white Americans alike.
- Equity policies designed to improve the lives of those in greatest need, including to advance racial equity, do tremendous good for communities of color and white communities alike.



#3 Inequity is Bad for the Economy

<http://www.nationalcivicleague.org/wp-content/uploads/2018/04/RacialEquityNationalReport-kellogg.pdf>

- By 2050, our country stands to realize an \$8 trillion gain in GDP by closing the U.S. racial equity gap.
- Federal tax revenues would increase by \$450 billion and state and local tax revenues would increase by \$100 billion annually.
- This is of great importance to a country that increasingly faces challenges to its global competitiveness from countries with larger populations and faster economic growth.





Racial Equity in the Bay Area:

How closing racial gaps can result in broad economic gain for the region

<https://www.bayareaeconomy.org/files/pdf/RacialEquityInBayArea-Mar2024-Web.pdf>

March 2024

Developments in Response to Race

DIVERSITY ●●▶ INCLUSION ●●●●●●●▶ EQUITY



Quantity

Different
identities &
cultures



Quality

Participation
across identities &
cultures



Justice

Policies, practices, &
procedures to ensure
equitable outcomes

What is Equity?



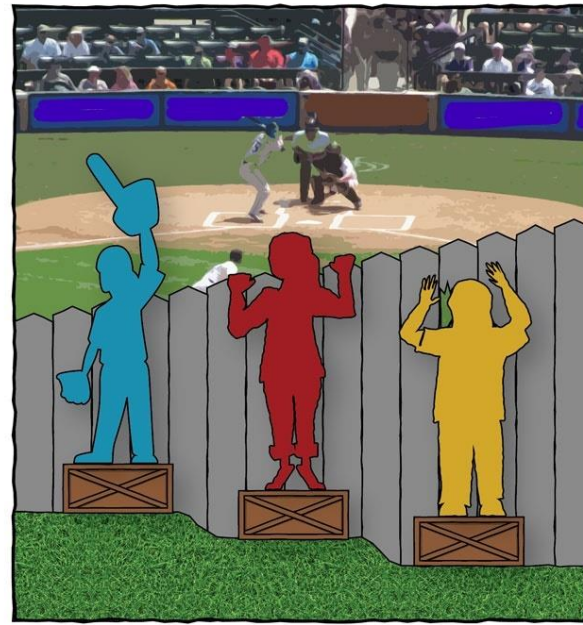
EQUALITY



EQUITY

Eq-ui-ty (*ek-wi-tee*), noun

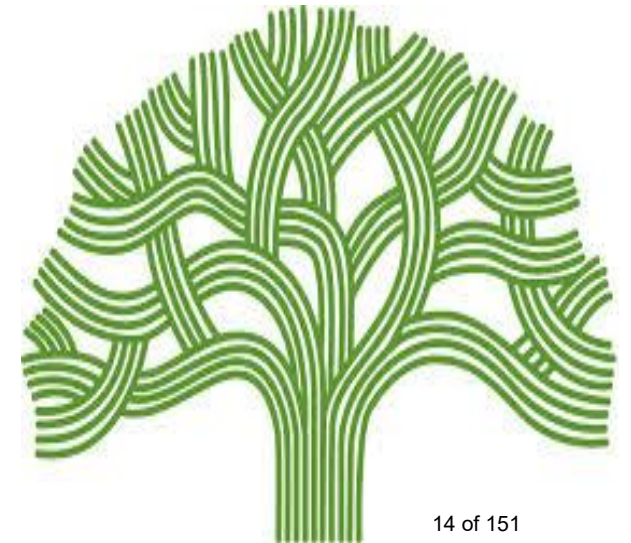
- Just and fair inclusion.
- An equitable society is one in which all can participate and prosper.
- The goals of equity must be to create conditions that allow all to reach their full potential.
- In short, equity creates a path from hope to change.



EQUALITY



EQUITY



Systemic [Institutional] Racism

<https://www.youtube.com/watch?v=7WlVnFPVvsY>



Focus on Systems to Change Outcomes

Patterns of social institutions; such as governmental organizations, schools, banks, and courts of law, perpetuating negative treatment toward a group of people based on their race. Address institutional practices that lead to inequality in opportunity and inequity in life outcomes.

Targeted Universalism

Universal Goal:

Focuses on an ambitious goal that ideally benefits everyone, such as an end to all suicides, rather than just a gap.

Targeted Strategies:

The critical difference is that it acknowledges and analyzes the complex realities and structural barriers that different groups face. Strategies are then developed to address these unique circumstances.

Structural Focus:

It emphasizes addressing the systemic and structural roots of inequities rather than focusing on individual outcomes.

Benefits Everyone:

By addressing the needs of those facing greater harms, it often creates solutions that benefit a broader segment of the population, a concept known as the "curb-cut effect".



MACRO Academy 2025 Training Manual

Integrating PAVE Prevention Partnership

Prepared for Oakland Fire Department

Purpose

This manual provides a comprehensive training framework for the Mobile Assistance Community Responders of Oakland (MACRO). It integrates MACRO's core operational training with PAVE Prevention's evidence-based, trauma-informed human safety and de-escalation modules. The goal is to prepare responders to serve the Oakland community with safety, compassion, and resilience.

Learning Objectives

- Understand MACRO & PAVE Frameworks: Mission, structure, STEPS & HEART principles.
- Apply Trauma-Informed Practices: Grounding, adrenaline management, BRAVE principles, nonviolent communication.
- Strengthen Crisis Response Skills: Situational assessment, de-escalation, boundary-setting, cultural humility.
- Enhance Community & Team Engagement: Peer support, intercultural communication, service linkages.
- Contribute to Continuous Improvement: Assessments, surveys, MEAL reporting, coaching participation.

Integrated Training Timeline

Week 1: Orientation & Foundations (MACRO Core)

■ Introductions, chain of command, organizational chart
■ History of MACRO & Oakland Fire Department
■ Roles of EMTs, CIS, Supervisors
■ Start/end shift protocols, documentation (ESO, timesheets)
■ Wellness, boundaries, and self-care
■ Ride-along observations

Week 2: Trauma-Informed Practice & Resource Navigation (PAVE + MACRO)

■ Mental health first aid & trauma-informed care
■ Introduction to PAVE's six trauma-informed principles
■ Resource guide training and referral pathways
■ Sit-alongs with OPD/OFD
■ Initial scenario-based de-escalation drills

Week 3: Crisis Skills & De-escalation (PAVE Core Modules)

■ Situational assessment: Traffic Light Model
■ Verbal & non-verbal de-escalation roleplays
■ Adrenaline management, stress response, grounding
■ Scenario-based training with archetypes (angry, impaired, bullying, etc.)
■ Boundary-setting and safety protocols

Ongoing Training & Certification

■ EMT labs (airway, hemorrhage control, CPR)
■ PAVE Steward Train-the-Trainer program (15 staff annually)
■ Online "Office Hours" coaching (6 per year for cohorts, 3 for Stewards)
■ Pre- and post-training surveys, annual MEAL reports
■ Branch safety inspections and recommendations

Expected Outcomes

- ✓ 90%+ responders confident in trauma-informed de-escalation and situational safety.
- ✓ Reduced responder stress and burnout through grounding/self-care practices.
- ✓ Increased community trust, with fewer escalations requiring police backup.
- ✓ Creation of a cadre of MACRO 'PAVE Stewards' to sustain training in-house.

Oakland Fire Department Mission Statement:

The proud members of the Oakland Fire Department are committed to providing the highest quality and highest level of courteous and responsive services to the residents, businesses, and visitors of Oakland. This is accomplished by implementing comprehensive strategies and training in fire prevention, fire suppression, emergency medical services, and all risk mitigation, including human-caused and natural disasters, emergency preparedness, 9-1-1 services and community-based fire services.

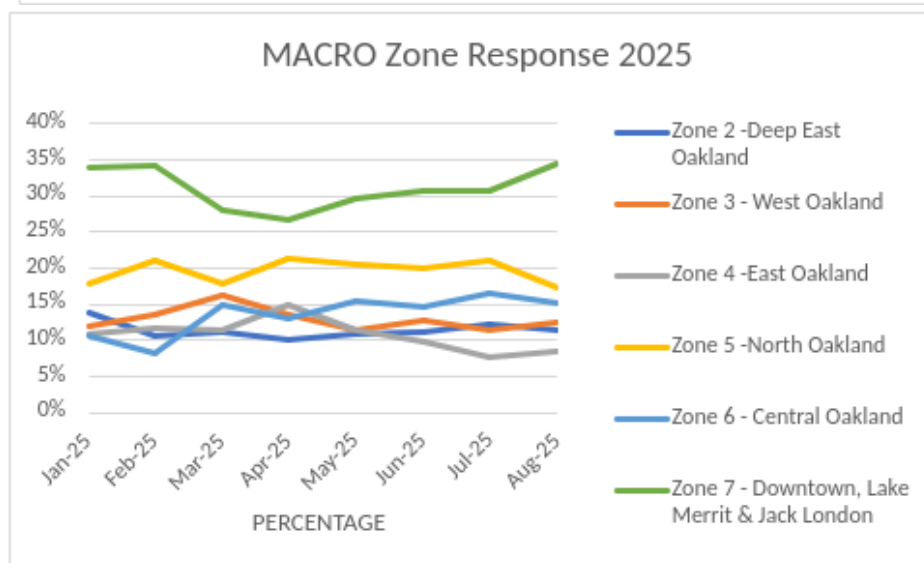
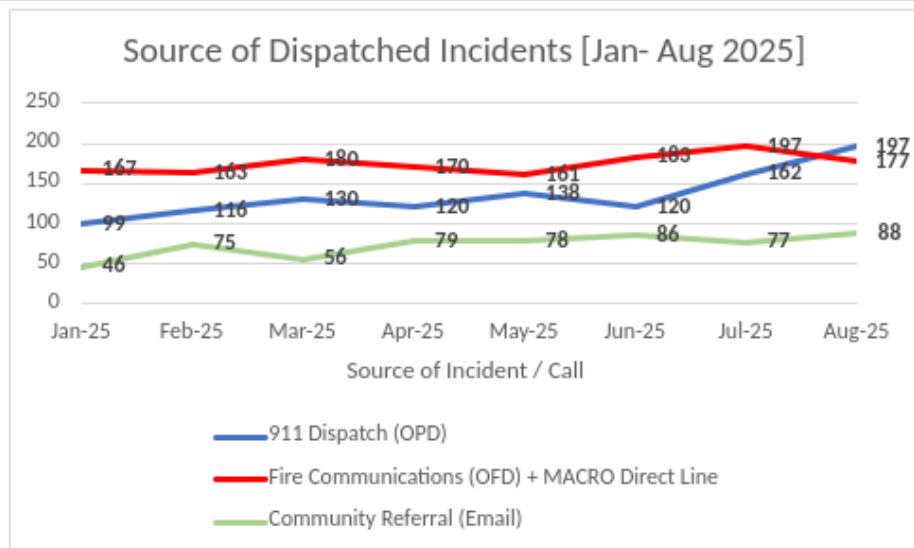
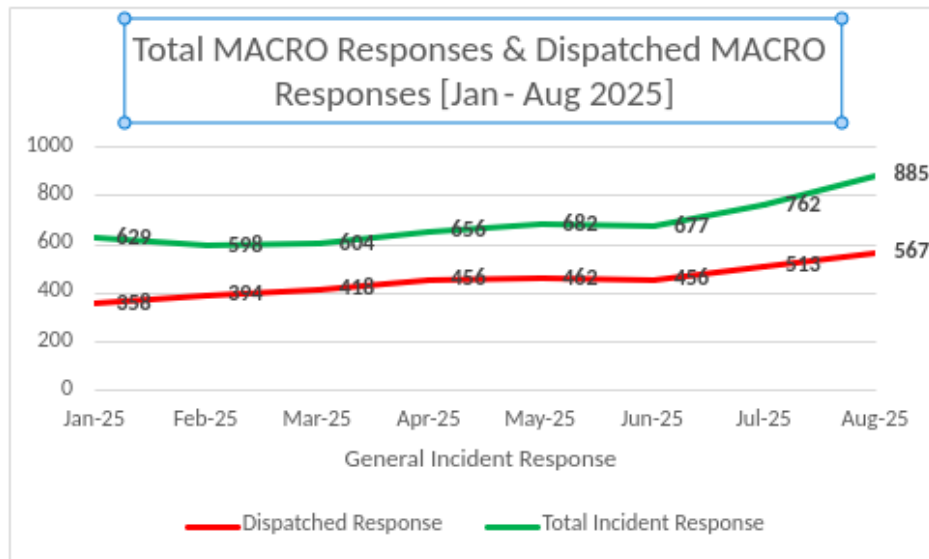
MACRO Vision Statement:

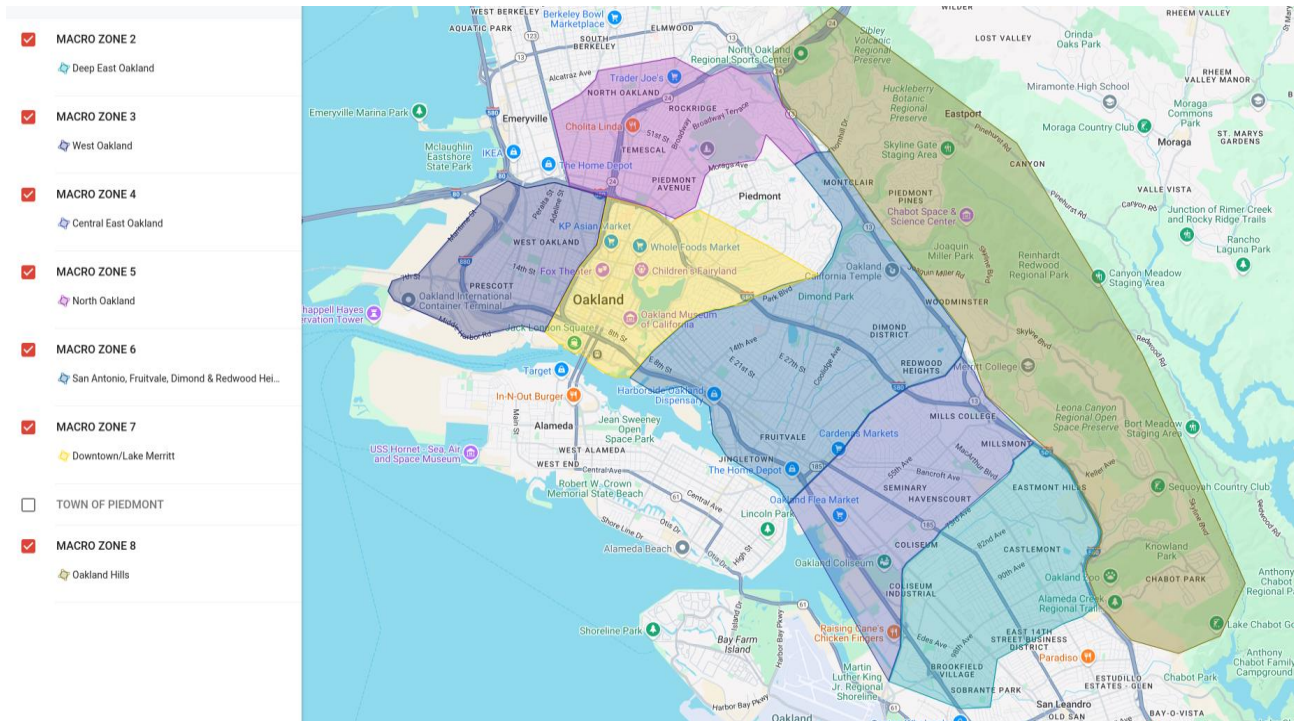
Mobile Assistance Community Responders of Oakland (MACRO)

MACRO envisions an Oakland where every community member in crisis is met with care, dignity, and respect. By reimagining public safety through compassionate, non-police responses, we strive to build a city where trust between residents and responders is restored, where health and healing are prioritized, and where all people feel safe, supported, and connected to the resources they need to thrive.

MACRO Output Snapshot 2025

Quarters	Q1			Q2			Q3		
Month	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	*Sep-25*
Teams	125	117	126	141	131	126	145	154	81
General Incident Response	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	*Sep-25*
In Service Days	31	28	31	30	30	29	31	31	16
Dispatched Response	358	394	418	456	462	456	513	567	297
Total Incident Response	629	598	604	656	682	677	762	885	397
AVERAGE	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	*Sep-25*
Avg Dispatched Calls per In Service Days	11.5	14.1	13.5	15.2	15.4	15.7	16.5	18.3	18.6
Avg Number of Teams per In Service Day	4.0	4.2	4.1	4.7	4.4	4.3	4.7	5.0	5.1
PERCENTAGE	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	*Sep-25*
Percentage of Dispatched Incidents	57%	66%	69%	70%	68%	67%	67%	64%	75%





MACRO Zone Response Breakdown 2025 [Jan 1 - Aug 31]	Zone 2 - Deep East Oakland	Zone 3 - West Oakland	Zone 4 - East Oakland	Zone 5 - North Oakland	Zone 6 - Central Oakland	Zone 7 - Downtown, Lake Merritt & Jack London	Zone 8 - Oakland Hills
Total Incident Responses	374	438	386	655	426	1012	14
Dispatched Responses	182	285	257	462	290	686	11
%	49%	65%	67%	71%	68%	68%	79%
Source of Incident							
OPD	60	98	82	141	104	235	6
OFD	104	144	127	208	117	326	3
EMAIL	18	43	48	113	69	125	2
On-View	192	153	129	193	136	326	3
Incident Type							
Wellness Check	232	296	259	405	230	654	10
Sleeper Check	96	86	74	165	107	202	1
Behavioral Concern	40	49	34	68	56	124	3
Other	6	7	19	17	33	32	0

Short-Term Goals (6-12 months)

1. **Increase Community Awareness and Accessibility**

Launch outreach campaigns (flyers, billboards, social media) promoting the MACRO phone/email contact and educating residents on when to call MACRO vs. 911.

2. **Enhance Training and Professional Development**

Provide quarterly skill-building workshops on de-escalation, cultural competency, and opioid response, preparing responders for a wider range of scenarios.

3. **Increase Fleet Size**

Acquire and deploy 2–3 additional vehicles to expand MACRO’s fleet, allowing more responder teams to operate simultaneously and strengthening geographic coverage across Oakland.

4. **Increase Staffing**

Expand MACRO’s responder workforce by hiring additional Emergency Medical Technicians (EMTs) to strengthen coverage capacity, improve response times, and ensure consistent staffing across all shifts and service zones.

Long-Term Goals (2-5 years)

1. **Expand Coverage**

Grow MACRO capacity to provide 24/7 response across all Oakland neighborhoods, ensuring equitable service delivery.

2. **Institutionalize MACRO as a Core Public Safety Strategy**

Secure permanent funding streams and embed MACRO within Oakland’s long-term public safety and health infrastructure.

3. **Develop a MACRO Training & Certification Academy**

Establish a dedicated training pipeline for responders and community partners, becoming a regional model for non-police crisis response.

4. **Demonstrate and Scale Impact through Evaluation**

Partner with academic evaluators (e.g., Health Lab, CSG Justice Center) to publish outcomes showing reductions in police workload, improved community trust, and positive public health impacts.

MACRO SWOT Analysis:

Strengths

- **Community-Centered Model:** Provides non-police, trauma-informed crisis response that builds trust in historically underserved communities. Seen as more approachable than traditional emergency responders.
- **Unique Service Gap Filler:** Addresses non-violent emergencies where fire, police, or EMS aren't the right fit, reducing strain on those services.
- **Diversion Impact:** Demonstrated success in diverting calls from OPD and OFD, reducing police workload and offering care-first alternatives.
- **Strong City Support & Visibility:** Backed by the City of Oakland, OFD leadership, and increasingly recognized by City Council, community partners, and media.
- **National Attention:** Cities across the U.S. are asking how to replicate MACRO's model, positioning Oakland as an innovator.
- **Data-Driven Operations:** Regular reporting on dispatched vs. on-view incidents, zone coverage, and outcomes strengthens accountability and transparency.
- **Dedicated Workforce:** Responders and supervisors often show adaptability, cultural competency, and commitment to de-escalation and resource connection.
- **Cost-Effectiveness:** Lower-cost alternative to emergency services for certain calls; potential long-term savings for the city.

Weaknesses

- **Limited Coverage:** Current staffing and vehicle fleet prohibit 24/7 operations; current shifts cover only days/evenings, leaving gaps in service.
- **Limited Call Criteria:** MACRO only responds to non-violent situations and people outside of structures, which limits reach and may create confusion about when to call.
- **Resource Constraints:** Budget limitations, high demand for responders, and lack of stable funding streams hinder scaling efforts. Current staffing and hours may not meet citywide demand.
- **Internal Structure Challenges:** Role clarity, acting supervisor workload, and the need for stronger HR processes (discipline, tardiness, shift trades) can create strain.
- **Public Awareness:** Many residents and even city staff are still unclear about MACRO's scope, services, and how to contact the program directly.
- **Data & Evaluation:** Still building robust data collection and analysis systems to demonstrate outcomes clearly (e.g., impact on homelessness, healthcare access).

Opportunities

- **Expansion of Hours:** Moving toward full 24/7 citywide coverage would maximize diversion impact and improve service equity.
- **Partnerships with Health & Housing Providers:** Strengthen collaborations with service hubs, shelters, harm reduction programs, and behavioral health agencies can deepen impact.
- **Training & Professional Development:** Leveraging opioid settlement funds, city workforce programs, and external experts to build responder capacity (e.g., EMT training, de-escalation, certifications).
- **Community Engagement:** Initiatives like “MACRO Village” and business de-escalation workshops can extend the program’s visibility and role as a trusted community partner.
- **Public Education Campaigns:** Increase awareness through billboards, social media, kiosks, and community events (currently in planning).
- **Workforce Development:** Recruit and train more responders from Oakland’s neighborhoods, creating local jobs and leadership pathways.
- **Technology & Data:** Use data tracking to show success stories, cost savings, and areas for growth, strengthening support.

Threats

- **Budgetary Shifts:** Program expansion is vulnerable to city budget shortfalls, leadership changes, and competing public safety priorities.
 - **Staff Burnout & Retention Risks:** Emotional demands, high caseloads, and limited career pathways can lead to turnover or reduced morale.
 - **Public Misunderstanding:** Misperceptions about MACRO’s role (not law enforcement, not EMS transport) may frustrate residents or partners during crises.
 - **Political Pressure:** Program may become a flashpoint in debates over policing and public safety, making it vulnerable to criticism not based on data.
-

MACRO Standard Operating Procedures (SOP)

1. Organizational Values & Ethics

- **Diversity, Equity & Inclusion:** Respect all colleagues and community members. Participate in annual DEI training.

- **Professionalism & Civility:** Conduct yourself with integrity on and off duty. Avoid discriminatory, harassing, or disruptive behavior.
- **Compliance:** Follow all City of Oakland policies and Oakland Fire Department (OFD) ethical standards. Report violations promptly.

2. Workplace Conduct & Professionalism

- **Behavior:** Always demonstrate courtesy, compassion, and professionalism. Off-duty actions must not bring disrepute to OFD/MACRO.
- **Attendance:** Report on time, notify supervisors at least 30 minutes before shift start if late/absent, and submit leave requests two weeks in advance where possible.
- **Headquarters Conduct:** Limit time at HQ to essential business. Avoid disrupting administrative staff.
- **Arguments & Altercations:** No heated arguments, threats, or violence. Use de-escalation and report incidents immediately.
- **Insubordination:** Follow lawful orders and safety protocols. Refusal is a violation.
- **Cleanliness:** Maintain hygiene, uniforms, vehicles, and shared spaces to professional standards.
- **Non-Smoking:** No smoking inside vehicles, stations, or in public while representing MACRO.

3. Employee Health & Safety

- **Wellness:** Report fit for duty—healthy, rested, and alert. Chronic fatigue or unsafe fitness for duty may result in removal from shift.
- **Scene Safety:** Maintain awareness, request additional resources early, and do not enter unsafe situations.
- **Personal Protective Equipment (PPE):** Always use appropriate PPE (gloves, mask, goggles, gown) when contact with body fluids is possible. Follow CDC donning/doffing sequence.
- **Injury Reporting:** Immediately report workplace injuries/illnesses to supervisor. Complete Injury/Accident Report and follow Workers' Comp process.
- **Infection Control:** Follow decontamination, hand hygiene, and exposure reporting protocols. Contact Infection Control Officer through Fire Dispatch if exposed.
- **Quarterly Vehicle Deep Clean:** Conduct in January, April, July, October.

4. Operational Standards

- **Response Expectations:** Prioritize safety of responders and recipients. Engage only in non-emergency, non-violent calls (e.g., wellness checks, sleepers, disorderly conduct, panhandling).
- **Dispatch & Call Qualification:** Calls routed through Fire Dispatch (FDC). Respond only if:
 - No weapons or active violence
 - No medical emergency beyond MACRO scope
 - Scene appears safe for unarmed responders
- **Scene Approach:**
 - Stage nearby and notify FDC of staging location.
 - If unsafe → withdraw, request OPD/OFD backup.
 - If recipient is unconscious → call EMS.
- **Engagement:** Introduce yourself, assess awareness, offer services/resources. Respect refusals if recipient is stable.
- **End of Shift:** Complete reports, vehicle cleaning, and equipment check.
- **Transporting Individuals:** Limited to reasonable destinations (shelters, clinics, resource centers). No emergency transport.
- **Ride-A-Longs:** Must follow OFD approval process and safety briefing.
- **Radio Protocol:** Maintain clear, professional communication. Use emergency button when safety is threatened.

5. Communication & Information Sharing

- **Devices & Internet:** Use for work purposes only. Protect confidentiality of client information.
- **Radio Etiquette:** Follow dispatch protocol, use clear/concise communication.
- **Media/Public Statements:** Only PIO or authorized leadership may speak publicly or to media.
- **Officials & Agencies:** Do not contact elected officials or external agencies on behalf of OFD without Fire Chief's approval.
- **Records:** Falsification is prohibited. All reports must be accurate, timely, and complete.

6. Vehicle & Field Operations

- **City Vehicle Accidents:** Follow OFD accident reporting policy immediately.
- **Vehicle Security:** Lock vehicles when unattended; secure equipment.
- **On-View Accidents:** Follow reporting protocols for incidents witnessed while on duty.

7. Legal & Ethical Compliance

- **Mandated Reporting:** Report suspected abuse, neglect, or threats to mandated agencies.
- **Property Respect:** Avoid damage or misuse of public/private property.
- **Liability & Legal Actions:** Do not engage in unauthorized agreements, waivers, or legal representations.
- **Collusion/Conflict of Interest:** Strictly prohibited.

8. Prohibited Actions

- **Drug-Free Workplace:** Zero tolerance for drugs or alcohol while on duty.
 - **Weapons:** Firearms, explosives, or weapons are prohibited on duty or in City vehicles.
 - **Gambling:** Not permitted on duty or City property.
-



Mobile Assistance Community Responders of Oakland

2024 OUTPUT SUMMARY REPORT

JANUARY – DECEMBER 2024

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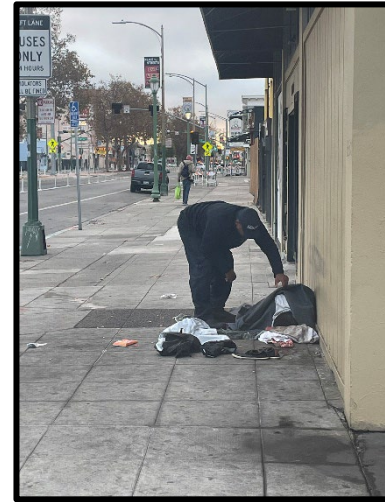


MACRO Overview

MACRO Purpose and Goal

The purpose of Mobile Assistance Community Responders of Oakland (MACRO) is to deliver a compassionate care first response model grounded in empathy, service, and community. MACRO is a community-centered alternative response program within the Oakland Fire Department (OFD) designed to address non-emergency, "quality of life" service calls. MACRO is *not* for emergencies or violent situations.

MACRO's goal is to reduce responses by emergency services (Fire & Police) across Oakland, increase access to community-based services and resources for impacted individuals. Regular meetings are held between the Oakland Police Department and Oakland Fire Department to review incident types and trends to determine the most effective way to ensure the appropriate calls for service are being diverted to MACRO.



MACRO Criteria and Call Categories

The Oakland Police Department (OPD) criteria to divert a 911 call to MACRO include: 1) calls that show no threats or active violence, 2) do not have visible weapons, 3) do not involve domestic violence, 4) are located outside of a home or dwelling, and 5) the individual is not an immediate danger to themselves or others. Community members should contact MACRO when there is initial concern for a person's well-being. The earlier a MACRO team can begin an intervention the better. *In the event of an immediate emergency, community members should call 911.*

MACRO teams consist of Community Intervention Specialists and Emergency Medical Technicians. MACRO teams respond to calls in three categories, individual well-being, some behavioral or mental health calls, and nonviolent community disturbances. Most of the calls MACRO teams respond to involve unhoused individuals.

MACRO Service Categories

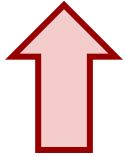
Individual Well-Being

Behavioral Health
Concerns

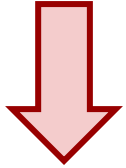
Community
Disturbances

MACRO Outcomes

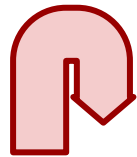
MACRO service responses aim to achieve the following outcomes:



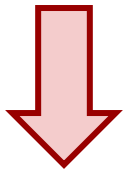
Decreased negative outcomes from law enforcement response to nonviolent 911 emergency calls, especially among Black, Indigenous and People of Color (BIPOC).



Increased connections to community-based services for people in crisis, especially among BIPOC.



Redirection of identified 911 call types to an alternative community response system.



Reduced Oakland Police Department & Oakland Fire Department expenses and call volume related to 911 nonviolent calls involving people with behavioral health, substance use, and unsheltered individuals.



MACRO Service Area

MACRO serves the entire City of Oakland. The city is divided into eight MACRO service zones.

Figure 1 presents a map of service zones followed by Table 1 which outlines zone boundaries.

Figure 1. Geographical Service Zones Map

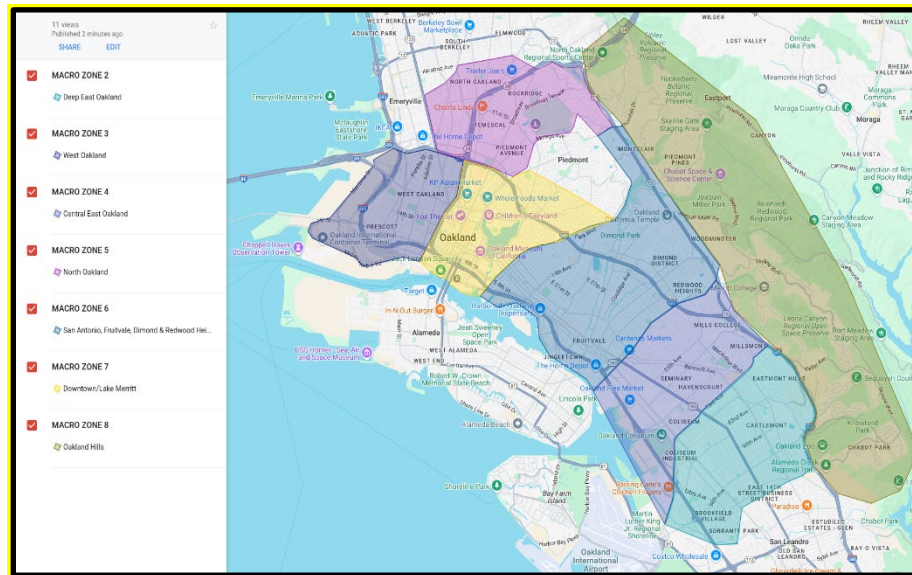


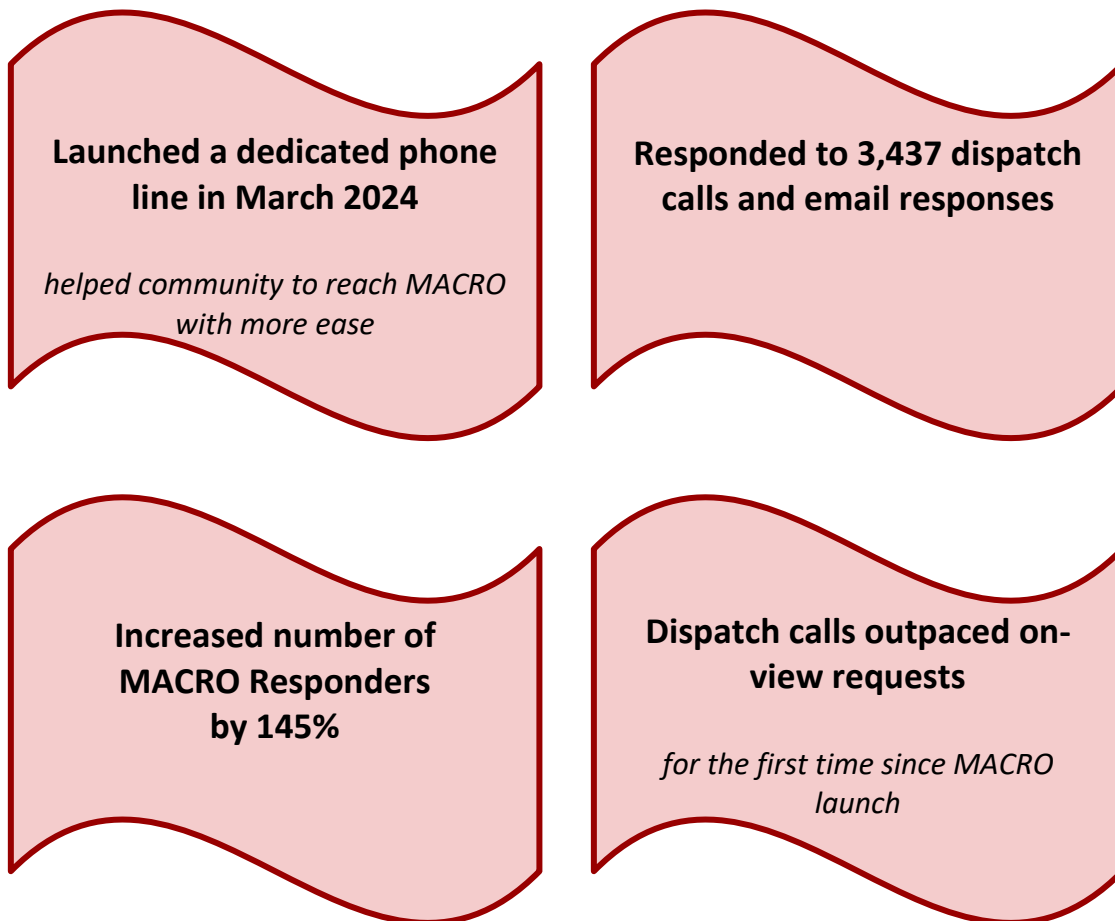
Table 1. MACRO Geographical Service Zones

Zone	Boundaries
Undefined Location / Street	Incident is responded to on “the street” or the location isn't clearly defined by the caller.
#2 [Deep East Oakland]	The area from 73rd Ave to the San Leandro border, bounded by I-580 to the north and roughly Edgewater Dr. to the south.
#3 [West Oakland]	The area bordered by I-880 on the south and west, I-980 on the east, and 35th St to the north.
#4 [East Oakland]	The area from 35th Ave to 73rd Ave, including the Laurel District and Redwood Heights, roughly bounded by I-580 to the north and I-880 to the south.
#5 [North Oakland]	The area bounded by I-580 to the south, up to Berkeley north, Emeryville to the west, and the Oakland Hills to the east. This area includes Temescal, Rockridge, and Bushrod.
#6 [Central Oakland]	The area from East Lake and Park Boulevard to 35th Ave includes areas of Fruitvale, San Antonio, and Little Saigon. The area is roughly bounded by I-580 to the north and the Embarcadero to the south.
#7 [Downtown & The Lake]	The combined area of Downtown Oakland and Lake Merritt, Jack London Square, Chinatown, Uptown, around Lake Merritt, Lakeside Park, Lakeshore, and Adams Point neighborhoods.
#8 [Oakland Hills]	All other Oakland neighborhoods, Montclair, Piedmont Pines and roughly North of Hwy 13.

2024 Highlighted Successes

This report aims to describe the MACRO program, outline its workflow, and share 2024 activities and outcomes. The report also highlights MACRO's successes in providing support for Oakland residents. **Figure 2** presents four major MACRO successes accomplished in 2024.

Figure 2: Major MACRO Highlights in 2024



Program Updates

Hours of Operations and High Traffic Days

MACRO's hours of operation are seven days a week, Sunday through Saturday between the hours of 6:30 AM and 8:30 PM. More teams are in service on Tuesdays, Wednesdays, and Thursdays allowing MACRO to maximize intervention service in the community on these specific days of higher volume.

MACRO Staffing

In 2024, MACRO increased the number of full-time employees from 11 to 27.. In December 2024, MACRO introduced an acting shift supervisor to enhance team oversight, ensure safety, and maintain compliance with operational standards. While the additional staff has strengthened the team, MACRO is still actively seeking to fill several positions including an Administrative Assistant 1, Program Analyst 1, and additional Emergency Medical Technicians (EMT) to further support operations.



Program Equipment

To accommodate the new staff, MACRO invested in additional resources, including purchasing new radios and tough books. These enhancements aim to improve operational efficiency and provide comprehensive support to the growing team.

Community Events

In November 2024, MACRO was honored to participate in Oakland's Hunger Program, Community Day of Thanks, an event dedicated to providing Thanksgiving meals to Oakland's low-income, senior, and unhoused community members. As part of this effort, MACRO played a key role in delivering more than 300 hot meals directly to homeless encampments, ensuring that more of Oakland's community members could experience the spirit of the holiday.

MACRO teams also participated in National Night Out, a community-building event designed to promote safer neighborhoods by encouraging residents to connect with one another and the Oakland Police Department (OPD). The event featured outdoor block parties where residents enjoyed activities such as socializing, barbecues, and other community-focused gatherings.

Program Model

Program Eligibility and Dispatch

MACRO teams are trained to respond to non-violent incidents that do not require immediate emergency assistance. The process begins with the dispatch operator, who assesses the severity of the situation to determine eligibility. If the situation meets MACRO's criteria, the call is dispatched to the team. **Figure 3**, presented on the next page, describes Part 1 of the MACRO model including the step-by-step MACRO referral and eligibility screening process.

MACRO Team Response

Upon arriving at the location, MACRO teams conduct a safety assessment to ensure the situation aligns with MACRO's criteria and is safe to engage. If deemed appropriate, the team initiates contact with the service recipient and provides support as needed. **Figure 4**, presented on the page after Figure 3, describes Part 2 of the MACRO model including the step-by-step MACRO team response process.

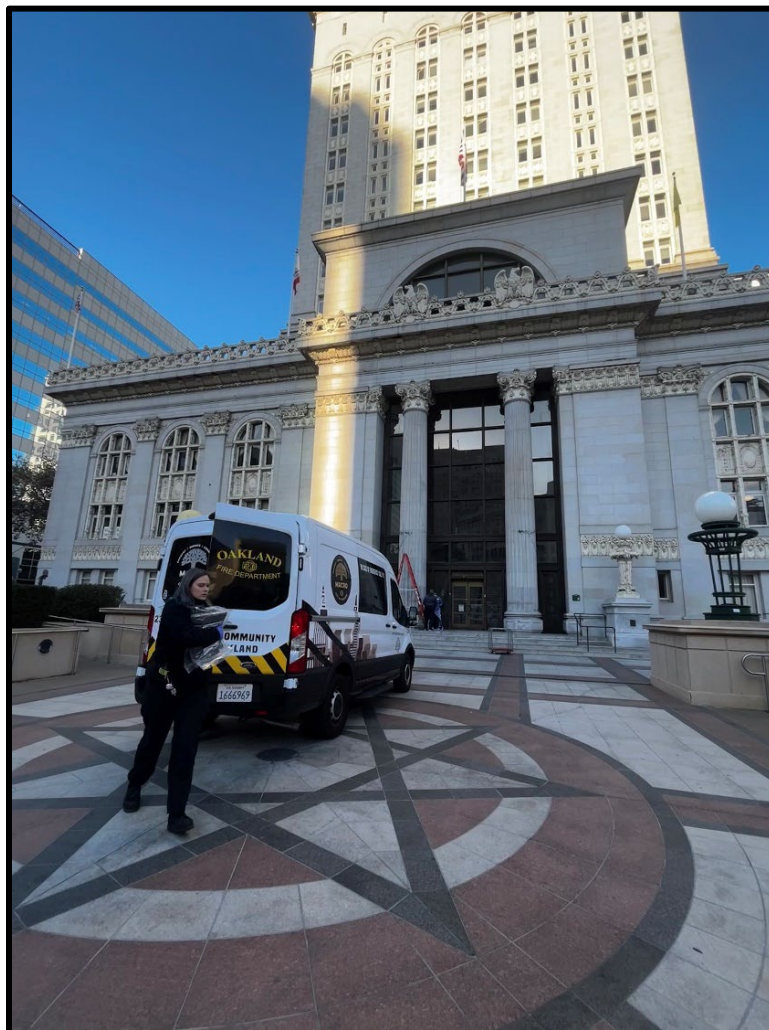


Figure 3: MACRO Program Model - Part 1 Referral and Eligibility Screening

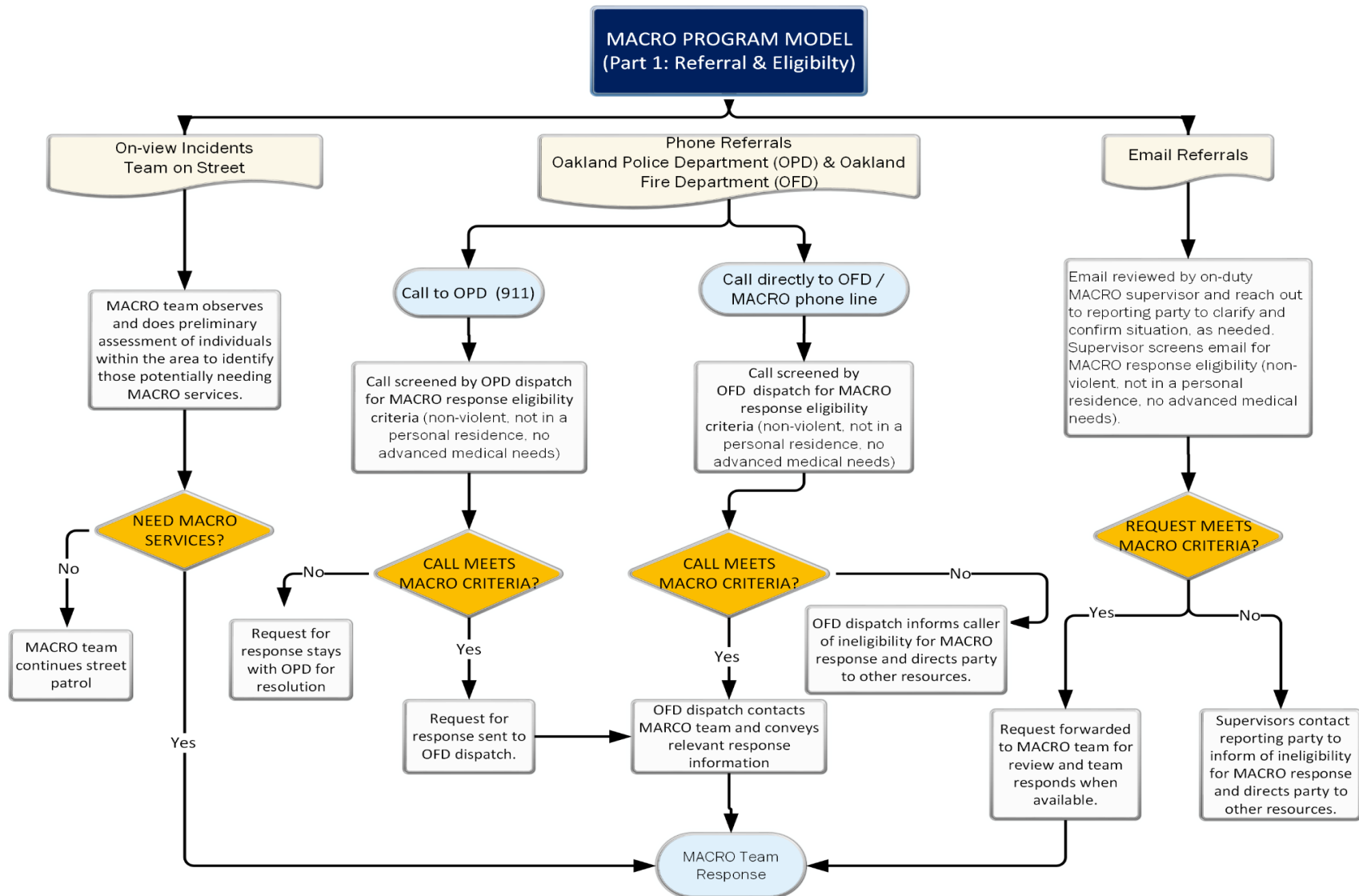
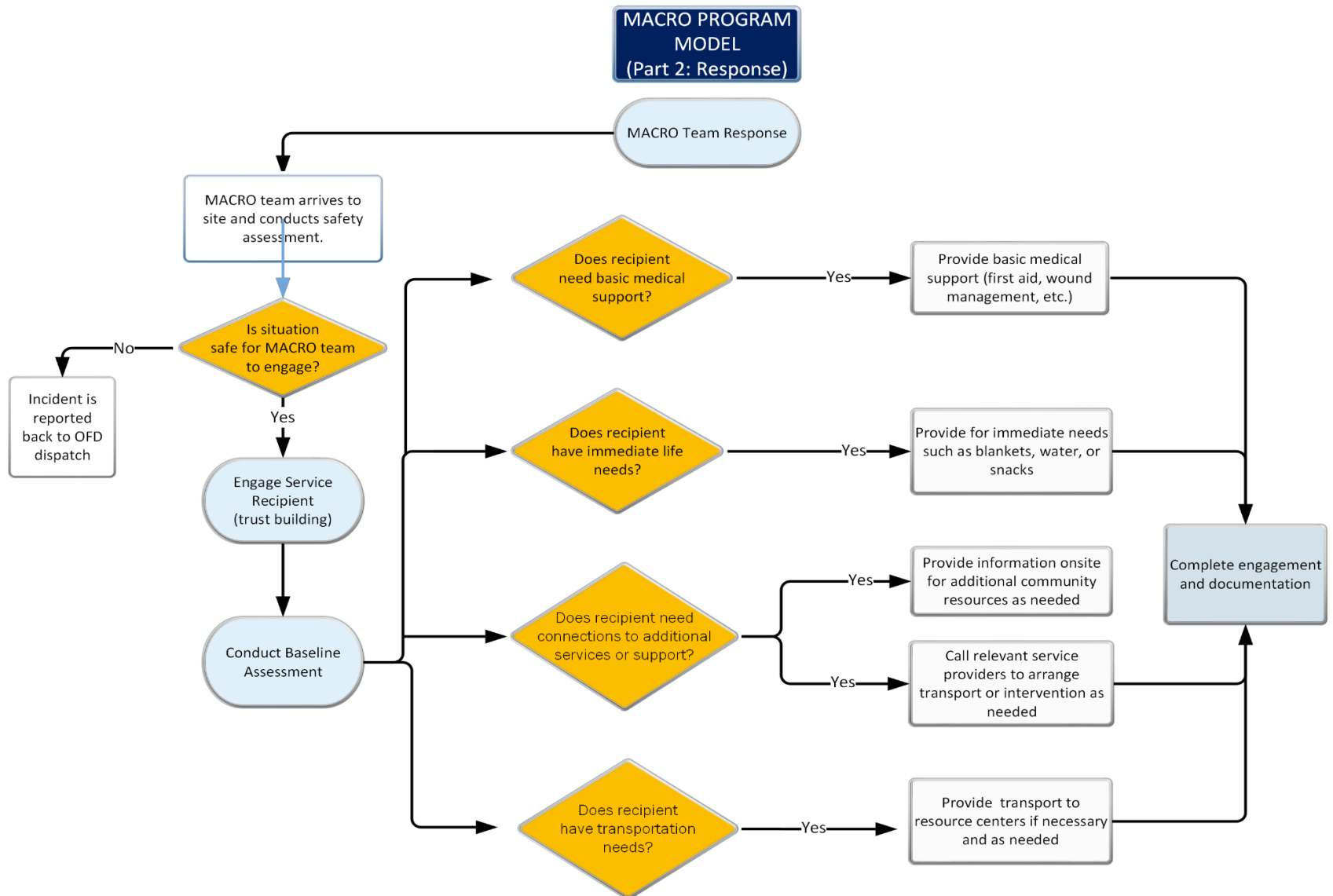


Figure 4: MACRO Program Model - Part 2 Team Response



Activities and Outputs

MACRO Dispatches

A combination of extended operating hours and an increase in team members contributed to a rise in the average number of MACRO teams deployed per service day over the course of 2024. This growth enabled MACRO to serve more recipients, enhance the service experience for both businesses and individuals, address incidents more quickly, and improve overall service quality.

Decreases in the average number of dispatches per service day and team members deployed were observed in May, due to new employee orientation and training, and in November, due to less service requests from business zones operating on holiday schedules. **Table 2** presents the monthly averages for MACRO dispatches and team deployments.

Table 2. Average Number of Dispatches and Teams per Service Day in 2024												
	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
Average Dispatch per Service Day	5.5	6.1	8.8	9.6	5.4	10.4	11.8	12.1	13.2	14.7	10.6	10.8
Average Teams per Service Day	1.8	1.9	2.1	2.3	1.9	4.5	4.7	5.3	4.6	5.5	4.4	4.4

Dispatch By Source

MACRO teams receive dispatches from three sources: OPD (911), OFD (MACRO Direct Line), or a dedicated MACRO email address. The MACRO phone line is managed by the Fire Communication Center and emails are received by a MACRO Supervisor.

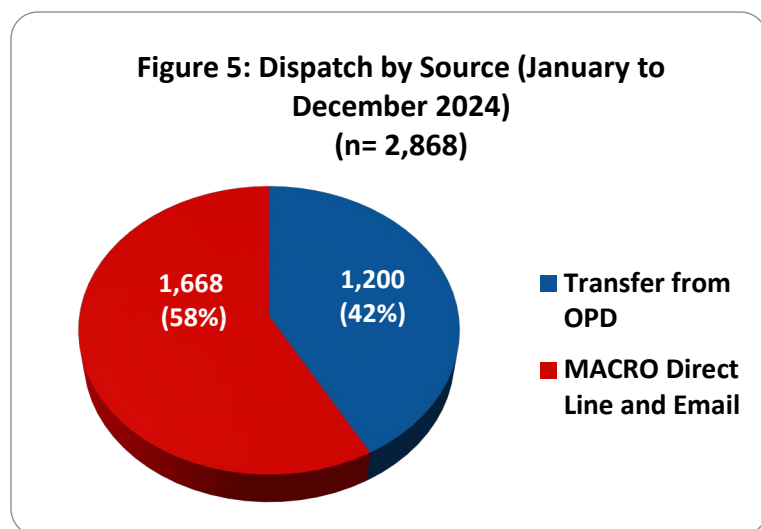


Figure 5 provides a breakdown of dispatch by source, showing the total number of dispatches received. The figure highlights that the majority, 58%, of requests came directly to OFD via the direct phone line and email as compared to 42% of requests transferred through calls from the 911 dispatch.

MACRO Phonenumber Performance

Community members can request MACRO intervention directly by calling the MACRO phone line or sending an email. When someone calls the MACRO phonenumber, they are greeted by an automated main menu that provides them with an overview of MACRO's response eligibility and options to proceed with MACRO by speaking with an OFD dispatcher to proceed or be transferred to Oakland Police Dispatch (911). If a caller elects to proceed with MACRO, an OFD dispatcher screens the call and directs service requests to the appropriate MACRO response unit. In cases where a request does not meet MACRO's eligibility criteria, callers may be transferred to 911 or directed to other resources.

Table 3 provides a monthly breakdown of data collected from MACRO phone line from April – December 2024. The MACRO phone line launched in March 2024. The table details the total number of calls to the MACRO phone line, the number of callers who connected with a OFD dispatcher, the total number of calls that met MACRO response criteria and were sent to a MACRO team to response.

Table 3. MACRO Main Menu Calls - 9 Months of Service (April - December 2024)*					
	Incoming Calls to MACRO Phone Line	Incoming Calls Who Reached OFD Dispatch		Calls Sent to MACRO Teams for Response	
	#	#	%	#	%
24-Apr	378	308	81%	56	18%
24-May	141	100	71%	21	21%
24-Jun	274	204	74%	79	39%
24-Jul	411	306	74%	112	37%
24-Aug	486	361	74%	124	34%
24-Sep	449	345	77%	161	47%
24-Oct	403	319	79%	138	43%
24-Nov	489	397	81%	129	32%
24-Dec	451	339	75%	124	37%
TOTALS	3,482	2,679		944	
*Callers who choose to transfer to an OPD dispatcher or to disconnect from the call are not reflected in data.					

Figure 6 illustrates the flowrate of calls to response. Of the total calls received on the MACRO phonenumber, 77% of callers reached an OFD dispatcher, and of those who reached OFD dispatch, 35% of calls met MACRO eligibility and information was sent to MACRO teams for response.

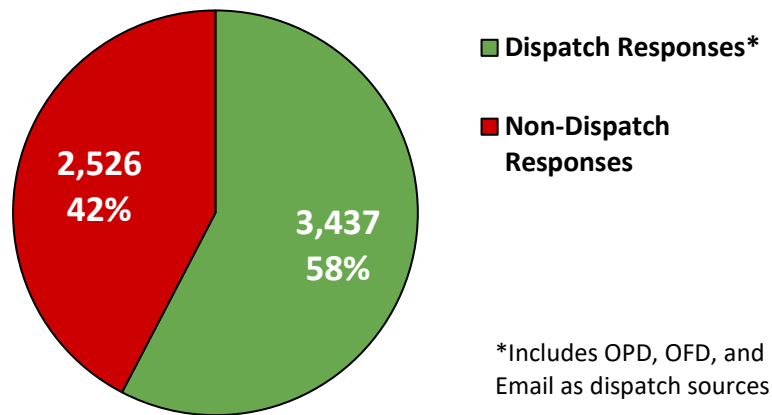
Figure 6: Flow Rate from Direct MACRO Phone Line to Team Response



On-View (Non-Dispatched) Incidents

While MACRO teams are in the field, they may encounter and respond to situations spontaneously. These instances, known as on-view incidents, are *not* included in dispatch data because they are initiated by the MACRO teams versus a request from the public. **Figure 7** presents on-view (non-dispatch) responses compared to dispatch-initiated responses.

Figure 7: Comparison of General Responses - January to December 2024
(n= 5,963)

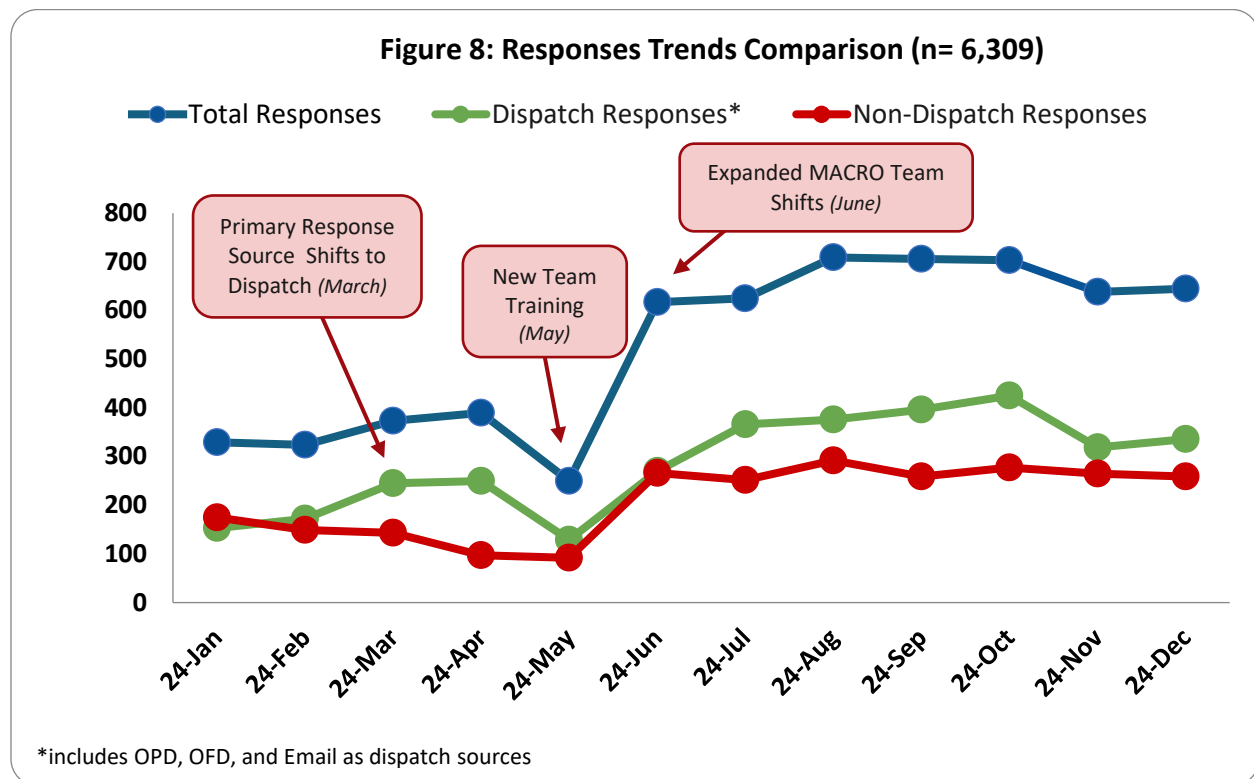


Trends Comparison of MACRO Responses

In early 2024, most MACRO responses were non-dispatched (on-view) incidents identified by MACRO teams in the field. However, starting in June, there was a shift in the primary source of MACRO response from non-dispatched (on-view) incidents to responses *originating from dispatched calls*. There was also a significant increase in the *total number* of MACRO responses throughout 2024. This upward trend may be attributed to MACRO's increased visibility across the City of Oakland, the launch of the dedicated MACRO phoneline, and increased staffing leading to increased numbers of teams deployed into the community.

In 2024, for the first time since it launched, MACRO saw a majority of responses come through dispatch instead of on-view.

Figure 8 demonstrates the MACRO response increase over time along with the shift starting in March, of the primary response sources from non-dispatched (on-view) incidents to dispatched responses.



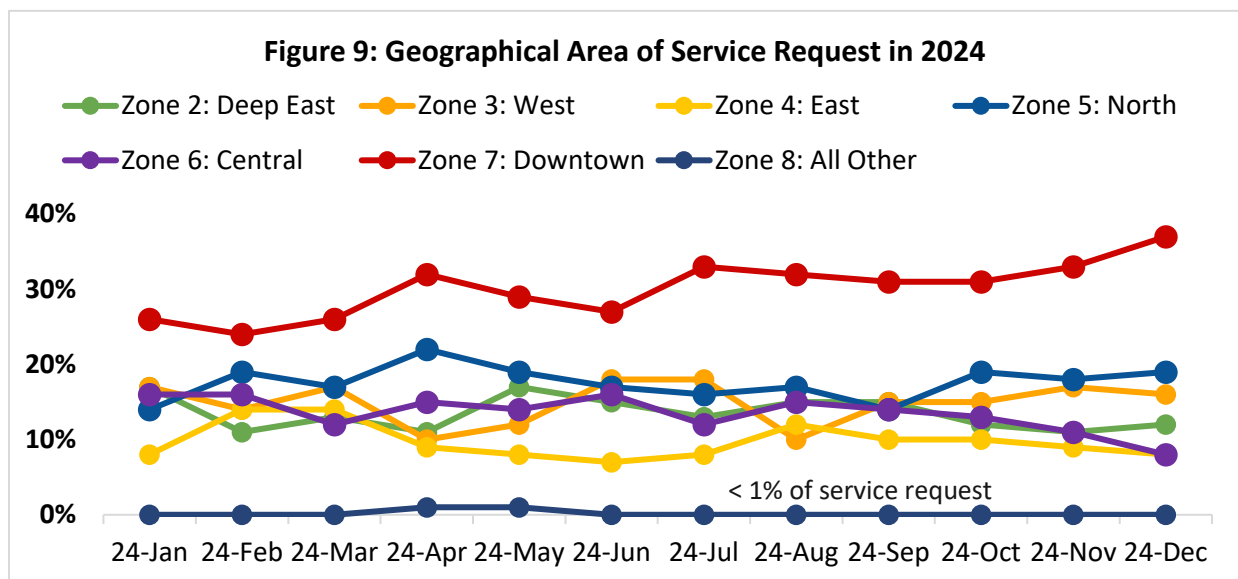
MACRO Response by Service Area

MACRO serves all of Oakland, which is divided into eight MACRO service zones. **Table 4** illustrates the areas in Oakland where MACRO responded broken down by month and by service zone. Data indicate that the highest percentage of requests originate from Zone 7: Downtown Oakland. In contrast, the fewest service requests originate from Zone 8, the Oakland Hills.

Table 4: Geographical Area of Service Request in 2024

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
Zone 2: Deep East	17%	11%	13%	11%	17%	15%	13%	15%	15%	12%	11%	12%
Zone 3: West	17%	14%	17%	10%	12%	18%	18%	10%	15%	15%	17%	16%
Zone 4: East	8%	14%	14%	9%	8%	7%	8%	12%	10%	10%	9%	8%
Zone 5: North	14%	19%	17%	22%	19%	17%	16%	17%	14%	19%	18%	19%
Zone 6: Central	16%	16%	12%	15%	14%	16%	12%	15%	14%	13%	11%	8%
Zone 7: Downtown	26%	24%	26%	32%	29%	27%	33%	32%	31%	31%	33%	37%
Zone 8: Oak Hills	0%	0%	0%	1%	1%	0%	0%	0%	0%	0%	0%	0%

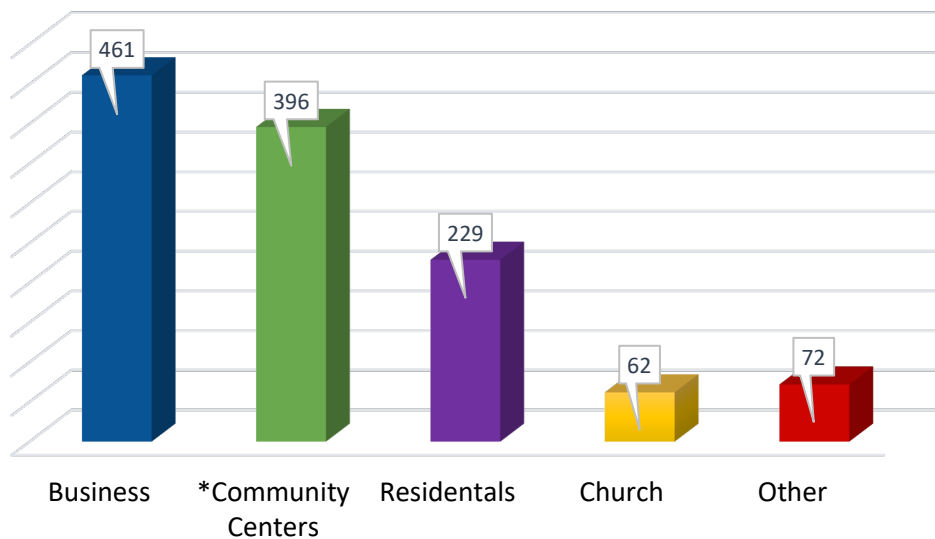
Figure 9 depicts the variation throughout the year for service requests in other zones—Zone 2: Deep East, Zone 3: West, Zone 4: East, Zone 5: North, and Zone 6: Central.



Location of Responses

Because the majority MACRO responses involve people who are unhoused, most or 72% of MACRO team responses and interactions are located on Oakland city streets. Though, MACRO services are requested at a variety of other locations as well. **Figure 10** presents data on MACRO service locations other than on city streets. This data indicates that MACRO interacted with individuals at 461 businesses, 229 residential properties, 188 parks, 87 schools, 62 churches or other religious institutions, and 72 other locations through Oakland in 2024. Note that data on location of MACRO services were not collected from January through March. Data may also include multiple responses to the same location.

**Figure 10: Location of Service Responses
(April - December 2024)**

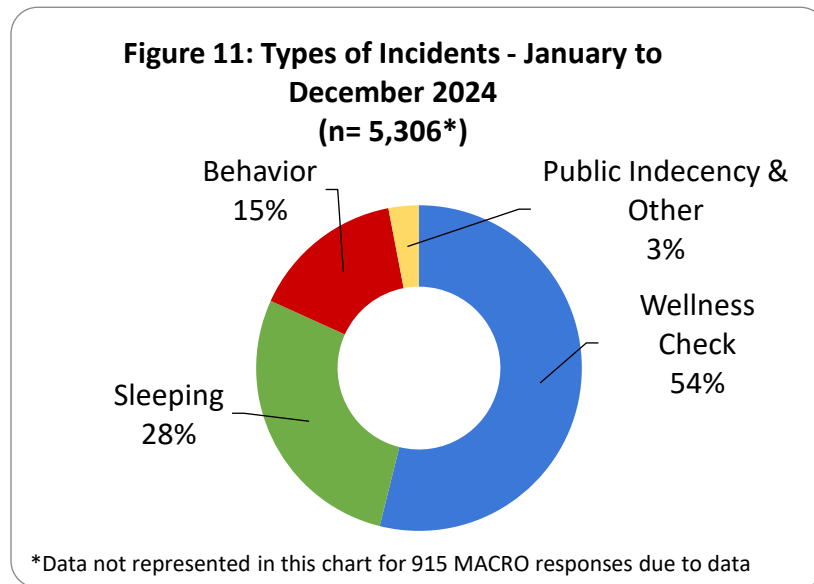


*Community Centers include libraries, schools, and parks.

Types of Incidents

MACRO services may be requested for a variety of reasons, provided they meet the eligibility criteria. MACRO teams manage situations up to the point of reaching a crisis. The most common type of incident involves conducting wellness checks. Wellness checks can address concerns related to a person's well-being. Additional other documented reasons for MACRO intervention include, sleeper checks, behavioral health issues, public indecency, and community disturbances.

Figure 11 displays the breakdown and percentages of incident types reported throughout 2024.



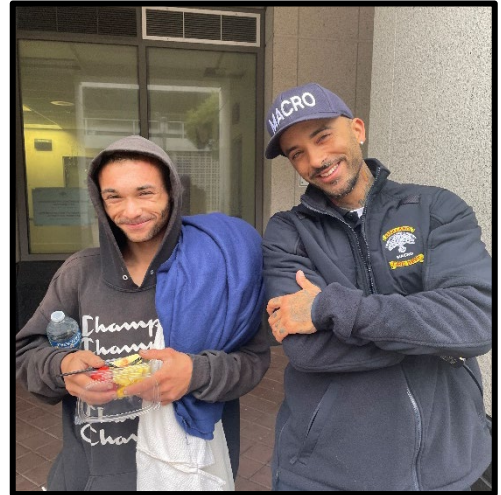
"From dehydration to [weather] exposure, even small interventions, such as water or a blanket, can make a big difference."

- MACRO Team Member

MACRO Response Outcomes

On-Site Services

After completing an assessment, the MACRO team determines the type of care a person may need. Service recipients often have basic needs, such as first aid or dehydration. A blanket may be provided to protect against exposure, or team members may offer to listen to someone, using de-escalation techniques to provide emotional support. Other supports may include service referrals or transportation support. Typically, all MACRO service recipients are given information about available community resources.

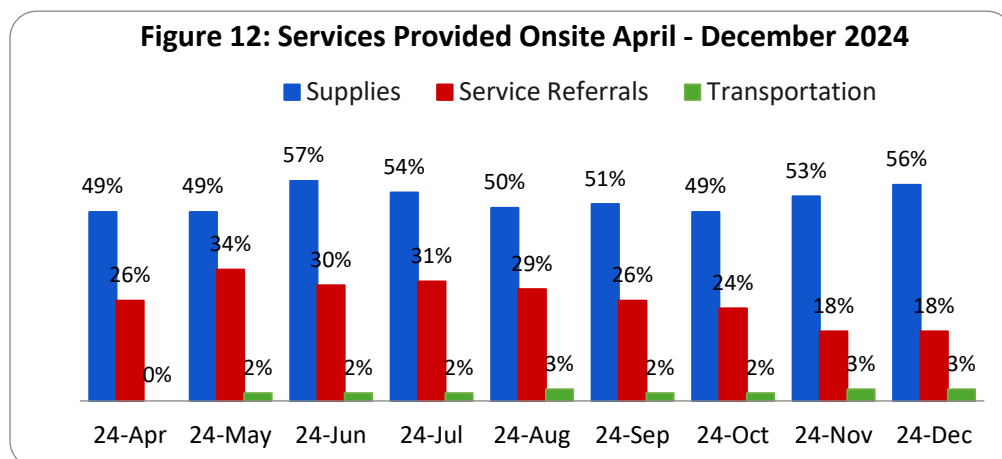


Capturing Output

When an incident is dispatched, it is assigned an incident number and recorded in three systems: (1) MACRO Incident Microsoft Form, (2) PremierOne Computer-Aided Dispatch (P1CAD), and (3) Electronic Health Records (ESO). In some cases, incidents with assigned numbers do not result in the provision of MACRO services. These are due to the MACRO team being unable to locate the individual or the individual choosing not to engage with MACRO. Additionally, service recipients have the option to disengage from a MACRO team at any point during the interaction. Showing up is a critical first step in the service process, as it sets the stage for potential future outcomes or impacts.

Supplies and Service Referrals

During onsite interactions with services recipients, the MACRO teams may provide supplies, service referrals, or transportation support. **Figure 12** provides a visual representation, by month, the percentage of service recipients who accepted supplies (n=2,334), service referrals (n=1,306), or transportation (n=103) from MACRO teams.



Incident Resolutions

In 2024, 98% of incidents were resolved by MACRO team members onsite with no support needed from other agencies. MACRO incidents are considered resolved onsite if: (1) the team successfully deescalates the situation or provides basic need support onsite (MCC), (2) the recipient is transported to another location (MPTM), or (3) the MACRO team is not able to locate the intended MACRO recipient (MNL). In situations, when immediate advanced medical attention is required or a situation becomes violent, the MACRO team may request external incident support from emergency medical services (EMS), OPD to request the Community Assessment and Transport Team (CATT), or other agencies for further assistance. MACRO requested external support for only 2% of all calls in 2024.

98% of MACRO incidents were resolved onsite in 2024.

Table 5 presents the percentage of incidents resolved by MACRO teams and the percentage of MACRO resolutions referred for external incident support).

Table 5: Incident Resolution (n=5,368) *					
Month	MACRO Resolutions			External Referrals	
	Call Completed by MACRO (MCC)	Recipient Transported by MACRO (MPTM)	Recipient Not Located (MNL)	Recipient Referred to OPD (MPD)	Recipient Transported by EMS (MPTA)
Jan	254	0	28	1	2
Feb	224	1	42	3	5
Mar	269	4	71	3	2
Apr	199	1	75	8	5
May	153	5	39	4	2
Jun	366	8	96	5	6
July	403	9	125	8	11
Aug	483	20	122	4	4
Sep	435	12	146	12	4
Oct	434	14	137	10	11
Nov	392	15	113	13	8
Dec	411	14	94	9	14
TOTAL (n= 5,368) 100%	MACRO Resolved (n=5,214) 98%			External Support Requested (n=154) 2%	
*Data may include numerous counts for service recipients that received care more than once.					

Testimonials

June 30, 2024

On behalf of the Lakeshore Avenue BID, we thank you once again for being at our 2024 Annual Meeting last week. Your program is being used by us as more incidents occur in our area. We appreciate the work of your staff and your management of the program. Our BID Co-Directors and Security Head are in good contact with you.

Thanks again,
Lakeshore Avenue BID

June 16, 2024

I can't thank you both enough for your quick responses and tremendous support. The work that MACRO does is incredibly important and my organization is extremely grateful for your help navigating through this difficult (and scary) situation.

March 5, 2024

Just wanted to say thank you for your help this morning. It was amazing how fast the MACRO team was able to arrive and I was grateful they were able to check in on the woman. We're really glad that MACRO is available for help in these situations!

Appendix A: Glossary of Terms

Term	Definition
Partnering Groups	
OFD	Oakland Fire Department
OPD	Oakland Police Department
FCC	Fire Communication Center
EMS	Emergency Medical Services
CATT	Community Assessment and Transport Team
MACRO Phone Line Main Menu	
MACRO On Main Menu	Calls that reach the OFD phone system.
Oakland PD Transfer	Calls received on the phone system in which the caller self-selects to be transferred to Oakland Police Department.
Oakland FD Transfer	Calls received by the Oakland Fire Department.
MACRO OFD Dispatch Response	Calls dispatched to MACRO teams from OFD.
General Response	
Days in Service	The number of days a MACRO team was deployed in a service month.
Dispatched Response	The number of responses by a MACRO team after receiving an assignment from a dispatch (FCC, OPD & Email) source.
Percentage Dispatched Responses	The percentage of dispatched responses MACRO received in a service month.
Total Incident Response	The total number of incidents responded to by MACRO teams.
Teams per Days in Service	The average number of MACRO Teams deployed in a service month.
Response by Source	
Oakland Fire Department (MACRO Direct)	Received via MACRO direct line or Fire Department request.
MACRO Email	A non-emergency request for MACRO services received through email.
On- View (non-dispatch)	A MACRO team's encounter with an incident while in the community.
Oakland Police Department (911 Dispatch)	OPD transfers a call to OFD for MACRO response.

MACRO Service Zones	
Undefined / Street	Incident response on “the street” or when the location isn't clearly defined by the caller.
Zone 2 [Deep East Oakland]	The area from 73rd Ave to the San Leandro border, bounded by I-580 to the north and roughly Edgewater Dr. to the south.
Zone 3 [West Oakland]	The area bordered by I-880 on the south and west, I-980 on the east, and 35th St to the north.
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Zone 7 [Downtown & The Lake]	The combined area of Downtown Oakland and Lake Merritt, Jack London Square, Chinatown, Uptown, around Lake Merritt, Lakeside Park, Lakeshore, and Adams Point neighborhoods.
Zone 8 [Oakland Hills]	All other Oakland neighborhoods, Montclair, Piedmont Pines and roughly North of Hwy 13 & 580.
Response Location	
Apartment Building/Complex	Incident response to an apartment building or complex.
Business	Incident response to a business.
Church	Incident response to a church or place of worship.
Library	Incident response to an Oakland Public Library Branch.
Park	Incident Response to a City of Oakland Parks & Recreation facilities.
Private Residence	Incident response to a private residence.
School	Incident response to a school including OUSD and Private Institutions.



Street	All streets located in the eight zones in Oakland.
All Other Locations	Indicates all other locations not listed.
Types of Incidents	
Behavioral Health	A concern raised by a caller regarding an individual's behavior or mental state.
Health & Wellness Check	A basic check on an individual's health and well-being.
Sleeping	A wellness check on an individual found sleeping in public places.
Public Indecency	An incident when an individual is found without clothing in a public place.
Other	Unique or less common incidents.
Resolution Codes	
MACRO Resolved Incident on Site (MCC)	Call complete; the incident was cleared by a MACRO team.
Team Unable to Locate Incident or Individual (MNL)	MACRO is unable to locate an individual after arriving at the location.
Transport by MACRO (MPTM)	A patient transported by MACRO.
Transport by Oakland Police Department (MPD)	An incident resulted in a transfer to OPD and CATT request.
Transport by Ambulance (MPTA)	An incident resulted in the patient being transported to EMS after MACRO request.

MACRO Policies and Procedure Version 03.2025



CITY OF OAKLAND

I. Organizational Values and Ethics

1. Oakland Fire Department Culture of Diversity Policy.....
2. Compliance with City Policy (OFD Ethics)
3. Civility and Compliance with City Policy (MACRO).....

II. Workplace Conduct and Professionalism

1. Behavior / Conduct Policy.....
2. Attendance and Expectations Policy.....
3. Conduct at Headquarters Policy.....
4. Arguments / Altercations Policy.....
5. Insubordination Policy.....
6. Cleanliness.....
7. Non-Smoking Policy.....

III. Employee Health and Safety

1. Employee Safety & Employee Wellness.....
2. Personal Protective Equipment (PPE) Policy.....
3. Workplace Injury.....
4. Injury Reporting Policy.....
5. Infection Control Procedure.....
6. Infection Control & Protection Policy.....
7. MACRO in Field Infection Control & Protection Policy.....

IV. Operational Standards and Responsibilities

1. Response Expectations and Safety Policy
2. Call type Qualification and Macro Dispatch Process Policy.....
3. Performance of Duty Policy.....
4. End of Shift & Beginning of Shift Procedures.....
5. Macro Premises Leaving / Readiness for Duty Policy.....
6. Early Departure and Accountability for Unfinished shifts.....
7. Macro Policy for Transporting Individuals to Reasonable Destinations.....
8. Ride Along's.....
9. Radio Emergency Button Activation Procedures.....
10. Addressing Officers.....
11. Zone Rotation Policy for Macro Crew Members

V. Communication and Information Sharing

1. Use of Electronic Communications Devices and the Internet.....
2. Radio/Communication Etiquette.....
3. Media and Public Communication Policy.....
4. Public Statements and Falsification of Records.....
5. Contacting Elected or Appointed Officials and Other Agencies Policy.....

VI. Vehicle and Field Operations

1. Oakland Fire Department Accident Involving City Vehicles Policy.....
2. Vehicle Security & Safety Policy.....
3. MACRO On-View Accident Policy.....

VII. Legal and Ethical Compliance

1. Mandated Reporters Policy.....
2. Public and Private Property Responsibility Policy.....
3. Legal Action Policy.....
4. Liability Release Policy.....
5. Collusion Policy.....

VIII. Prohibited Actions

1. Drug-Free Workplace Policy.....
2. Firearms, Weapons, & Explosives Policy (Prohibited).....
3. MACRO Gambling Policy.....

Oakland Fire Department Culture of Diversity Policy

Purpose:

The purpose of this policy is to promote and sustain a culture of diversity, equity, and inclusion within the MACRO Program. This includes creating a work environment where all employees feel respected, valued, and able to contribute fully.

Policy:

MACRO is committed to diversity and inclusion in all aspects of its operations. This includes recruitment, hiring, compensation, professional development, promotions, transfers, training, and all other workplace practices. We aim to ensure equal opportunities for all employees, regardless of gender, race, ethnicity, sexual orientation, or background.

Key areas of focus include:

1. **Respectful Communication:**
Employees are expected to communicate respectfully and work cooperatively with all team members.
2. **Teamwork and Inclusion:**
Employees should actively participate in team activities, and all perspectives and groups must be represented and valued.
3. **Work/Life Balance:**
Flexible work schedules will be considered to support employees' diverse personal needs.
4. **Community Engagement:**
OFD MACRO program encourages both employees and the department to actively engage with the community to promote diversity and mutual respect.

All employees must treat others with dignity and respect, whether at work, during OFD MACRO program-sponsored events, or any work-related function. This includes following the department's principles of inclusion in all interactions.

Definitions:

1. **Diversity** – The presence of a wide range of different characteristics, backgrounds, and perspectives within the department.
2. **Equity** – Ensuring fair treatment, access, and opportunity for all employees, addressing any barriers that may exist due to gender, race, ethnicity, or other factors.
3. **Inclusion** – Creating an environment where everyone feels valued and has the opportunity to participate fully, regardless of their identity.

4. **Respectful Communication** – Interacting with colleagues in a manner that is considerate, polite, and free of offensive or discriminatory language.
5. **Workplace Culture** – The shared values, practices, and behaviors that define the environment within the department.

Procedures:

1. **Employee Responsibilities:**
 - a. All MACRO employees are expected to demonstrate inclusive behavior and treat others with dignity and respect.
 - b. Employees must exhibit these behaviors not only during work hours but also during OFD MACRO program sponsored events and activities, whether on or off duty.
2. **Training and Development:**
 - a. All employees are required to complete annual diversity awareness training to enhance their understanding of diversity, equity, and inclusion principles.
 - b. Training will focus on fostering respect, reducing biases, and enhancing communication and collaboration across diverse groups.
3. **Reporting Discrimination or Harassment:**
 - a. Employees who experience or witness any form of discrimination, harassment, or inappropriate conduct should report it to a supervisor, HR representative, or through the department's formal grievance process.
 - b. Complaints will be taken seriously, investigated promptly, and addressed according to the OFD MACRO program policies and procedures.
4. **Disciplinary Action:**
 - a. Employees found engaging in discriminatory or inappropriate conduct may face disciplinary action, which may include counseling, training, suspension, or termination, depending on the severity of the behavior.
5. **Continuous Improvement:**
 - a. The department will regularly review and update its diversity initiatives to ensure they are effective and aligned with the needs of the workforce and community.
 - b. OFD MACRO program leadership will also monitor the workplace culture to ensure it remains inclusive and equitable for all employees.

Compliance with City Policy (OFD MACRO Program Ethics):

Professionalism:

- a. Employees must treat all colleagues and the public with dignity and respect, ensuring a professional and inclusive work environment.

Respectful Conduct:

- b. Employees shall refrain from conduct or discussions that could harm the **efficiency or cohesiveness** of the team or department.
- c. Behavior that disrupts work, creates a hostile environment, or negatively affects the performance of others will not be tolerated.

Reporting Violations:

- d. Any employee who experiences or witnesses **discriminatory behavior or harassment** should report it to their supervisor or Human Resources.

- e. The department will investigate all claims and take appropriate action as necessary.

Accountability:

- f. Employees who engage in **discriminatory** or **harassing conduct**, or who create a disruptive environment, may be subject to **disciplinary action** in accordance with department policies.

References:

- **City of Oakland Non-Discrimination and Harassment Policy**
- **OFD Employee Conduct Standards**

Additional Notes:

- **OFD MACRO Program Commitment:**

The Oakland Fire Department is committed to maintaining a respectful and inclusive work environment, where all employees can perform their duties effectively without fear of discrimination or harassment.

- **Alignment with Legal Standards:**

This policy aligns with both **City of Oakland policies** and **California state regulations** regarding workplace discrimination, harassment, and employee conduct. By adhering to these standards, OFD MACRO program employees contribute to a positive, efficient, and respectful workplace that benefits the entire department and the communities we serve.

Civility and Compliance with City Policy (MACRO)

Purpose:

To ensure that all Oakland Fire Department (OFD) MACRO program employees maintain respectful conduct and adhere to the City's non-discrimination and harassment policies.

Policy:

All Macro employees must follow the City's non-discrimination and harassment policies. Employees must also avoid engaging in behavior or discussions that could negatively impact the efficiency of the team, crew, or department.

Definitions:

Non-Discrimination Policy:

A policy that prohibits discrimination based on race, gender, sexual orientation, disability, religion, or any other protected status.

Harassment:

Any unwanted behavior or communication that creates an intimidating, hostile, or offensive work environment.

Procedures:**Compliance with City Policy:**

All Macro employees are required to follow the **City's non-discrimination and harassment policies** at all times.

Employees must treat all colleagues and the public with dignity and respect, ensuring a professional and inclusive work environment.

Respectful Conduct:

Employees shall refrain from conduct or discussions that could harm the **efficiency** or **cohesiveness** of the team or department.

Behavior that disrupts work, creates a hostile environment, or negatively affects the performance of others will not be tolerated.

Reporting Violations:

Any employee who experiences or witnesses **discriminatory behavior** or **harassment** should report it to their supervisor or Human Resources.

The department will investigate all claims and take appropriate action as necessary.

Accountability:

Employees who engage in **discriminatory** or **harassing conduct**, or who create a disruptive environment, may be subject to **disciplinary action** in accordance with department policies.

References:

City of Oakland Non-Discrimination and Harassment Policy
OFD Employee Conduct Standards

Additional Notes:**OFD MACRO Program Commitment:**

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This policy aligns with both **City of Oakland policies** and **California state regulations** regarding workplace discrimination, harassment, and employee conduct.

By adhering to these standards, OFD MACRO program employees contribute to a positive, efficient, and respectful workplace that benefits the entire department and the communities we serve.

Contacting Elected or Appointed Officials and Other Agencies Other than where it is part of their assigned duties, employees shall not contact the Mayor, City Administrator, any Council Member, or any member of the Civil Service Staff or Board, or any other person or agency, either directly or otherwise, concerning any matter of departmental interest, while representing themselves as a employee of the OFD MACRO Program, without first obtaining the permission of the Fire Chief or while on official union business. simplify while maintaining the following section's purpose, definitions, procedure, also expand where necessary to conform to Oakland Fire Dept.

Behavior/Conduct Policy

Purpose:

The purpose of this policy is to ensure that all Oakland Fire Department (OFD) employees conduct themselves in a professional, respectful, and responsible manner at all times. This includes both on-duty and off-duty behavior that reflects positively on the department, the City of Oakland, and the fire service community.

Policy:

All OFD MACRO PROGRAM MACRO program employees must maintain conduct that upholds the values of professionalism, courtesy, and safety. Behavior that undermines the integrity of the department or harms its operations, the public, or other employees will not be tolerated.

Procedures:**1. Professional Conduct at All Times:**

Employees are expected to behave in a manner that reflects positively on themselves, OFD MACRO Program, and the City of Oakland. This includes:

- a. Treating the public, colleagues, and other city employees with courtesy, respect, and professionalism.
- b. Demonstrating compassion and understanding in all interactions, both on and off duty.

2. Off-Duty Behavior:

- a. While off-duty, employees should avoid actions that might bring disrepute to the department or the city. This includes:
- b. Refraining from actions or statements that could damage public trust in the fire service or reflect poorly on the employee's role in the department.
- c. Avoiding involvement in illegal or inappropriate activities that could negatively impact the reputation of OFD MACRO Program or the City.

3. Safety and Risk Prevention:

Employees must always act in a way that prioritizes safety and minimizes the risk of harm to themselves, others, or City property. This includes:

- a. Refraining from rough or boisterous play, especially in situations where such behavior could lead to injury or damage.
- b. Following all safety protocols and maintaining appropriate behavior during training, emergency responses, or any other work-related activities.

4. Respectful Public Interactions:

Whether interacting with the public in person, over the phone, or via other communication channels, employees must be:

- a. Courteous and attentive, ensuring that all members of the community are treated fairly and respectfully.
- b. Effective in communication, providing assistance in a manner that is clear, professional, and supportive of public safety.

5. Disciplinary Action for Unprofessional Conduct:

Any employee found engaging in conduct that violates this policy will be subject to disciplinary action, which may include counseling, retraining, suspension, or termination, depending on the severity of the conduct.

Additional Notes:

- **OFD MACRO Program Guidelines:**

This policy is designed to align with Oakland Fire Department's broader ethical standards and values. Employees should be familiar with and adhere to all department policies, including those on safety, harassment, and conflict resolution.

Respect for City Property:

Employees must treat all City property, including vehicles, equipment, and facilities, with the utmost care. Any damage resulting from negligence or inappropriate behavior will be subject to investigation and may result in disciplinary action.

Commitment to Public Trust:

As public servants, OFD MACRO Program employees are held to a high standard. It is vital that every employee, both on-duty and off-duty, acts in a manner that fosters public trust, supports community relationships, and upholds the values of the Oakland Fire Department.

Attendance and Expectations Policy

Purpose:

The purpose of this policy is to ensure that Oakland Fire Department (OFD) MACRO Program employees maintain consistent attendance and fulfill their job responsibilities reliably. Employees must adhere to department expectations regarding punctuality, attendance, and overall performance to support efficient operations and service delivery.

Policy:

Macro employees must adhere to attendance and punctuality expectations, demonstrating professionalism and reliability. Regular attendance is crucial to maintaining effective staffing levels and ensuring the department's ability to respond to incidents within the city. Employees must report to their assigned duties on time and notify their supervisor in advance if they will be absent or late.

Definitions:

- **Macro Program Employees:** Employees with the Macro Program of the Oakland Fire Department
- **Attendance:** The act of being present and ready to perform duties during scheduled shifts.
- **Punctuality:** Arriving at the assigned location at the designated time, ready to work.
- **Absence:** Any failure to report to duty, whether planned or unplanned, for a scheduled shift.
- **Tardiness:** Arriving after the scheduled start time of a shift or assignment.

Procedures:

1. **Attendance Expectations:**
 - a. Employees are expected to be present and prepared for duty at the start of their scheduled shifts.
 - b. Absences should be minimized, and employees must attend all scheduled workdays unless there is an excused reason (e.g., illness, approved leave).
 - c.
2. **Punctuality:**
 - a. Employees are expected to be punctual, arriving on time for shifts, meetings, or training sessions.
 - b. Tardiness disrupts operations, and repeated lateness may result in disciplinary action.
3. **Reporting Absences or Tardiness:**
 - a. Employees must notify their supervisor **as soon as possible** if they will be absent or late. **Advance notice** is required, unless an emergency prevents prior communication.
 - b. For unplanned absences (e.g., illness), employees should notify their supervisor no later than **30 minutes before the scheduled shift** start time.
4. **Leave Requests:**
 - a. Employees must submit **formal leave requests** for planned absences (e.g., vacation, personal time) at least **two weeks in advance** whenever possible.
 - b. All leave requests must be approved by the employee's supervisor and may require documentation (e.g., doctor's note) for sick leave or extended absences.
5. **Unexcused Absences:**

- a. Unexcused absences, or failure to report to work without valid notice or approval, may result in **disciplinary action**.
 - b. Repeated unexcused absences or tardiness may lead to further action, up to and including termination, based on the severity of the issue.
6. **Return to Duty:**
 - a. Upon returning from any absence (sick leave, personal time, etc.), employees must check in with their supervisor to ensure they are up to date on work expectations and assignments.
7. **Leave of Absence (LOA):**
 - a. In cases where an employee requires an extended absence from work (due to personal reasons, medical leave, etc.), they must formally apply for a Leave of Absence, which may require documentation or approval from human resources.

Additional Notes:

- **Impact of Attendance on Operations:**

Consistent attendance and punctuality are essential for maintaining the Macro ability to respond to calls and maintain effective operations. Unreliable attendance can strain the department's resources and affect team performance.

- **Flexibility and Support:**

The department recognizes that employees may occasionally face challenges that affect their ability to meet attendance expectations (e.g., illness or personal emergencies). In these cases, employees should communicate with their supervisor as early as possible to ensure that the department can make adjustments or accommodations.

- **Disciplinary Actions:**

Repeated violations of attendance policies or failure to meet expectations can result in disciplinary actions, including counseling, written warnings, suspension, or termination, depending on the severity and frequency of the issue.

- **Wellness and Support:**

The department encourages employees to take care of their health and well-being. If employees are experiencing health-related issues or personal challenges that may impact attendance, they are encouraged to seek support from supervisors, human resources, or employee assistance programs (EAP).

Conduct at Headquarters Policy

Purpose:

The purpose of this policy is to ensure that Oakland Fire Department (OFD)MACRO Program employees maintain a professional and efficient work environment at departmental headquarters. Employees are expected to conduct themselves in a manner that minimizes distractions and ensures that time spent at headquarters is productive.

Policy:

OFD employees must not loiter or remain in the Administrative Office or headquarters longer than necessary to complete official or personal business. All time spent at headquarters should be focused on departmental activities.

Definitions:

- **Macro Employees:** All employees of the Oakland Fire Department
- **Loitering:** Remaining in or around the Administrative Office or headquarters without a specific work-related purpose.
- **Administrative Office:** The central office area of the Oakland Fire Department where administrative business is conducted.

Procedures:

1. **Time at Headquarters:**
 - a. Employees should limit their time at headquarters to only what is necessary for transacting departmental or personal business.
 - b. After completing any required tasks, employees should promptly leave the area to allow the administrative team to perform their duties without unnecessary distractions.
2. **Efficiency and Productivity:**
 - a. Employees must ensure that their presence at headquarters is purposeful and does not disrupt operations or create unnecessary congestion.

- b. If employees need to spend time at headquarters for administrative or business-related matters, they should do so in a timely and efficient manner.
 - c.
- 3. **Respect for Headquarters Operations:**
 - a. Employees should respect the administrative staff's need for a quiet and productive workspace. Avoid unnecessary interactions that may interfere with their work or disrupt office operations.
- 4. **Exceptions:**
 - a. If an employee needs to remain at headquarters for longer periods, such as for meetings, training, or other work-related duties, it should be done with the approval of their supervisor.
 - b. If personal business requires additional time, it should be completed in a manner that does not disrupt department operations.

Additional Notes:

- **OFD Workplace Efficiency:**

This policy helps maintain a streamlined and efficient work environment at headquarters, ensuring that time spent at the administrative office is focused on necessary tasks and business.

Arguments / Altercations Policy

Purpose:

The purpose of this policy is to ensure that Macro employees maintain a professional, respectful, and safe environment at all times. Employees must refrain from engaging in arguments, threats, or any form of violence, whether provoked or not.

Policy:

Macro employees must avoid engaging in heated arguments, making threats, or resorting to violence in any situation. The department expects all employees to resolve conflicts in a calm and professional manner, maintaining a safe work environment for themselves, their colleagues, and the public.

Definitions:

- **Macro Employees:** All employees of the Oakland Fire Department
- **Heated Argument:** A loud or intense exchange of opposing views that disrupts the work environment or escalates tension.
- **Threats:** Any verbal, written, or physical statement or action that implies harm or violence toward another person.
- **Violence:** Any physical action that causes harm, injury, or damage to another person or property.

Procedures:

1. **No Heated Arguments or Threats:**
 - a. Employees must refrain from engaging in arguments that escalate tensions or disrupt the work environment. Disagreements should be handled calmly and professionally.
 - b. Threats—whether verbal, physical, or implied—are strictly prohibited and will not be tolerated under any circumstances.
2. **Violence is Prohibited:**
 - a. Employees are prohibited from engaging in any form of violence. This includes physical altercations, pushing, hitting, or any aggressive actions toward colleagues, the public, or property.
 - b. Even in stressful situations, employees must maintain control of their behavior and avoid violent responses.
3. **Conflict Resolution:**
 - a. Employees should seek peaceful, constructive ways to resolve disagreements. This may include:
 - i. Engaging in open, respectful dialogue to address the issue.
 - ii. Involving a supervisor or HR to mediate and facilitate a resolution.
 - iii. Using department-provided conflict resolution training or resources.
4. **Reporting and Accountability:**
 - a. Any employee who witnesses or is involved in a verbal altercation or violent incident must immediately report it to a supervisor or manager.
 - b. Employees involved in arguments or violent acts will be subject to investigation and potential disciplinary action, which may include counseling, suspension, or termination depending on the severity of the incident.
5. **Disciplinary Action for Violations:**
 - a. Employees found to be engaging in threats, violence, or disruptive arguments will face disciplinary action, which may range from verbal warnings to more severe penalties, such as suspension or termination, depending on the nature of the incident.

Additional Notes:

- **OFD MACRO PROGRAM Commitment to Safety and Respect:**
The Oakland Fire Department prioritizes the safety, well-being, and professionalism of

its employees. This policy supports a work environment where all individuals are treated with respect and where conflicts are managed appropriately.

- **Training and Support:**

Employees are encouraged to participate in conflict resolution and de-escalation training to help prevent confrontations and to manage disagreements in a constructive manner.

- **Ongoing Monitoring:**

Supervisors and managers should actively monitor workplace dynamics to ensure that all employees adhere to this policy. Prompt intervention and support will be provided to prevent situations from escalating.

Insubordination Policy

Purpose:

To outline the behavior and actions that constitute insubordination, as well as the procedures for addressing such behavior in accordance with department rules, regulations, and applicable laws.

Definition:

Insubordination occurs when an employee deliberately refuses or neglects to follow:

- The Rules and Regulations of the Department (OFD MACRO PROGRAM),
- Other relevant department policies or city regulations, or
- Any lawful order given by a superior officer.

Key Points:

1. **Refusal or Neglect:** Insubordination involves not following lawful orders or department regulations, whether by refusal or failure to act.
2. **Lawful Orders:** Orders given by a superior officer that are within the scope of their authority and are legal, ethical, and safe must be followed.

Procedure:

- When an instance of insubordination is suspected or identified, a supervisor must investigate the situation promptly.
- The employee involved will be given the opportunity to explain their actions before any disciplinary measures are taken.
- Disciplinary actions for insubordination may include verbal warnings, written reprimands, suspension, or termination, depending on the severity of the incident and the employee's history.

- All actions taken will be in accordance with department rules, collective bargaining agreements (if applicable), and relevant laws, including Occupational Safety and Health Administration (OSHA) guidelines to ensure the safety and well-being of all employees.

Expanding to Conform to Oakland Fire Dept:

- Insubordination may also include refusal to comply with safety procedures, such as failure to use personal protective equipment (PPE) or not following safety protocols, which could endanger the employee or others.
- Any instance where safety or Oakland Fire Dept regulations are ignored will be treated as insubordination and handled with the utmost seriousness to prevent workplace injuries or violations.
- Employees are expected to report unsafe conditions and follow all Oakland Fire Dept standards to maintain a safe working environment.

This policy ensures that all employees understand the importance of following orders and regulations while protecting their safety and the safety of others in the workplace.

Cleanliness Policy

Purpose:

To ensure that OFD MACRO PROGRAM employees maintain a high standard of cleanliness and order in all areas of their personal and professional spaces, contributing to a safe, efficient, and professional work environment.

Policy:

All Macro employees are required to maintain cleanliness and order in all aspects of their work environment, including personal items, uniforms, vehicles, and department facilities.

Definitions:

Clean and Neat Condition:

Refers to maintaining an orderly, sanitary, and professional appearance for personal items, uniforms, work areas, equipment, vehicles, and department facilities.

Procedures:

Personal Cleanliness:

Employees must maintain **personal hygiene** and ensure that their **uniforms** are clean and presentable at all times.

Uniforms should be free of stains, damage, or excessive wear.

Work Areas and Stations:

Workstations, including lockers, offices, and equipment areas, must be kept **clean, organized**, and free from unnecessary clutter.

Equipment, tools, and supplies should be regularly inspected, cleaned, and properly stored when not in use.

Vehicles and Apparatus:

All department vehicles and apparatus must be kept in **clean, functional condition**, inside and out.

This includes regular cleaning of the vehicle's interior and exterior and ensuring that all **equipment is properly stored** and operational.

Shared Spaces:

Shared spaces such as station areas, kitchens, bathrooms, and break rooms must be kept tidy, with employees responsible for **cleaning up after use**.

Cleaning schedules will be implemented to ensure all areas are regularly cleaned, including floors, surfaces, and equipment.

Compliance:

Employees are expected to follow department cleaning protocols and maintain cleanliness at all times.

Any issues with cleanliness should be reported to the supervisor, who will ensure corrective actions are taken.

References:

**OFD Hygiene and Uniform Standards
Station and Vehicle Maintenance Procedures**

Additional Notes:

Health and Safety:

A clean environment contributes to the **health and safety** of employees and service recipients, reducing the risk of illness and injury.

Professionalism:

Maintaining cleanliness in both personal appearance and work areas reflects a **professional image** and ensures the OFD MACRO PROGRAM operates at optimal efficiency.

This policy promotes a culture of **responsibility, professionalism, and teamwork**, ensuring a safe and well-maintained work environment for all OFD MACRO PROGRAM employees.

Non-Smoking Policy

CITY OF OAKLAND
ADMINISTRATIVE INSTRUCTION



SUBJECT: Non-Smoking Policy

NUMBER: 4001

REFERENCE:

EFFECTIVE: November 13, 1998

SUPERSEDE: AI 4001 dated June 22, 1977 and any other revisions

I. PURPOSE

This Administrative Instruction sets forth the City's policies regarding smoking in the workplace in accordance with Chapter 8.30 of Title 8 of the Oakland Municipal Code which was approved by the City Council on July 29, 1986.

The policies described below have been designed to promote a more healthful working environment.

II. POLICY

a. Smoking Prohibited by Ordinance

Smoking is prohibited by Chapter 8.30 of Title 8 of the Oakland Municipal Code in all conference room, classrooms, restrooms, hallways, meeting rooms, auditoriums, polling places and elevators. In addition, smoking is prohibited in any other enclosed area available to and customarily used by the public. Further, smoking outside of regulated buildings shall occur at a reasonable distance from such buildings to protect occupants therein from secondhand smoke.

b. Regulation of Smoking in the Workplace

Work Areas:

All work areas and work stations, whether private enclosed offices or common open areas, shall be designated as non-smoking.

Lunchrooms and Lounges:

All lunchrooms and lounges shall be designated as non-smoking. Further, all balconies in City buildings shall be designated as non-smoking.

Subject: Non-Smoking Policy

AI Number 4001

Smoking Outside of City Buildings:

Smoking outside of City buildings and facilities shall occur at a reasonable distance of 25 feet from entrances, open windows, and air vents. If circumstances warrant, the Building Manager or the City Manager may establish a reasonable distance greater than 25 feet for smoking outside of a City building.

Smoking in City Vehicles:

Smoking shall not be allowed in any City of Oakland vehicle, including personal vehicles rented to the City of Oakland for work activities.

Posting of Signs:

It shall be the responsibility of the Support Services Department of the Public Works Agency to post "No Smoking" signs in accordance with Chapter 8.30 in appropriate places within City Buildings, and to post signs outside of City buildings reflecting that no smoking is allowed within 25 feet of the entrance, open window, or air vents to such buildings. The Support Services Department of the Public Works Agency may designate this responsibility to Municipal Building Managers.

III. PROCEDURES

The success of this policy will depend on the thoughtfulness, consideration, and cooperation of smokers and non-smokers. The littering or improper disposal of cigarettes or other tobacco products is prohibited. If a violation of this policy is observed, a complaint may be made to the Smoking Ordinance Enforcement Officer in the Office of the City Manager at 238-2257.

Employee Safety & Employee Wellness Policy

PURPOSE:

The purpose of this policy is to maintain a high level of quality community service by ensuring that on-duty personnel are healthy, alert and safely able to function effectively at all times.

POLICY:

MACRO requires that all employees report to duty healthy and well-rested, while able to meet the needs of the public that we serve and perform their essential functions of their job classifications as specific in established OFD MACRO PROGRAM job descriptions.

PROCEDURES:

- a. Because MACRO provides community service; keen judgment, skill, and safe performance of job duties are required always. In this regard, all personnel must report to work healthy and well-rested at the start of his or her scheduled shift.
- b. Insufficient rest may affect the quality of care and workplace safety. If the staff member reports to work tired and unfit for duty, he or she may be asked to go home, and will not receive pay for the remainder of the shift. Likewise, in situations where personnel appear or claim to be overtired or otherwise exhausted during the shift due to insufficient rest, for any reason whatsoever, and whereby public service and safety may be affected, the staff member may be requested to return home, and denied pay for the remainder of their shift.
- c. All staff are asked to schedule outside personal activities appropriately, to guarantee they are well-rested and alert when reporting for duty.
- d. Insufficient rest and other symptoms of exhaustion can affect the ability to perform essential job functions and jeopardize the well-being of the public and coworkers. In the interest of maintaining a safe work environment and our commitment to the highest level of public service we expect all staff to cooperate with the Employee Wellness Policy.
- e. A staff member who routinely arrives to work not well-rested or shows signs of exhaustion such that public service and safety may be jeopardized, may also face disciplinary action, up to and including termination.
- f. Employees that identify their inability to report to work well-rested must notify the on-duty supervisor as soon as possible. Notification will be aligned with our Absenteeism and Tardiness Policy.

Special Situations*

- a. **Scene Safety** – All field crews shall maintain a high degree of awareness when responding to scene calls and on-views. Crews are to remain in a safe location until all risks can be appropriately mitigated. Crews are to request additional resources such as EMS or Fire Response teams sooner than later.
- b. **Roadway Safety** – Crews are to don the appropriate reflective safety vests whenever they respond to an incident on or alongside a roadway.
- c. **Hazardous Materials** – Crews are to remain at a safe distance, uphill and upwind, from any known or potential hazardous materials incident. Contact dispatch and request additional resources as soon as practical. If possible, attempt to identify the source and provide the information to dispatch. Employees who violate OFD MACRO PROGRAM Safety rules and regulations may be subject to disciplinary action up to and including termination. No employee will be subject to discipline for reporting health or safety problems.

Personal Protective Equipment (PPE) Policy

Purpose:

To establish clear guidelines for the proper use of PPE to protect employees from infectious agents during interactions with service recipients, ensuring their safety and compliance with health standards.

Definition:

Personal Protective Equipment (PPE) refers to items such as gloves, gowns, masks, respirators, and eyewear that protect the skin, mucous membranes, clothing, and respiratory system from exposure to infectious agents. PPE should be chosen based on the nature of the task and potential for exposure to disease.

Procedure:

When to Use PPE:

Gloves should be worn when touching blood, body fluids, non-intact skin, mucous membranes, or contaminated items. They must be worn during tasks involving vascular access, such as phlebotomy.

Surgical masks and goggles (or face shields) should be worn if there's a reasonable chance of blood or body fluid splashing into the eyes, mouth, or nose.

Gowns should be worn if skin or clothing might be exposed to blood or body fluids.

Proper Removal of PPE:

Remove PPE immediately after use and wash hands.

Follow the **correct order for donning and doffing PPE** to avoid contamination:

Donning: Gown → Mask → Goggles → Gloves

Doffing: Gloves → Goggles → Gown → Mask

The CDC provides guidelines for the **correct donning and removal** of PPE.

Disposal of PPE:

If PPE or other disposable items are saturated with blood or body fluids, dispose of them in a **biohazard bag**.

PPE that is not saturated may be discarded in the **regular trash**.

Exposure Response:

If skin or mucous membranes are exposed to blood or body fluids, **wash or flush** the affected areas with water immediately.

Follow **Post-Exposure Evaluation and Follow-Up** procedures by contacting the on-duty supervisor and the **Designated Infection Control Officer (DICO)** for further evaluation and guidance.

Additional Notes: Compliance with OSHA and Health Standards: Employees are required to follow this PPE policy to comply with **OSHA regulations** and **CDC guidelines** for infection control and workplace safety.

Ongoing Training: Regular training on the proper use of PPE will be provided to ensure employees are equipped with the knowledge to safely handle potential exposure risks.

Alignment with Oakland Fire Department (OFD MACRO PROGRAM)

Procedures: The use of PPE is critical for the safety of employees, service recipients, and the community. Employees should follow all **OFD MACRO PROGRAM procedures** related to infection control and workplace safety.

This policy ensures that employees are protected from infectious agents while on duty, supports safe practices, and maintains compliance with relevant health and safety regulations.

Workplace Injury

PURPOSE:

The purpose of this policy is to establish a standardized process for the reporting and management of an on-the-job injury or illness.

POLICY:

MACRO and the Oakland Fire OFD MACRO PROGRAM provides insurance to compensate for any injury or illness an employee might suffer while working on OFD MACRO PROGRAM premises, traveling on official OFD MACRO PROGRAM business, or attending an activity officially sponsored by the OFD MACRO PROGRAM.

DEFINITIONS: Injury is described as physical or mental hurt or damage. A communicable illness one may suffer while on the job.

PROCEDURES:

If you become injured or ill while on duty, you must immediately report the incident to the on-duty supervisor. If the supervisor is not immediately available, you must report to the appropriate Operations Manager or General Manager.

The employee will have the option to seek treatment at the OFD MACRO PROGRAM designated facility unless a predesignated form has been completed by the employee and signed off by the designated physician prior to the injury.

Employees with medical restrictions resulting from work related injuries are eligible for modified duty to the extent it is available, and the employee can perform the assignment within his or her medical restrictions. An injured employee is required to provide a doctor's work release to the HR Manager before returning to work. Strict adherence to this policy is necessary to ensure appropriate benefits are provided when there is a bona fide workplace related illness or injury.

All employees reporting a work-related injury will be provided with a DWC-1 injured worker claim form by the HR OFD MACRO PROGRAM and as necessary, a claim will be reported to our workers' compensation insurance provider.

- To the extent provided by law, neither the employer nor the insurance carrier will be liable for the payment of Worker's Compensation benefits for injuries that occur during an employee's voluntary participation in any off-duty recreational, social or athletic activity not officially sponsored by the OFD MACRO PROGRAM. Workers Compensation fraud is cause for immediate termination.

Injury Reporting Policy

Purpose:

The purpose of this policy is to ensure that all injuries, accidents, and illnesses occurring during work are promptly reported and properly addressed. This allows the Oakland Fire Department to provide the necessary medical care, support, and documentation in line with safety protocols.

Definitions:

- **Injury:** Any physical harm or damage that occurs while on duty, including cuts, burns, sprains, strains, fractures, or other physical conditions resulting from an accident or exposure to hazardous conditions.
- **Accident:** An unforeseen event or series of events that causes injury or illness during work activities.
- **Sickness:** Any medical condition or illness that arises while on duty, including but not limited to respiratory illnesses, heat exhaustion, or infectious diseases.
- **Supervisor:** Any individual in charge of overseeing employees' or other designated leadership personnel.

Policy:

All employees are required to report any injury, accident, or sickness that occurs while on duty to their immediate supervisor without delay. The report must be made as soon as possible, regardless of the severity of the incident.

Procedures:

1. **Immediate Reporting:**
 - a. Employees must immediately notify their direct supervisor of any injury, illness, or accident that occurs while performing job duties. This should be done verbally or in writing as soon as the situation is safe.
 - b. In the case of a serious injury or medical emergency, call 911 or activate emergency medical procedures.
2. **Documenting the Incident:**
 - a. After notifying the supervisor, employees must complete an **Injury/Accident Report** as soon as possible, detailing the nature of the injury, how it occurred, and any actions taken.
 - b. If the employee is unable to fill out the form due to the severity of the injury, the supervisor will assist in completing the report.
3. **Medical Evaluation:**
 - a. If medical treatment is necessary, the employee must seek immediate care from the designated Oakland Fire Department medical provider or at an emergency medical facility.
 - b. For less severe injuries, the employee may be directed to a designated clinic or the department's physician for evaluation.
4. **Follow-Up:**
 - a. Employees are required to follow up with their supervisor and medical providers to ensure proper recovery and treatment plans.
 - b. Any work restrictions or return-to-duty guidelines provided by the medical team must be adhered to and documented by the supervisor.
5. **Reporting to Workers' Compensation:**
 - a. The Supervisor / Macro Manager will assist in filing a **Workers' Compensation** claim, if applicable. This includes submitting all necessary reports, forms, and

medical documentation to ensure the employee receives proper care and compensation.

- b. Employees should follow up with the department's Workers' Compensation liaison to track the progress of their claim.

6. Return-to-Work:

- a. The Macro Manager, in coordination with the medical provider, will determine when the employee is able to safely return to work, taking into account any work restrictions or accommodations that may be necessary.
- b. If the injury or illness results in extended leave, the Macro Manager will ensure proper documentation is submitted to HR to address benefits, time off, and any other required support.

7. Investigation:

- a. In cases of serious injury or frequent incidents, the Oakland Fire Department may initiate an investigation into the cause of the injury or illness. This may involve reviewing procedures, equipment, and training to ensure the safety of all personnel.
- b. Corrective actions will be implemented as necessary to prevent similar incidents in the future.

Employee Responsibilities:

- Report injuries, accidents, or illnesses promptly to the supervisor.
- Complete necessary forms and documentation.
- Seek medical attention as required and follow treatment plans.
- Communicate with the supervisor about the status of recovery and work capacity.

Supervisor Responsibilities:

- Ensure that the injury, accident, or illness is properly reported and documented.
- Assist the employee in completing necessary paperwork.
- Ensure timely medical evaluation and follow-up.
- File Workers' Compensation claims and assist the employee in navigating the process.

By following these procedures, we ensure a safe working environment for all members of the Oakland Fire Department and maintain compliance with local and state safety regulations

Infection Control Procedure (NUMBER:800.18)

COMMUNICABLE DISEASE EXPOSURE REPORTING

PURPOSE:

To outline the procedure for Oakland Fire Department (OFD MACRO PROGRAM) personnel to report exposures to suspected or actual communicable diseases.

- DEFINITIONS:

- A. Communicable Disease Exposure: The occurrence of another person's bodily fluids and/or respiratory droplets being transmitted to Fire Department personnel's non-intact skin, mucous membranes, or respiratory system. (See Appendix A for a list of Communicable Disease definitions).
- B. Infection Control Officer (ICO): The officer assigned the responsibility to gather, review and provide assistance to Fire Department personnel following a communicable disease exposure.

POLICY:

Communicable Disease Exposure Reporting

- A. Members exposed to potentially infectious material shall immediately wash the exposed area with soap and water, or if the eyes are involved, flush with water or saline for 15 minutes.
- B. Any member who suspects they have a communicable disease exposure, shall ***immediately*** report the exposure to his or her company officer/supervisor. The Company Officer shall ***immediately*** report all suspected exposures to the Infection Control Officer through Fire Dispatch Communications. The company officer/supervisor shall then ***immediately*** notify their Battalion Chief/Division Manager/supervisor.
- C. Any member who has an exposure that results from the performance of their duties, ***regardless of their assumed personal immunity*** shall comply with the procedures listed in Section IV. This includes exposures to:
 - 1. The eye, mouth or other mucous membrane
 - 2. Non-intact skin
 - 3. Parenteral contact with blood
 - 4. Body fluid
 - 5. Other potentially infectious materials, and;
 - 6. Exposures to airborne or droplet matter regardless of their assumed personal immunity shall also comply with the procedures listed in Section IV.

- D. Company Officers shall ensure compliance with these procedures and with **ALL** instructions and/or directions, (notifications, treatment, documentation, etc.), given by the Infection Control Officer (ICO). (See the Exposure Reporting Checklist attached).
- E. If a member is injured during the course of duty during normal business hours, the ICO will notify the Oakland Fire Department Workers Compensation Coordinator, prior to sending a member to the City's Health Care Provider. If the exposure happens after hours, on weekends, or any other time when Oakland City offices may be closed, the member will be referred for care to the receiving hospital the involved patient was transported to and the Oakland Fire Department Workers Compensation Coordinator will be notified via email or by phone on the next business day.

PROCEDURES:

Special Note: *If you suspect that you had an exposure, and accompanied the patient to the hospital, **immediately** NOTIFY the charge nurse at the receiving facility. **NEXT** contact your Company Officer and the Infection Control Officer through Fire Dispatch Communications. Significant delays in reporting an exposure will jeopardize testing of the source patient.*

- F. Standard Reporting Procedure
1. After completion of personal decontamination, but before equipment decontamination, the following procedure shall be followed:
 - **ALWAYS** Call Fire Dispatch Communications and advise to contact the Infection Control Officer (ICO)
 - **DO NOT** contact the Medical Services Division (MSD) directly
 - If you do not receive a response within fifteen (15) minutes after the first notification, contact Fire Dispatch Communications to call the ICO a second time.
 - If there is no response after fifteen (15) minutes after the second page, ask Fire Dispatch Communications to contact the Medical Services Division Manager.

The standard reporting procedure is to be followed regardless of the assumed personal immunity when there is a suspected or actual communicable disease exposure, during the performance of duties including:

- The eyes, mouth or other mucous membrane
- Non-intact skin or parenteral contact with blood
- Body fluid or other potentially infectious materials
- Airborne or droplet matter exposures

2. When the Infection Control Officer returns your call, have the following Pertinent Exposure Information ready:
 - Level of exposure (see Section C "Levels of Exposure")
 - Station/Shift
 - Incident number, date, time and location
 - Ambulance Unit number and agency
 - Police Agency
 - Arresting officer and badge number (if applicable)
 - Expected destination of patient (hospital, morgue, jail, etc.)
 - Name, age, **date of birth**, sex of patient
 - Precautions taken (PPE worn, limited exposure time, etc.)
 - Suspected/confirmed communicable disease exposed to
 - Names of personnel exposed and best contact phone number (cell phone, etc.)
 - Other pertinent information
3. Complete an injury packet for every exposed member. Send the injury packet to Fire Administration through the chain of command, prior to the end of the shift.
4. In situations where criminal investigations, and/or arrests are indicated **AND HIV** testing or other types of communicable disease is indicated, the Infection Control Officer will complete the "Request for AIDS Testing" form and attach it to the police report, prior to review by the District Attorney's Office (see Section E "Request for AIDS Testing Procedure").
5. If a member goes to the hospital, is sent to the City's Health Care provider or is directed to their designated physician for workers comp, an Injury Packet shall be completed by the member.
6. For all reported exposures complete the following forms:
 - 538-134 (Completed by the ICO, by phone or face to face)
 - Injury Packet for all Oakland Fire Department members (completed by the exposed OFD MACRO PROGRAM personnel and supervisor)
7. **DO NOT** share patient information or attempt to make contact with the patient and/or other agencies, including hospitals, coroner's office, etc. All follow-up contacts will be made by the Infection Control Officer when necessary.

G. Investigation Procedure

During the course of the investigation, the Infection Control Officer will make every attempt to establish and maintain contact with all personnel reported as exposed and exchange appropriate information regarding the physical, mental and emotional needs of personnel involved.

- I. If a member is exposed to blood or other potentially infectious material either through a break in the skin (laceration, rash), or percutaneous exposure, and the patient is high risk or known to be HIV+, the treating physician may offer post exposure prophylaxis.

These recommendations are based on the risk for HIV infection after different types of exposure and on limited data regarding efficacy and toxicity of Post Exposure Prophylaxis (PEP).

- If PEP is offered and taken and the source is later determined to be HIV- negative, PEP should be discontinued.
- Member may be offered guidance and advice from the PEP Warmline, Monday through Friday, from 0900 to 2000 hours, by calling (800) 933-3413.
- When a member is offered PEP or receives conflicting information on PEP, the ICO will request the treating physician to offer the services of the Center for Disease Control PEPLine.

H. Levels of Exposure

A communicable disease should be suspected when the patient presents with fever, skin rash and/or weeping lesions, jaundice, diarrhea, or cough. Mode of transmission varies for each communicable disease, but can be generally categorized into five (5) levels of exposure.

Use the chart below to determine your Exposure Category and Action Required prior to contacting the Infection Control Officer.

LEVEL	EXPOSURE CATEGORY	ACTION CATEGORY
Level I	Contamination of clothing or equipment by patient's body fluids. No blood or other potentially infectious material on <i>intact</i> skin.	<i>Decontamination required.</i>
Level II	Blood or other potentially infectious material on <i>intact</i> skin. This is not an occupational exposure.	<i>Decontamination required.</i>

		May contact Infection Control Officer through FDC for additional guidance
Level III	Airborne or potential airborne transmission (droplets), to include, but not limited to: potential meningitis, TB, pertussis, diphtheria, flu (all forms), pneumonia, chickenpox, and German measles.	<i>Special action required.</i> Contact Infection Control through FDC. Officer
Level IV	Exposure of skin/mucous or conjunctiva! membranes to patient's body fluids (i.e., blood, vomitus, feces.) This category includes: patient exhibiting symptoms of active TB; chicken pox or measles; ingestion of "possible" contaminated food; needle puncture; open cuts or sores; human bites; and active coughing in close proximity to the rescuers.	<i>Special action indicated.</i> Contact Infection Control through FDC. Officer
Level V	Needle Stick /parenteral exposure	<i>Special action indicated.</i> Contact Infection Control through FDC. Officer

I. Serious Communicable Diseases

Appendix B contains a list of serious communicable diseases that can cause disability or death, but whose risks can be greatly reduced with proper infection control measures and immunization.

J. Request for HIV Testing Procedure

In situations where criminal investigations and/or arrests are indicated, or may be indicated; and the OFD member(s) has a reasonable and prudent belief that they have had an exposure to a communicable disease, through contact with an individual who is now in police custody, the member, ***WHILE ON THE SCENE***, shall report to the arresting police officer through the chain of command the following information:

1. Advise that the Oakland Fire Department will be submitting documentation to "Request for AIDS Testing."
2. Provide name(s) and assignment(s) of OFD Department member(s) affected.
3. Provide the level of exposure (i.e., type of body fluid and route of exposure.)

4. Obtain the arresting officer's name, badge number and department.
5. Obtain the defendant's (person in custody) name, ***date of birth***, case number and booking number.
6. Obtain information regarding the destination of the defendant (jail, hospital, etc.)
7. Contact the Infection Control Officer through *Fire* Communications utilizing the Standard Reporting Procedure as outlined in Section A., 2.

K. Background Information:

There are two laws applicable to Firefighters. They have different time constraints as well as requirements.

1. Under Health and Safety Code §199.97, a criminal complaint must be filed against the defendant (patient), who can be either in or out of custody. This code covers all bodily fluid transfers. However, in order for this code to apply, the defendant must have committed a Penal Code §148 or Penal Code §69 does not have to be charged. The ICO will fill out the "Request For AIDS Testing" form and submit *it* to the District Attorney's Office. The District Attorney's Office will contact the appropriate person to make the request on behalf of the Firefighter.
2. ***Under Penal Code §1524.1, the suspect can be in or out of custody; however, a complaint must be filed. This code section only applies to blood or semen transfers from the suspect to the Firefighter. The District Attorney's Office will prepare the paperwork. Penal Code §1524.1 applies to all crime victims which includes sexual assault crimes, non-sexual crimes, and crimes where Firefighters or emergency medical personnel are victims. It applies to both adults and minors charged with crimes.***

L. Additional Information:

1. Exposure Report Forms

538-134

538-136

538-148

538-149

Exposure/Suspected Exposure Report:

Used by Infection Control Officer to document information related to suspected communicable disease exposure.

Exposure Follow-up:

Tracking form used by the Infection Control Officer

Administration Notification Exposure:

Notification form sent to Operations Chief and Personnel Manager if Fire Department personnel are referred for medical care and/or testing.

Declination of Medical Care:

A refusal of all medical attention and treatment for an exposure to Bloodborne/ Airborne pathogen.

538-150

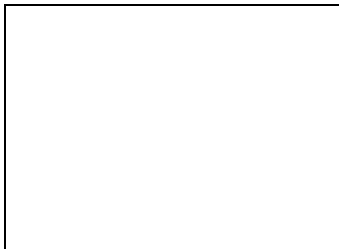
538-152.1

Physician Referral/EMS Exposure:

Used for notification to a Fire Department personnel's private physician/City Physician of test results of an exposure to a Bloodborne/ Airborne pathogen that may require follow-up care.

Exposure Medical Evaluation and Recommendations:

Used for following up back to the Infection Control Officer from the treating healthcare provider.



It is important to know that AIDS' search warrants do not follow the usual search warrant procedures. By law, the defendant is entitled to a hearing to litigate this issue. Do not attempt to circumvent the hearing by asking a judge to sign the search warrant without this hearing, as this could result in civil and criminal penalties to the Firefighter, the Emergency Medical Officer, his department, and the District Attorney's Office.

APPENDIX A COMMUNICABLE DISEASE DEFINITIONS

ANTIBODY	A protein that is formed in response to an antigen. Some antibodies protect against reinfection with the same bacteria, virus, etc.
ANTIGEN	Foreign material against which antibodies are made. May be a microorganism or a protein such as a vaccine.
BACTERIA	A microorganism capable of causing disease. Many diseases are caused by bacteria, but, conversely, many bacteria live within humans without a negative effect.
BLOODBORNE PATHOGENS	Pathogenic microorganisms that are present in human blood and that can infect and cause disease in persons who are exposed to blood containing these pathogens. The Centers for Disease Control includes, but is not limited to, Hepatitis B Virus (HBV) and Human Immunodeficiency Virus (HIV).
CARRIER STATE	A carrier state exists when a person or animal harbors a specific infectious agent in the absence of observable clinical disease.
CHRONIC CARRIER	A person with a positive carrier state over a prolonged space of time.
CLEANING	The removal by scrubbing and washing, as with hot water, soap or suitable detergent, or by vacuum cleaning of infectious agents and of organic matter from surfaces on which and in which infectious agents may find favorable conditions for surviving.
COMMUNICABLE DISEASES	Illnesses due to specific infectious agents which arise through transmission of those agents from an infected person, animal, or object to a susceptible host, either directly or indirectly.
COMMUNICABLE PERIOD	The time during which an infectious agent may be transferred directly or indirectly from an infected person to another person, from an infected animal to humans, or from an infected person to animals, including arthropods.

CONTAMINATED LAUNDRY	Laundry which has been soiled with blood or other potentially infectious materials or may contain sharps.
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**APPENDIX A
COMMUNICABLE DISEASE
DEFINITIONS**

CONTAMINATED SHARPS	Any contaminated object that can penetrate the skin including, but not limited to, needles, scalpels, broken glass, broken capillary tubes, and exposed ends of dental wires.
CONTAMINATION	The presence of an infectious agent on a body surface, in clothes, bedding, toys, surgical instruments or dressings, or other inanimate articles or substances including water and food.
DECONTAMINATION	Means the use of physical or chemical means to remove, inactivate, or destroy bloodborne pathogens or other potentially infectious material on a surface or item to the point where they are no longer capable of transmitting infectious particles and the surface or item is rendered safe for handling, use, or disposal.
DISINFECTION	Killing of infectious agents outside the body by chemical or physical means directly applied.
EXPOSURE	Reasonably anticipated skin, eye, mucous membrane, or parenteral contact with blood or other potentially infectious materials that may result from the performance of an employee's duties.
FUNGUS	A member of the plant kingdom which may cause infections. It is most commonly an infectious agent in immuno-compromised hosts or when the normal bacterial population is suppressed.
HAV	Hepatitis A Virus
HBV	Hepatitis B Virus
HCV	Hepatitis C Virus
HIV	Human Immunodeficiency Virus which can lead to acquired immune deficiency syndrome, or AIDS .
HOST	The organism from which a parasite or infectious agent obtains its nourishment.
IMMUNO-COMPROMISED/ IMMUNE DEFICIENCY	A state in which the immune systems of the organism are unable to perform in their normal manner to resist infectious agents.
INCUBATION PERIOD	The time interval between exposure to an infectious agent and the appearance of the first sign or symptom of the disease.

**APPENDIX A
COMMUNICABLE DISEASE
DEFINITIONS**

INFECTIOUS DISEASE	A clinically apparent disease of man or animal resulting from an infectious agent.
INFECTIOUS PERIOD	The time from which an individual is first able to Transmit an infectious agent to the time when transmission is no longer possible.
INFECTIOUS WASTE	Liquid or semi-liquid blood or other potentially infectious materials; contaminated items that would release blood or other potentially infectious materials in a liquid or semi-liquid state if compressed; items that are caked with dried blood or other potentially infectious materials and are capable of releasing these materials during handling; contaminated sharps; and pathological and microbiological wastes containing blood or other potentially infectious materials.
INFESTATION	Parasitic attack or subsistence on the skin and its appendages, by insects, mites, lice, or ticks.
OCCUPATIONAL EXPOSURE	Exposure to blood or other potentially infected skin, eye, mucous membrane, or parenteral contact with blood or other potentially infectious materials during the performance of an employee's duties.
OTHER POTENTIALLY INFECTIOUS MATERIALS	<p>(3) The following human body fluids: semen, vaginal secretions, cerebrospinal fluid, pleural fluid, pericardial fluid, peritoneal fluid, amniotic fluid, saliva in dental procedures, any body fluid that is visibly contaminated with blood, and all body fluids in situations where it is difficult or impossible to differentiate between body fluids;</p> <p>(3) Any unfixed tissue or organ (other than intact skin) from a human (living or dead); and</p> <p>(3) HIV-containing cell or tissue cultures, organ cultures, and HIV-or HBV-containing culture medium or other solutions; and blood, organs, or other tissues from experimental animals infected with HIV or HBV.</p>
PARENTERAL	Piercing mucous membranes or the skin barrier through such events as needle sticks, human bites, cuts and abrasions.

**APPENDIX A
COMMUNICABLE DISEASE DEFINITIONS**

POSTEXPOSURE PROPHYLAXIS (PEP)	A treatment administered following exposure to a harmful agent which attempts to block or reduce injury or infection.
II PROPHYLAXIS	Preventive treatment.
REPORTABLE DISEASE	A disease that is required to be reported as outlined in CCR 5193, 5199, and the Ryan White Act. These disease include, but are not limited to: Anthrax, HAY, HBV, HCV, HIV, Rabies, Vaccina, Viral hemorrhagic fevers , Measles, TB, Varicella disease (chicken pox), disseminated zoster, Diphtheria, Influenza, Meningococcal disease (Neisseria meningitidis), Mumps, Pertussis, Plague, pneumonic (Yersinia pestis), Rubella (German measles; Rubella virus), pneumonia, and Severe Acute Respiratory Syndrome.
STANDARD PRECAUTIONS	The CDC defines standard precautions as the minimum infection prevention practices that apply to all patient care, regardless of suspected or confirmed infection status of the patient, in any setting where healthcare is delivered. These practices are designed to both protect EMS personnel and prevent EMS personnel from spreading infections among patients. Standard Precautions include: 1) hand hygiene, 2) use of personal protective equipment (e.g., gloves, gowns, masks), 3) safe injection practices, 4) safe handling of potentially contaminated equipment or surfaces in the patient environment, and 5) respiratory hygiene/cough etiquette.
SUB-CLINICAL INFECTION	Infection which occurs without observable signs or symptoms.
VACCINATION (IMMUNIZATION)	The exposure of patients to innocuous portions or products of infectious agents that stimulate their immune system in a prophylactic manner.
VECTOR	A living transporter and transmitter of the causative agent of disease. Usually an arthropod, e.g., mosquitoes, lice, fleas, ticks and mites.
VERTICAL TRANSMISSION	The transmission of an infectious agent from the mother to the fetus or infant at or before birth.
VIRUS	An infectious microorganism only able to replicate within a living cell.

APPENDIXB

SERIOUS COMMUNICABLE DISEASES

Disease	Agent Naccine	Route of Transmis sion	Incuba tion Period	Signs and
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				Symptoms
Acquired Immune Deficiency Syndrome	Virus/No	Needle stick, blood splash into mucous membrane (e.g., eyes, mouth), or blood contact with open wound.	3-6 months	Fever, chills, rash, night sweats, muscle aches, sore throat, fatigue, swollen lymph nodes, ulcers in the mouth
Chicken Pox	Viruses	Respiratory secretions and contact with moist vesicles.	10-21 days	Fever, rash-cutaneous vesicles (blisters).
Diarrhea: -Campylobacter - Cryptosporidium -Giardia -Salmonella -Shigella -Viral -Yersinia	Virus, Bacteria/No	Fecal/Oral.	2-24 hours	Loose, watery stools.
German Measles (Rubella)	Virus/Yes	Respiratory droplets and contact with respiratory secretions.	14-21 days	Fever, rash.

APPENDIX B
SERIOUS COMMUNICABLE DISEASES

Disease	Agent/Vaccine	Route of Transmission	Incubation Period	Signs and Symptoms
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Hepatitis A (Infectious Hepatitis)	Virus/Nes	Fecal/Oral.	2-7 weeks	Fever, loss of appetite, jaundice, fatigue.
Hepatitis B (HBV) (Serum Hepatitis)	Virus/Nes	Needle stick, blood splash into mucous membranes (e.g., eye or mouth), or blood contact with open wound. Possible exposure during mouth- to- mouth resuscitation.	6 weeks - 5 months	Fever, fatigue, loss of appetite, nausea, headache, jaundice.
Hepatitis C	Virus/No	Same as hepatitis B	6 weeks - 5 months	Same as hepatitis B
Hepatitis D	Virus/No	Same as hepatitis B dependent on HBV (past or present) to cause infection.	6 weeks - 5 months	A complication of HBV infection and can increase the severity of HBV infection.
Herpes Simplex (Cold Sores)	Virus/No	Contact of mucous membrane with moist lesions. Fingers are at particular risk for becoming infected.	Upto 2 weeks	Skin lesions located around the mouth area.
Herpes Zoster (Shingles) localized disseminated (See Chickenpox)	Virus/Nes	Contact with moist lesions.	10-21 days	Skin lesions.
Influenza	Virus/Nes	Airborne.	1-3 days	Fever, fatigue, loss of appetite, nausea, headache.

APPENDIXB
SERIOUS COMMUNICABLE DISEASES

Disease	Agent Naccine	Route of Transmission	Incubati on Period	Signs and Symptoms
Lice: Head, Body, Pubic	No	Close head to head contact. Both body and pubic lice require intimate contact (usually sexual) or sharing of intimate clothing.	1-3 days	Severe itching and scratching, often with secondary infection. Scalp and hairy portions of body may be affected. Eggs of head lice (nits) attach to hairs as small round, gray lumps.
Measles (Rubella)	VirusNes	Respiratory droplets and contact with nasal or throat secretions. Highly communicable.	8-14 days	Fever, rash, bronchitis.
Meningitis: - Meningococcal	Bacteria/No	Contact with respiratory secretions.	2-10 days	Fever, severe headache, stiff neck, sore throat.
Hemophilus influenza (usually seen in very young children)	Virus/No	Contact with respiratory secretions.	2-10 days	Fever, severe headache, stiff neck, sore throat.
Viral Meningitis	Virus/No	Fecal/Oral.	2-10 days	Fever, severe headache, stiff neck, sore throat.

APPENDIXB
SERIOUS COMMUNICABLE DISEASES

Disease	AgentNaccine	Route of Transmis sion	Incubation Period	Signs and Symptoms
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Mononucleosis	Virus/No	Contact with respiratory secretions or saliva, such as with mouth-to-mouth resuscitation.	4-7 weeks	Fever, sore throat, fatigue.
Methicillin-Resistant Staphylococcus Aureus (MRSA)	Bacteria/No	Skin	4-10 days	Pustules or boils which often are red, swollen, painful, or have pus or other drainage. May appear as spider bites or bumps that are red, swollen, and painful. Generally occur at sites of visible skin trauma, such as cuts and abrasions, and areas of the body covered by hair (e.g., back of neck, groin, buttock, armpit, beard area of men).
Mumps (infectious parotitis)	Virus Yes	Respiratory droplets and contact with saliva.	14-25 days	Fever, swelling of salivary glands (parotid).
Salmonellosis	Bacteria/No	Foodborne	6-72 hours	Sudden onset of fever, abdominal pain, diarrhea, nausea, and frequent vomiting.
Scabies	Mite/No	Close body contact.	2-6 weeks	Itching, tiny linear burrows or "tracks" vesicles - particularly around finger, wrists,

				elbows, and skin folds.
Syphilis	Bacteria/No	Primarily sexual contact; rarely through blood transfusion.	2-12 weeks	Genital and cutaneous lesions, nerve degeneration (late).
Tuberculosis, pulmonary	Bacteria/No	Airborne	Upto6 months	Fever, night sweats, weight loss, cough.
Whooping cough (pertussis)	Bacteria Nes	Airborne, direct contact with oral secretions.	1-2 weeks	Violent cough at night, whooping sound when cough subsides.

EXPOSURE REPORTING CHECKLIST

Personal Protective Equipment	Type of Exposure	Treatment/ Follow-up	Paperwork/ Notification
<ul style="list-style-type: none"> ■ Gloves ■ Mask (PI00) ■ Eye protection 	Minor Contact Blood or body fluids splashed on intact skin	Clean and flush area	No Further Action Needed
<ul style="list-style-type: none"> ■ Gloves ■ Mask (PI00) ■ Eye protection 	ATD Airborne (flu) (For meningitis see droplet exposure)	No treatment needed Note: Exposure to patient with ACTIVE TB warrants follow-up testing 12 weeks post exposure. Baseline testing may be required if member has been more than a year since last test.	<u>Immediately:</u> <ul style="list-style-type: none"> <input type="checkbox"/> Contact the Infection Control Officer through FDC to complete 538-134 <input type="checkbox"/> Complete - Workers Comp Packet
<ul style="list-style-type: none"> ■ Gloves ■ Mask (r100) 	Droplet Suspected Meningitis	<u>Immediately:</u> For direct eye contact with sputum, irrigate with Saline for 15minutes.	<u>Immediately:</u> <ul style="list-style-type: none"> <input type="checkbox"/> Notify BC and Infection Control Officer through

<ul style="list-style-type: none"> ■ Eye protection 	<p>(high fever, head ach, stiff neck, ALOC)</p> <p>Exposure is direct contact, close contact, or indirect contact with mucus/ secretions of symptomatic patient</p>	<p>Seek Medical Consultation</p> <p>► <u>Go to the hospital that the patient is transported to.</u></p>	<p>FDC immediately to complete 538-134</p> <p>□ Complete Workers Comp Packet</p>
<ul style="list-style-type: none"> ■ Gloves ■ Mask (PI00) ■ Eye protection 	<p>Major - Percutaneous Blood</p> <p>► Splashed on non-intact skin or mucous membranes (eyes or mouth)</p> <p>► Injury associated with exposure</p>	<p><u>Immediately:</u> Clean and flush area for 15minutes. Use antimicrobial soap (except on mucous membranes).</p> <p>Seek Medical Consultation</p> <p>► <u>Go to hospital that patient is transported to.</u></p>	
<ul style="list-style-type: none"> ■ Gloves ■ Other PPE (as needed) 	<p>Major - Percutaneous Needle Stick (Contaminated sharp)</p>	<p><u>Immediately:</u> Clean and wash area with antimicrobial soap for 15 minutes. Use waterless hand-cleaner if on scene.</p> <p>Seek Medical Consultation</p> <p>► <u>Go to hospital patient was transported to.</u></p>	

MEDICAL SERVICES DIVISION CONFIDENTIAL FAX (510) 238-6959

*Note to BC:

BC must immediately contact the Infection Control Officer through the FDC. The Infection Control Officer will get the required information needed to complete the 538-134 and the SHARPS Injury Log, if required after contacting the OFD member(s).

MACRO in Field Infection Control & Protection Policy

Purpose:

To provide guidelines for infection prevention and control to protect employees and service recipients from potential infections.

Policy Overview:

Standard Precautions

Service Recipient Isolation Guide for Transport

Procedures:

1. Cleaning and Disinfection

- All objects and surfaces must be thoroughly cleaned before effective disinfection.
- Clean and disinfect **as soon as possible** after use.
- Follow **manufacturer's instructions** for disinfectants, ensuring proper safety measures (e.g., ventilation and disposal).
- **Wear gloves** when using disinfectants. After removing gloves, immediately wash hands according to **CDC guidelines**.
- **Visible Contaminants:**
- Remove visible soil, blood, or other contaminants before applying disinfectant.
- Wear **Personal Protective Equipment (PPE)** as outlined in **Standard Precautions** during this process.
- **Reusable Equipment:**
- Contaminated reusable devices must be cleaned and disinfected according to **manufacturer instructions**, using MACRO-designated disinfectants.
- Ensure disinfectant stays on surfaces for the full recommended **contact time**.
- **Disposable Items and Linens:**
- Bag and dispose of disposable equipment and contaminated linens at the receiving hospital per their policies.
- **Frequent Touchpoints:**
- Clean and disinfect frequently touched surfaces in **service recipient care areas** (e.g., chairs, railings, equipment panels, door handles, radios, etc.) using **MACRO-designated disinfectants**.
- Ensure disinfectant stays on surfaces for the full **contact time**.
- **Non-Service Recipient Care Areas:**

- Areas like the **driver's compartment** may be indirectly contaminated. Personnel should avoid contaminating surfaces unrelated to direct care (e.g., steering wheel, light switches).
 - If these areas are contaminated, clean and disinfect using **MACRO-designated disinfectants**, ensuring full **contact time**.

2. High-Risk Surfaces

- Use the same cleaning methods outlined above to ensure these surfaces are thoroughly disinfected.

Additional Notes:

- Employees must follow these cleaning and disinfection procedures to align with the **Oakland Fire Department's infection control policies** and ensure the safety of both personnel and service recipients.
- **OSHA Compliance:**
 - The cleaning and disinfection procedures also comply with **OSHA regulations** to maintain a safe and healthy work environment, minimizing the risk of infection.
- **Training and Awareness:**
 - Ongoing training will be provided to ensure employees understand the correct procedures for infection control, PPE usage, and environmental cleaning.

This policy ensures proper infection control practices to maintain safety, hygiene, and compliance with relevant health standards.

Procedures

1. Low-Risk Surfaces

Surfaces that have minimal contact with hands (e.g., storage areas) should be cleaned **at the end of each shift** or whenever contamination occurs. Use the same cleaning methods outlined in the previous section.

2. Quarterly Vehicle Disinfection

Every three months, vehicles should undergo a thorough cleaning using **chlorine wipes** for both high-risk and low-risk surfaces.

- **Cabinets:** Remove all items and clean the inside of the cabinets.
- **Waste Receptacles:** Empty and clean all waste containers.
- **Scheduled Cleaning Months:**

Vehicles should be deep cleaned in **January, April, July, and October**.

3. Standard Precautions

These are infection control practices used to prevent the spread of diseases that can be transmitted through contact with blood, body fluids, non-intact skin (including rashes), and mucous membranes. These precautions should be used when providing care to all individuals, regardless of whether they show symptoms of illness.

4. Hand Hygiene

Hand hygiene includes both washing hands with soap and water or using alcohol-based hand gel to decontaminate hands.

When to Perform Hand Hygiene:

- o Before and after interacting with a service recipient.
- o Immediately after touching **blood, body fluids, non-intact skin, mucous membranes**, or contaminated items (even when gloves are worn).
- o After removing gloves.
- o When moving from **contaminated body sites** to **clean body sites** during care.
- o After touching objects and medical equipment in the immediate care area.
- o Before eating, after using the restroom, and after **coughing or sneezing** into a tissue (as part of **respiratory hygiene**).

Preferred Method:

- o When hands are **not visibly soiled**, use **alcohol gel** for hand hygiene, as it is the most effective and efficient method.
- o **Soap and water** should be used if hands are visibly dirty or contaminated.

Additional Notes:

Employees must follow these infection control practices to ensure safety and to comply with **OFD MACRO PROGRAM infection control** guidelines, including routine cleaning schedules and appropriate use of PPE.

Response Expectations and Safety Policy

Purpose:

The purpose of this policy is to establish a safe and effective approach for the MACRO (Mobile Assessment Community Responders of Oakland) team when responding to service calls. The priority is

to ensure the safety of MACRO personnel (EMTs and CIS) and the service recipient they assist while providing appropriate care to those in need.

Policy:

It is the policy of the MACRO Division to follow safe, effective, and consistent methods when responding to all service calls, in alignment with Oakland Fire Department (OFD MACRO PROGRAM) rules and regulations, ensuring both responder safety and the well-being of the community.

Definitions:

- **MACRO EMT and CIS:** Staff identified as Emergency Medical Technicians (EMTs), Community Intervention Specialists (CIS), and MACRO leadership, including Supervisors, Program Managers, and Division Managers.
- **Call for Service:** Requests for assistance originating from the 911 dispatch system, the MACRO call line, or incidents witnessed by MACRO staff. The MACRO team will respond by traveling to the scene to provide support to the community.
- **Service Recipient:** The individual receiving assistance from the MACRO team.
- **FDC:** Oakland Fire Dispatch Center, which handles emergency dispatch services.
- **OPD:** Oakland Police Department, the law enforcement authority in the area.
- **OFD MACRO PROGRAM:** Oakland Fire Department, responsible for fire and emergency medical services in Oakland.

Procedures:

1. **Response to Calls for Service:**
 - a. **Receiving Calls:** Calls may come from the 911 dispatch system, the MACRO-specific call line, or direct observations of incidents by MACRO responders.
 - b. **Travel to Incident Location:** Responders will travel to the incident site, taking into account the safety of the area and the nature of the incident.
 - c. **Safety Assessment:** Prior to engaging, responders should assess the scene for any immediate dangers to themselves, the community, or the service recipient. This includes checking for aggressive individuals, hazardous conditions, or any situations requiring law enforcement support (e.g., incidents involving weapons or violent behavior).
2. **Call Types Handled by MACRO:**
 - a. Non-Aggressive Panhandling
 - b. Disorderly Juveniles
 - c. Loud Music
 - d. Drunk Individuals in Vehicles
 - e. Encampment Welfare Checks (Limited by accessibility and safety)
 - f. Incurable Juveniles
 - g. Found Senile Individuals (Welfare Checks)
 - h. Public Indecency (Limited circumstances)
 - i. General Well-being or Welfare Checks

- j. Non-Crisis Mental Health Issues
- k. Sleepers (Individuals sleeping in public spaces)
- 3. **Coordination with Other Agencies:**
In situations where a call exceeds the MACRO team's capabilities (e.g., criminal activity, medical emergencies beyond their scope), MACRO will coordinate with the appropriate agencies such as the OPD, OFD, or other first responders.
- 4. **Handling Potentially Dangerous Situations:**
In cases where there is suspicion of violence or significant danger, MACRO will request support from OPD or OFD for backup before proceeding. If any responder feels threatened or unsafe, they are required to reassess the situation and call for assistance as necessary.
- 5. **Documentation:**
All interactions and outcomes of calls for service should be properly documented. This ensures the accuracy of the incident and provides a record of the action taken, in compliance with both MACRO's internal guidelines and Oakland Fire Department safety protocols.

Additional Safety Measures:

- **Training:** All MACRO personnel must complete regular safety and situational awareness training, including de-escalation techniques, emergency medical response, and collaboration with law enforcement.
- **Personal Protective Equipment (PPE):** MACRO responders should wear necessary protective equipment (e.g., gloves, masks) when interacting with service recipients, especially during medical assessments or when handling potentially hazardous situations.
- **Emergency Protocols:** In the event of a medical emergency, all responders should follow OFD's protocols for emergency medical response and ensure timely communication with the Oakland Fire Dispatch Center for coordination.

By maintaining adherence to these procedures and ensuring clear communication with Oakland Fire Department and other first responders, MACRO ensures a safe and supportive environment for the community and its responders.

Call Type Qualification and MACRO Dispatch Process Policy

Purpose:

This policy outlines the process for identifying appropriate calls for MACRO response and ensures that responders follow safe practices when approaching and engaging with service recipients.

Policy:

MACRO responders will only engage in service calls that meet the criteria for non-emergency or non-violent situations. Calls will be reviewed to determine if MACRO can safely respond, in alignment with

Oakland Fire Department (OFD MACRO PROGRAM) safety rules. If the situation requires additional resources, such as police or medical assistance, MACRO will request backup as needed.

Definitions:

- **Call for Service:** A request for assistance received by Oakland Police Dispatch (OPD) or Oakland Fire Dispatch (OFD).
- **MACRO Team:** Composed of EMTs (Emergency Medical Technicians) and CIS (Community Intervention Specialists).
- **Service Recipient:** The individual receiving assistance from the MACRO team.
- **FDC:** Oakland Fire Dispatch Center.
- **OPD/OFD:** Oakland Police Department and Oakland Fire Department, respectively.

Procedures:

1. Call Qualification:

When a call for service is received by OPD or OFD, the call is reviewed to determine whether it qualifies for MACRO response. The following questions are considered:

- a. Does the call involve a medical emergency?
- b. Is police involvement necessary?
- c. Does the situation involve a mental health crisis or need for transport to a medical facility?
- d. Are weapons involved?
- e. Is there active violence or a threat of violence?
- f. Is the person showing aggression toward themselves or others?
- g. Is the incident inside a building or home?

If the answer is "no" to all of these questions, the call may qualify for a MACRO response.

2. Dispatch Process:

- a. Once a call is identified as appropriate for MACRO, FDC creates the call and alerts the MACRO team via radio and cell phone with the incident details.

3. MACRO Scene Evaluation:

- a. Upon approaching the scene, the MACRO team will evaluate safety:
 - i. **Scan the Scene:** Ensure the area appears secure.
 - ii. **Park Safely:** Park several blocks away to ensure a safe approach and a clear retreat route if necessary.
 - iii. **Notify FDC:** Provide FDC with staging location details, e.g., "MACRO #23 staging at 8th and Willow, evaluating the scene."
 - iv. **Unsafe Scene:** If the scene is unsafe, the team must not enter and should request OPD or OFD assistance.

4. MACRO Arrival On-Scene:

- a. **Contact the Service Recipient:** Upon arrival, introduce yourself and confirm the person's awareness and orientation (e.g., current time, location).

- b. **Assess Consciousness:** If the service recipient is unconscious, call for EMS. If conscious, engage in dialogue to assess their mental and physical state.
 - i. **Medical Assistance Criteria:** If the person is injured, unconscious, has an altered mental state, or shows signs of a medical or mental health crisis, request EMS.
 - c. **Engagement:** Provide necessary resources or transport. If the recipient refuses help and is stable, discontinue the engagement safely.
- 5. **Acceptance or Refusal of Services:**
 - a. If the service recipient accepts assistance, provide resources or transport as needed.
 - b. If the recipient refuses services but is stable, the MACRO team will not engage further or put themselves in harm's way.
 - c. If the recipient's refusal puts them at risk (e.g., unsteady walking, danger of walking into traffic), request EMS for further evaluation.
- 6. **Scene Safety:**
 - a. **Personal Protective Equipment (PPE):** MACRO responders should wear gloves when interacting with service recipients, especially during physical contact.
 - b. **Hostile or Unsafe Scenes:** If the situation becomes unsafe, the MACRO team will remove themselves and request assistance from OPD or OFD.
- 7. **Notifying FDC for Assistance:**
 - a. If the call was miscategorized (e.g., a sleeper is actually unconscious from a medical issue).
 - b. If the scene becomes unsafe.
 - c. If another agency's assistance is needed (police, fire, or EMS).
 - d. At the service recipient's request if MACRO cannot meet their needs.
- 8. **Ending the Call:**
 - a. Once the call is complete, the MACRO team will:
 - i. Document the call details in the ESO records system.
 - ii. Clean the vehicle and workspace as needed.
 - iii. Clear the call via radio and update the CAD system to show "Available for Service."

By following these procedures, the MACRO team ensures safe and effective responses to service calls while adhering to Oakland Fire Department safety protocols and responding appropriately to each situation.

Performance of Duty Policy

Purpose:

The purpose of this policy is to ensure that all <ACRO employees perform their duties with diligence, competence, and professionalism. Employees are expected to consistently meet the department's standards and provide timely, effective service to the public.

Policy:

MACRO employees must always apply their best effort, skills, and attention to their duties. They are expected to complete assigned tasks efficiently, competently, and with a high level of professionalism, regardless of the circumstances.

Definitions:

- **Performance of Duty:** The execution of assigned tasks and responsibilities, including emergency responses, training, equipment maintenance, administrative duties, and other work-related activities.

Procedures:

1. **Exert Maximum Effort and Competence:**
 - a. Employees must consistently apply their best abilities and energy to the performance of their duties.
 - b. This includes acting with urgency, professionalism, and attention to detail in all situations, particularly during emergency responses and critical tasks.
2. **Timeliness and Efficiency:**
 - a. Employees are expected to perform all duties in a timely manner, ensuring that tasks are completed without unnecessary delays.
 - b. In emergency situations, response times must meet OFD MACRO PROGRAM's established guidelines to ensure the safety of the public and fellow personnel.
3. **Competence and Accountability:**
 - a. Employees must demonstrate proficiency in their role, whether responding to emergencies, maintaining equipment, or completing administrative tasks.
 - b. Any issues with performance must be addressed promptly through training or additional support as needed.
4. **Adherence to OFD MACRO PROGRAM Procedures and Protocols:**
 - a. All employees must follow Macro established protocols, including safety procedures, operational guidelines, and training standards.
 - b. When in doubt, employees should seek guidance from a supervisor or senior personnel to ensure compliance with department protocols.
5. **Ongoing Improvement:**
 - a. Employees are encouraged to continuously improve their skills and knowledge through ongoing training and professional development.
 - b. Constructive feedback from supervisors and colleagues should be embraced to help enhance overall performance.
6. **Disciplinary Action for Performance Issues:**
 - a. If an employee fails to meet the department's expectations for performance, they may be subject to corrective action, which could include additional training, reassignment, suspension, or other disciplinary measures, depending on the severity of the issue.

Additional Notes:

- **OFD MACRO PROGRAM Standards of Excellence:**

The department sets high standards for the performance of all employees. This policy reinforces the commitment to maintaining excellence in all aspects of the fire service, from emergency response to customer service and internal operations.

- **Workplace Culture:**

Employees are expected to contribute to a positive, productive workplace culture where teamwork, respect, and accountability are central to the department's success.

- **Collaboration and Teamwork:**

In emergency situations, employees should collaborate and communicate effectively with colleagues, ensuring that all tasks are carried out as a cohesive unit to achieve optimal results.

- **Employee Development:** The department supports the ongoing growth of its employees through continuous education, training, and performance evaluations. Employees should actively participate in these opportunities to stay current with industry standards and improve their skills.

End of Shift & Beginning of Shift Procedures

Purpose:

To ensure smooth and efficient shift changes that minimize response delays and ensure thorough preparation for the next shift.

Policy:

Shift changes must be efficient and standardized to allow clear communication between teams and administration. This ensures that equipment, supplies, and personnel are fully prepared for service, and the next shift is ready to respond promptly.

Definitions:

Beginning of Shift:

The first hour of the shift, starting at the designated on-duty time.

End of Shift:

The last hour of the shift, ending at the designated off-duty time.

Procedures:

Beginning of Shift:

Crew Readiness:

Crew members must be in uniform and ready to respond to dispatch at the start of the shift.

Shift-Start Requirements:

Crew members must complete all required tasks (equipment checks, restocking, etc.) before attending to personal matters or elective duties.

Crew Identification: The oncoming crew must confirm their identity, vehicle assignment, and unit number with dispatch **within 5 minutes** of the shift start.

Overtime:

Any unscheduled overtime requires approval from the on-duty supervisor.

Shift Handover:

The off-going crew should verbally pass off information to the oncoming crew.
The oncoming crew is responsible for **notifying dispatch** of the crew change.

Readiness for Service:

All crews must be ready for immediate response and available within **5 minutes** of the start of the shift.

Delays:

If a delay is anticipated, the crew must notify the communications center immediately.
The communications center will inform the supervisor, who will assist in resolving any delays.

End of Shift:

Crew members must complete the off-duty checklist before leaving at the end of the shift.

Sign-Out:

All crew members must sign out **no later than the end of their scheduled shift**.

If a crew member signs out late, they must document the reason with their supervisor.

Overtime:

Any unscheduled overtime requires approval from the on-duty supervisor.

Crew Change Mid-Shift:

If a crew member takes over for another during a shift, they must ensure that the vehicle and equipment are in service and ready for any requests.

Readiness for Service:

All crews must be ready for immediate response within **5 minutes** of the shift start.

References:

Response Time Standards Policy

Additional Notes:

Alignment with OSHA Standards:

The policy ensures that shift changes follow **safety protocols** and best practices for maintaining a safe and efficient workplace.

By following these procedures, crew members help ensure smooth transitions, maintain service readiness, and uphold **OFD MACRO PROGRAM standards** for excellence and safety.

Macro Premises Leaving / Readiness for Duty Policy

Purpose:

To ensure that all employees are consistently prepared for duty and that any time away from duties is authorized and properly managed, maintaining operational readiness at all times.

Policy:

Employees must remain in a state of readiness for duty throughout their shift. Leaving duties or the premises requires prior approval from a supervisor to ensure continuous coverage and readiness for emergency response.

Definitions:

Readiness for Duty: Being physically and mentally prepared to respond to emergencies or tasks without delay.

Premises: Any department facility, vehicle, or station where employees are assigned to work during their shift.

Procedures:

Constant Readiness for Duty:

Employees must remain **ready for duty** at all times during their shift, including maintaining alertness, proper uniform, and access to necessary equipment. This includes being available for immediate response, without any unnecessary delays.

Leaving the Premises or Duties:

Employees are not permitted to leave their assigned work areas or duties **without first obtaining approval from their immediate supervisor**.

Supervisor Approval: Employees must request permission from their supervisor before leaving their station or responsibilities. This applies to breaks, off-site errands, or any other time away from work duties. Falsifying or abandoning expected duties shall be grounds for disciplinary action.

Emergency Exceptions: In urgent or emergency situations, employees should notify the supervisor as soon as possible after leaving.

Policy: Early Departure and Accountability for Unfinished Shifts

Purpose:

The purpose of this policy is to define the expectations and procedures for crew members who return to the base earlier than the official end time of their shift. It aims to ensure that work tasks are properly completed, and any missed time is appropriately accounted for. This policy aligns with the guidelines set by the Oakland Fire Department to maintain accountability and operational efficiency.

Scope:

This policy applies to all Macro crew members who work shifts under the supervision of the Macro Supervisor or appointed leadership in the Oakland Fire Department.

Policy Guidelines:

- a. Crew members are expected to remain at the base and continue to perform duties until the scheduled end of their shift unless otherwise directed by the Macro Supervisor or appointed leadership.
 - b. If a crew member returns to base earlier than their official end time (e.g., one hour before scheduled off-duty time), they are expected to remain on duty until released or directed to perform other tasks by leadership.
2. **Accountability for Missed Time:**
 - a. Should a crew member leave before their scheduled shift ends, they will be held responsible for the time missed.
 - b. The crew member's time punch for the day will be adjusted to reflect the actual time they leave. For example, if a crew member leaves one hour early, their time punch will reflect an early departure, and they will not be paid for the remaining time unless they use accrued leave.
3. **Use of Accrued Leave:**
 - a. If a crew member wishes to be paid for the time missed due to early departure, they must use any available accrual balances (e.g., vacation, personal time, or compensatory time).
 - b. The accrual balance will be deducted according to the time missed from the scheduled shift.
4. **Supervisor Discretion:**
 - a. The Macro Supervisor or appointed leadership may authorize exceptions to this policy in cases of emergency, critical need, or other specific situations where operational requirements dictate otherwise.
 - b. In such cases, the supervisor will provide clear documentation of the exception and any necessary adjustments to the crew member's time record.

Supervisor Responsibilities:

Supervisors are responsible for ensuring that all team members remain in readiness and are available for any necessary tasks or emergency response.

Supervisors should grant approval for time away from duties based on department needs and operational requirements.

References:

OFD Shift Coverage Policy
OFD Operational Readiness Standards

Additional Notes:

Operational Efficiency:

Ensuring all employees remain in readiness for duty helps maintain a smooth operation and allows for quick deployment in emergencies.

Disciplinary Action:

Unauthorized absence from duty or failure to comply with readiness expectations may result in disciplinary action, as it affects both the safety of the crew, and the quality of service provided.

This policy aims to ensure that all personnel are constantly available, prepared, and responsive to any operational needs, thereby maintaining **efficiency and safety** within the department.

Macro Policy for Transporting Individuals to Reasonable Destinations

Purpose:

This policy establishes the procedures and guidelines for safely transporting individuals to designated facilities or destinations, such as the Cherry Hill facility, while ensuring adherence to safety protocols, effective communication, and compliance with Oakland Fire Department (OFD) procedures.

Definitions:

- **Transport:** The act of moving an individual from one location to another, typically to a referral facility.
- **Referral Site:** A location to which an individual is being transported for further care or services, such as the Cherry Hill facility.
- **Crew Members:** EMTs & CIS crew member or other qualified personnel, responsible for the transportation and care of the individual.
- **Reasonable Destination:** A facility or location identified as appropriate and necessary for the individual's care or needs. Not to include any emergency medical or psychological facilities.

Policy:

Transport of individuals to reasonable destinations should always prioritize safety, effective communication, and adherence to established protocols. Both crew members must agree to proceed with the transport, ensuring a shared understanding of the destination and route. Confirmation of the destination's readiness to accept the individual is also essential, including verifying contact with the referral site.

Procedures:

1. Agreement to Transport:

Both crew members must confirm that they are in agreement to proceed with the transport, based on the individual's needs and available resources.

2. Safety Measures:

Transport should be conducted in a manner that prioritizes the safety of the individual and crew members. This includes securing the individual properly in the vehicle, ensuring that all safety equipment (seat belts, etc.) is used appropriately, and following all applicable traffic and driving safety regulations.

3. Communication with Referral Site:

- a. Prior to transport, establish contact with the destination facility (e.g., Cherry Hill facility) to confirm that they are prepared to receive the individual.
- b. Communicate necessary details such as the individual's condition, expected time of arrival, and any special requirements.
- c. Confirm the contact person (if one has been identified and is necessary) at the referral site to ensure a smooth handover upon arrival.

4. Macro Protocols:

- a. Ensure all transport procedures align with the Macro's established safety protocols, including vehicle readiness, crew qualifications, and adherence to local emergency medical guidelines (if individual meets higher level of care contact appropriate resource such as Police, or the county contracted ambulance agency).
- b. In the case of emergencies, emergency medical protocols should be followed during transport and additional resources contacted for further interventions.
- c. The OFD dispatcher should be notified of the transport details for record-keeping and coordination with start and end mileage will be provided to dispatcher as well.

5. Documentation and Reporting:

- a. Document the transport, including the individual's name, destination, time of departure, and arrival, and any relevant medical details.
- b. Ensure that all required reports are filed upon completion of the transport, adhering to Oakland Fire Department's reporting guidelines.

6. Post-Transport Confirmation:

After reaching the referral site, confirm the safe transfer of the individual by having the receiving personnel sign off on the transport report, verifying successful delivery.

This policy ensures that all transportation is carried out safely and effectively, in compliance with established protocols, while also allowing flexibility in the decision-making process to accommodate the specific needs of the individual being transported.

Ride Along's

PURPOSE:

The purpose of this policy is to ensure a safe and consistent process for the accommodation of public ride along requests.

POLICY:

It is MACRO policy and practice to allow and accommodate public ride along requests so long as it does not adversely affect normal operations.

Requests from the public to participate in an observational ride along with a MACRO vehicle must be submitted by email to the Program Manager. All public persons participating in an observational ride along must be at least 18 years of age. Requests may be granted, denied, and/or cancelled at the discretion of the Program Manager, EMS Division Manager, or on-duty Supervisor.

Public observational ride along shall be scheduled Monday through Friday only and shall not exceed 8 hours. Observational ride along may be scheduled a maximum of two (2) times per month (per person) and may not exceed a total of six (6) ride along in a calendar year.

DEFINITIONS:

PROCEDURES:

1. Request must be submitted via email to the Program Manager and include the words "Public Ride Along Request" in the subject line.
2. Once approved by the Program Manager, someone from scheduling will contact the requesting party to schedule a specific date and time.
3. All ride along participants shall complete the standard OFD MACRO PROGRAM ride along release prior to the start of the ride along.

4. Riders must wear dark blue or black pants (no jeans) and a dark blue or black polo shirt. Shirts may not have any visible logos.
5. Riders must not have any visible tattoos or piercings.
6. Riders must complete a brief evaluation of their ride along experience and submit it to the Operations Manager follow each ride along.

Radio Emergency Button Activation Procedure

This guideline applies to all **Macro Program OFD personnel** involved in emergency response. It outlines the use of the emergency button on portable radios when verbal communication is not possible or appropriate during a threatening or life-endangering situation.

Purpose

In the event of an emergency, **verbal communication** is the preferred method of communication with dispatch. However, if verbal communication is not possible or safe, the **emergency button** on the portable radio may be activated as a **safety feature** for responders whose safety is threatened. The **Oakland Fire Communication Department (OFD)** will monitor emergency button activations **24 hours a day**.

Procedure

Radio User Responsibilities

- a. The unit will **identify their location** and indicate that they have **emergency traffic** (e.g., "Macro 3 – emergency traffic").
- b. The unit will then provide the following to dispatch:
 - i. Type of help needed (e.g., law enforcement, fire, ambulance)
 - ii. Current location confirmation
 - iii. Reason for the request (medical emergency, fire, etc.)

Unit in Duress and Unable to Communicate Verbally:

- c. The unit will **activate the emergency button** by firmly pressing the **orange emergency button** on their portable radio for **at least 3 seconds**.
 - i. Upon successful activation, the radio will automatically alert Oakland Fire dispatch Terminals.
 - ii. The radio's priority will increase, making it the highest priority on that talk group.

d. **Dispatch Protocol:**

- i. Upon receiving the emergency activation, dispatch will attempt to **Check the unit status via the radio**.
- ii. If the radio cannot be identified, dispatch will conduct a **roll call** of all units on active incidents.
- iii. If there is **no response** or if there is **any communication other than "Code 4"**, dispatch will interpret it as a **distress signal** and will send assistance to the unit's **last known location** (e.g., active incident location, station).

Additional Procedures

- a. If the situation requires **immediate police presence**, the unit should use **Code MACRO BLUE** to notify dispatch.
- b. This code will immediately send **Law Enforcement** to the unit's location.
- c. All other radio traffic on the channel will be **halted** until the emergency situation is cleared by dispatch upon **police arrival**.

Simple Directions

- a. Identify your location and indicate emergency traffic. Provide type of help, location, and reason for the request.
2. **If unable to speak or communicate:**
 - a. **Press the emergency button** on your portable radio for **3 seconds**.
 - b. This will change All Macro crew radio traffic and prioritize your radio over all others.
3. **For police assistance:**
 - a. Use **MACRO BLUE** to notify dispatch that immediate **police presence** is needed.

This system ensures that emergency situations are swiftly addressed by increasing priority on radios in distress and quickly alerting the necessary assistance, including law enforcement when required.

Addressing Officers

Purpose:

To maintain a culture of respect, professionalism, and clear communication within the Oakland Fire Department (OFD MACRO PROGRAM) by ensuring that all employees address superior officers, supervisors, and managers appropriately.

Policy:

All employees must address superior officers, supervisors, and managers by their correct titles at all times. Respect and courtesy should be shown in all interactions with these personnel.

Definitions:

- **Superior Officers:** Officers, supervisors, and managers who hold a rank above the individual addressing them.
- **Chief Rank:** Any officer holding the title of "Chief" within the department, including Deputy Chief, Assistant Chief, or Fire Chief.

Procedures:

1. **Verbal Address:**
 - a. All employees shall address superior officers by their **proper title** (e.g., "Captain," "Lieutenant," "Chief") when speaking to them.
 - b. Officers holding the rank of "**Chief**" should be addressed verbally as "Chief" (e.g., "Good morning, Chief").
2. **Written Address:**
 - a. In written communications, officers holding the rank of **Chief** shall be addressed by their full title (e.g., "Fire Chief [Last Name]," "Deputy Chief [Last Name]").
 - b. **Respect and Courtesy:**

Employees shall demonstrate **courtesy and respect** when interacting with superior officers, including in both formal and informal settings.

- c. This includes using appropriate tone, body language, and demeanor, regardless of rank.

References:

- **OFD MACRO PROGRAM Code of Conduct**
- **OFD Communication Protocol**

Additional Notes:

- **Professionalism:**

Addressing superior officers properly reinforces the **hierarchical structure** of the department and fosters mutual respect among employees and leadership.

- **Compliance:**

Failure to adhere to this policy may result in disciplinary action for disrespectful or unprofessional conduct.

By maintaining proper decorum in addressing officers, employees uphold the **professionalism and respect** that are essential to the effective operation of the OFD.

Zone Rotation Policy for Macro Crew Members

Purpose:

The purpose of this policy is to ensure fair and consistent work distribution among all Macro Crew members by implementing a structured zone rotation system. This approach promotes cross-training, operational awareness, and team collaboration while maintaining transparency and accountability.

Policy:

All Macro Crew members will rotate through each designated zone on a weekly basis. This rotation schedule ensures that each team member gains experience in all zones, supports operational balance, and fosters a culture of fairness and shared responsibility.

Weekly zone assignments will be communicated in advance to provide transparency and allow all members to prepare for their scheduled duties.

Any changes to assigned zones must result from a **mutual agreement** between the involved parties and must be **approved by the Acting Supervisor**. These requests must be made in a timely manner and will only be honored if they do not disrupt operational integrity.

Exceptions:

The Acting Supervisor holds the authority to reassign zones if operational needs arise. In such cases, a **detailed written report** must be submitted explaining the reason for the reassignment. These changes are to be considered exceptional and not standard practice.

Definitions:

- **Zone** – A designated area within the operational workflow assigned to crew members for task execution.
- **Rotation** – The scheduled reassignment of a crew member from one zone to another on a weekly basis.
- **Mutual Agreement** – A decision made collectively and willingly by all affected crew members without coercion or conflict.

Enforcement:

Adherence to this policy is mandatory. Failure to comply with scheduled rotations or unauthorized changes may result in corrective action, in alignment with company guidelines. Crew members are expected to follow the rotation schedule and cooperate with any official changes issued by the Acting Supervisor.

Use of Electronic Communications Devices and the Internet

CITY OF OAKLAND

ADMINISTRATIVE INSTRUCTION

SUBJECT Electronic Media Policy Number 140

I. PURPOSE

This Administrative Instruction (AI). states the City's policy for the access and disclosure of electronic mail (e-mail) messages sent or received by City employees. This AI also describes the City's policy on the authorized use of the City's e-mail systems, phone systems and other electronic media.

This policy applies to electronic media, phone systems and aid document, recordings, and other data contained in or recoverable from such media, owned by the city. This policy applies to all such media and documents twenty-four hours a day, seven days a week, regardless of holiday or absence from the City.

Electronic Media.

Electronic Media includes but is not limited to electronic mail (e-mail, instant messages (IM), Internet access, online information services, and all other types of electronic information that the city deems as Electronic Media. Electronic Media

also includes but is not limited to City owned equipment including computers, computer peripherals, computer software, laptop, personal data assistants

(PDAs), cellular phones, and all other devices by which electronic information is transmitted, received, and/or maintained.

Routine Servicing.

Routine Servicing is the regular and ordinary maintenance of electronic media to ensure proper working condition. Routine Servicing may include installation of software and hardware troubleshooting, network maintenance and all other activities undertaken with the intent of employing electronic media operations. City employees are prohibited from conducting routine servicing. By its nature, routine servicing is the responsibility of the Information Technology Division and other designated agency/departmental staff.

II. POLICY

Access and Disclosure of E-Mail Messages and other Electronic Files Electronic Media are provided for the use of City employees to conduct City business only. E-mail communication is not private or confidential. All electronic files, including e-mail, may be subject to public disclosure under the Public Records Act or pursuant to discovery and litigation.

The City reserves the right to access and disclose employee e-mail messages and other electronic files any anytime with or without employee notice. Electronic Media may not be used for a prohibited purpose, including illegal activities, messages that may constitute discrimination or harassment under state or federal law, or any other inappropriate purpose including but not limited to those uses defined in Section VI below. System Monitoring and Employee Privacy

The City reserves the right to search e-mail messages and electronic files for any reason.

1. If the Information Technology Director or designee determines that an electronic media may be being used inappropriately, the City reserves the right to access and disclose that employee's electronic files and take appropriate disciplinary action.

2. Agency/Department heads or higher can authorize the reading of e-mail messages and electronic files for employees under their supervision by following the guidelines stipulated in Section VIII of this policy.

3. The City is obligated to respond to legal processes and fulfill any obligations to third parties which meet legal requirements/guidelines.

Violations of Policy

Violations of this policy will be reviewed on a case-by case basis and may result in disciplinary actions, up to and including discharge and/or criminal charges.

III. DEFINITIONS

Use of Electronic Media

A. Computers, computer software, laptops, PDA (personal data assistants) and any and all computer assisted or maintained rules.

The City's computers and software may only be used for City business purposes. In addition, files stored on the City's computers, PDA's or network may only be used for City business purposes. All software that resides on any of the City's computers must be licensed. Before adding software programs to City computers, employees must receive approval from the Information Technology Division via their department heads.

B. E-mail.

Electronic mail addressed to, generated by, or received on City computers or servers is the property of the City and should be used for City business-related purposes. Although employees have passwords that restrict access to their computers, the city may access any files or e-mail messages which pass through is stored on or deleted from a computer system. '

C. Information Retrieval.

It should be noted that even though information or files have been deleted from Electronic Media, it does not mean that they have been permanently deleted from the system. It may be possible to recover deleted computer files and deleted e-mail messages.

D. Online information Service Use.

Use of online information services such as the Internet is restricted to approved usage and may not be used for purposes unrelated to City business.

Allowable Uses of Electronic Media.

A. Allowable uses of Electronic Media for-City business purposes include the following:

To facilitate performance of job functions.

To facilitate communication of information.

To coordinate meetings of individuals; locations and resources.

To communicate with outside organizations, as required in order to perform an employee's job function (e.g. to facilitate research)

B. Limited use of personal e-mail communication and on-line resources during nonwork time is permissible so long as it does not conflict with any of the Prohibited Uses under Section VI, has no fiscal or legal impact on the City, and occurs in the full spirit of this Administrative Instruction.

Prohibited Uses of the City's Electronic Media

Prohibited uses of Electronic Media include, but are not limited to, the following:

Illegal activities under local, state and/or federal law.

Anything that may be construed as harassment or disparagement of others based on race, national origin, sex, sexual orientation, age, disability, or religious or political beliefs will not be tolerated. This includes, but is not limited to, slurs, obscene messages, sexually explicit images or cartoons or messages.

Soliciting or proselytizing others for commercial ventures, religious, social or political causes, outside organizations, or any or all other non-job-related matters.

- Intentionally disrupting network traffic or crashing the network and connected systems (For example, sabotage, intentionally introducing a computer virus);
- Unauthorized access to others' files or vandalizing the data of another user.
- Forging electronic mail messages.
- Wasteful use of system resources.

- Personal usage such as on-line shopping or dating services.
- Personal messages such as chain letters.
- Personal commercial purposes or for personal financial gain; and
- Inappropriate use which is deemed by the city to be a violation of the intended use of the Electronic Media.

IV PROCEDURES

A. Access to an Employee's Electronic Media by Agency/Department Heads

Only agency/department head~ and the City Manager have authority to request access to an employee's electronic media.

1. An agency/department head who identifies that an employee under his/her supervision may be using electronic media inappropriately must submit to the Director of Information technology a signed, written statement, that states (1) the electronic media to be inspected, and (2) the legitimate business purpose for the inspection.
2. Prior to accessing the electronic media, the Director of Information Technology must submit the written statement to the City Attorney or the Employee Relations Manager for authorization.
3. A record of this statement will be maintained by the Office of Information Technology.

B. Access to an Employee's Electronic Media by Director of Information Technology

In routine servicing of an employee's electronic media, a representative from the Office of Information Technology may determine that an employee may be using electronic media inappropriately. Under such circumstances, the Director of Information Technology may authorize further access to the pertinent electronic media.

1. The Director of Information Technology must complete a signed, written statement stating (1) the electronic to be inspected, and (2) the legitimate business purpose the inspection
2. A record of this statement will be maintained by the Office of Information Technology.

C. Access to an Employee's Electronic Media by Legal Necessity

Both civil and criminal legal action may compel the City to access an employee's electronic media. In all such cases, the City Attorney may authorize access to the pertinent electronic media.

1. The City Attorney must submit to the Director of Information Technology a written statement and Inc. Jude: (1) the electronic media to be inspected and (2) the reason for the legal necessity.
2. A record of this statement will be maintained by the Office of Information Technology. The filing of the statement may occur retroactively based upon the urgency of the circumstances and possible risk of employee safety or legal risk to the City.

V. ADDITIONAL INFORMATION

Please direct any questions regarding this A.I. to the Department of Technology at extension 238-2274.

Radio/Communications Etiquette

This will be covered by Communications Training with FDC staff

Media and Public Communication:

Accountability and Integrity:

Falsifying records undermines the department's integrity and could have serious legal or professional consequences. Employees are expected to uphold the **highest standards of accuracy and accountability** in all documentation.

By adhering to this policy, OFD MACRO PROGRAM employees protect the integrity of the department's operations and ensure consistent, accurate communication both within the department and with the public.

PURPOSE:

The following media policy and procedures have been established to ensure that the public receives up-to-date, accurate information from the Fire Department. The policy ensures a **consistent and professional public message** from the OFD MACRO PROGRAM, preventing unauthorized individuals from speaking on behalf of the department. This is vital for maintaining public trust and transparency.

By adhering to this policy, OFD MACRO PROGRAM employees protect the integrity of the department's operations and ensure consistent, accurate communication both within the department and with the public.

POLICY:

Media questions concerning City or Fire Department policy, procedures, level of service, or which are political in nature shall be referred to the Fire Chief, or in their absence, the Deputy Chief or designated Public Information Officer (PIO).

All statements, interviews or other contacts with the news media must be cleared by the Fire Chief or by the Fire Department's designated PIO.

In accordance with standard Incident Command System (ICS) procedures, the Incident Commander (IC) will be the PIO for the emergency incident which he/she is commanding. If the IC is unable to function as a PIO, and the designated PIO is not available, a Company Officer will be assigned as Incident Fire Information Officer (FIO) by the IC. The individual assigned as Incident FIO is authorized to reply to media questions regarding factual details of the incident or emergency operations only.

Fire Department personnel making unauthorized statements to the news media are in violation of Fire Department policy and may result in disciplinary action.

PROCEDURES:

To facilitate the public's right to information about the Fire Department, and to ensure that the news media has access to accurate, factual information, the following procedures should be followed by all Fire Department personnel:

Establishing a Public Information Officer. For most routine emergency incidents, the PIO function will be the responsibility of the IC or the Battalion Chief in whose district the incident occurs.

Company Officers should notify the Battalion Chief of any unusual circumstances concerning an emergency response which might become the subject of media inquiry.

For 3rd Alarm fires, extraordinary or other major incidents, the Fire Department's PIO will respond to the scene. In his/her absence the IC will assign a Company Officer to serve as FIO for the incident.

The assigned FIO may be an officer assigned to the Emergency Operations Center (EOC).

For those incidents which attract news media coverage to the incident scene, the IC should assign an FIO as part of the Incident Command Staff.

Incident Information Guidelines:

The PIO or FIO is authorized to release incident information to the news media within the following guidelines:

General Information:

Factual information about type of incident (Fire, EMS, HazMat, etc.)

Incident location, date, and time

Number and type of units which responded

Number of personnel involved

Whether or not there were incident injuries or casualties (include transport information and general description of injuries)

Names of injured are not to be released

Fire Information:

Description of building by type, occupancy, and general characteristics

Cause and origin may be released only if clearly established (if there is doubt about the cause or if the fire is still under investigation, no information regarding the cause and origin is to be released)

Numbers of displaced occupants and alternate shelter, if requested

Time required for control

Responding to Other Media Inquiries:

Fire Department personnel are to refer news media inquiries to the Fire Chief.

Fire Department personnel are prohibited from commenting upon sensitive or controversial issues regarding Fire Department policy without the approval of the Fire Chief.

The Fire Chief or the PIO are the only persons authorized to comment on Fire Department policy and procedure.

The Fire Chief may designate a Company Officer to act as PIO for a particular issue or subject of current public interest. In most instances, the PIO will be the Officer whose staff assignment falls within the area of subject interest.

All media requests for interviews and or photo sessions of Fire Department property are to be directed to the Department's PIO. Unauthorized interviews given on Fire Department property are strictly prohibited.

Responsibility:

All Fire Department personnel have a responsibility to follow the Fire Department's policy and procedures governing contact with the news media. Company Officers are responsible for the conduct of personnel under their supervision. Therefore, Company Officers should ensure that Fire Department personnel have read and understood this policy. Battalion Chiefs are responsible for carrying out the policies outlined in this communication and are to verify that the Company Officers in their battalions have reviewed this policy.

As members of a valued and respected public service organization, it is important for all of us to do our utmost to maintain public trust and respect. The Fire Department can only accomplish this by adhering to this policy when interacting with members of the news media.

Public Statements and Falsification of Records

Purpose:

To establish clear guidelines for making public statements and maintaining accurate records within the Oakland Fire Department (OFD MACRO PROGRAM).

Policy:

Public Statements:

Only authorized personnel may speak publicly on behalf of the OFD MACRO PROGRAM. All public statements related to OFD MACRO PROGRAM affairs must be directed to the Fire Chief or designated spokesperson.

Falsification of Records:

Employees must not falsify records or documents or make false statements in any official department records.

Definitions:

Public Statements:

Any communication made to the public or media about OFD MACRO PROGRAM operations, policies, or activities. This includes interviews, press releases, and public speeches.

Falsification of Records:

The act of altering, fabricating, or misrepresenting department records, including reports, forms, and other official documents.

Procedures:

Public Statements:

All public statements regarding OFD MACRO PROGRAM affairs must be referred to the **Fire Chief** or, in their absence, the **Deputy Chief of Field Operations** or the **Public Information Officer (PIO)**.

Incident Commanders are authorized to speak about their **specific operational activities** at emergency incidents, but must limit comments to factual, operational matters and not address broader departmental issues.

Falsification of Records:

Employees are prohibited from falsifying or tampering with department records, including but not limited to incident reports, administrative documents, or personnel files. Employees must **record accurate information** and **make proper entries** in all documents. Any **intentional misrepresentation** of information, including false statements or alterations to records, will be grounds for disciplinary action. **Mutilation or destruction** of department records is strictly prohibited.

References:

OFD MACRO PROGRAM Record-Keeping Policy

OFD Media and Communications Policy
City of Oakland Public Records Policy

Contacting Elected or Appointed Officials and Other Agencies Policy

Purpose:

This policy ensures that Oakland Fire Department (OFD MACRO PROGRAM) employees communicate with elected officials, appointed officials, and other external agencies appropriately. Employees must obtain prior approval before contacting such entities on department-related matters while representing the OFD MACRO PROGRAM.

Policy:

Macro employees must not contact the Mayor, City Administrator, City Council members, Civil Service staff, or any other public officials or agencies regarding departmental matters unless part of their assigned duties. Prior approval from the Fire Chief is required for such communications. Employees may engage with these officials as private citizens or union representatives while off-duty, as permitted by law.

Definitions:

- **Public Statements:**
- Any communication to the public or media about OFD MACRO PROGRAM policies, operations, or activities. This includes interviews, press releases, and public speeches.
- **Falsification of Records:**

The act of altering, fabricating, or misrepresenting official department records, including reports, forms, or other documentation.

Procedures:

1. **Contacting Officials and Agencies:**
 - a. Employees must **obtain permission from the Fire Chief** before contacting elected or appointed officials (e.g., Mayor, Council Members, Civil Service Staff) or agencies regarding departmental matters.
 - b. **Exception:** Employees may contact officials in their **private capacity** (as citizens or union representatives) while off-duty on matters of public concern, as allowed by law.
2. **Public Statements:**
 - a. **Only authorized personnel** (such as the Fire Chief, Deputy Chief of Field Operations, or Public Information Officer) are authorized to speak publicly on behalf of the OFD MACRO PROGRAM.

- b. Any communication about OFD MACRO PROGRAM affairs must be directed to the Fire Chief or designated spokesperson for approval and release.
3. **Incident Commanders' Public Statements:**
 - a. Incident Commanders may speak about **specific operational activities** at emergency incidents, but **only about factual, operational matters**. They are not authorized to discuss broader departmental issues or policies.
4. **Falsification of Records:**
 - a. Employees are prohibited from **falsifying, altering, or misrepresenting any department records**, including incident reports, administrative documents, or personnel files.
 - b. Employees must ensure that **all records are accurate** and reflect the truth. Any **intentional misrepresentation**, including false entries or tampering with documents, will result in disciplinary action.
 - c. **Destruction or mutilation** of department records is strictly prohibited.

Additional Notes:

- **Authorized Communication:**

This policy ensures that communication regarding OFD MACRO PROGRAM matters is clear, consistent, and official. Unauthorized statements can lead to miscommunication or public confusion, so all public-facing communication must go through the proper channels.

- **Protecting Department Integrity:**

By adhering to this policy, employees help maintain the integrity of the department and its operations, protecting both internal and external relationships.

- **Personal Expression:**

While this policy limits certain types of communication in an official capacity, employees retain the right to express themselves as private citizens or union members, provided they do not misrepresent the department.

References:

- **OFD Record-Keeping Policy**
- **OFD Media and Communications Policy**

Only authorized personnel may speak publicly on behalf of the OFD MACRO PROGRAM. All public statements related to OFD MACRO PROGRAM affairs must be directed to the Fire Chief or designated spokesperson.

Falsification of Records:

Employees must not falsify records or documents or make false statements in any official department records.

Definitions:

Public Statements:

Any communication made to the public or media about OFD MACRO PROGRAM operations, policies, or activities. This includes interviews, press releases, and public speeches.

Falsification of Records:

The act of altering, fabricating, or misrepresenting department records, including reports, forms, and other official documents.

All public statements regarding OFD MACRO PROGRAM affairs must be referred to the **Fire Chief** or, in their absence, the **Deputy Chief of Field Operations** or the **Public Information Officer (PIO)**.

Incident Commanders are authorized to speak about their **specific operational activities** at emergency incidents, but must limit comments to factual, operational matters and not address broader departmental issues.

Falsification of Records:

Employees are prohibited from falsifying or tampering with department records, including but not limited to incident reports, administrative documents, or personnel files. Employees must **record accurate information** and **make proper entries** in all documents. Any **intentional misrepresentation** of information, including false statements or alterations to records, will be grounds for disciplinary action.

Mutilation or destruction of department records is strictly prohibited.

References:

OFD Record-Keeping Policy
OFD Media and Communications Policy
City of Oakland Public Records Policy

Additional Notes:

Oakland Fire Department Accident Involving City Vehicles Policy

Purpose:

The purpose of this policy is to ensure the safety and well-being of OFD MACRO PROGRAM employees, service recipients, and the public when an OFD MACRO PROGRAM vehicle is involved in an accident. The goal is to manage accidents efficiently, prioritize safety, and follow proper reporting and documentation procedures.

Policy:

In the event that an OFD MACRO PROGRAM vehicle is involved in an accident, the safety of all individuals involved—crew members, service recipients, and the public—must be the first priority. The following steps must be taken to ensure proper handling of the incident.

Definitions:

Accident – Any collision or incident involving an OFD MACRO PROGRAM vehicle, whether involving injury, damage, or both.

Injury – Any form of physical harm, including minor to severe injuries, sustained by any person involved in the accident.

Non-Injury Accident – An accident in which no person sustains injury, but there may be property damage or other circumstances that require reporting.

Procedures:

The following procedures must be followed whenever an OFD MACRO PROGRAM vehicle is involved in an accident, regardless of the extent of the damage or injury:

Ensure Safety First:

Immediately assess the scene and take steps to ensure the safety of all persons involved. Prevent further injury or damage by securing the area if necessary.

Activate 911 if Injuries Occur:

If there are any injuries, activate 911 immediately to request emergency medical assistance. If safe to do so, provide first aid or basic care to injured persons until help arrives.

Move Vehicles if Possible (Non-Injury Accidents):

If the accident does not involve injuries, and it is safe to do so, move the vehicles to the right shoulder or another safe area to avoid blocking traffic and further potential hazards.

Notify the Supervisor:

After activating 911, notify the on-duty supervisor via the Communications Center. Provide details of the accident, the location, and the status of all involved parties.

Collect Documentation:

Obtain the necessary documentation from other involved parties, including:

Driver's licenses

Vehicle registration and insurance information

Any other relevant documentation

Use your cell phone to take photos of all documentation and the scene of the accident, including vehicle damage and license plates.

Complete an Accident Investigation Form:

Fill out an accident investigation form, which your supervisor will provide. Ensure all required details are accurately recorded.

Take Photos of the Scene:

When possible, take photos of:

The accident scene

Damages to vehicles

License plates

Driver's licenses

Insurance cards

Stay at the Scene Until Cleared:

Do not leave the scene until you are cleared by the police or the on-duty Operations Supervisor.

Post-Accident Drug/Alcohol Screening:

You may be required to report to Occupational Health for a standard post-accident drug and alcohol screening, as per department protocols.

Complete Independent Incident Reports:

Once back at the station, all crew members must complete individual incident reports. These reports must be submitted by the end of the shift.

Minor Incidents:

For minor incidents that do not involve significant damage or injuries, you may not need to activate 911. However, a law enforcement response may still be required for reporting purposes. If unsure whether to involve law enforcement, contact the on-duty supervisor for guidance.

Applicability:

This policy applies to all employees of the Oakland Fire Department who are operating or involved with OFD MACRO PROGRAM vehicles.

By following these procedures, OFD MACRO PROGRAM employees will ensure that accidents involving city vehicles are handled appropriately, with minimal risk to individuals and the department, and all necessary documentation and reports are completed as required.

Your fitness for continued duty for the shift will be carefully considered and may be at the discretion of the on-duty Operations Supervisor.

Vehicle Security and Safety

PURPOSE:

The purpose of this policy is to ensure the safety and security of OFD MACRO PROGRAM vehicles and vehicle contents.

POLICY:

Employees must ensure that OFD MACRO PROGRAM vehicles are properly secured with all external doors locked whenever the vehicle is unattended.

PROCEDURES:

Crews shall be issued two sets of keys for each vehicle. Each key set shall be carried by two separate crew members. Vehicles at community scenes may be left running without a crew member onboard so long as all doors are locked. This will require the use of the second set of keys. Vehicles that are parked or stored within a locked station should lock the vehicles when not onboard. All medical and portable equipment should be stored in the station while that specific unit is not in service.

MACRO On-View Accident Policy

Purpose:

The policy's purpose is to ensure the safety and well-being of OFD MACRO PROGRAM employees, service recipients, and the public during responses to on-view incidents or accidents.

Policy Overview:

The employee must contact appropriate authorities when they witness an incident or accident. The safety of MACRO personnel, service recipients, and the public is the top priority.

Key Definitions:

On-View Incident/Accident: Any incident or accident witnessed directly by MACRO personnel while on duty.

Procedures:**Prioritize Service Recipient's Safety:**

If a crew encounters an incident while transporting a service recipient, their safety is the top priority.

Report the incident to the appropriate authorities.

Use Good Judgment:

Crews should use discretion when deciding whether to stop and render care to injured persons.

Do not leave the service recipient unattended.

Immediate Actions:

Ensure safety to prevent further injury or damage.

Activate 911 if the accident involves personal injury.

Provide Care if Safe to Do So:

If it is safe, provide necessary care to injured individuals within the scope of your practice.

Non-Injury Accidents:

For non-injury accidents, consider moving vehicles to the shoulder when it's safe.

Notify MACRO Supervisor:

After activating 911, notify the on-duty MACRO Supervisor via the COMMUNICATION LINES ESTABLISHED BY MACRO SYSTEM.

Remain at the Scene:

Do not leave the scene unless cleared by EMS or police.

Incident Reporting:

After returning to the station, all crew members must complete independent incident reports.

These reports must be submitted before the end of the shift.

References:

OFD MACRO PROGRAM Incident Reporting Policy
Emergency Medical Services Protocols

Additional Notes:

- **OFD MACRO PROGRAM Compliance:**

These procedures ensure that all employees follow OFD MACRO PROGRAM's standards for safety, incident documentation, and public service.

- **Alignment with OSHA and Safety Guidelines** The policy helps ensure compliance with OSHA regulations, supporting the safety of employees, service recipients, and the public.

Mandated Reporters Policy

Purpose:

To ensure that MACRO responders fulfill their legal and ethical responsibility to report suspected abuse or neglect to the appropriate authorities, as required by Oakland Fire Department and state regulations.

Policy:

MACRO responders are mandated reporters. If they observe or suspect abuse or neglect—such as harm to children, elderly individuals, or vulnerable adults—they must report it immediately to the proper authorities, following Oakland Fire Department and state regulations.

Definitions:

- **Mandated Reporter:** A person who is legally required to report suspected abuse or neglect to the authorities. All MACRO responders are considered mandated reporters.
- **Abuse or Neglect:** Any form of physical, emotional, or sexual harm, as well as neglect or exploitation of a vulnerable individual, including children, the elderly, or others who may be unable to protect themselves.
- **Authorities:** Agencies such as Adult Protective Services (APS), Child Protective Services (CPS), or law enforcement that handle reports of abuse or neglect.

Procedures:

1. Identification of Abuse or Neglect:

- a. If a MACRO responder suspects or observes signs of abuse or neglect—such as unexplained injuries, signs of malnutrition, or neglect of basic needs—they must take immediate action.
- b. This includes any situation where a service recipient appears at risk of harm, such as signs of physical or emotional distress, or neglect.

2. Reporting Process:

- a. **Immediate Action:** As soon as abuse or neglect is suspected, the responder must report the situation to the appropriate authorities, such as APS, CPS, or local law enforcement.
- b. **Documentation:** The responder must also document the observations and report made, providing a clear record of the situation, following the guidelines set by the Oakland Fire Department.
- c. **Confidentiality:** The responder must ensure confidentiality while reporting and respect the privacy of the service recipient unless required by law to disclose further information.

3. Collaboration with Authorities:

- a. MACRO responders must cooperate with any investigations conducted by authorities. This includes providing accurate information and following up on the report as needed.

4. Ongoing Training:

- a. MACRO responders will receive regular training on how to identify signs of abuse and neglect and the proper reporting procedures. This ensures they are prepared to handle these situations in accordance with legal and ethical standards.

Public and Private Property Responsibility Policy

Purpose:

To ensure that employees respect public and private property, preventing misuse for personal gain or the benefit of others.

Policy:

Employees are prohibited from lending, selling, giving away, taking, or unlawfully reserving public or private property for personal use or the use of others.

Procedure:

- a. Employees must **not** loan, sell, give away, take, or reserve any property (public or private) for personal or unauthorized use.
2. **Use of Property:**
 - a. All property—whether public or private—must be used only for its intended, official purpose.
 - b. Any misuse of property for personal gain, or by others, will be subject to **disciplinary action**.

Additional Notes:

This policy ensures that employees follow **OFD MACRO PROGRAM's standards of ethics** and **professional conduct** regarding property use.

- **Alignment with City Policies:**

The policy aligns with **City of Oakland** guidelines and ethical standards, promoting responsible stewardship of public resources.

By adhering to this policy, employees help maintain the integrity of the Oakland Fire Department and ensure public trust in the responsible use of resources.

Legal Action Policy

Purpose:

To ensure that employees report any criminal charges and understand the potential consequences of felony convictions in relation to their employment.

Policy:

Macro employee charged with a criminal offense must immediately report the charge to their supervisor. Employees convicted of a felony may face dismissal from the department.

Procedure:

- a. Employees charged with a criminal offense must **notify their immediate supervisor** as soon as they return to duty, regardless of the charge's nature.
2. **Felony Convictions:**
 - a. Employees convicted of a **felony** may be subject to **dismissal** from the Oakland Fire Department (OFD MACRO PROGRAM), in accordance with department policies and legal requirements.

Additional Notes:

- **Alignment with City and OSHA Regulations:**
This policy aligns with **City of Oakland** employment guidelines and **OSHA safety standards** for personnel in safety-sensitive positions.

This policy ensures that the department maintains high standards of integrity and professionalism while also protecting the safety and reputation of employees and the community.

Liability Release Policy

Purpose:

To ensure that no employee signs a release from liability or initiates a civil action against a third party for injuries sustained while on duty without proper approval from department leadership.

Definition:

Employees must not sign any document that releases a third party from liability or start legal action for damages related to injuries caused by a third party's negligence while on duty, unless they have received prior authorization from the Fire Chief, Macro Manager, or other authorized personnel.

Procedure:

- Employees should not sign any forms or take legal action until they have received guidance or approval from the appropriate department leadership.

Additional Notes:

- **Coordination with Legal Counsel:** The department will work with legal counsel to determine the appropriate course of action if the injury involves a third party's negligence.
- **Alignment with Oakland Fire Department (OFD MACRO PROGRAM)**
Procedures: Employees must adhere to **OFD MACRO PROGRAM's procedures** for handling injury-related claims, including compliance with **worker's compensation** rules and any **OSHA regulations** applicable to workplace injuries.

This policy ensures that employees are protected and that all legal actions are taken in a way that supports the department's interests and complies with applicable laws.

Collusion Policy

Purpose:

To prevent any Macro employee, from engaging in behavior that supports or conceals the violation of departmental rules and regulations.

Definition:

Collusion occurs when an employee agrees with another employee or any other individual to assist, conceal, or conspire to break any part of the department's Rules and Regulations.

Procedure:

- Any suspected or confirmed collusion must be immediately reported according to the department's **chain of command**.
- If proven, collusion will result in **disciplinary action** that may include suspension or termination, depending on the severity of the violation.

Additional Notes:

- **Alignment with Oakland Fire Department (OFD MACRO PROGRAM) Procedures:**
This policy supports the **Oakland Fire Department's commitment** to maintaining integrity and transparency. Employees are expected to cooperate with investigations and ensure they follow all **OFD MACRO PROGRAM rules** and **OSHA regulations** related to safety and workplace conduct.

This policy helps uphold the department's standards of ethical behavior and legal compliance.

Drug Free Workplace Policy

PURPOSE:

The purpose of this policy is to ensure a workplace that is free of the effects of drugs and alcohol.

POLICY:

In consideration of our employees and service recipients, we will provide a drug free workplace. All employees are to be always free of the effects of drugs and alcohol when on duty. This policy applies to all employees and applicants as a condition of employment.

The unauthorized possession of alcohol or controlled substances for personal use, procurement, sale or distribution on OFD MACRO PROGRAM premises is strictly prohibited and will be grounds for disciplinary action, up to and including termination.

Employees shall not possess, consume, use, or be under the influence of, alcohol or any form of drugs or chemical substance prohibited under federal or state law in the workplace or while conducting OFD MACRO PROGRAM business off OFD MACRO PROGRAM premises except for customary business practices. Use, possession, unlawful manufacturing, sale or solicitation of prohibited drugs, alcohol, or chemical substances on OFD MACRO PROGRAM premises or when conducting OFD MACRO PROGRAM business or reporting to work with any detectable number of prohibited drugs or alcohol in the bodily system as determined by testing may result in disciplinary action, up to and including immediate discharge.

Employees rendered ineffective or otherwise impaired by over the counter or prescription drugs will not be permitted to work. Employees terminated for any of the above causes will not be eligible for any OFD MACRO PROGRAM sponsored rehabilitative leave programs.

PROCEDURES:

None.

Firearms, Weapons, & Explosives (Prohibited)

PURPOSE:

The purpose of this policy is to ensure a safe working environment by prohibiting dangerous weapons and devices in the workplace.

POLICY:

Personnel are prohibited from carrying firearms, weapons, explosives or other dangerous devices while on duty, or bringing such items to the workplace.

DEFINITIONS:

For purposes of this Policy, “weapons” include both offensive and defensive weapons, including but not limited to, pepper spray/mace, firearms and explosives including fireworks, TASER/stun gun, blackjack, or any night stick or Billy club.

PROCEDURES:

1. This Policy does not apply to law enforcement officers who are serving in an authorized law enforcement capacity.

2. This Policy does not apply to legitimate MACRO equipment and supplies that may have dangerous potential, (e.g. medication syringes), or may have explosive tendencies (e.g. compressed gasses).
3. All weapons are prohibited from being on MACRO property, including lockers, personal backpacks or other carrying cases while on OFD MACRO PROGRAM property, and in OFD MACRO PROGRAM vehicles.
4. If you have any question or concern about what may constitute a prohibited weapon under this Policy, you should immediately consult your supervisor.

MACRO Gambling Policy

Purpose: The purpose of this policy is to prohibit gambling activities involving money or any item of value while on duty or on Oakland Fire Department (OFD MACRO PROGRAM) premises. This ensures that personnel remain focused on their duties, maintains professionalism, and adheres to ethical standards both in and out of the workplace.

Policy: Gambling, whether for money or any article of value, is strictly prohibited at any time while on duty or while present on OFD MACRO PROGRAM or City of Oakland property. This includes, but is not limited to, gambling activities conducted in person, online, or through other means.

Definitions:

1. **Gambling** – Any activity in which a person wagers money or something of value with the outcome determined by chance, skill, or a combination of both.
2. **OFD MACRO PROGRAM Premises** – Includes all Oakland Fire Department stations, vehicles, equipment, and any other property owned, operated, or leased by the City of Oakland.
3. **On Duty** – Refers to any period when an individual is actively working or on shift, including breaks and rest periods while in the workplace.
4. **Off Duty** – Refers to any period when an individual is not actively working or on shift and is not physically present at an OFD MACRO PROGRAM facility or vehicle.

Procedures:

1. **Prohibited Activities:**
 - a. No gambling activities are allowed while on duty or on OFD MACRO PROGRAM premises, including but not limited to poker, sports betting, lottery, or online gambling.
 - b. Gambling on any City of Oakland property, including fire stations and vehicles, is not permitted.

2. Off Duty Gambling:

- a. While off duty, OFD MACRO PROGRAM personnel are still expected to uphold the values of the department and avoid engaging in gambling activities that could negatively impact their performance or the reputation of the department.
- b. Any off-duty gambling activities that result in criminal activity or cause significant harm to the individual's ability to perform their duties may result in disciplinary action.

3. Reporting Violations:

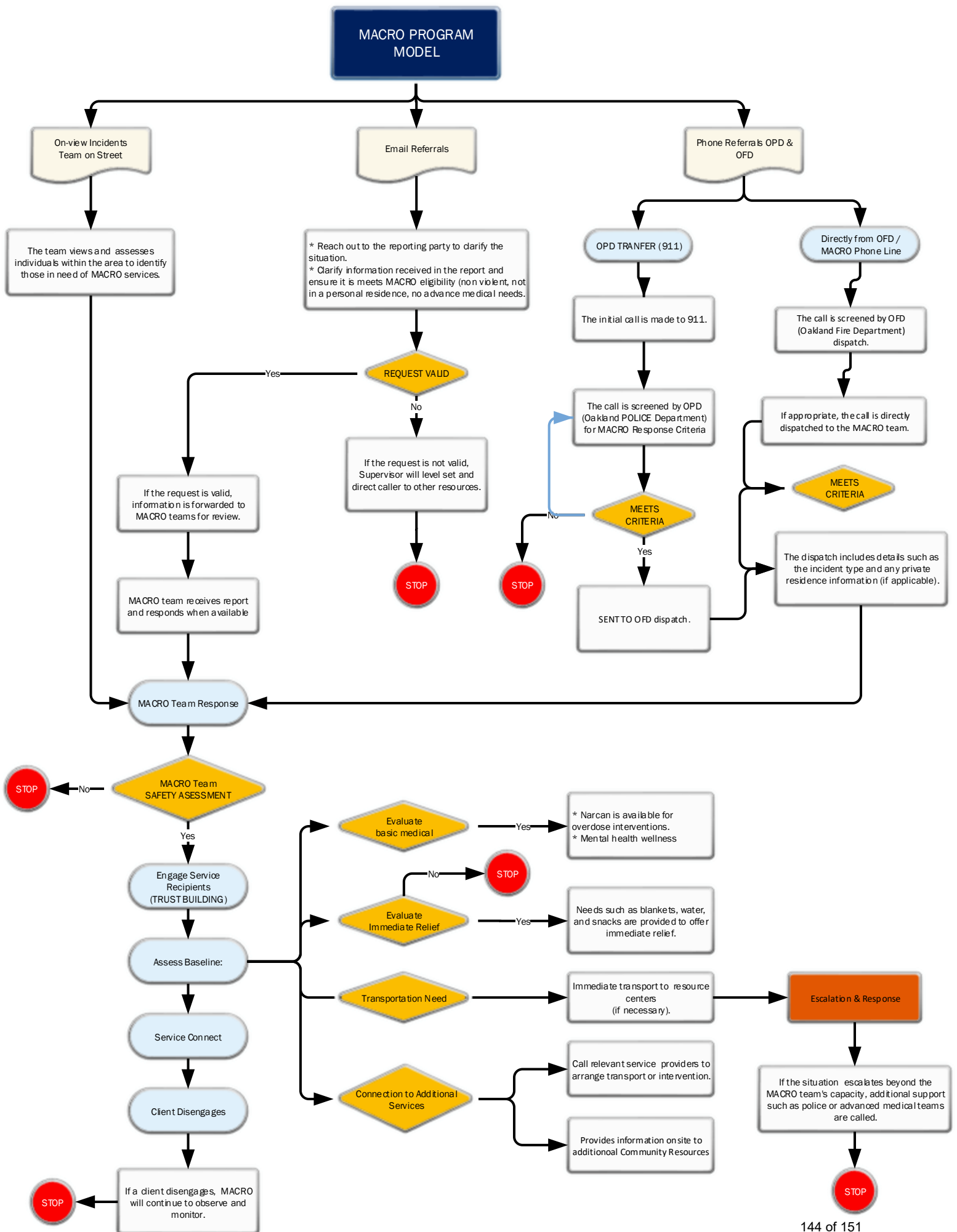
- a. Any employee who observes gambling activities on OFD MACRO PROGRAM premises, whether on duty or off, is encouraged to report the incident to their supervisor, Human Resources, or through the City's whistleblower reporting system.
- b. Employees are expected to cooperate with investigations related to gambling violations.

4. Disciplinary Actions:

- a. Violations of this policy may result in disciplinary action, up to and including suspension, termination, or other administrative actions, depending on the severity of the infraction.
- b. The Department will conduct investigations as necessary and determine the appropriate course of action based on the facts of each case.

Applicability: This policy applies to all personnel of the Oakland Fire Department, while they are on duty, on Oakland Fire Department premises, or engaged in any official OFD MACRO PROGRAM activity.

By adhering to this policy, Oakland Fire Department personnel help to maintain a professional, safe, and respectful work environment for all members of the department and the public they serve.



Standard Operating Procedures (SOP) Mobile Assistance Community Responders of Oakland (MACRO)

Oakland Fire Department

Effective: March 25, 2025 – Based on Updated Policies & Procedures

1. Organizational Values & Ethics

- Diversity, Equity & Inclusion: Respect all colleagues and community members. Participate in annual DEI training.
- Professionalism & Civility: Conduct yourself with integrity on and off duty. Avoid discriminatory, harassing, or disruptive behavior.
- Compliance: Follow all City of Oakland policies and Oakland Fire Department (OFD) ethical standards. Report violations promptly.

2. Workplace Conduct & Professionalism

- Behavior: Always demonstrate courtesy, compassion, and professionalism. Off-duty actions must not bring disrepute to OFD/MACRO.
- Attendance: Report on time, notify supervisors at least 30 minutes before shift start if late/absent, and submit leave requests two weeks in advance where possible.
- Headquarters Conduct: Limit time at HQ to essential business. Avoid disrupting administrative staff.
- Arguments & Altercations: No heated arguments, threats, or violence. Use de-escalation and report incidents immediately.
- Insubordination: Follow lawful orders and safety protocols. Refusal is a violation.
- Cleanliness: Maintain hygiene, uniforms, vehicles, and shared spaces to professional standards.
- Non-Smoking: No smoking inside vehicles, stations, or in public while representing MACRO.

3. Employee Health & Safety

- Wellness: Report fit for duty—healthy, rested, and alert. Chronic fatigue or unsafe fitness for duty may result in removal from shift.
- Scene Safety: Maintain awareness, request additional resources early, and do not enter unsafe situations.

- Personal Protective Equipment (PPE): Always use appropriate PPE (gloves, mask, goggles, gown) when contact with body fluids is possible. Follow CDC donning/doffing sequence.
- Injury Reporting: Immediately report workplace injuries/illnesses to supervisor. Complete Injury/Accident Report and follow Workers' Comp process.
- Infection Control: Follow decontamination, hand hygiene, and exposure reporting protocols. Contact Infection Control Officer through Fire Dispatch if exposed.
- Quarterly Vehicle Deep Clean: Conduct in January, April, July, October.

4. Operational Standards

- Response Expectations: Prioritize safety of responders and recipients. Engage only in non-emergency, non-violent calls (e.g., wellness checks, sleepers, disorderly conduct, panhandling).
- Dispatch & Call Qualification: Calls routed through Fire Dispatch (FDC). Respond only if:
 - No weapons or active violence
 - No medical emergency beyond MACRO scope
 - Scene appears safe for unarmed responders
- Scene Approach: Stage nearby and notify FDC of staging location. If unsafe → withdraw, request OPD/OFD backup. If recipient is unconscious → call EMS.
- Engagement: Introduce yourself, assess awareness, offer services/resources. Respect refusals if recipient is stable.
- End of Shift: Complete reports, vehicle cleaning, and equipment check.
- Transporting Individuals: Limited to reasonable destinations (shelters, clinics, resource centers). No emergency transport.
- Ride-Alongs: Must follow OFD approval process and safety briefing.
- Radio Protocol: Maintain clear, professional communication. Use emergency button when safety is threatened.

5. Communication & Information Sharing

- Devices & Internet: Use for work purposes only. Protect confidentiality of client information.
- Radio Etiquette: Follow dispatch protocol, use clear/concise communication.
- Media/Public Statements: Only PIO or authorized leadership may speak publicly or to media.
- Officials & Agencies: Do not contact elected officials or external agencies on behalf of OFD without Fire Chief's approval.
- Records: Falsification is prohibited. All reports must be accurate, timely, and complete.

6. Vehicle & Field Operations

- City Vehicle Accidents: Follow OFD accident reporting policy immediately.

- Vehicle Security: Lock vehicles when unattended; secure equipment.
- On-View Accidents: Follow reporting protocols for incidents witnessed while on duty.

7. Legal & Ethical Compliance

- Mandated Reporting: Report suspected abuse, neglect, or threats to mandated agencies.
- Property Respect: Avoid damage or misuse of public/private property.
- Liability & Legal Actions: Do not engage in unauthorized agreements, waivers, or legal representations.
- Collusion/Conflict of Interest: Strictly prohibited.

8. Prohibited Actions

- Drug-Free Workplace: Zero tolerance for drugs or alcohol while on duty.
- Weapons: Firearms, explosives, or weapons are prohibited on duty or in City vehicles.
- Gambling: Not permitted on duty or City property.

Acknowledgement

- I have received, read, and understand the MACRO Standard Operating Procedures (SOP). I agree to comply with these standards as a condition of my employment with the Oakland Fire Department MACRO Program.
- Employee Name: _____
- Signature: _____
- Date: _____

TO: OPD Deputy Chief A. Tedesco
FROM: Oakland Public Safety Planning and Oversight Commission (OPSPOC)
DATE: September 8, 2025
RE: Questions for OPD in advance of Sept 22, 2025 OPSPOC Meeting

Thank you, Deputy Chief Tedesco, for providing answers to some of the questions we submitted to you on July 15, 2025. I am now following up to request answers to the questions that remain unanswered. I am also including a few questions not previously included that all fall into the category of rental car policies and expenses.

Response Times

Note: In our July meeting, you said that the Comms Team needs to prepare a report on these questions. Can they present at our Sept 22 meeting?

1. What response time range is OPD aiming for for each priority level?
2. What percentage of 911 calls are placed on hold?
3. What is the average wait time for calls that are placed on hold prior to connecting with a dispatcher?
4. How often do response times impact the responses of other first responders, such as OFD and Falck, who may not be able to enter a scene until it has been cleared?
5. What is the unit utilization rate (UUR) for OPD patrol officers? What is the target UUR for patrol?
 - a. Can you provide UUR data differentiated by priority level? And can you also provide data about the average number of officers attached to different priority calls?
 - b. What is the average time it takes for officers to come back into service after a call is resolved?
 - c. Are there guidelines for when additional units should return to service after a call is resolved?

Overtime

Note: We received answers to some of our questions related to overtime on 8/18/25. Unfortunately, your memo did not answer the following questions so I am copying them once again here:

6. In the Oaklandside article from June 25th, entitled [Does Oakland's new budget fix police overspending on overtime?](#), the president of the Oakland Police Officers Association pointed to the following conditions for why OPD consistently drastically exceeds its overtime budget: the city's high crime rate, low police officer staffing levels, and the level of services city leaders demand of OPD.
 - a. Specifically, which services does OPD feel exceeds its resources or responsibility?
 - b. How much overtime accounts for the provision of these services?
 - c. Which services do you feel could be better handled by another city department or community based organization?
7. The same article states "Oakland's city administration said they were building a new digital scheduling system for the police department and that this system would be up and running by December 2024", and that the "no progress had been made on the project", citing a "contractual issue".
 - a. Please describe the nature of this contractual delay.
 - b. Is the City seeking to partner with an outside data management service?
 - c. What resources or support is needed to complete this project in a timely manner?
 - d. Please describe the current process for tracking overtime.
8. Oakland recently approved a City budget that provides \$72 million in overtime spending over two years, a record high allocation.

- a. Do you anticipate that OPD will be able to stay on budget with the current overtime budget of 72 million over the next two years?
- b. What are your plans for ensuring that OPD does not exceed this budget?

Staffing Levels & Training

Note: On 7/21/25, you said that the Recruitment and Background team needs to present on these questions. Can they present at our September meeting?

9. What percentage of new recruits successfully complete the academy and probationary period?
10. What has OPD's experience been relying on outside academies?
11. What are the primary obstacles to effective outreach and recruitment of new officers? How does OPD plan to navigate these challenges?
12. Is OPD open to updating and expanding the current mental/behavioral health training provided in academies and during ongoing training to all officers?
13. Is OPD open to updating and expanding the current first aid training provided in academies and during ongoing training to all officers?
14. Please describe the staffing, training, and equipment needs of the OPD dispatchers?

Rental Cars

15. What specific operational needs require the Oakland Police Department to spend \$700,000 in FY25-26 on Enterprise rental cars? Please specify how operational needs have changed significantly enough to justify such an increase.
16. Are rental vehicles used primarily for undercover operations, or do they also support other police activities (e.g., patrols, off-duty use)?

17. What criteria determine which employees and units are eligible to access or take home rental cars?
18. What systems are in place to track the daily, monthly, and annual usage of rental vehicles by OPD personnel?
19. How does the department monitor and prevent unauthorized personal use of vehicles rented under this contract?
20. Has anyone in OPD ever been disciplined for improper use of rental cars?
21. Are there annual audits or reports available to the public regarding the total costs and utilization rates for OPD rental vehicles?
22. Has the department conducted any studies or analyses comparing rental costs versus maintenance or depreciation of city-owned vehicles?
23. Why is the cost for rental cars of the entire department charged to funds collected through Measure NN when not all rental car usage supports Measure NN goals?