

	<b>BEDFORD COUNTY DEPARTMENT OF FIRE &amp; RESCUE</b> <b>Administrative Policy</b>	
	<b>Discipline: Administration</b>	<b>DATE: 07/2013</b> <b>Revised: 10/2025</b>
	<b>Reference Number: F/R 14-6</b>	
	<b>APPROVED BY: Chief Janet Blankenship</b>	
	<b>SUBJECT: Field Personnel Guidance</b>	

**Purpose:**

The purpose of this guideline is to establish standard guidance for Bedford County Department of Fire & Rescue field personnel on roles, responsibilities and expected practices. The purpose of a career position with Bedford County Department of Fire & Rescue is to provide timely and appropriate response to emergencies with EMS personnel and/or cross-trained personnel with fire training.

**Scope:**

The SOG applies to all career personnel under the authority of the Fire & Rescue Chief.

**Accountability:**

Career personnel will perform operational duties involving emergency medical care and firefighter tasks dependent upon the needs of the incident. Career personnel operate within Bedford County Department Fire & Rescue’s departmental regulations and under the supervision of the departments’ chain of command.

**Assignment/Location:**

Various certification level response apparatus known as Medic/Ambulance 14 units are strategically located in areas deemed appropriate by the community need and the department’s Chief. The location of the apparatus and career personnel assignments shall allow for system mobility and the coverage needs of the County.

**Response Area:**

The career response apparatus, Medic/Ambulance 14 units, shall be available to respond system wide and in accordance with established dispatch procedures.

Medic/Ambulance 14 units are dispatched in accordance with classification, the location, and the availability of units, etc. and are staffed during the hours deemed appropriate with the system wide needs.

### **Expectations:**

Bedford County Department of Fire & Rescue members work as a team, each member is viewed as a valuable member working toward the organization's mission. The expectations presented in this guideline are meant to promote a positive team attitude and to assist in development of an efficient and effective work environment. A verbal order given by a member of the leadership team (Lieutenant or above) carries the same weight as a written order or policy and shall be treated the same.

### **Hourly Employee Expectations:**

Hourly personnel are an important part of the Fire & Rescue system, filling vacant positions, allowing personnel to be off for holidays, vacation, sick leave, and training time. This position comes with responsibilities that are required to include:

- Work a minimum of 24 hours per month once Phase II check-off is complete.
- Complete Applicable Task Book Phases I and II within 6 months of initial employment.  
\*This will require more than 24 hours/month to complete.
- Meet the same Essential Duties as expected of full-time personnel.
- Maintain all certifications required for the position currently held.
- Complete and stay up to date on the Training Program Platform.

If the minimum number of hours is not met, the employee will receive:

- First Occurrence-Verbal Counseling stating the issue and the needed resolution
- Second Occurrence-Written Reprimand
- Third Occurrence-Termination.

### **Essential Duties:**

Field personnel are the front line for customer service interactions and service delivery. Career personnel are expected to comply with the established policies, procedures, and Personnel Operational Procedures (POPs) of Bedford County along with policies and procedures established by the Department of Fire & Rescue. Employees, regardless of classification status; probationary, hourly, or full-time are expected to perform essential daily shift duties and other duties as assigned by Senior Staff and the Chain of Command.

All employees are expected to conduct themselves in a professional manner. Members shall treat others with respect and shall refrain from abusive and harassing behaviors. Personnel will treat all department property in a manner that avoids damage, loss, or destruction.

Medic/Ambulance 14 units and assigned employees are expected to stay in the established first due response districts for the station in which they are assigned in order to provide the best coverage possible to the citizens/community in which they serve. In the event personnel must travel outside of their response district for training, deliveries, pickups, centrally stage or for any other reason, the Field Officer on duty must be notified to receive permission beforehand. This does not apply to responding to/returning from calls that requires Medic/Ambulance 14 trucks to travel outside their first due.

Career personnel are expected to arrive prior to the start of shift, place their gear on the truck and ensure the equipment is in a ready state for emergency response. (If the employee must call-out for any reason refer to Leave Policy). Once both employees have arrived and are ready to

perform, personnel will mark the unit in-service and available for calls at the beginning of the shift (12-hour units). At no time shall the apparatus be marked in-service without all assigned providers being present and ready to work. 24-hour units are to be kept in-service at all times, if relief personnel are late, the Field Officer shall be notified to direct the remaining personnel as to how to proceed.

While on duty, personnel will monitor radios and remain aware of system activities and the response resources available. Upon dispatch, personnel should mark enroute within two minutes and begin response to the incident location. Field personnel should not self-dispatch, however, in the event that their unit is in a closer proximity to a call or have additional resources that will allow for better service delivery, field personnel will notify the Field Officer and receive permission to respond to the call in which they were not initially dispatched. If permission is granted, then the Field Personnel should notify dispatch of their response and follow direction from the on-scene Incident Commander as to their role in the response/operation.

### **Scene Responsibility:**

Responsibilities of field personnel are both fire and rescue duties, it is imperative that employees understand the responsibilities they have at incidents in order to ensure safe operations and accountability.

- In cases where career field personnel are the first to arrive on scene, the person with the most experience related to the type of response should give a size-up of the scene and determine if the scene is safe for entry. Once it is determined the scene is safe and personnel have retrieved the appropriate personal protective equipment (PPE), personnel will don PPE, retrieve equipment and resources, and take one of the following actions dependent upon the needs of the incident:

### **EMS Call:**

- Ensure Life Safety
- Begin Triage if indicated, request additional resources as needed.
- Initiate patient contact to include stabilizing victims, gathering information relevant to the incident, prepare victim for transport.
- Provide quality patient care in accordance with local approved protocols.
- Act as patient advocate.
- Transport patients to the facility of their choice unless specialty teams or other care is needed. Contact your Field Officer if transport needs differ from the request of the patient and/or family.
- Provide patient care report to other care providers and receiving facility for continuation of care.
- Accurately document in the EMS PCR from scene size up through turnover of patient care.
- Clean and restock apparatus.
- Gather insurance information, all demographic data, and signatures.
- Mark Unit back in-service in a timely manner.
- Return to service area.

### **Fire Call 1<sup>st</sup> unit:**

- Give appropriate scene size up (Call for additional resources if needed).
- Ensure Life/Scene Safety.
- Stage apparatus in appropriate location to ensure ease of egress.
- Initiate fire suppression activities if appropriate equipment/resources available.
- Follow additional directives as issued by the Incident Commander.
- Monitor the operations channel designated for the incident and be prepared for on scene emergencies as they arise.

### **Fire Call 2<sup>nd</sup> unit:**

- Ensure life safety, reassess scene.
- Stage apparatus in location designated by Incident Commander.
- Don PPE and have SCBA readily available.
- Retrieve appropriate patient care/assessment equipment/supplies and report to area designated appropriate by Incident Commander.
- Monitor the operations channel designated for the incident and be prepared for on scene emergencies as they arise.

### **Daily Responsibilities:**

- Reporting to work at assigned station prior to the start of shift.
  - Place gear on truck and ensure the equipment is in a ready state for emergency response.
- Receive report from off-going personnel.
- 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.
  - Ensure computer is on apparatus and operational.
  - Report any equipment or vehicle malfunction to Field Officer immediately.
- Check county email, website and bulletin boards for memos and notifications of special events, notices, training bulletins.
- Wash apparatus and disinfect interior of patient care compartment.
- Complete the daily logbook and forward any communications to the Field Officer.

### **End of Shift Responsibilities:**

- Complete and lock all EMS run reports prior to the end of the shift.
- Prepare apparatus for next crew coming on duty before end of shift.
- Place equipment/gear in assigned locker to secure it while off duty.
- Provide report to oncoming crew.
- Mark unit out-of-service if appropriate.
- Be off premises within one hour of the end of the scheduled shift.

It is the responsibility of field personnel to remain knowledgeable of all county maps, streets, policies, procedures, and protocols in order to ensure the best outcomes and service delivery to the community. The Field Officer will occasionally evaluate this knowledge during station visits.

**Down Time & Sleeping Time:**

Personnel downtime is permitted after employees have completed all station duties and there are no community outreach programs taking place. After 17:00, personnel may choose to dress casual and relax in more comfortable station attire for leisure activity as long as the activity does not breach any established POP, policy, or procedure. Personnel may sleep in the designated bunk area as long as they maintain the ability to hear and be dispatched to emergency response calls. Personnel shall ensure that dignity and modesty of oneself and others is protected. Personnel shall wear at minimum a t-shirt and shorts and be ready to don the appropriate uniform (as stated in the SOG for uniform/station apparel) in order to respond with a professional appearance to any emergency call that may arise regardless of the time day/night.

**Monthly Responsibilities:**

Personnel are required to submit accurately documented time/payroll sheet monthly to the Administrative Manager within the time frame noted on the time sheet each month. Employees shall document all time worked, vacation, sick leave and compensation time utilized during the period.

**Additional 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 duties has been determined; they include:

- Monday: Station Laundry, Community Outreach.
- Tuesday: Wash and Detail response apparatus and other assigned units.
- Wednesday: Kitchen Detail; thoroughly clean oven, refrigerator, backsplash, countertops and straighten cabinets.
- Thursday: Station Detail, Pre-incident planning.
- Friday: Station Chores – Wash Bay floor and apparatus area.

**Annual Duties:**

<b>Station</b>	Bay floor washout, cobweb removal, clean interior/exterior windows, weed control, clean behind appliances, etc. **Coordinate projects and confirm permission with host agency via DC Johnston
<b>Truck(s)</b>	Wax twice annually, remove equipment from all interior/exterior compartments and deep clean, polish wheels, etc. Coordinate the acquisition of a reserve unit with the Field Operations Officer to facilitate this procedure.
<b>Hydrants</b>	Identify hydrants in area based on GIS map, ensure visibility/access, remove caps and briefly flow water, complete form via Collector app

- Hydrant wrenches are being placed on all trucks.
- Requests for supplies necessary for cleaning, maintenance, etc. should be made to the Field Operations Officer who will coordinate their acquisition through Logistics.

	<b>2023</b>	<b>2024</b>	<b>2025</b>
<b>A</b>	Hydrants	Truck(s)	Station
<b>B</b>	Station	Hydrants	Truck(s)
<b>C</b>	Truck(s)	Station	Hydrants

**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 guidance.