

**PHOENIX REGIONAL
STANDARD OPERATING PROCEDURES**

MAYDAY RECOVERY AND RESILIENCE

M.P. 201.01G

08/26-N

Page 1 of 5

PURPOSE

The successful resolution of a Mayday on the incident scene marks the beginning of a critical recovery phase, where the focus shifts from immediate response to long-term resilience and support. The Phoenix Fire Department's commitment to recovery extends beyond the termination of hazard zone activities, encompassing comprehensive care and the well-being of its members and the organization. The recovery process is multifaceted, involving the collaboration of a dedicated joint Labor/Management Recovery team to address a Mayday's physical, emotional, and operational impacts. This process is designed to use the full power of the Recovery Team to build resilience region-wide.

Recovery

The resolution of a Mayday on the incident scene and the subsequent termination of hazard zone activities does not end the Mayday Recovery process. The Phoenix Fire Department must remain committed to participating in, supporting, and implementing the necessary steps of Mayday recovery and creating Mayday Resilience through lessons learned, identifying Operational improvements, training needs, physical resource needs, and member needs. Components of the Mayday Recovery process should include:

- Initiation of a dedicated joint Labor / Management Recovery team for incidents resulting in significant injury to PFD members to include:
 - Dedicated member services response for PFD members involved in the Mayday
 - Support for family members impacted by a Mayday situation
 - Liaison support for L493 resources, Chaplains, hospitals, etc.
 - Continued coordination with automatic aide partners involved in a Mayday response
- Contact the Safety and Prevention Section as soon as possible after the scene has been stabilized to ensure a timely investigation.

**PHOENIX REGIONAL
STANDARD OPERATING PROCEDURES**

MAYDAY RECOVERY AND RESILIENCE

M.P. 201.01G

08/26-N

Page 2 of 5

- Members of Executive Management approve all formal reviews of significant incidents.
- Each event will be investigated, and the Safety section should advise on whether to elevate it to the Post Incident Recovery Process (PIRP).
- Coordinating and participating with Investigating Agencies
 - OSHA 1960.29(a) "All accidents should be investigated...the extent of the investigation shall be reflective of the seriousness of the accident."
- Determining short-term and long-term staffing impacts and needs
- Coordinating with support sections to include:
 - Safety Section
 - Resource Management
 - Technical Services
 - Dispatch and Deployment
 - Member Services
 - Any other sections as needed
- Creation of a Post Incident Review (MP 201.08)

Resilience

Resilience in the context of the fire department refers to the department's ability to recover from a Mayday incident and grow stronger, learn from the experience, and improve overall readiness for future challenges. Building resilience is more than simply bouncing back; it's about creating a culture that fosters adaptability, continuous learning, and enhanced preparedness. This process involves addressing the emotional and mental well-being of firefighters, refining operational strategies based on lessons learned, and ensuring that systems and procedures are robust enough to handle future crises. Resilience ensures that each Mayday incident contributes to a safer, more cohesive, and better-prepared fire department. These resilience efforts directly enhance firefighter survivability,

**PHOENIX REGIONAL
STANDARD OPERATING PROCEDURES**

MAYDAY RECOVERY AND RESILIENCE

M.P. 201.01G

08/26-N

Page 3 of 5

incident command effectiveness, and operational continuity during high-risk and low-frequency events.

Critical Points for Resilience:

- **Total Wellness Support:**
 - Provide ongoing support for firefighters involved in Mayday incidents.
 - Consider utilizing resources through Member Services, such as chaplain, peer support, EAP, and wellness initiatives to help personnel recover emotionally and physically.
- **Continuous Learning and Adaptation:**
 - Use debriefs, after-action reviews, and formal evaluations to extract lessons learned from each Mayday incident.
 - Updating training programs and protocols based on real-world experiences to ensure readiness for future incidents.
- **Operational Strengthening:**
 - Enhancing the effectiveness of incident command and communication systems to improve response in future situations.
 - Ensuring that technical equipment and resources are regularly reviewed and improved where necessary to enhance resilience during Mayday responses.
- **Leadership and Organizational Support:**
 - Encouraging a culture of openness where personnel can share experiences, identify weaknesses, and propose solutions without fear of reprisal.

Leadership must prioritize resilience-building by incorporating regular training exercises, investing in technology, and advocating for policies that enhance firefighter safety and operational efficiency.

**PHOENIX REGIONAL
STANDARD OPERATING PROCEDURES**

MAYDAY RECOVERY AND RESILIENCE

M.P. 201.01G

08/26-N

Page 4 of 5

By focusing on these critical elements, the Phoenix Region's fire departments ensure effective and resilient operations, fostering a more robust, safer, and adaptable force prepared for future challenges.

The Phoenix Fire Department's **Recovery and Resilience** procedure is not only a procedural requirement but a vital aspect of our commitment to the safety and well-being of our firefighters and the communities we serve. **Mayday Readiness and Prevention** ensures that our personnel are fully prepared to anticipate and avoid critical situations. At the same time, **Mayday Response and Resolution** guarantees a swift, coordinated effort to resolve emergencies efficiently. The addition of **Recovery and Resilience** strengthens our ability to not only recover from incidents but also to grow stronger through the experience. We foster an adaptable and resilient culture by prioritizing continuous learning, promoting mental health, and refining our operational capabilities. This comprehensive approach ensures that the department remains proactive, prepared, and capable of meeting any challenge.

Key Takeaways

- **Comprehensive Recovery Process:**

Recovery doesn't end when the hazard is resolved; it extends to supporting affected firefighters, their families, and the department through structured, long-term recovery efforts. These efforts include lessons learned, addressing operational needs, and ensuring continuity of services.

- **Building Resilience:**

Resilience is more than just recovery; it is the ability to grow stronger in the face of adversity. The department focuses on mental health support, process improvements, and organizational strengthening to ensure that each Mayday contributes to a safer, more capable fire department.

- **Continuous Learning and Improvement:**

Each Mayday incident provides critical lessons that enhance training, improve strategies, and prepare the department for future challenges.

**PHOENIX REGIONAL
STANDARD OPERATING PROCEDURES**

MAYDAY RECOVERY AND RESILIENCE

M.P. 201.01G

08/26-N

Page 5 of 5

This commitment to learning ensures that the department continuously improves its readiness, response, and recovery efforts.

- **Total Wellness:**

The emotional well-being of firefighters is a critical component of resilience. Providing ongoing mental health support and wellness resources ensures that our personnel are operationally ready and emotionally and mentally resilient.