In-Basket Exercise

The In-basket exercise is used to determine a candidate's ability to accomplish multiple simultaneous tasks that are consistent with the role of a Fire Captain. The candidate will have two hours to complete the exercise. When the time has expired, the candidate will explain to the panel how he or she prioritized each scenario and present any memo or documentation consistent with what would be expected in a real-life situation.

You are expected to use the Fire Department memo format, fire department forms, and the department email system where applicable. Candidates are expected to complete the entire exercise and have a clear plan to handle the workload. Your time begins now.

Scenario #1

0800

The firefighter assigned to your crew enters your office and informs you that he has a pain in his lower back that came on after lifting a patient this morning. He tells you “I think I just pulled something, I’ll be OK and I don’t need medical attention.”

Please outline your plan for dealing with this situation

Scenario #2

The Captain on the other shift leaves you a note informing you that for the third shift in a row the oxygen cylinder has been left low.

Scenario #3

Please outline your plan for dealing with this situation

TO: Station 1 Captain

FROM: Station 2 Captain

SUBJECT: Multi-Company Drill

DATE: January 12, 2010

CC: Department Training Officer

I'm planning a multi-company drill and I really need your help in planning for this. I need you to meet me at my station this afternoon. What time would be good for you?

Fraternally, Fire Station 2 Captain

Scenario #3

The Mayor calls your Engineer (who is also the Union President) directly and says that his daughter is planning to visit the fire station tonight. She would like to have dinner with the crew and ride along when a call comes in. The mayor will be coming by after dinner to say hello. The Mayor is running for re-election. Your Engineer says that the Mayor would like to take some photos of he and his daughter with the firefighters that will be used for promotional literature for his upcoming campaign.

Please outline your plan for dealing with this situation

Scenario #4

Your Engineer informs you that he left his wallet with his driver's license at home. He informs you that he only lives 10 minutes outside of the district and will only be out for just a few minutes. He states that he was assigned a mandatory overtime for tomorrow and he needs to pick up some clean clothes and some money while he is at home.

Please outline your plan for dealing with this situation

Scenario #5

Dispatch calls you and informs you that Main Street between 2nd and 5th will be closed from 9-5.

Please outline your plan for dealing with this situation

Scenario #6

The City open enrolment period for health benefits ends tomorrow. You and your crew have not completed the deferred compensation forms. Human Resources inform that you may complete the forms online or you can take the last appointment available which is at 2:30 this afternoon. Either way, the forms are due today.

Please outline your plan for dealing with this situation

Scenario #7

Your crew has been on vacation prior to this shift. Neither of them has submitted the mandatory vacation leave request forms that were due last shift. Please have them submit their requests today along with an explanation as to why they failed comply with the policy.

Please outline your plan for dealing with this situation

Scenario #8

The crew informs you that there is a dent in the left rear cabinet of the engine company. Your crew worked two days ago and your Engineer is certain there was no dent when he was relieved yesterday morning.

Please outline your plan for dealing with this situation

Scenario #9

You receive a phone call stating that the firefighter who worked overtime on your crew last shift received a phone call from the hospital stating that he had been exposed to a patient who had Meningitis.

Please outline your plan for dealing with this situation

Scenario #10

You receive a note in your drawer informing you that the owner of Fleming Metals called to say that they have completed the recommendations are ready for their follow up fire inspections. His contact information is as follows:

Mark Fleming

210 Mission Avenue

Your City

Please outline your plan for dealing with this situation

Scenario #11

Your firefighter comes into your office and says that the bathroom shower is leaking and that the City plumbers were here yesterday and failed to fix it. He states it's worse today that when they called him in the first place.

Please outline your plan for dealing with this situation

Scenario #12

The BC Jones, the B shift Battalion Chief, has sent you the following memo

TO: Station 1 Captain

FROM: Richard Jones, Battalion Chief

SUBJECT: Station Improvement Fund

DATE: April 12, 2010

CC: All Station 1 Captains

As you know, we are nearing the end of the fiscal year. You have sent me several letters requesting improvements to your fire station. Your requests have included new station recliners, painting the interior, touch up paint for the exterior, redoing the linoleum floor in the kitchen, and carpet throughout the station.

I have $4,500.00 in the budget for your station. I assume that you are still interested in these station improvements. I need to allocate the funds before the end of the fiscal year. Please submit your request before the end of business today or I will move these funds to another account.

Please outline your plan for dealing with this situation

Scenario #13

Your Engineer approaches you and informs you that during his morning check he found the regulator on the oxygen cylinder has a small leak.

Please outline your plan for dealing with this situation

Scenario #14

The Station calendar shows that the reserve Engine that is housed in your station is scheduled to go in for periodic maintenance at 1PM today.

Scenario #15

0830

The firefighter who came into your office earlier today states his back is hurting more and he now thinks, “He should get it looked at”.

Please outline your plan for dealing with this situation