

	BEDFORD COUNTY DEPARTMENT OF FIRE & RESCUE Administrative Policy	
	Discipline: Administration	DATE: 12/15/2010
	Reference Number: F/R-02	
	APPROVED BY: Chief Janet Blankenship	
	SUBJECT: Field Lieutenant/Captain's Role and Responsibility	

Purpose:

The purpose of this guideline is to establish standard operating guidance for Bedford County Fire & Rescue Field Lieutenant/Captains. The purpose of the Field Lieutenant/Captain position is to provide assistance and supervision to ALS, BLS and fire personnel both career and volunteer performing emergency duties throughout Bedford County.

Requirements:

The Field Lieutenant/Captain will have the education equivalent to graduation from high school and a valid certification as an Emergency Medical Technician Paramedic level. A minimum of two years' experience as an employee of Bedford County Fire & Rescue at the level of Paramedic/Firefighter is required.

The full-time Field Lieutenant/Captain must maintain all certifications required for current Paramedic/Firefighter position which include:

Advance Life Support Providers:

- 21 years of age with 5 years driving experience
- 2 years Active EMS Experience
- Paramedic Certification
- CPR
- ACLS
- PHTLS or BTLS (Preferred)
- EVOC
- Skills Review Up to Date

In addition to the Paramedic/Firefighter credentials the Lieutenant/Captain must possess ICS-100, 200 & 700. The Lieutenant/Captain shall become certified as a Fire Instructor I and Fire Officer I or obtain college certificate in related field from an accredited college or university within one year of accepting the position.

The fill-in Field Lieutenant must maintain all certification required for the current Advance Life Support Provider/Firefighter position which include:

Advance Life Support Providers:

- 21 years of age with 5 years driving experience
- 2 years Active EMS Experience
- Intermediate or Paramedic Certification
- CPR
- ACLS
- PHTLS or BTLS (Preferred)
- EVOC Skills Review Up to Date

Administration and Supervision:

The Field Lieutenant/Captain will perform responsible operation duties involving the performance of supervisory duties, incident management, triage, safety, emergency medical care and firefighter tasks depending on the needs of the incident. The Field Lieutenant/Captain operates within Bedford County Fire and Rescue's departmental regulations and under the supervision of the department's Senior Staff Captain.

The Field Lieutenant/Captain is responsible for the safety and supervision of those under their command at an emergency scene and ensures the proper maintenance of the current and future duties as assigned by the department's Senior Staff Captain. The Field Lieutenant/Captain must be capable of exercising considerable judgement in the application of established policies and procedures, understand that they are meant to provide guidance in emergency operations.

Assignment/Location:

The Field Lieutenant/Captain will be strategically located in an area deemed appropriate by the department's Chief. The location of the Field Lieutenant/Captain assignments shall allow for system mobility and ALS coverage as the needs of the County change.

The Field Lieutenant/Captain will have an office and bunk room location at 1305 Falling Creek Rd where they can process paperwork, complaints, concerns and other office needs on a routine basis as well as reside in downtime. The radio designation of the on-duty Field Lieutenant/Captain will be County 10.

Response Area:

The Field Lieutenant/Captain shall be available to respond system wide and in accordance with the established dispatch procedures.

Dispatch Procedures:

The Field Lieutenant/Captain will automatically be dispatched and respond to the following types of incidents:

- All Reports of cardio-pulmonary arrest.

- All reports of respiratory arrest.
- All reports of pediatric “alpha” emergency responses.
- All reports of drowning, electrocutions, significant injury.
- All reports of critical burns.
- All reports of structure fires.
- All reports of explosions.
- All motor vehicle crashes involving entrapment, fire, mortality, or pedestrians.
- All motor vehicle crashes involving commercial vehicles such as tractor trailers or tank trucks in which the potential for hazardous material spills are reported.
- All agricultural/farm or injures including those involving tractors, silos or other farm equipment.
- All commercial/industrial accidents including those with injuries.
- Injuries/illnesses involving entrapment or the presence of indicators that rescue equipment may be needed.
- All reported chemical spills, leaks or threats where chemicals or explosives may be involved including gas leaks or breaks.
- All reports of multiple casualty incidents (any incident resulting in more than 4 patients).
- All Special Operations Command calls.
- All aircraft incidents.
- Any incident in which an on-scene fire or rescue commander request a Field Lieutenant/Captain to respond.

Essential Duties:

The Field Lieutenant/Captain’s Essential duties include but are not limited to:

- Ensures daily attendance log is complete and personnel have reported for duty.
- Ensures adequate level of staffing, equipment and supplies for daily operations.
- Supervises personnel on duty.
- Directs the activities of personnel while on call and in quarters.
- Manages resources including personnel, vehicles, equipment and supplies in order to provide the highest level of service possible with the resources available.
- Work as a liaison between field personnel, including career and volunteer staff, and Senior Staff.
- Instructs and coordinates various training programs for career and volunteer organizations.
- Engages directly in fire suppression activities which include but are not limited to incident management functions.
- Administers emergency medical care to the sick and injured as needed.

- Operates fire & rescue apparatus and equipment.
- Functions as the Department's Infectious Disease Officer when the Captain is unavailable.
- Serves as acting Captain in their absence.
- Assists with the planning and development of department programs.
- Oversees the Department's Preceptor Program.
- Responds to alarms and performs duties as assigned.
- Responds to emergency calls as dispatched, operates equipment, and coordinates transport of victims to emergency care facility.
- Examines and evaluates patient care and insures appropriate treatment and lifesaving procedures are being performed by trained medical staff.
- Provides patient care and administers advance life support techniques and treatment when needed.
- Communicates descriptive patient information to authorized emergency room personnel when ambulance personnel do not have the resources to do so.
- Makes presentations on emergency services for interested parties throughout the community.
- Maintains response vehicle and equipment and ensures work area is clean and orderly.
- Participates in continuing training and instruction program.
- Instructs drills and classes as assigned.
- Performs related tasks as required.

Scene Responsibility:

In cases where the Field Lieutenant/Captain is the first to arrive on scene, personnel should:

- Give a size-up of the scene and determine if the scene is safe for entry, don the appropriate personal protective equipment (PPE) relevant to the type of incident.
- Retrieve the appropriate PPE, equipment and resources
- Field Lieutenant/Captains will take one of the following actions dependent upon the needs of the incident.

EMS:

- Ensure Life Safety
- Initiate Incident Command
- Begin Triage if indicated
- Gather information relevant to the scene
- Request additional resources as needed
- Initiate patient contact to include stabilizing victims, assisting in preparing victim for transport
- Provide quality patient care in accordance with local approved protocol if no other advance provider is available or needed

- Act as patient advocate
- Provide patient care report to other care providers and receiving facility
- Determine best location, mode and route of transportation for patient
- Ensure appropriate continuation of care
- Accurately document in the EMS Chart from scene size up through turnover of patient care
- Follow up with providers, patient, healthcare facilities to ensure quality customer service delivery as appropriate
- Report important/relevant information to oncoming Field Lieutenant/Captain for turn over in the Operations Meeting

Fire:

- Ensure Life/Scene Safety
- Give appropriate scene size up
 - Call for additional resources if needed
- Maintain awareness of overall county needs and allocate resources appropriately
- Don appropriate PPE
- Assist with incident stabilization/control/command functions as needed
 - Consider assuming position in the Incident Command
- Act as a liaison and resource officer from incident to senior staff
- Document incident on EMS Chart report
- Report information to oncoming Lieutenant/Captain to be included in staff report

When incidents of significant impact to the department occur, the Field Lieutenant/Captain will be responsible to report their impact to Senior Staff. This is generally done through cell phone, email or dispatch relaying information to the Senior Staff Duty Officer on call to ensure they are informed of the situation. These incidents include but are not limited to: incidents involving employees/volunteers' injury, traumatic fatalities, industrial accidents, fires of significant nature, special operations, hazardous materials and significant wildland incidents.

Daily Responsibilities:

- Reporting to work at assigned post 10 minutes prior to start of shift.
- Placing gear on truck and ensure the equipment is in a ready state for emergency response.
- Marking the unit in-service and available for call within 5 minutes of assigned time
- Generate staff report and send to Senior Staff within 1 hour of start of shift
 - Place hard copy of staffing report in chronological order in the appropriate folder at office
- Check supplies and equipment on the response vehicle and restocking the unit with supplies and consumables within first 30 minutes of sign-on time.
 - This includes filling out the check sheet and adding fuel/fluids as needed

-Report any equipment or vehicle malfunction to Senior Staff Captain.

- Check county email and bulletin boards for memos and notifications of special events, notices, training bulletins within 1 hour of the start of the shift
- Wash apparatus
- Clean quarters: throw away trash, sweep and mop floors, cleaning the kitchen, vacuuming carpets, cleaning glass on entrance/exit doors, cleaning restrooms and common areas to be completed within 4 hours of start of shift.
- Complete training initiatives within 6 hours of start of shift as scheduled on training calendar
- Complete duties from Additional Responsibilities list in this document within 8 hours of start of shift if no scheduled on training, notify crew that you will be assisting prior to arrival at assignment.
- Complete Quality Assurance reports from previous day on all career responses

-Flag information as needed and forward through email to Senior Staff Captain and appropriate committee

- Complete and lock all EMS run reports prior to the 20 minutes prior to the end of the shift
- Prepare apparatus for next Lieutenant/Captain coming on duty at least 15 minutes before end of shift

**Consideration is given for running fire and rescue responses, however, the timeframes mentioned in the daily responsibilities should be used as a guideline when possible.

It is the responsibility of the Field Lieutenants/Captains to remain knowledgeable of all County maps, streets, policies, procedures and EMS protocols in order to ensure the best outcomes and service delivery to the community.

General Responsibilities:

The Field Lieutenant/Captain will be responsible to regularly respond to 9-1-1 calls throughout the County to assess the quality of care being rendered, to evaluate the functionality of the EMS system, and to promote good communications between career, volunteer patients and senior staff.

When the Field Lieutenant/Captain is the first to arrive on scene, he/she will provide an appropriate size up for the incident and begin assigning units to operational task upon arrival.

- Where patient care is needed the Field Lieutenant/Captain will render care until another patient care provider arrives on scene and is able to take over patient care duties, as needed.

- In mass-casualty incidents which are low-frequency, high-risk events, the Field Lieutenant/Captain may assume the role of incident commander or be in charge of medical group or branch depending on the needs of the incident.

The Field Lieutenant/Captain will intervene in patient care if/when he/she observes unsafe or inappropriate patient care.

The Field Lieutenant/Captain will provide counseling for initial disciplinary actions and document such sessions on the Human Resources paperwork in attachment A of this document.

Regular visits to stations throughout the county are a responsibility of the Field Lieutenant/Captain for the purposes of providing guidance, presenting new information, and providing training to personnel. Special events held at volunteer stations such as training, fund raising, large public gatherings, etc. should be attended when possible. The daily log should be completed at the end of each shift to keep senior staff aware of what stations have been visited and any concerns that were or need to be addressed.

It is the responsibility of the Field Lieutenant/Captain to remain knowledgeable of all County policies, procedures and Fire & Rescue protocols in order to ensure the best outcomes and service delivery to the community. The Field Lieutenant/Captain will act as a resource on those topics for field personnel both volunteer and career. The Field Lieutenant/Captain will also actively participate in the Quality Improvement/Assurance program and shall coach providers as needed. Data shall be provided to the Senior Staff Captain to be included in the employee performance appraisal process when needed.

The Field Lieutenant/Captain will conduct investigations for clinical incidents, customer complaints, and vehicle accidents involving Fire and Rescue apparatus. In the absence of the Infection Control Officer, the Field Lieutenant/Captain will conduct the initial investigation and follow the Infection Control policy to assist the employee or volunteer during an exposure. The Field Lieutenant/Captain is responsible to complete all investigative paperwork concerning the incident and turn the complete paperwork into the department's Senior Staff Captain.

When incidents of significant impact to the department occur, the Field Lieutenant/Captain will be responsible to report their impact to Senior Staff. This is generally done through cell phone or dispatch relaying information to the Senior Staff Duty Officer on call to ensure they are informed of the situation. These incidents include but are not limited to: incidents involving employees/volunteers' injury, fatalities, industrial accidents, fires of significant nature, special operations, hazardous materials and significant wildland incidents.

While on duty the Field Lieutenant/Captain must monitor radio traffic and remain aware of system activities and resources available. It is imperative that Field Lieutenant/Captain provide direction and oversight in field response. Field Lieutenant/Captains have the capability and authority to request resources, redirect resources and cancel resources as needed to provide the best coverage to the community.

Field Lieutenant/Captains are the front line for customer service and should make regular visits to various types of incidents and receiving hospital to obtain feedback from bystanders, patients, nursing staff, and physicians in regard to the quality of prehospital care and customer service provided.

When necessary, Field Lieutenant/Captains will communicate with other agencies and departments for the purposes of requesting additional resources or interoperability needs.

Field Lieutenant/Captains will attend daily Operations meetings to brief senior staff members on incidents that have occurred overnight and to discuss potential challenges for the remainder of the shift. One time per month, all Field Lieutenant/Captains will be scheduled to attend a joint meeting to discuss upcoming events.

Daily/Monthly Responsibilities:

Additional responsibilities to those listed above may be added or altered by any authority figure in the Chain of Command dependent upon the needs of the community or needs as they arise. An established list of additional daily/monthly duties has been determined they include:

- Sunday: Paperwork Pick-Up
- Monday: Station Visits
- Tuesday: Wash and Detail response apparatus
- Wednesday: Housing Detail- thoroughly clean
- Thursday: Pre-fire planning, Station Inspections
- Friday: Community Risk Identification
- Saturday: Wash Staff office vehicles and check for proper operating condition
- January: Detailed Inventory of Equipment/Supplies/Apparatus in stations
- February: Fire Wise Pre-fire Planning/Promotion/Community Outreach
- March: National Preparedness Month/Promotion/Community Outreach
- April: Calibration of Equipment/Map Verification/Hydrant Locations
- May: Pre-fire Planning
- June: Pre-fire Planning
- July: Risk Identification/Mitigation
- August: Risk Identification/Mitigation
- September: Fall Prevention/Promotion/Community Outreach
- October: Fire Prevention/Promotion/Community Outreach
- November: Diabetes Awareness/Promotion/Community Outreach
- December: Fire Extinguisher/Equipment Upkeep

For each monthly responsibility, Field Lieutenant/Captains will participate in a minimum of four of the noted activities per week rotating locations and crews in which they assist. Additional activities may be assigned by the Chain of Command

Additional Personnel Policies:

Career personnel are expected to comply with Bedford County Personnel Policy Manual and Employee Handbook along with the additional guidance provided in this guide established by the Department of Fire and Rescue.

Attendance:

The attendance policy in County POP 6-6 will be followed. However, a more stringent policy will be adhered to for callouts and tardiness as noted below.

Tardiness:

In the event an employee is tardy, the employee must notify the Field Lieutenant/Captain of the tardiness and the reason for the occurrence. The Field Lieutenant/Captain will document the occurrence and record it on the daily attendance sheet. Additional occurrences will be documented by the Field Lieutenant/Captain but will be handled as disciplinary actions against the employee.

If a second occurrence of tardiness occurs within one calendar year, a written reprimand will be issued by the Senior Staff Captain and placed in the employees personnel file and the employee referred to the Senior Staff for counseling and advisement. If a third occurrence of tardiness happens within one calendar year the employee will automatically be referred to Senior Staff and disciplinary action will be taken and determined on a case-by-case basis, with time off without pay or termination being possible.

Callout's Policy:

As stated in the employee handbook: "All employees shall, in the event of sick leave absences, notify his/her immediate supervisor as soon as possible or at least two hours prior to shift time." When calling to request sick leave, field employees must notify the Field Lieutenant/Captain at least two hours prior to the beginning of the shift. The absence and reason for absence will be documented by the Field Lieutenant/Captain on the daily attendance report. Sick leave exceeding four consecutive scheduled workdays will require a doctors note certifying the reason for the absence. ***Sick leave requiring more than a one-work week absence will be handled on case-by-case bases.

Flex-time/Part-time callouts:

Flex-time/Part-time employees provide Bedford County Fire and Rescue with a pool of qualified/certified personnel to utilize when coverage needs are identified. Flex-time/part-time employees are required to submit their *availability* for scheduling for the coming month to the Field Lieutenant/Captain in charge of scheduling by the 10th of each month. It is the employee's responsibility to turn in their *availability* and to verify that no conflicts in scheduling exist before the schedule is made final. Once the monthly schedule has been posted, no changes can be made, except by utilizing the trade-time policy.

Recognizing that flex-time/part-time employees do not accrue vacation, compensation or sick leave and understanding that sickness and emergencies occur, it is important for clear guidance to be provided for when these cases do arise. Therefore, the following guidelines are in place:

- When calling in “unavailable” flex-time/part-time field employees must notify the Field Lieutenant/Captain at least two hours prior to the beginning of the shift. The absence and reason for the absence will be documented by the Field Lieutenant/Captain on the daily attendance report, once occurrence in a calendar year, is considered excusable.
 - “Unavailable” for sickness exceeding four scheduled workdays will require a doctor’s note certifying the reason for the absence.
- Additional occurrences will be documented by the Field Lieutenant/Captain but will be handled as disciplinary actions against the employee.
 - If a second occurrence of “unavailable” occurs within one calendar year, a written reprimand will be issued by the Field Lieutenant/Captain and placed in the employees personnel file and the employee referred to the Senior Staff Captain for counseling and advisement.
 - If a third occurrence of “unavailable” occurs within one calendar year the employee will automatically be referred to Senior Staff and disciplinary action will be taken and determined on a case-by-case basis, with suspension for one month period or termination being possible.

***Flex-time/Part-time employees will follow the same tardiness/trade-time guidelines as full-time employees.

Trade-time Policy:

In the event a Field Lieutenant/Captain must trade-time off for a schedule shift, the employee must arrange the trade-time at least 24 hours in advance. Documentation of the trade-time request must be submitted to the Senior Staff Captain 24 hours in advanced and receive approval before the trade-time will be granted. Trading time can only occur during the same pay period and between employees of equal certification and classification (flex-time/part-time, or full-time) to ensure adequate coverage and equal compensation. Employees’ trade-time request cannot exceed four traded shifts per year. Employee trading-time should use the document in Attachment B.

Vacation sign-ups:

To ensure adequate coverage of shifts and to allow employees to request desired days off for rest and recuperation employees will sign up for vacation twice per year in January and July of each year. Employees are eligible to sign up for vacation by seniority and vacations will be allotted on a first come, first serve basis.

January 1 – June 30

Week 1: _____ alternate Week 1: _____ alternate Week 1: _____

Week 2: _____ alternate Week 2: _____ alternate Week 2: _____
Week 3: _____ alternate Week 3: _____ alternate Week 3: _____
Week 4: _____ alternate Week 4: _____ alternate Week 4: _____

Single day 1: _____ alternate: _____
Single day 2: _____ alternate: _____
Single day 3: _____ alternate: _____
Single day 4: _____ alternate: _____

July 1 – December 31

Week 1: _____ alternate Week 1: _____ alternate Week 1: _____
Week 2: _____ alternate Week 2: _____ alternate Week 2: _____
Week 3: _____ alternate Week 3: _____ alternate Week 3: _____
Week 4: _____ alternate Week 4: _____ alternate Week 4: _____

Single day 1: _____ alternate: _____
Single day 2: _____ alternate: _____
Single day 3: _____ alternate: _____
Single day 4: _____ alternate: _____

Additional Sign-ups:

Recognizing that occasionally additional vacation days may be needed for personal reasons that arise but to ensure adequate coverage of shifts, employees can sign up for additional days before the schedule is issued for the coming month. *There is no guarantee in these cases that employees will be granted leave* since coverage needs will have to be determined by the scheduler. Trade-time may be utilized in these cases if deemed appropriate by the Senior Staff Captain.

Discipline:

The Discipline Policy outlined in the Bedford County POP will be followed for handling discipline issues.

Visitor Policy:

All personnel shall treat visitors to the quarters in a courteous manner, greet the visitor and determine the reason for the visit. All visitors must sign in and out of the logbook each time a non-volunteer enters/leaves the premises. Visitors should be supervised when in or around the station or apparatus. Visitors will not be permitted in sleeping area. No visitors are allowed in living areas after 2100 hours or before 0700 hours.

Additional Responsibilities:

Each Field Lieutenant/Captain will be assigned additional duties to facilitate additional needs of the department; these duties include but are not limited to:

A Shift:

EMS Training Coordinator

B Shift:

Field Personnel Scheduling Coordinator

C Shift:

Fire Training Coordinator

Attachment A: HR Form

Attachment B:

SHIFT TRADE REQUEST

NAME: _____

DATE: _____

SHIFT SCHEDULED TO WORK: _____

SHIFT REQUESTED TO WORK: _____

PERSON YOU ARE TRADING WITH: _____

Trading time can only occur during the same pay period and between employees of equal certification and classification (flex-time/part-time/full-time) to ensure adequate coverage and equal compensation.

SIGNATURES OF EMPLOYEES MAKING TRADE:

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APPROVAL BY: _____

DATE APPROVED: _____

ADJUSTMENT MADE ON SCHEDULE: _____