

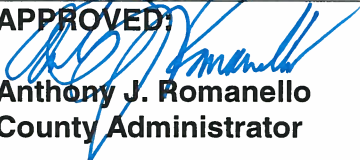

	STAFFORD COUNTY FIRE AND RESCUE DEPARTMENT POLICY - EMS		
	SUBJECT: Comprehensive Operational Response Plan		FRD 100.202
			Initiated 07/01/2009
	APPROVED:  Robert Fines, MD, Operational Medical Director		Page 1 of 8
APPROVED:  Mark Lockhart, NRP County Fire and Rescue Chief		Revised 07/01/2016	
APPROVED:  Anthony J. Romanello County Administrator			

A. Purpose

- 1.0** To provide a standardized approach to be used for policies, procedures, operational guidelines, training standards, medical protocols, administrative requirements, and equipment ensuring a unified approach to providing pre-hospital patient care to the community.
- 1.1** Coordination and operation of the various partner organizations under the Stafford County Fire and Rescue Department EMS Agency license are conducted as part of this comprehensive EMS Operational Response Plan. This systems approach is the foundation for organizational design and coordinated service delivery, through an adoption of the EMS Operational Response Plan.

B. Scope


- 1.0 Department Membership:** The Fire and Rescue Department consists of career and volunteer personnel, including members of operational volunteer fire companies and rescue squads throughout Stafford County. The following volunteer fire and rescue partner organizations are formally considered a part of the Fire and Rescue Department by Chapter XII, Article VI of the Stafford County Code:
 - 1.1** Falmouth Volunteer Fireman’s Association, Inc.
 - 1.2** Stafford Volunteer Firemen’s Association, Inc.
 - 1.3** Widewater Volunteer Firemen’s Association, Inc.
 - 1.4** Mountain View Vol. Fire & Safety Association, Inc.
 - 1.5** Brooke Fire Safety Association, Inc.

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- 1.6 Hartwood Volunteer Firemen’s Association, Inc.
 - 1.7 White Oak Volunteer Association, Inc.
 - 1.8 Rockhill Volunteer Fire Department, Inc.
 - 1.9 Stafford Volunteer Rescue Squad
 - 1.10 Mountain View Volunteer Rescue Squad
 - 1.11 White Oak Volunteer Rescue Squad
 - 1.12 Rockhill Volunteer Rescue Squad
 - 1.13 Aquia Harbour Volunteer Rescue Squad
- 2.0 Every fire and rescue unit is considered a countywide responder for purposes of deployment. While historical volunteer company first due boundaries and primary demand zones are established, dispatching and response is conducted under the overall umbrella of the Fire and Rescue Department as the Designated Emergency Response Agency. Individual volunteer fire departments or rescue squads may choose to maintain their own charter and Virginia Office of Emergency Medical Services EMS Agency licensure, in accordance with the regulations established by the Commonwealth of Virginia.

C. POLICY

- 1.0 **Designated Emergency Response Agency:** Emergency Medical Services in Stafford County are provided by the Stafford County Fire and Rescue Department, through a combination of career and volunteer personnel. In accordance with Stafford County Code, Chapter XII, Article VI, Department of Fire, Rescue and Emergency Services, the Stafford County Fire and Rescue Department is the Designated Emergency Response Agency for the County of Stafford, Virginia. As such, the Fire and Rescue Department is responsible for the provision of pre-hospital emergency medical services; protecting and promoting the health, welfare, and safety of the public. The County Fire Chief, in consultation with the Operational Medical Director, is responsible for the supervision and control of all department personnel and partner organizations engaged in providing emergency medical services.
- 2.0 **Training, Certification, and Credentialing:** The County Fire Chief is required by Stafford County Code to establish and enforce the Fire and Rescue Department’s training standards. The Fire and Rescue Department maintains a full-time training staff and offers a variety of education and training programs. Partner organizations covered by this agreement must have all training programs approved by the Training and Safety Division, prior to instruction. Coordination of all training and education shall be maintained by the Training and Safety Division with training officers from all partner organizations to ensure that appropriate medical instruction is being provided and that standard procedures


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are institutionalized to ensure the highest quality patient care and safety.

- 2.1 Patient care provider certification and sanctioning guidelines are established by the County Fire Chief and the Operational Medical Director. Any member who is released to function at a designated level under the Fire and Rescue Department is authorized to provide that service anywhere in the County, on any Fire and Rescue Department apparatus or apparatus owned by a partner organization that operates as an approved emergency vehicle within the County. While an individual may have a primary affiliation with a particular volunteer fire company or rescue squad, he/she is always considered a member of the Fire and Rescue Department when acting as a DERA responder.
- 2.2 To facilitate sharing of human resources all personnel that are certified, affiliated, and released by the Operational Medical Director shall function as EMS Providers of the Fire and Rescue Department EMS agency. Copies of all required certification and qualification documents for each member are included as part of the administrative records maintained by the Fire and Rescue Department.
- 2.3 Any member of the Department assigned to drive either a county-owned or a volunteer-owned vehicle must meet both baseline Virginia Department of Health regulations as well as complete any required Fire and Rescue Department driver certification and release programs.

3.0 Fire and Rescue Department Vehicles

- 3.1 The County Fire Chief is required by Stafford County Code to establish and enforce equipment specifications for all departmental equipment, both mobile and non-mobile, and shall determine the department's fleet size and function. In January 2000, the Stafford County Board of Supervisors adopted resolution R00-70, directing that all future apparatus purchases for fire and rescue stations be made through the County with ownership being retained by the County and any resulting debt service financing paid by the County. The Stafford County Board of Supervisors adopted resolution R00-416 in October 2000, affirming the earlier resolution and further stipulating that all future purchases of fire and rescue apparatus be in compliance with standardized specifications developed by the Fire and Rescue Department.
- 3.2 The Fire and Rescue Department maintains and operates a number of permitted transport, non-transport, special operations / support, and staff response vehicles.
- 3.3 In accordance with the EMS Operational Response Plan, a shared vehicle arrangement exists throughout the Fire and Rescue Department. Authorization to operate vehicles is granted by the Fire and Rescue Department and is not specifically related to career or volunteer membership status. Fire and Rescue Department members meeting the operational and training requirements are authorized to operate vehicles throughout the system.

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4.0 EMS Operations


- 4.1** Concerning operational deployment, personnel function under unified policies as outlined through the Fire and Rescue Department's rules and regulations, the Fire and Rescue Departments of Northern Virginia Operating Manuals, and the Stafford County Code. Patient care providers function under the Stafford County Fire and Rescue Department Medical Protocols, as adopted by the Operational Medical Director.
- 4.2** Emergency dispatch is handled by the Stafford County Sheriff's Office Emergency Communications Center. The Emergency Communications Center provides Emergency Medical Dispatcher services under the oversight of the Fire and Rescue Department and the Operational Medical Director.
- 4.3** All Fire and Rescue Department personnel, regardless of affiliation with a volunteer fire department or rescue squad, are considered mutually supporting as one unified countywide Designated Emergency Response Agency. Response countywide is automatic and is not considered as mutual aid. The closest available resources are dispatched to calls for service, in accordance with the Fire and Rescue Department's Dispatch Algorithm, regardless of demand zone.

5.0 Response Time Standards

- 5.1** The most appropriate response of personnel, accomplished in a timely fashion, is a core philosophy of the Stafford County Fire and Rescue Department. As adopted within the Stafford County Fire and Rescue Department's section of the Public Safety Staffing Plan, the overarching goal of response is the arrival of EMS personnel to the scene of an emergency within eight minutes, ninety percent of the time.
- 5.2** Additional performance measures may be determined and calculated based on the arrival of the primary unit identified (ALS or BLS) by the dispatch algorithm. Response time standards are established by the County Fire Chief and Operational Medical Director, in concert with nationally accepted standards as defined by the Centers for Public Safety Excellence accreditation process, through consultation with the County Administrator and the Board of Supervisors. Response times are monitored by the Fire and Rescue Department and reported monthly to the County Administrator and the Board of Supervisors, as well as all partner organizations.

6.0 Mutual Aid

- 6.1** Mutual aid agreements are maintained between the Stafford County Fire and Rescue Department and the DERAs within the Rappahannock and Northern

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Virginia EMS Councils as well as the District of Columbia, Montgomery County, Prince George's County and Charles County, Maryland. Through the Fire and Rescue Department's membership in the Northern Virginia Fire Chief's Council, mutual aid exists with the various military bases throughout Northern Virginia and the Metropolitan Washington Airport Authority.

- 6.2 Mutual aid may be requested for first response, ALS response, and patient transport vehicle response as necessary. When conditions exist that may cause a significantly delayed response from a Fire and Rescue Department unit, mutual aid assistance should be requested through the Stafford County Emergency Communications Center. The Emergency Communications Center will consider the nature of the call, requested unit type, and geographic areas when requesting mutual aid.

7.0 Communications


- 7.1 Primary communication between Fire and Rescue Department units and the Stafford County Emergency Communications Center occurs via the digitally trunked 700 MHz radio system, also known as the Stafford County Public Safety Radio Network.
- 7.2 Complete interoperability exists between all permitted EMS vehicles within Stafford County and mutual aid agencies, through the Stafford County Public Safety Radio Network.
- 7.3 Hospital communications exists between all permitted EMS vehicles, through the Stafford County Public Safety Radio Network. A redundancy is programmed through the dual-band HEAR Channel characteristics of the radio network.

8.0 Medical Direction and Care

- 8.1 Certified, affiliated, and released EMS Providers function under the Operational Medical Director, appointed by the County Fire Chief, using the Stafford County Fire and Rescue Department Medical Protocols. The level of care delivered to EMS patients shall be commensurate with the presenting condition, taking into consideration the pertinent history and physical evaluation.

9.0 Quality Management Plan

- 9.1 The Fire and Rescue Department's EMS Operations Division is responsible for the agency's Continuous Quality Improvement Program. Continuous Quality Improvement is designed to ensure the best patient care is delivered and as a monitor of system performance. A dialogue concerning clinical benchmarks, patient care, and provider education is maintained between the EMS Operations Division, Operational Medical Director, and Training and Safety Division.

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- 9.2** Specific quality management activities include, but are not limited to:
- 9.2.1** Review of all respiratory and cardiac arrest cases
 - 9.2.2** Review all multisystem trauma patients
 - 9.2.3** Review of high risk skills performance
 - 9.2.4** Review of randomized STEMI cases
 - 9.2.5** Individual technician reviews as necessary
 - 9.2.6** Review of all EMS Helicopter utilization
 - 9.2.7** Review of patient extrications > 30 minutes
 - 9.2.8** Review of all events generating 10 patients or more
 - 9.2.9** Review of all serious medical equipment failure
 - 9.2.10** Review of all cases where a system or patient care complaint is received

10.0 **Regulation and Enforcement**

- 10.1** The Deputy Chief assigned to EMS Operations is responsible for compliance with the Fire and Rescue Department's EMSORP. Additionally, the Deputy Chief assigned to EMS Operations is the primary liaison to the Virginia Office of Emergency Medical Services.
- 10.2** All agencies falling beneath the Designated Emergency Response Agency shall comply with the Emergency Medical Services rules and regulations, as established by the Virginia Department of Health and the Virginia Office of Emergency Medical Services. The Stafford County Fire and Rescue Department, including all volunteer fire departments and rescue squads, is expected to complete the biennial Virginia Office of Emergency Medical Services Agency inspections through a consolidated process arranged by the EMS Operations Division.

11.0 **Records**

- 11.1** In accordance with the Fire and Rescue Department's Medical Protocols and internal policies, along with the regulations established by the Commonwealth of Virginia, all patient care records including electronic patient care reports are retained through the department's Records Management System. Data entry is accomplished on the incident scene, at the station level, and at Fire and Rescue Headquarters. Pre-Hospital Patient Data Reports are submitted for the EMS

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Agency by the EMS Operations Division.

11.2 Copies of administrative records for all Fire and Rescue Department personnel, including volunteer fire and rescue squad partners, are maintained at Fire and Rescue Department Headquarters. These files are considered the official file of record for purposes of internal human resource processes, including promotions and disciplinary matters. Each volunteer fire or rescue squad who maintains their own Virginia Office of Emergency Medical Services agency number must also maintain member files in order to maintain compliance with established regulations.

12.0 Infection Control

12.1 The Fire and Rescue Department provides and regulates all infection control and occupational safety support through the Training and Safety Division for all Fire and Rescue Department personnel. All Fire and Rescue entities and their members fall under the Fire and Rescue Department's Exposure Control Plan.

13.0 Major Patient Generator Response and Incident Management

13.1 All responses to emergency incidents and Emergency Medical Services coverage for planned events shall be managed using the principles of Incident Command, as required by the National Incident Management System. The Fire and Rescue Department follows the Fire and Rescue Departments of Northern Virginia, Mass Casualty Incident Operating Manual.

13.2 The Stafford County Fire and Rescue Department maintains mobile command vehicles, one Medical Care Support Unit with a cache of Mass Casualty Incident Management supplies, and one Medical Ambulance Bus for mass transport. The Mountain View Volunteer Rescue Squad maintains a Rehabilitation Support Unit. Each patient transport unit is equipped with 75 triage tags and triage tape.

14.0 Vehicle Maintenance

14.1 All county-owned and approved non-county owned, emergency response vehicles are maintained and repaired by the Fire and Rescue Department's Logistics Division, in accordance with manufacturer's recommendations. Requests for repairs or vehicle modifications shall submit to the Logistics Division for authorization and disposition. Records are maintained by the Support Services Command.

15.0 Vehicle Sharing/Insurance Coverage

15.1 Insurance coverage for all Fire and Rescue Department vehicles, regardless of ownership, is provided by the County of Stafford. All accidents involving Fire and Rescue Department apparatus are to be investigated and thoroughly



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documented by the responsible party, as outlined in the policies and procedures of the Fire and Rescue Department. Consultation with the appropriate law enforcement agency should be considered, based upon the severity of the incident.