

Operating Guideline # 705

Crew Resource Management

October 9, 2019



**PURPOSE:**

The purpose of this Operating Guideline (OG) is to outline the fundamentals of “Crew Resource Management” and to promote the use of these principles at incidents attended by Muskoka Lakes firefighters.

**ISSUE/RATIONALE:**

Crew Resource Management (CRM) is a system that optimizes the utilization of all available resources, personnel, procedures, and equipment in order to promote safety and improve operational efficiency.

**GUIDELINE:**

1. The IC (and all personnel) should follow the following fundamentals of “Crew Resource Management” when undertaking operations at emergency incidents:
  - a) Communications are critical to success at any operation. Using CRM, all personnel focus on communications, speaking directly, respectfully and responsibly.
  - b) Situational awareness is the necessity of maintaining a level of attentiveness at an incident. All personnel need to recognize that emergency incidents can be dynamic and constantly changing, and therefore require each individual’s full attention.
  - c) Decision making during an emergency relies on the use of a risk vs. benefit analysis. The availability of little or no information can result in a poor risk assessment, while too much information can overload the decision maker and actually interfere with the decision making process.
  - d) Teamwork is an essential element of CRM, and the IC must consider all firefighters and the information they possess or gather as being crucial to improving efficiency and reducing risk.
  - e) Barriers that interfere with communications, situational awareness, decision making and effective teamwork should be identified beforehand to prevent them from becoming an impediment to operations.
2. ALL personnel have a responsibility to contribute to overall safe operations at emergency incidents and must communicate information to their sector officer or the IC when they observe discrepancies between what IS happening and what SHOULD BE happening.

**RESPONSIBILITY:**

It is the responsibility of all members to comply with the provisions of this OG and particularly that Company Officers (supervisors) and firefighters (workers) ensure that they adhere to their duties in accordance with the Occupational Health and Safety Act.

**REFERENCES:**

- Occupational Health and Safety Act (RSO 1990, c. 0.1)
- OG 701 Role and Responsibilities of the Incident Commander
- “Fire and Emergency Services Company Officer, Fifth Edition”, IFSTA