

Compton Fire Department



Entry-Level Firefighter Candidate Orientation Guide

Provided by Fire & Police Selection, Inc. (FPSI)—2025

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Working in the Fire Service Industry

Nature of the Job

Every year, fires and other emergencies are responsible for the loss of lives and cause billions of dollars in property damage. Firefighters are essential to public safety, responding rapidly to a wide range of emergencies, including fires, medical incidents, natural disasters, and hazardous-material spills. They are often among the first responders to traffic accidents, providing medical care and ensuring public safety.

Modern firefighting is complex and requires teamwork and organization. Firefighters respond to emergencies with specific assignments directed by superior officers. At fire scenes, they may connect hoses to hydrants, operate pumps to deliver high-pressure water, position ladders for access or water delivery, and ventilate smoke-filled buildings. Rescue operations are a critical component, as firefighters extract victims and administer emergency medical attention when needed. In large-scale disasters, they remain on site for extended periods, assisting with rescue, recovery, and mitigation efforts.

The role of firefighters has expanded significantly. Medical and rescue emergencies now constitute the majority of calls; in recent years approximately 65% of fire department incident runs are for EMS/rescue services. True fire incidents make up a much smaller share. Many fire departments require their personnel to be certified emergency medical technicians (EMTs), and in many jurisdictions firefighters are cross-trained for medical response. Some departments also provide ambulance services or partner closely with EMS.

Firefighters operate in diverse environments, including urban and suburban settings, industrial facilities, rural areas, airports, and forests. Special units are trained to handle hazardous materials, such as chemical spills. Forest firefighting crews continue to combat wildfires using specialized techniques like fire line construction, prescribed burns, and smoke-jumpers or hotshot crews in remote terrain.

During non-emergency hours, firefighters maintain and test equipment, participate in drills and training, conduct fire prevention inspections, and stay physically fit. They also complete reports, follow developments in fire science and safety standards, and adapt to evolving administrative and regulatory policies.

Working Conditions

Firefighters typically work in fire stations equipped with residential features like dormitories and kitchens. Alarms require an immediate response, regardless of time or weather conditions. The job involves significant risks, including exposure to flames, smoke, collapsing structures, hazardous materials, and physical injuries. Protective gear, which can be heavy and hot, is essential for mitigating these dangers.

Work schedules vary by department. Common rotations include 24-hour shifts followed by 48 hours off, or alternating day and night shifts. Firefighters often work more than 50 hours a week, with additional hours required during emergencies and holidays. Supervisory roles, such as lieutenants and captains, often follow the same schedules as the teams they lead.

Employment

As of early 2024, the U.S. fire service employs over 1.2 million people (career, volunteer, and paid-per-call), including support staff. Of active firefighting personnel, about 35% are career firefighters, about 53% are volunteers, and around 13% are paid-per-call. Paid firefighters are most common in urban and suburban areas, though federal, state, airport, wildland, and industrial firefighting employ specialized staff in other contexts.

Fire departments increasingly take on broader public safety responsibilities. Many are deeply involved in EMS response, disaster response, hazardous materials operations, and public education. Some jurisdictions have integrated fire, EMS, and public safety services. Consolidation of departments—regionalization or combining services across jurisdictions—has continued as one approach to standardize training, reduce costs, and improve resource efficiency.

Training, Qualification, and Advancement

Applicants must pass medical, written, and physical tests; must be at least 18 (or older, depending on state); many require a high school diploma or equivalent. EMT certification is common; paramedic certification is required in some locations. Physical agility, coordination, and endurance are tested. Background checks, drug screening, and ongoing medical evaluations are still standard in many departments. Postsecondary education—fire science, emergency medical services, etc.—continues to help candidates stand out.

Entry-level recruits often train at academies or fire department training centers for several weeks (or months), including classroom instruction and hands-on skills: firefighting technique, rescue, EMS, hazardous materials, building construction, and use of firefighting tools. They then serve a probationary period on a fire company. Apprenticeship or combination models (mixing formal instruction with on-the-job experience) are used in some places; some departments offer incentives like tuition reimbursement for advanced training.

Personal traits remain important: mental alertness, good judgment, strength, endurance, self-discipline, ability to work under stress, and teamwork. Leadership, communication, and public service mindset are also valued.

Opportunities for promotion depend on performance, experience, seniority, examinations, interviews, and sometimes assessment centers (simulations). In larger departments, higher ranks (Lieutenant, Captain, Battalion Chief, etc.) may require advanced education (e.g., associate or bachelor's in fire science, public administration, or related fields) or specialized credentials. Certifications from national or state fire academies may be required.

Job Outlook

Competition for firefighter positions remains strong, especially in areas with higher cost of living or those offering robust benefits. Demand is driven by ongoing needs for medical/emergency response, population growth, aging infrastructure, climate-driven increase in wildfires and natural disasters. Replacement needs from retirements are a major factor in openings.

Volunteer firefighter numbers are still declining or under pressure in many areas, creating staffing challenges, particularly in rural communities. Departments are adapting by shifting toward combination or paid models, increasing cross-training, and relying more on regional/mutual aid programs.

Overview of the Entry-Level Firefighter Written Test

This written test associated with this orientation guide for the Entry-Level Firefighter recruitment process consists of a variety of sub-tests designed to measure critical elements required for successful job performance as an Entry-Level Firefighter. The components of this test have been developed and validated by Firefighters, Fire Captains, and Chief Officers from the Compton Fire Department who have experience performing the essential functions of the Entry-Level Firefighter job. Each element measured by this test has been carefully linked to the Compton Fire Department Entry-Level Fire Fighter job description and identified as a critical skill or ability necessary for performance of the job, without any training or experience.

The Entry-Level Firefighter written test consists of three (3) different sections:

- Section 1: Reading Ability—**50 items**
- Section 2: Human Relations—**60 items** (to include: interpersonal skills, teamwork, commitment, honesty, integrity, emotional stability)
- Section 3: Work Styles Inventory—**85 items** (designed to measure work-related traits critical to successful job performance)

Candidates are required to pass the reading ability test section at a score that ensures minimum competency. Those candidates who meet or exceed this level will be graded on their human relations test performance and are required to pass the human relations section at a score that ensures minimum competency. Those candidates who meet or exceed this level will be graded on the Work Styles Inventory and an overall test score will be calculated.

Subject-matter experts in the validation workshops have endorsed every item on the test and have confirmed that the reading level of the passages and all the test items are appropriate based upon the materials found on the job and in the academy.

How to Prepare for the Test

All of the elements measured on the written test are based upon basic skills and abilities that a minimally qualified applicant should possess. There are a variety of preparatory publications available that *may* be helpful to those candidates who could use a refresher in basic reading and human relations skills. FPSI **cannot** endorse any particular national publication in terms of preparing for the written test that was not created by FPSI.

Note: The Entry-Level Firefighter written test includes a Work Style Inventory. There are no practice test items for this component of the test.

Prepare for Your Test Day

One way to help alleviate any apprehension you might have about the test is to visit the site, if possible, where the test will be administered. This will allow you to become familiar with the setting and the location of the testing. Obtain directions to the test site and determine the parking situation prior to the day of the test.

If you do visit the testing site in advance, be aware that on the day of the test administration your movements to certain areas of the building where the test is being held might be restricted. Do not make absolute plans on where you want to sit or which restroom you wish to use. Just familiarize yourself with the location and the facilities. You will be instructed on the test day of any limitations on your movements during the test session.

Carefully read all of the instructions and directions you receive from the agency conducting the test and follow them. Failure to follow the instructions may affect your score or even eliminate you from the testing process.

The Day of the Test

Arrive early on the day of the test. Applicants who are late are often denied permission to take the test. Be sure to bring all materials and/or information that the testing agency requested you to bring. For example, many testing agencies require that you bring some form of government issued photo identification such as a driver's license or a state identification card. Failure to bring required materials might result in your NOT being able to take the test. Wear comfortable clothing in layers so you can remove layers if the room becomes too warm or add layers if there is air conditioning or a cold draft. This strategy will help you to be comfortable throughout the exam. You can also use your sweater or jacket to cushion your seat in the test room if it is too hard or uncomfortable. Even though you should dress comfortably, you should also keep in mind that this test is part of the overall selection process. Check with the agency that is administering this test to see if there are any dress requirements.

When you are given the test instructions on the test day, you will be informed how much time you have to answer the questions. Take your watch off and put it on the table in front of you where you can see it. This will help you to keep track of your time and progress. You should be supplied with all materials you need to respond on the test, including test answer forms, scratch paper, and pencils. Leave all of your test preparation materials or notes outside of the testing area. **You may NOT refer to any other study materials during the test.**

Once you begin to take the test, make sure you clearly mark your answers to each corresponding question. If you skip any questions during the test, make sure you continue to put your answers next to the correct answer number on the answer sheet. It is easy to put answers next to the wrong question number on the answer sheet if you do not pay close attention. When you have reached the end of the test, make certain to go back and check that you have answered ALL of the questions.

During the test, you will be instructed to choose the "best" or "most correct" alternative from four different alternatives. Most applicants find it helpful to read the entire question and all of the alternatives before choosing the best or most correct alternative. It is better to read all of the alternatives as you may find one that is a better answer than the one you first thought was correct.

If you have time after you have answered all of the questions, go back and review your answers. You may have recalled something later that may help you to correctly answer earlier questions.

DO NOT LEAVE ANY ANSWERS BLANK. You are scored on the number of correct answers you give in response to the questions. In other words, you will be penalized for any answers left blank. Even if you are not certain of a correct answer, you **SHOULD GUESS** at what the correct answer might be. Try to eliminate alternatives that you know are wrong and guess from the ones that remain. This will increase your chances of guessing the correct answer. Answers left blank will **NOT** be counted towards the number of correct responses in your final score.

It is important to try to make a good impression throughout the entire testing process since command level officers and administrators from the department that are administering this test sometimes visit the test site on the day of the test. Horseplay and loud joking before or after the test may create a poor impression of your ability to properly perform the job of a firefighter officer. You should also remain quiet during the test unless you have permission to do otherwise from those who are administering the test.

Dealing with Anxiety

The written test is not a measure of your self-worth or your intelligence. This is a test designed to measure your levels of reading ability, human relation competencies, and work style. If you have performed poorly on other tests in the past that does not necessarily mean you will perform poorly on the this written test. Because, unlike many other types of tests, the written test was designed to measure a variety of critical skills and abilities that are essential to successful firefighter job performance in a way that does not overestimate the importance of cognitive skills and other elements which, historically, result in lower passing rates.

There are no trick questions on the test. Each and every question on the test can be answered based upon basic skills and abilities you should have developed throughout your life.

***We certainly wish you the best of luck with your
Endeavors to become an Entry-Level Firefighter
with the Compton Fire Department!***

Reading Section

For this section of the test, you will read a one-page passage containing fire-related material and then answer multiple-choice questions for each passage. All of the answers for these questions are found in the corresponding reading passage. You are encouraged to read the fire passage first and then answer the questions. You are allowed to refer back to the passage if needed.

Proceed to the next section when you are finished.

Ladder Usage -- Questions 1-5

Proper climbing angle, 70 degrees, allows safety while climbing and working on the ladder. To determine the 70 degree angle, take the height to be laddered, divide this by 5, and add 2. Place the foot of the ladder this number of feet away from the building and adjust the extension of the ladder to reach the desired location. For example, to determine proper foot placement of a ladder to reach 30 feet high, $30 \div 5 = 6$, and then $6 + 2 = 8$. Therefore, with the ladder placed eight feet from the building, a 70 degree climbing angle would be obtained. The ladder is extended to reach a location 30 feet above the ground.

When placed at a proper climbing angle, a 35 foot ladder will reach less than 35 feet up the side of a building. Another method for determining a safe and proper climbing angle is as follows: place the toes of your shoes at the spur plate of the ladder; then with both arms outstretched, the fingers should rest on the rung most level to the shoulders.

When climbing a ladder, a firefighter should climb with a straight back and at arms length from the ladder. Pushing with leg power rather than pulling with arm strength has proven most efficient. With arms straight and hands resting lightly on the rungs, the firefighter should look straight ahead and only occasionally look up.

Only a limited number of people can safely be on a ladder at the same time. The rule of thumb regarding the number of people on a ladder at a given time is as follows. Basically, for each 10 foot section of ladder, one person is allowed. The following is the recommended safety work load for fire department ladders.

10 to 16 feet	1 person
20 to 26 feet	2 people
30 to 35 feet	3 people
40 to 50 feet	4 people

When sizing up a fire scene, it is very important that the ladder length estimates are correct. To help with this determination, a firefighter should allow 12 feet for each story and three feet as the distance from the floor to the window sill. Ladders requiring two or more individuals to spot and raise are under the command of the person located at the foot of the ladder, away from the bed. That person gives the command for preparation and execution for all movements. This is done to increase the efficiency of the movements and to avoid confusion and possible injury.

Normally ladders are carried parallel to the ground with one beam above the other by two or more people. The ladder is carried with the firefighter's arm extended through the rungs. The beam rests on the firefighter's shoulder. The exception is the one man straight-side ladder. When only one firefighter is carrying a ladder, the ladder is carried in the middle for increased convenience and maneuverability.

1. When calculating the distance to place a ladder away from a building, you should take the length of the ladder and divide by _____ and add _____.
 - A. 5, 2
 - B. 5, 3
 - C. 6, 2
 - D. 6, 3

2. An alternate method for determining the appropriate climbing angle is to place your toes at the spur plate of the ladder and rest your outstretched arms and fingers on the rung _____.
 - A. most level with your head
 - B. most level with your shoulders
 - C. most level with your eyes
 - D. above your shoulders

3. The maximum number of people who could safely stand on 24 foot ladder at one time is _____.
 - A. one
 - B. two
 - C. three
 - D. four

4. When determining the appropriate ladder length, the firefighter should allow _____ feet for each story.
 - A. eight
 - B. ten
 - C. twelve
 - D. fourteen

5. The firefighter should allow _____ feet at the distance from the floor to the window sill when determining the appropriate ladder length.
 - A. 2
 - B. 2 ½
 - C. 3
 - D. 3 ½

FROSTBITE -- Questions 6–10

General Points

Hypothermia and other life-threatening conditions may be present in a patient with frostbite, and must be evaluated and treated immediately. When caring for a patient in extremely cold temperatures, take care to prevent hypothermia tissues from becoming frostbitten and already frostbitten tissues from becoming worse. If transporting a patient with frostbite who will not be rewarmed in the field, personnel should protect the frostbitten parts from additional injury and temperature changes.

Superficial frostbite affects the dermis and shallow subcutaneous layers of the skin and is recognized by white or gray colored patches. The affected skin feels firm, but not hard. The skin initially turns red and once frostbitten, is not painful. No tissue loss will occur when treated properly.

Deep frostbite affects the dermal and subdermal layers and may involve an entire digit or body part. The skin feels hard and cold and the affected tissue is white or gray. A pulse cannot be felt in the deeply frostbitten tissue and skin will not rebound when pressed. Large blisters on the frostbitten area indicate that deep frostbite has partially thawed. Treatment of deep frostbite is usually extremely painful and best accomplished in a medical facility. If personnel does not have the capability to rewarm the tissues properly, or cannot prevent refreezing, the patient should be transported to a medical facility rather than the personnel attempt to rewarm the patient in the field. Whenever possible, guidance in rewarming should be provided by the emergency department physician. In most circumstances, the risks posed by improper rewarming or refreezing outweigh the risks of delaying treatment for deep frostbite.

Tissue which is thawed and then refreezes almost always dies. Consequently, the decision to thaw the frostbitten tissue in the field commits personnel to a course of action which may involve pain control, maintaining warm water baths at a constant temperature, and protecting the tissue from further injury during the rewarming and transport. It is reasonable to consider rewarming the frostbitten tissue in a controlled manner if uncontrolled, spontaneous rewarming is likely to occur during prolonged evacuation or transport. Do not rub any frozen parts, allow the patient to have alcohol or tobacco, apply ice or snow, attempt to thaw the frostbitten part with high temperature such as those generated by stoves or exhaust, or break blisters which may form.

Evaluation and treatment

Assess and treat for hypothermia by obtaining patient history, vital signs, and body temperature. Assess frostbitten area carefully since the loss of sensation may cause the patient to be unaware of soft tissue injury in that area. Remove jewelry and clothing from the affected area, if possible.

Determine whether rewarming can be accomplished in a medical facility. If so, transport the patient while protecting the tissue from further injury. If the decision is made to rewarm in the field, prepare a water bath approximately 100 to 106 degrees Fahrenheit, in a container large enough to accommodate the frostbitten tissues without the patient touching the sides or bottom of the container. A source of additional water must be available and maintained at 100 to 106 degrees Fahrenheit, and gently circulated around the tissues until the distal tip of the frostbitten area becomes flushed.

While shock due to frostbite is very uncommon, personnel should perform a thorough exam for additional injuries if the frostbitten patient goes into shock. Pain after rewarming usually indicates that the tissue has been successfully rewarmed.

After rewarming, let the frostbitten tissues dry in warm air, do not towel dry. Tissues that were deeply frostbitten may develop blisters once thawed. Blisters should not be broken and must be protected from further injury. Pad between affected digits and bandage affected tissues loosely with soft, sterile dressings. Rewarmed extremities should be kept at a level above the heart, if possible. Protect the rewarmed area from refreezing and other trauma during transport. A frame around the frostbitten area should be constructed to prevent blankets from pressing directly on the injured area. Do not allow an individual who has frostbitten feet to walk except when the life of the patient or rescuer is in danger.

6. Superficial frostbite affects the dermis and shallow subcutaneous layers of the skin and is recognized by _____ colored patches.
 - A. white or red
 - B. white or gray
 - C. gray or red
 - D. gray or brown

7. _____ blisters on the frostbitten area indicate that deep frostbite has partially thawed.
 - A. Large
 - B. Medium
 - C. Small
 - D. Red

8. Which of the following statements is most accurate about the treatment of deep frostbite?
 - A. Treating a patient with deep frostbite is usually not painful.
 - B. In most circumstances, the risks of delaying treatment for deep frostbite outweigh the risks posed by improper rewarming or refreezing.
 - C. Tissue which is thawed and then refreezes almost always dies.
 - D. EMS personnel should immediately break any blisters, which may form on the patient.

9. Assessing and treating hypothermia includes all of the following EXCEPT:
 - A. patient history
 - B. vital signs
 - C. body temperature
 - D. pupil dilation

10. If the decision to rewarm the patient in the field is made, personnel should prepare a water bath approximately ____ degrees Fahrenheit.
 - A. 88-94
 - B. 94-100
 - C. 100-106
 - D. 106-112

EVALUATION OF EMPLOYEES – Questions 11 – 15

Policy

Employee performance evaluations will be written based on job factors specific to the position occupied by the employee without regard to sex, race, color, or creed. Each evaluation will cover a specific period and should be based on performance during that period. The employee's immediate supervisor will complete each evaluation.

Each supervisor should discuss the tasks of the position, standards of performance expected, and the evaluation rating criteria with each employee at the beginning of the rating period. When an employee's job performance falls below the established standards of the job, the supervisor should, as soon as practical, advise the employee in writing in order to provide an opportunity for the employee to improve performance. The involved employee will be provided the opportunity to initial any such writing and respond in writing within 30 days, if desired. Failure to meet established performance standards is justification for an unsatisfactory rating. Rating factors that are not observed are assumed to be performed at a standard level unless information is received from another source to the contrary.

Evaluation Frequency

Employees are evaluated based on the following chart:

Position	Evaluated Every Month	Evaluated Yearly	Length of Probation
Probationary, Sworn Employees	X		1 Year
Non-Probationary, Sworn Employees		X	
Probationary, Civilian Employees	X		6 or 12 months
Non-Probationary, Civilian Employees		X	

Full-Time Probationary Personnel

Civilian personnel are on probations for six or twelve months, depending on their job assignment before being eligible for certification as permanent employees. An evaluation is completed monthly for a full-time civilian personnel during the probationary period.

Sworn personnel are on probation for twelve months before being eligible for certification as permanent employees. Probationary officers may be evaluated on a daily, weekly or monthly basis during the probationary period.

Rating Criteria

Raters who are required to evaluate their personnel annually will complete an "Officer Performance Report." When completing the Officer Performance Report, the rater will place a check mark in the column that best describes the employee's performance. The definition of each rating category is as follows:

EXCEPTIONAL is performance well beyond that required for the position. It is performance that is consistently superior or extraordinary.

EXCEEDS EXPECTATIONS represents performance that is better than expected of a fully competent employee. It is superior to what is expected, but is not of such rare nature to warrant an exceptional rating.

MEETS EXPECTATIONS is the performance of a fully competent employee. It means satisfactory performance that meets the standards required of the position.

NEEDS IMPROVEMENT is a level of performance less than that expected of a fully competent employee and less than standards required of the position. A “needs improvement” rating must be thoroughly discussed with the employee.

UNSATISFACTORY OR UNACCEPTABLE performance is inferior to the standards required of the position. It is very inadequate or undesirable performance that cannot be tolerated.

Evaluation Interview

When the supervisor has completed the preliminary evaluation, arrangements shall be made for a private discussion of the evaluation with the employee. If the employee has valid and reasonable protests of any of the ratings, they should be changed accordingly.

The supervisor and employee will sign and date the evaluation. Permanent employees may seek an interview with superiors within their chain of command, up to and including the Chief of Police, to contest the performance evaluation by checking the appropriate box. Probationary employees may not. Permanent employees may also write comments in the employee comments section of the performance evaluation report.

ALCOHOL AND DRUG USE POLICY

Purpose and Scope

The intent of this policy is to deter the misuse or abuse of legal or illegal substances that create a threat to the safety and health of any City employee or member of the public. The Bellview Police Department discourages alcohol and drug abuse and strives to achieve a workplace free from the influence of drugs and alcohol.

General Guidelines

The consumption of alcohol or other intoxicants is generally prohibited by on-duty personnel except as necessary in the performance of an official special assignment. Personnel who consume alcohol as part of a special assignment shall not do so to the extent of impairing on-duty performance.

Employees who have consumed an amount of an alcoholic beverage or taken any drugs that would tend to adversely affect their senses or judgment shall not report to duty.

PURCHASE OR POSSESSION OF DRUGS OR ALCOHOL ON DUTY

Department employees shall not purchase or possess alcohol or other controlled substances on City property, at work, or while on duty except in the performance of a special assignment.

Department employees shall not illegally manufacture any alcohol or drugs while on duty, on City property, or at any other time.

USE OF PRESCRIBED MEDICATIONS

Department employees who are medically required to take prescription medications during work hours shall not allow such medications to impair their ability to perform their work. Employees should report the need for such medication to their immediate supervisor. No employee shall be permitted to work while taking medication that may impact their ability to work without a written release from his or her physician.

Employee Assistance Program

There may be available a voluntary employee assistance program to assist City employees who wish to seek help for alcohol and drug problems. There is also available a variety of insurance coverages which provide treatment for drug and alcohol abuse. Employees may contact Human Resources, Personnel, their insurance provider, or the Employee Assistance Program for additional information. Employees who experience drug or alcohol problems are encouraged to seek referral for rehabilitation through the Employee Assistance Programs or their insurance provider. It is the responsibility of each employee to seek assistance before alcohol or drug problems lead to safety or performance problems.

CONFIDENTIALITY

The City recognizes the confidentiality and privacy due employees, and disclosure of any information relating to chemical abuse treatment, except on a need to know basis, shall only be with the expressed written consent of the employee involved or pursuant to lawful process.

Compliance

Employees must, as a condition of employment, abide by the terms of this policy and report any conviction under a criminal drug statute for violations occurring on or off city premises while conducting city business. A report of a conviction must be made to the Chief of Police through the employee's chain of command as soon as possible, but in no case more than five days after the conviction.

11. How often can sworn probationary officers be evaluated during the probationary period?
- A. Daily
 - B. Weekly
 - C. Monthly
 - D. Any of the above
12. Which of the following statements about the evaluation interview is NOT true?
- A. The supervisor and employee will sign and date the evaluation form.
 - B. Probationary employees may seek an interview with additional supervisors.
 - C. Permanent employees may seek an interview with the Chief of Police.
 - D. Permanent employees may write comments on the performance evaluation report.
13. Which of the following statements is most accurate?
- A. Employees are never allowed to consume alcoholic beverages while on duty.
 - B. Employees are prohibited from taking prescribed medications during work hours.
 - C. Employees may take prescribed medications which may impair their ability to work only with a written release from a physician.
 - D. Employees are never allowed to consume controlled-substances while on duty.
14. Which of the following is NOT true about the alcohol and drug use policy at Bellview Police Department?
- A. No employee shall be permitted to work while taking medication that may impact their ability to work without a written release from his/her physician.
 - B. Employees who experience drug or alcohol problems are required to seek referral for rehabilitation through the Employee Assistance Programs or their insurance provider.
 - C. Employees should report the need for prescribed medication to their immediate supervisor.
 - D. Employees may be required to consume alcohol as part of a special assignment.
15. If an employee is convicted under a criminal drug statute, a report of the conviction must be made to the Chief of Police through the employee's chain of command in no cases more than _____ after the conviction.
- A. two days
 - B. three days
 - C. four days
 - D. five days

Human Relations Section

For this section of the test, you will read one short fire-related situation and will then answer two multiple-choice questions relating to that situation. You will be asked to identify both the “most appropriate” response and the “least appropriate” response. **For example:**

You are transporting an injured and intoxicated male who has a large amount of money protruding from his pockets. While transporting him to the emergency room you notice that the money falls out of his pocket.

- A. Pretend you didn't see the man drop the money.
 - B. Wait until you go back outside and take the money if nobody else has found it.
 - C. Pick up the money and give it to the emergency room staff for safekeeping.
 - D. Pick up the money and place it next to the victim's hand.
1. WHAT IS THE **MOST** APPROPRIATE RESPONSE? *Answer = C*
 2. WHAT IS THE **LEAST** APPROPRIATE RESPONSE? *Answer = B*

You are allowed to review your responses to any test section with any remaining time.

John is a new firefighter at a station for the first time where there is a food fund. This fund is used to pay for lunch and dinner for the firefighters. At the beginning of the shift, \$6.00 is paid into the fund and a “check mark” is placed next to each firefighter's name. By eating meals together, teamwork is built. John forgets to bring his \$6.00 for the shift. What is the best way for Firefighter John to handle this situation?

- A. John should leave the station quickly and run to the nearest bank.
 - B. John should place a check mark on the chart and pay for his food later.
 - C. John should not eat with the rest of the group since he couldn't pay the \$6.00.
 - D. John should ask another firefighter if he could borrow \$6.00 for the day.
16. WHAT IS THE **MOST** APPROPRIATE RESPONSE?
 17. WHAT IS THE **LEAST** APPROPRIATE RESPONSE?

Firefighter Green is a new firefighter and feels left out when the other firefighters talk at the station. He feels that the other firefighters ignore him on purpose and treat him as if he's not part of the team. What is the best way for Firefighter Green to handle this situation?

- A. Firefighter Green should take interest in the conversations and spend time getting to know the other firefighters.
 - B. Firefighter Green should tell his supervisor that the other firefighters are ignoring him.
 - C. Firefighter Green should ignore the other firefighters and allow time to pass before doing anything.
 - D. Firefighter Green should confront the other firefighters and ask why they are ignoring him.
18. WHAT IS THE **MOST** APPROPRIATE RESPONSE?
19. WHAT IS THE **LEAST** APPROPRIATE RESPONSE?
-

Firefighter Garcia finished the fire academy at the top of his class and acted arrogant about his accomplishment. After receiving his station assignment, he put very little effort into station and district drills. Firefighter Garcia was perceived as an arrogant know-it-all. This perception prompted his fellow firefighters to treat him as a non-team player. What is the best way for Firefighter Garcia to handle this situation?

- A. Firefighter Garcia should continue with his work and not address the issue.
 - B. Firefighter Garcia should try to participate a little more with the other firefighters.
 - C. Firefighter Garcia should apologize for his attitude and make an effort to learn new concepts.
 - D. Firefighter Garcia should inform his supervisor that the other firefighters are picking on him.
20. WHAT IS THE **MOST** APPROPRIATE RESPONSE?
21. WHAT IS THE **LEAST** APPROPRIATE RESPONSE?
-

Your partner pulls the fire truck out of the truck room to wash it and a compartment door is severely damaged because it has been left open. You see this and recall that you left the compartment door open. You know that your partner will be blamed for this and that it was not entirely his fault. What is the best way to handle this situation?

- A. You should tell your partner to always check the compartment before pulling the engine out.
 - B. You should tell your partner that you left the door open and suggest that you both discuss this accident with your supervisor.
 - C. You should begin working on another task and wait for your partner to discuss the accident with you.
 - D. You should inform your supervisor that your partner damaged the vehicle.
22. WHAT IS THE **MOST** APPROPRIATE RESPONSE?
23. WHAT IS THE **LEAST** APPROPRIATE RESPONSE?
-

While on a fire safety inspection at a local high school, a teacher approaches you and asks if you can help build a bonfire at the football game. The teacher has received permission from the fire department and school principal so long as a firefighter is present. You agree to be present at the bonfire. After talking further, you discover that the game is on your scheduled day off. What is the best way to handle this situation?

- A. Inform the teacher that you cannot attend the bonfire as you are not scheduled to work.
 - B. Encourage the teacher to proceed without a firefighter as you have already approved the site.
 - C. Attend the bonfire considering that your entire department will be represented by your actions.
 - D. Ask a fellow firefighter to attend the bonfire in your absence.
24. WHAT IS THE **MOST** APPROPRIATE RESPONSE?
25. WHAT IS THE **LEAST** APPROPRIATE RESPONSE
-

Firefighter John and his crew arrive at a house that is on fire. As Firefighter John approaches the house, he realizes that the house belongs to his daughter's best friend and remembers that his daughter was staying the night with her friend. The fire captain has deemed the fire too dangerous and instructs the crew to stay outside. How should Firefighter John handle this situation?

- A. Firefighter John should enter the house immediately and search for his daughter.
 - B. Firefighter John should ask dispatch to call his family to check on the safety of his daughter.
 - C. Firefighter John should tell his supervisor that his daughter is likely in the house.
 - D. Firefighter John should await further instruction from the fire captain.
26. WHAT IS THE **MOST** APPROPRIATE RESPONSE?
27. WHAT IS THE **LEAST** APPROPRIATE RESPONSE?
-

Firefighter Buckley is a new firefighter and feels left out when the other firefighters talk at the station. She's heard rumors that the last female firefighter at the station didn't pass probation and wasn't qualified for the job. She feels that the other firefighters automatically think the worst of her without giving her an opportunity to prove her qualifications. What is the best way for Firefighter Buckley to handle this situation?

- A. Firefighter Buckley should just focus on her tasks and demonstrate her qualifications through her hard work.
 - B. Firefighter Buckley should tell her supervisor that the other firefighters are ignoring her.
 - C. Firefighter Buckley should allow time to pass before doing anything.
 - D. Firefighter Buckley should confront the other firefighters and ask why they are ignoring her.
28. WHAT IS THE **MOST** APPROPRIATE RESPONSE?
29. WHAT IS THE **LEAST** APPROPRIATE RESPONSE?
-

Firefighter Ortega is with his crew at their local grocery store in line waiting to pay for the crew's groceries. The cashier scans all of the groceries and tells Firefighter Ortega, "This one is on us as a thanks for all you do for our community!" Firefighter Ortega knows that it is against department policy to accept any gifts of monetary value by department members. Firefighter Ortega notices that the line behind him is growing. Seconds later his crew is dispatched to an emergency call and he realizes that he needs to leave the grocery store quickly. What is the best way for Firefighter Ortega to handle this situation?

- A. Firefighter Ortega should thank the cashier, quickly accept the groceries, and head off to the emergency.
 - B. Firefighter Ortega should defer to the senior firefighter with him and allow him to make the decision.
 - C. Firefighter Ortega should accept the free groceries and then offer them to the customer behind him.
 - D. Firefighter Ortega should thank the cashier, but decline the offer, and quickly head off to the emergency.
30. WHAT IS THE **MOST** APPROPRIATE RESPONSE?
31. WHAT IS THE **LEAST** APPROPRIATE RESPONSE?
-

Firefighter Kelton is a probationary firefighter on a medical call with her crew. The homeowner is an elderly widow and is considered a "chronic caller." She frequently calls the fire station with insignificant issues that do not qualify as true emergencies. The crew is often woken up in the middle of the night three or more times a night by her calls. Upon leaving the home, Firefighter Kelton sees one of the senior firefighters take the homeowner's television remote and hide it under the cushion of the couch before he walks out the door, as a sort of payback for the constant calls. How should Firefighter Kelton handle this situation?

- A. Firefighter Kelton should ignore what the senior firefighter has done and head back to the engine with her crew.
 - B. Firefighter Kelton should give the remote to the homeowner and tell her that the senior firefighter is a practical joker.
 - C. Firefighter Kelton should attempt to remove the remote from under the cushion and place it in an easily accessible location for the homeowner.
 - D. Firefighter Kelton should report the behavior to her supervisor immediately upon returning to the station.
32. WHAT IS THE **MOST** APPROPRIATE RESPONSE?
33. WHAT IS THE **LEAST** APPROPRIATE RESPONSE?
-

Firefighter James has been assigned by his Fire Captain to unload and reload all of the fire hose onto the fire apparatus. Firefighter James tells Firefighter Zander, “This is ridiculous! There’s nothing wrong with the hose the way that it already is. This assignment is a total waste of my time!” Later in the day, the Fire Captain calls Firefighter Zander into her office and asks him if he heard Firefighter James complain about the assignment. How should Firefighter Zander handle this situation?

- A. Firefighter Zander should tell the Fire Captain exactly what he heard.
- B. Firefighter Zander should tell the Fire Captain that he thinks he may have heard something, but shouldn’t tell her exactly what Firefighter James said.
- C. Firefighter Zander should tell the Fire Captain only parts of what Firefighter James said.
- D. Firefighter Zander should tell the Fire Captain that he didn’t hear Firefighter James say anything.

34. WHAT IS THE **MOST** APPROPRIATE RESPONSE?

35. WHAT IS THE **LEAST** APPROPRIATE RESPONSE?

Answer Key

1. A
2. B
3. B
4. C
5. C
6. B
7. A
8. C
9. D
10. C
11. D
12. B
13. C
14. B
15. D
16. D
17. A
18. A
19. B
20. C
21. D
22. B
23. D
24. C
25. B
26. D
27. A
28. A
29. B
30. D
31. A
32. C
33. D
34. A
35. D