

Purcellville Volunteer Rescue Squad Inc.

Administrative Policies & Operational Directives (APOD)

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Preamble

The purpose of this document is to establish guidelines, policies, directives and procedures for conduct, business, operations and day to day activities of the Purcellville Volunteer Rescue Squad Inc (PVRS). All items herein are considered active and valid and shall not expire (unless otherwise stated) unless amended, deleted or appended through due process as outlined in PVRS Constitution and Bylaws.

It is each member's responsibility to read, understand and acknowledge this document, in its entirety.



Glossary of Terms

The following list shall provide definitions to commonly used terms contained within this document. As a matter of record, it shall be the definition on this page, which shall prevail should any interpretation take place.

PVRS = Purcellville Volunteer Rescue Squad Inc. aka Purcellville Rescue

BOD = Board of Directors (of Purcellville Rescue)

Dual Response = The status when PVRS is listed with dispatch as not having a known crew to respond, thus resulting in the dispatch of the next due ambulance as well as PVRS creating a dual dispatch to cover the call.

ALS = Advanced Life Support

BLS = Basic Life Support

Chase Car = Specialize response vehicle designated for use to respond to calls.

Precepting = The act of observing a student or technician in training in order to evaluate their skills and provide feedback to their mentor.

Mentor = A senior level provider responsible for the learning development of another technician in training.

AIC = Attendant in charge. The senior most trained, released EMT available on the call and responsible for the ambulance crew.

Apron = The front ramp of the building. The strip of parking lot/driveway immediately in front of the apparatus bays.

OIC = Officer in Charge. The senior most ranking line officer of PVRS (Chief, Assistant Chief, Captain, Lieutenant)

Apparatus = Any vehicle or vehicle like device used for operational and administrative tasks.

Suspension = Momentary prohibition from specific operational and/or administrative activities.

Administrative Leave = Suspension of all membership activity, both operational as well as administrative.

FRG = Fire Rescue Guidelines. This is a set of guidelines established and maintained by the Fire Rescue Commission of Loudoun County.

CODE1 = No lights or sirens, normal traffic driving.

CODE2 = Normal response using lights & siren, evasive traffic driving, expedited.

CODE3 = Transport to hospital with lights and siren, extreme urgency, evasive driving, increased urgency.

CISM = Critical Incident Stress Management. The management and debriefing of staff after particularly stressing incidents or events.



AP100.1 Acknowledgement of this Document

Each member shall be given a copy of this document for his/her records. Upon receipt of this document, each member (including officers of PVRS) shall read and sign the last page of this document (Appendix I). This signed acknowledgement shall be then given to an officer of PVRS (not him/her self) where it will be kept in the member's file during his/her tenure at PVRS.

- a) Each member shall complete Appendix I of this document, sign and return to an officer of PVRS within 30-days of being given a copy of this document.
- b) Failure to return this acknowledgement may (at the discretion of the President or Chief) result in suspension of said member from PVRS until such time this document is obtained.
- c) This acknowledgement shall be kept in each member's file during their entire tenure with PVRS.
- d) Ignorance of any policy contained herein, shall not constitute an excuse or omission by any member. All members shall be held to the standards set forth by this document equally, regardless of any member's claim of knowledge or understanding.



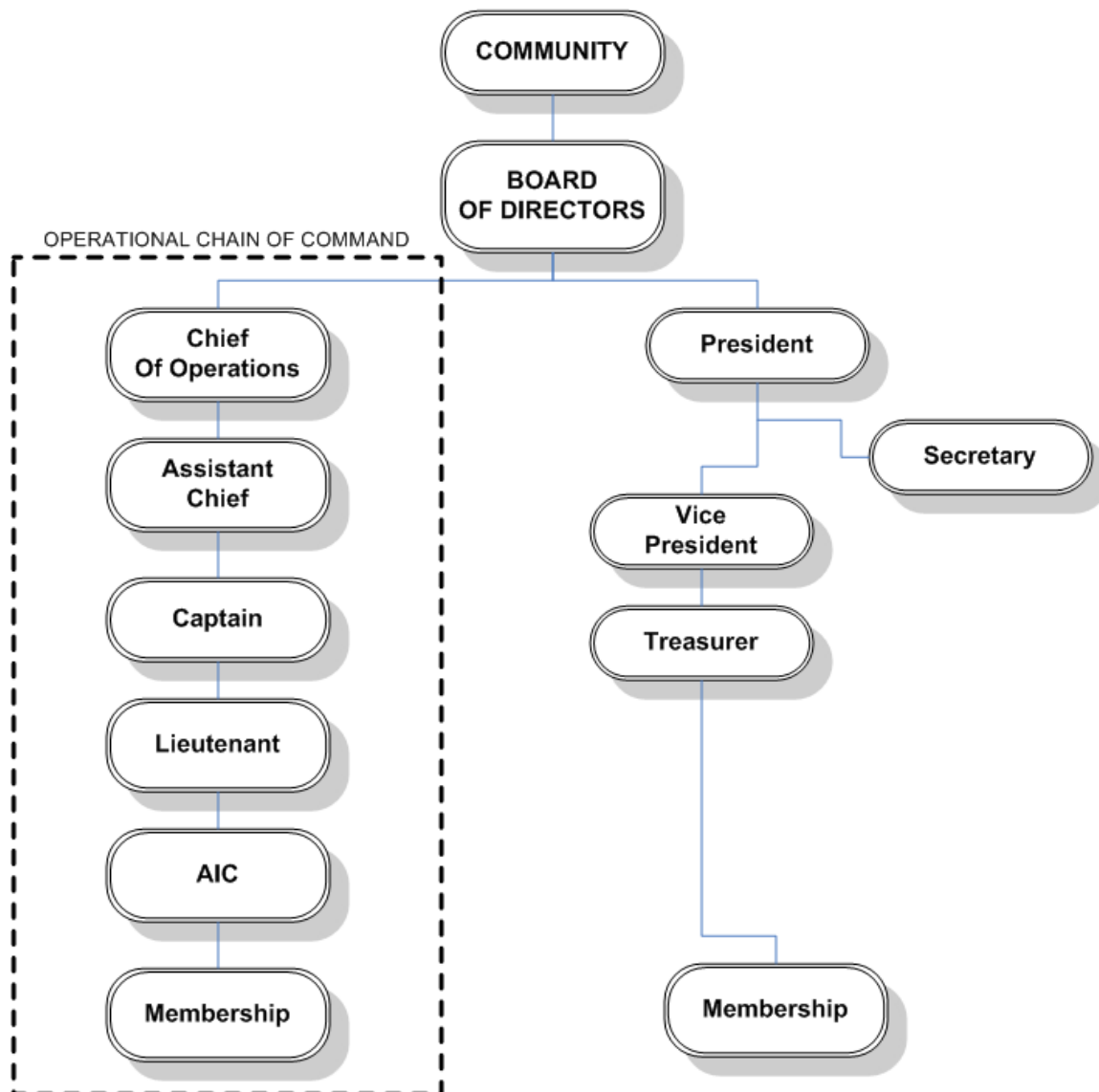
AP100.2 Organizational Chart

Purcellville Volunteer Rescue Squad Inc. (PVRS) is a non-profit, 501.C3 organization formed for the sole purpose of providing quality emergency medical and rescue care to the citizens of Purcellville and surrounding areas in Loudoun County, Virginia. PVRS is comprised of all volunteer citizens from the community and actively involves outside business and professional volunteers to form its Board of Directors.

The following organizational chart demonstrates both the structure of the overall organization, as well as the operational chain of command.

Purcellville Vol. Rescue Squad

Organizational Chart





AP100.3 General Member Conduct (09/05)

It is the desire of PVRS to have all members and representatives of PVRS conduct themselves with the utmost honesty, integrity and professionalism. PVRS enjoys more than 30 years of quality service to the citizens of Purcellville and Loudoun County, it is only through our perseverance in good conduct and commitment to professional service delivery, shall we continue for decades to come.

- a) No member shall discuss or communicate with other non-members (or uninvolved PVRS members), except as otherwise required by law or court order or for quality assurance and training purposes, any information concerning the following:
 - a. The identity of any patients cared for by PVRS;
 - b. Any medical information concerning a PVRS patient related to a call in which PVRS was involved;
 - c. A call or response to a medical emergency in which PVRS was involved;
 - d. Any personnel or performance issues with other PVRS members, their actions or conduct while performing his/her duties with PVRS.
- b) Each member shall conduct him/herself with honesty and professionalism. Any member found to have misrepresented him/herself on their PVRS Membership Application shall be subject to termination by the Board of Directors. Any member found to be dishonest or conducting him/herself with dishonesty shall be subject to disciplinary action, up to and including termination.



AP100.4 Member Conduct - Criminal

Each candidate for membership to PVRS shall agree to and be subject to a background investigation. This investigation shall be conducted to ascertain the prospective member's prior criminal convictions and motor vehicle driving report. Further, once granted membership, each member shall keep the administration updated on any changes to said reports.

- c) Each prospective member shall be subject to a criminal background investigation report conducted, and at the expense of, PVRS. Each new candidate for membership shall agree, as a part of their membership to this investigation. Any new member found to impede or hamper this process shall be subject to immediate termination of their membership process.
- d) Each prospective member must submit a copy of his/her DMV driving report, current to within 60 days of being voted into membership. This report must be paid for and obtained by the candidate for membership and submitted to the membership designee.
- e) Any member, listed on the roster as a member of PVRS, who does not currently have a criminal background report and/or DMV driving report on file with PVRS, shall be subject to all provisions in the above Paragraphs A and B. Further, any offense discovered during this investigation may lead to termination of membership from PVRS at the discretion of the Board of Directors.
- f) Any member listed on the roster of PVRS shall be expected to notify the President or Chief of PVRS in the event of any felony or misdemeanor criminal accusation, within 48 hours of arrest or indictment. This information shall be relayed to the Chairman of the Loudoun County Fire-Rescue Commission within 24 hours of this notification, by the President of PVRS.
- g) Any PVRS member arrested or indicted of charges involving a felony or Class 1 or Class 2 misdemeanor shall be placed on administrative leave until the member's conviction or acquittal at trial. Offenses involving driving under the influence of drugs or alcohol, handling or dispensing of medications or illegal drugs, sexually based offenses or charges or embezzlement shall result in automatic administrative leave until member's conviction or acquittal at trial. It shall be the sole discretion of the Board of Directors of PVRS to allow or disallow a member to continue to operate at any level during the accusation, trial or post trial phase.
- h) Members who are acquitted of all charges may return to active duty with PVRS. The member may be subject to further disciplinary action by the President, Chief or PVRS Board of Directors.
- i) Members who are convicted of any charges, plead guilty to the same or lesser offense, offer an Alford plea or plead no contest shall be regarded, responsible as charged. Depending on the offense, said member shall be subject to disciplinary action by PVRS up to and including termination. This action shall be considered in addition to any action requirements as set forth by the Office of EMS of Virginia or as required by FRG's established by the Fire Rescue Commission of the County of Loudoun.
- j) Members may appeal said decision or disciplinary action taken by an officer of PVRS to the Board of Directors of PVRS. Any decision made by the PVRS Board of Directors shall be considered final and enforceable.



AP100.5 Member Conduct - Sexual Harassment

The purpose of this section is to establish a standard sexual harassment policy with respect to conduct of any member of PVRS toward another.

- a) Sexual harassment shall be defined as described by the U. S Office for Civil Rights:
"Sexual harassment consists of verbal or physical conduct of a sexual nature, imposed on the basis of sex by an employee or an agent of a recipient [of Federal funding] that denies, limits, provides different, or conditions the provision of aid, benefits, services or treatment protected under Title IX Generally, harassment at its extreme occurs when a person, in a position to control, influence, or affect another individual's education, grades, job, or career, uses their authority and power to coerce an individual into sexual relations, or to punish that individual for refusing sexual relations."
- b) Any member who discriminates against another member of PVRS based all or in part on gender shall also be considered in violation of this policy.
- c) All members of PVRS are expected to report such violations to an officer or board member of PVRS within a reasonable and safe timeframe of the offense.
- d) All complaints; either discovered or brought before the Board of Directors of PVRS, shall be investigated fully. Any member or officer of PVRS found to dismiss or attempt to hide such an offense shall be subject to action as well.
- e) Any member found to be in violation of this policy shall be subject to further disciplinary action, up to and including termination.



AP100.6 Station Use and Occupancy (09/05)

The ultimate purpose of any building or facility owned and operated by PVRS is to either provide directly or indirectly emergency medical care to the response area assigned to PVRS. The use of PVRS facilities for any function or action not found to be supporting this purpose shall be deemed in violation of this policy.

- a) Members of PVRS shall conduct themselves with decorum while occupying any PVRS owned facility or vehicle. With the exception of any directive listed herein, no member shall deny public access to any PVRS owned facility or vehicle for inspection. Access to non critical or non-operational areas of the building or equipment shall be granted to any member of the public, upon request.
- b) Members shall refrain from intense personal contact with themselves, other PVRS or non-PVRS persons while on station grounds or in PVRS owned equipment. This includes (but is not limited to) sexual contact, inappropriate touching, rough handling or violent behavior, assault, battery or any other un-welcomed action or advance.
- c) PVRS is a drug and alcohol free workplace. The consumption of alcohol or illegal drugs on PVRS grounds or PVRS owned equipment is prohibited. Cooking products containing alcohol, used strictly for the purpose of preparing a meal to be consumed by PVRS members is allowed, so long as the end product does not contain enough alcohol to affect PVRS member actions. Such products must be stored off-site and be used in small quantities for flavoring only.
- d) PVRS and its officers reserve the right to randomly test for presence of drugs or alcohol, any member who is subject to operational activity.
- e) Any member found on PVRS owned property or equipment under the influence of illegal drugs or alcohol or actively consuming illegal drugs or alcohol; shall be immediately placed on administrative leave and brought before the Board of Directors for further review and disciplinary action, up to and including termination of membership. Any previous consumption of alcohol must have ended not less than eight (8) hours prior to being on PVRS property or equipment.
- f) All PVRS buildings and vehicles are smoke and tobacco free. The use of tobacco products is restricted to designated areas (within the building) and outdoors only.
- g) No member shall brandish or operate firearms, explosives or hazardous materials while on PVRS grounds. Any legal weapons must be stored in a secure manner in the member's vehicle.
- h) Members must park in designated areas only. The apparatus bays are for use strictly by PVRS apparatus and vehicles only. Under no circumstances shall any member park a privately owned vehicle in front of any bay door or in the front apron area. Members may utilize apparatus bays for personal vehicle maintenance and detailing, only if approved by duty crew AIC or officer of PVRS. Under no circumstances shall any member remove the first out ambulance for use of that bay for non-PVRS activities.
- i) Any member wishing to entertain a non-member of PVRS (other than immediate family members or significant others) for longer than three (3) hours at PVRS must have prior approval from the President or Chief of PVRS. During the guest's stay, the hosting member is responsible for any action by said guest. It is the responsibility of this hosting member to inform any guest of all PVRS policies as listed herein. This member shall be subject to any potential action for offenses carried out all or in part of same guest.
- j) Non-PVRS members shall not be allowed on station grounds between the hours of 12:00am and 6:00 am, unless previously approved by President or Chief of PVRS.
- k) Members may not store any superfluous personal items at PVRS unless used in the discharge of duties or activities while at PVRS. Storage of items for long periods of time must be cleared through the President or Chief of PVRS.

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Administrative Policies & Operational Directives



- l) The use of kitchen facilities and appliances remains a privilege. All members must keep all galley items clean and stored in the proper places. This includes dishes, utensils, appliances and outdoor grilles.
- m) Upon vacating the building (for any reason) the last member to occupy the station shall ensure the building and equipment is properly locked and secured before leaving.
- n) It is the expectation of all PVRS members to protect any PVRS property within their control and within reason. Any member found willingly destroying or damaging PVRS property, either directly or indirectly, shall be subject for further disciplinary action; up to and including termination of membership.
- o) It shall be against policy to destroy, damage or disable any security devices (i.e. cameras, alarm systems, etc.) in use at PVRS. Any member found willfully doing this shall be subject to disciplinary action, up to and including termination.



AP100.7 Computer, Internet & IT Usage

PVRS strives to keep up with technology and provide its members with the latest technological advances and equipment. The computers and internet connections provided within PVRS property and apparatus shall be used with the utmost regard for privacy, ethical usage and decorum.

- a) The use of any PVRS owned or Loudoun County owned computer equipment or internet connection shall be limited to PVRS business and personal business only. Any member found to be using PVRS equipment or connections which relates to or is connected in any way to pornography, illegal activities, fraud or unethical behavior; shall have all computer privileges immediately revoked and be subjected to further disciplinary actions as deemed by the President or Board of Directors of PVRS.
- b) Reselling or distributing any IT or internet connections without the express written consent of PVRS is strictly prohibited.
- c) Any member who knowingly distributes from or transmits through any PVRS owned computer equipment or Internet connection a computer virus, shall have all computer privileges immediately revoked and be subjected to further disciplinary actions as deemed by the President or Board of Directors of PVRS.
- d) Members shall not (for any reason) store personal data on any PVRS computers or Internet sites. Further, members shall refrain from downloading or saving any PVRS data (not authored by the member) to their personal computers.



AP100.8 Bunk Rooms and Extended Stays

All PVRS members are expected to utilize the provided bunk facilities during an overnight stay or when the member wishes to sleep during his/her duty at PVRS.

- a) The duty crew or in-house crew has right of first refusal for use of any bunk or bed facilities at PVRS. If a member is not a part of the duty crew for the particular shift they wish to use any bunk or bed facility, that member must first clear this usage with the duty crew AIC prior to their stay.
- b) The use of food, beverage or tobacco products is strictly prohibited from the bunk facilities.
- c) Each member is expected to make up and keep tidy, their respective bunk during their stay at PVRS. Therefore, each member is to have their own linen and/or sleeping bed clothes. The use of ambulance or hospital linen is strictly prohibited. Unless prior arrangements have been made with another bunkmate, each bunk is expected to be stripped and linen removed and stored in a locker or off-site once the shift has completed.
- d) Only those members of PVRS or LCFR who are subject to a call with PVRS are allowed to utilize the bunk facilities. Non-PVRS members or members of the public are not allowed to use the bunk facilities, unless previously approved by the President or Chief of PVRS.
- e) Members are prohibited from using the bunk rooms for more than three consecutive day or night shifts. The use of PVRS as a personal residence is not only prohibited by local zoning ordinances, but is prohibited by these policies. Any member who is asked to leave by the duty crew AIC must either comply or contact an officer immediately to determine the course of action.
- f) Under no circumstances shall the bunk rooms be used for any sexual activity, any member found to be in violation shall be subject to immediate suspension of bunk privileges as well as further disciplinary action; up to and including termination of membership.



AP100.9 Finance, Procurement & Sale

Being a 501.C3 organization in the United States, PVRS strives to make all financial transactions open and public knowledge. All members are expected to exercise ethical and fair purchasing practices. Members of PVRS may be asked to make purchases on behalf of PVRS. It is the choice of each member to also make purchases using personal funds; however, this proposition is subject to approval, after the purchase. This may result in denial of reimbursement. PVRS is not responsible for unauthorized purchases.

- a) The President, with the assistance of the Treasurer will prepare and submit a comprehensive, annual budget by December 15th of each year for the Board of Directors to ratify and approve at their regularly scheduled meeting that month.
- b) While it is not required that PVRS maintain and establish formal bidding procedures for all purchases, it is required to keep records of all purchases and vetting processes during the procurement phase.
- c) Any business with PVRS members shall require open and fair practices. While it is the intention of PVRS to utilize local vendors for goods and services, it is imperative to protect the integrity of the buying process. Therefore, any purchase from a business or individual (local or otherwise), where a member of PVRS will personally benefit, is an owner or employee; and said purchase is in excess of \$5000 will require a minimum of two (2) bids prior to purchase. PVRS may "ride" other LCFR or like organization contracts for goods or services, where similar, fair bidding processes were used within two (2) years of same contract period, regardless of member affiliation.
- d) Any purchase made by a non-designated PVRS member must be approved by the Treasurer or his/her designee. Any purchase in excess of \$1000 annual aggregate amount and not previously accounted for in the annual budget of PVRS, must be approved by the Board of Directors in general session.
- e) Purchases may be made using a member's personal funds. However, this purchase is subject to approval using a reimbursement request process. Each member must fill out and submit a reimbursement request (see Appendix F) to the Treasurer for payment. If approved, this reimbursement will be paid to the member within 30-days after being submitted. If denied, the member understands and relinquishes any claim for reimbursement by PVRS or its representatives.
- f) No PVRS owned equipment shall be sold, auctioned or bartered without express written consent from the President of PVRS or the Board of Directors. No member shall loan any PVRS owned equipment to any non-PVRS member, without express consent from the President or Chief of PVRS.
- g) All PVRS financial records shall be kept for access by all members upon request. It is the Treasurer's responsibility to provide this information in a concise and easy to read document, updated quarterly. This information should be kept in a specific binder or file, in a published location at PVRS.



AP100.10 Record Keeping & Retirement Points

It is imperative to the continuance of excellent service that all members record pertinent and require data in order to better evaluate our performance and identify trends. In addition, Loudoun County Fire & Rescue Recruitment and Retention includes several benefits including a points based retirement system. In order to qualify, each member must meet a minimum of 80 equivalent points per annum, in three (3) or more categories. These points are accumulated for various activities such as duty hours, calls, administrative activities and other meetings.

- a) All incident data regarding any call responded to by PVRS shall be not only recorded using a state call report; the member shall also enter this data into the PVRS Call Tracking System (CTS) as well as the state PPDR capture system. All AIC's shall be responsible for this information being entered into both systems upon return to the station and after each reportable incident.
- b) Each member is responsible for keeping record of all eligible activities in order to obtain retirement points. These records must be provided as backup documentation to the monthly retirement point form (See Appendix X) submitted to the Retirement Points Coordinator.
- c) Each month, every member must submit a completed retirement points form to the Retirement Points Coordinator. Failure to submit all forms by November 1st of each year will result in loss of retirement points.
- d) Any retirement form older than six months will be discarded. All forms must be turned in within six months of the activity or point accumulation.
- e) Back up documentation and records must be submitted with all point submission at the end of each year, November 1st.



AP100.11 Public Information and Representation

Being a public service agency and relying, in large part on public monies, public opinion of PVRS is of utmost importance. Wherever possible, PVRS and its members should always remember that any action or words in public is subject to interpretation by our citizens.

- a) No member other than the President or his/her designee shall represent PVRS in a public information role, unless previously approved by the President or the Board of Directors. No member is authorized to represent the interests and obligations of PVRS, unless specifically appointed by the President or Board of Directors.
- b) No member shall represent PVRS in any contract, incurrence of debt or obligation, unless specifically directed to do so by the President or Board of Directors of PVRS.
- c) All members shall abide by the policies and directives set forth herein, while on PVRS owned property or equipment as well as when representing PVRS either by direct notification or by indirect actions such as wearing PVRS uniforms or clothing. All members are expected to abide by all directives and orders set forth herein while on duty or while wearing PVRS marked clothing.
- d) All members are expected to use professional language and decorum while answering the phone and speaking with members of the public. The standard announcement when answering the phone will be "Purcellville Rescue, this is (Your Name)".
- e) When taking a call from the public or media regarding an incident, occurrence or issue; unless the member answering the phone is designated to provide public information, the member is to take a message and notify the President or his/her Public Information Officer (PIO) designee. While it is the policy of PVRS to provide timely and responsive answers for the public and media, a consistent and authorized message must be presented.



AP100.12 Uniforms

As a matter of conformity, safety and identification; all members are required to wear a PVRS approved uniform while on duty or representing PVRS to the public. For consistency purposes, the following descriptions shall be deemed "PVRS approved uniform" unless otherwise dictated by an officer of PVRS.

- a) No member shall consume alcohol in a public or semi-public venue while wearing the PVRS logo, name or uniform. While wearing any PVRS marked uniform or apparel, the member accepts and agrees to abide by all policies listed herein; including conduct, actions and representation.
- b) An approved duty crew uniform shall be defined as the following:
 - a. PVRS Provided or Approved Collared Shirt or Tee-Shirt; Dark, full Length Pants & Work boots (or fully protective shoes), or;
 - b. Fully Covering Jumpsuit and Work boots (or fully protective Shoes)
- c) An approved dress uniform for general members shall be defined as the following:
 - a. Medium Blue Uniform Dress Shirt; Silver Badge & Collar Brass; Dark Blue Dress Pants and Polished Shoes, Black
- d) An approved dress uniform for officers (all ranks) shall be defined as the following:
 - a. White Uniform Dress Shirt; Gold Badge & Collar Brass; Dark Blue Dress Pants and Polished Shoes, Black
- e) Certification and PVRS approved patches may be displayed on any members uniform in accordance with the following:
 - a. Right Shoulder of Dress Shirt shall bear the highest certification level of member, American Flag or LCFR system patch;
 - b. Left Shoulder of Dress Shirt shall bear the PVRS department patch (two provided to each member).
- f) Any member found selling, distributing, loaning or giving away any PVRS owned (issued) equipment or uniforms without the express consent of the President or Board of Directors, shall be subject to disciplinary action, up to and including termination of membership and criminal charges.



AP100.13 Complaints & Appeals

In an effort to keep the entire process of PVRS as fair as possible; PVRS has instituted the following grievance procedures and appeal processes.

- a) If a member has a complaint regarding the operations of PVRS, actions of a fellow member, decision of a member or altercation or action of members from other departments; the member must present this to an officer of PVRS within 72 hours of the occurrence. Only those complaints which are in writing, signed and presented within this timeframe shall be considered.
- b) Once an investigation has been performed, the complainant will be notified as the following conclusions only; complaint unfounded; further investigation may be required or the complaint was legitimate and founded. No further discussion or information shall be shared as to the disposition of the persons involved in the complaint, unless specifically determined by the President, Chief or Board of Directors of PVRS.
- c) At the sole discretion of the President or Chief, any complaint may be forward to the Board of Directors for a formal hearing if it is deemed that action necessary for an equitable solution to the issue.
- d) Any member may appeal a decision of an officer to the Board of Directors. This appeal must be filed in writing within 48 hours of the officer's decision and shall be heard at the next available BOD session. During the appeal process, the member shall abide by the decision made by the officer until such time as it is overturned by the BOD. If the decision by the BOD is to uphold the officer's decision, the member understands that this decision is final and no further appeals process is available.



OD200.1 General Orders and Directives (09/05)

- a) All information pertaining to the patient, his/her care, condition, or general information about the call and what transpired, is strictly confidential. All inquiries and releases of information must come from, and be referred to the Chief or his/her designee.
- b) There will be no smoking in any PVRS or Loudoun County owned vehicle at any time; no exceptions.
- c) Food and beverages are allowed on the units only when there is no patient on board and as long as trash related to the food is cleaned when finished.
- d) No unit will be taken out-of-service without the notification of a line officer and company engineer.
- e) No operational equipment shall be removed from the vehicles or station unless first approved by a line officer.
- f) All equipment shall remain arranged on the ambulances as found unless the change is cleared by the Chief or Assistant Chief. No new equipment shall be placed in service until the training division of PVRS has provided adequate training on the equipment and is subsequently approved by the Chief or Assistant Chief. This new equipment will not be placed into circulation or on a unit for use until such time as it is marked, inventoried, and engraved.
- g) Equipment owned by PVRS and issued to a member shall remain with the member to whom it is assigned. No member is authorized to "swap" or trade equipment with anyone unless it is first approved by the Chief or his/her designee. It is standing policy that unattended equipment such as Minitors and the like will be placed in the drop slot of the Equipment Storage closet by any member or officer who finds it.
- h) Protective gear shall be worn by all personnel on the scene of auto-accidents or fires (or where protective clothing is thought to be needed by the scene commander). Personnel will remain in protective gear until cleared by the scene commander to remove it. Anyone who is not thought to be wearing safe clothing may be asked to leave the scene by the scene commander, or not participate in active endangerment on the call.
- i) New members shall be permitted to respond on emergency calls at the discretion of the duty AIC. Prior to running calls the new member must also be approved by the Chief or the Assistant Chief.
- j) Any member incapacitated by injury or mental anguish will be prohibited from participating in incident activities. If any member is injured, falls ill or for any reason feels that they cannot perform at 100%; that member is obligated to tell the incident commander that they are out of service and remove them self from the activity of the scene immediately.
- k) Any person injured while on department grounds or as a result of a call or training activity must report this injury to an officer as soon as possible. All members are to follow the instructions as laid out in Section OD200.19 of this document.
- l) If a unit is at the hospital (Cornwall campus only) and PVRS receives a second incident: a unit, if ready for service, may start toward the call at a CODE 1 response; if the maximum time allotment has expired, the response may be upgraded to the appropriate response code; the second due rescue company shall be started if not already by Loudoun EOC and shall not be placed in service until the unit AIC feels that adequate service can be provided by PVRS.
- m) On all calls (with the exception of critical care transports or mass casualty incidents) the maximum turn around time at the hospital shall be forty-five (45) minutes.
- n) If the unit AIC is certain there is adequate manpower and equipment to cover the first due area, his/her crew may eat at the hospital cafeteria. In this case, the crew may get food to go (or consume it there) if not exceeding the previously mentioned turn-around time.

PURCELLVILLE VOLUNTEER RESCUE SQUAD
Administrative Policies & Operational Directives



- o) Problems associated or involving Loudoun County Fire & Rescue personnel from other departments or on the county staff need to be translated to the Chief or Assistant Chief immediately for him/her to investigate. Under no circumstances is any member authorized to challenge or wage a complaint with other station personnel, officers, or Loudoun County Fire & Rescue Employees directly.
- p) Junior members attending school must maintain a "C" average and not be failing any required subjects. In case of the grade average falling below a "C" or the failure of required subjects the member will automatically be put on immediate Operational suspension. (IE; Duty, Training and running any calls in Loudoun County)
- q) Members from other LCFR departments shall be permitted to participate in PVRS activities, be part of a duty crew and respond on emergency incidents only after this has been approved by the Chief or Assistant Chief of PVRS and only after completion of any appropriate approval acknowledgements from their home department. PVRS will work closely with other LCFR department officers to ensure each member permitted to operate with PVRS is in "good standing" with the main department.



OD200.2 Operation of Apparatus

Operation of a PVRS (department) owned or marked apparatus demands a conscious effort on the part of the driver to operate these vehicles in a manner consistent with crew and patient safety. Road and weather conditions as well as consideration of other vehicles, pedestrians, and property are of the utmost importance. No emergency constitutes a need to deviate from safe and responsible vehicle operations.

- a) All operators of any apparatus owned, titled, or marked by this department as well as on loan to this department, will be (minimally) EVOC certified, and hold a current valid state operators license. Proof of both must be on file with the training division of PVRS.
- b) To be eligible for consideration by the Chief to be a released driver, a member must hold a valid drivers license for a period of no less than twelve (12) months. This member must (as well) complete a new driver, fifteen hour training log, see Appendix D. After these two requirements are met, the final decision to be released (to drive in an emergency or non-emergency situation) will be at the Chief's discretion. Any driver will not be released to drive independently, prior to a thirty (30) day precepting period.
- c) Newly released drivers will be subject to a ninety (90) day review. At this time any complaints or comments from superior drivers or officers will be considered by the Chief and the Training Division of this department. Additional hours of precepting may be assigned pending the outcome of this review.
- d) Members operating apparatus belonging to, or representing this department will drive defensively at all times. They will operate said vehicles in such a manner that they are under the driver's control at all times. All drivers will operate department apparatus in accordance with EVOC standards.
- e) Members under that age of eighteen (18) may operate support vehicles owned by this department in a non-emergency capacity only. These members must first be approved by the Chief.
- f) A member who is involved in a traffic accident or receives a summons for a traffic violation while driving a department owned vehicle may be subject to a suspension of driving privileges for up to thirty (30) days at the discretion of the Chief. Notification of the incident to the Chief shall take place immediately or as soon as possible, as the situation allows. Determination of suspension of driving privileges shall take place following an inquiry by the Chief or his/her designee.
- g) In the event any member is involved in a motor vehicle accident while driving a PVRS vehicle, the member must be sure to address the following:
 - a. Stop the vehicle (as long as it will not affect patient care if transporting in route to the hospital).
 - b. Ensure no one involved in the accident is injured or in need of medical attention.
 - c. Notify dispatch of your status and whether additional resources will be needed for this accident.
 - d. DO NOT DISCUSS THE DETAILS OF THE ACCIDENT WITH ANYONE. ADMIT NO GUILT AND OFFER NO RATIONALE AS TO CAUSE AND AFFECT.
 - e. Obtain all information from the other driver (if present) including name, license plate number, insurance policy name and number, address and phone number. Share the same information on you to that driver (info cards may be found in the glove box of all PVRS vehicles).
 - f. Notify the duty officer or Chief of PVRS as soon as possible.
 - g. Any member involved in an accident may be subject to an immediate drug and/or alcohol test. As soon as possible following an accident, an officer of PVRS may drive this

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member to Loudoun Hospital Center where the member shall agree and submit a sample for such tests.

- h) Any damage to any vehicle owned by PVRS due to operator error may result in an automatic 72 hour suspension of driving privileges, at the discretion of the Chief. This damage is to be reported to a line officer and the Engineer immediately following the incident, and in cases where other vehicles or property not owned by PVRS are involved, the proper report is to be filed with law enforcement personnel. It is paramount that proper notification be made to ensure that the vehicle is safe to operate. Failure to notify a line officer and the Engineer may result in suspension of driving privileges and/or AIC responsibilities.
- i) Serious or repeat incidents may lead to long-term driving suspensions and/or additional driver training, at the discretion of the Chief.
- j) Except for the driver of the ambulance, all members will be in the patient compartment of the ambulance when transporting a patient, unless extraordinary circumstances occur. If family members wish to accompany the patient to the hospital, one person may ride up-front in the passenger seat of the "cab". Except in the case of pediatric or psychiatric patients where family members must be present, NO family members/friends are permitted in the patient compartment at any time.
- k) The driver of any unit shall know the quickest /safest route to an emergency incident prior to leaving the "apron".
- l) On fire related calls, where quick fire abatement is paramount, Fire Department apparatus will have the right of way. Any PVRS rescue vehicle will (if safe to do so) yield the right of way for any fire apparatus on such calls. When possible, communication between the fire apparatus and the yielding PVRS rescue vehicle should occur.
- m) PVRS vehicles shall pass one another when responding to emergency incidents, if and only if the vehicle to be passed is proceeding at a speed that is slower than the posted speed limit and only if the AIC (Attendant in Charge) of each unit clearly understands the events to take place and all parties concur.
- n) On non-emergency calls and while returning from emergency calls, all members will abide by the posted speed limit and all traffic laws. Failure to comply with this policy will result in the suspension of driving privileges as defined by the Chief.
- o) After each use, the driver of any PVRS apparatus will ensure that the vehicle has at least 3/4 of a tank of fuel in each tank prior to "docking" the unit for storage.
- p) Upon returning from any call or activity, the driver will ensure that the unit is clean inside and out. Any discrepancies from this will be the crew's and ultimately the AIC's responsibility.
- q) All members while driving or riding on any PVRS apparatus will wear safety belts unless patient care at the time makes this impossible.
- r) No PVRS vehicle shall be driven more than twenty (20) miles per hour over the posted speed limit or ten (10) miles per hour over the posted speed limit within the business district of the Town of Purcellville, while responding to an emergency incident with all warning devices activated.
- s) Follow all instructions on starting and maintaining the apparatus as posted on the driver's console. No personnel may drive a PVRS vehicle in which they have not been fully trained.
- t) No major repairs (outside of replacing a bulb, fuse, or checking the fluids and tire pressure) shall be performed on any PVRS vehicle without prior authorization from the Engineer or his/her designee. If, for any reason, a member does not feel comfortable affecting any repair them self, consult the Engineer of PVRS.
- u) Members in good standing with other departments, who are released to operate their vehicles, shall be considered released on PVRS units (assuming no PVRS driver is available).
- v) Where possible, any driver of a PVRS vehicle (especially ambulances) will have a "ground guide" (from this department) when backing the apparatus.



OD200.3 Response to Incidents

- a) Operational officers and ALS (Advanced Life Support) technicians are the only members that may respond to the scene of an incident, after the on scene arrival of the first out ambulance, in their privately owned vehicles (POV's).
- b) All members shall respond to the station, unless they are (at minimum) a released EMT-B and they must pass the incident scene to reach the station.
- c) If any POV must be taken to the scene in accordance with the above stipulations, these vehicles will park a reasonable distance from the scene, to avoid encumbering emergency apparatus.
- d) In the event that more than one member responds to the scene, only enough personnel to render appropriate patient care shall remain, all others will return to the station to staff the second unit.
- e) Any member utilizing a red/clear signaling device in his/her POV will be (at minimum) a released EMT-B and a released PVRS driver as set forth in Section OD200.2.
- f) Any member utilizing a red/clear signaling device in his/her POV must and will abide by ALL traffic regulations. Failure to comply with this policy will result in the immediate revocation of the privilege to use such a signaling device and may lead to further disciplinary action at the discretion of the Chief.
- g) Any PVRS owned emergency vehicle shall utilize any and all signaling devices (ie: siren, horn, lights, etc.) at the driver's disposal when responding on emergency incidents or while transporting a patient to the hospital (Code 2 or 3). The following "Code" responses shall be utilized as terminology for all responding and transporting vehicles: Code 3; Rapid safe response with lights and siren, appropriate communication patches will be made available by dispatch. Code 2; Rapid safe response with lights and siren, patient comfort in mind. Code 1; Normal traffic speed with NO lights or siren.
- h) The highest trained technician to arrive first on scene is responsible and in charge of all patient care decisions unless relinquished to an equally or higher trained on-scene technician. In the event of response from a County Battalion Chief, the highest trained medical technician shall remain in control of all medical decisions and continue as the patient's advocate during operation of the emergency incident, unless otherwise relinquished to an equally or higher trained on-scene technician.
- i) The PVRS Chief or Assistant Chief shall be in control and remain in control of all EMS related PVRS incidents unless otherwise relinquished to another equally trained or ranking officer. In the event of response from a County Battalion Chief, the PVRS Chief or Assistant Chief shall remain the highest ranking officer on any PVRS incident, unless relinquished to and acknowledge by an arriving Battalion Chief or other officer.



OD200.4 Attendant in Charge

- a) The Attendant in Charge (AIC) or Line Officer in Charge (OIC) will ride in the front passenger/officer seat while en route to an emergency incident scene.
- b) The AIC shall be in charge of all navigation and radio communications while en route to the emergency scene.
- c) On multi-unit responses the duty AIC shall direct the actions and personnel of any additional units from PVRS until such a time that a line officer is en route or takes command.
- d) All units (in addition to the duty unit) shall report to the duty AIC or line officer in command of the scene. Emergency apparatus is not to be left unattended until a course of action is clearly defined by the on scene commander.
- e) All crew members shall remain with the unit on which they responded for the duration of the incident or until instructed otherwise by the Officer in Command (AIC or line officer).
- f) Only the AIC or line officer shall cancel the response of supplemental units. If a line officer is responding on an incident and is not yet on the scene, the on-scene AIC will check with him/her prior to executing a cancellation of responding units.
- g) All officers are expected to, when necessary; utilize alternate "tactical" radio frequencies when dealing with a multi-unit incident.
- h) Only a superior line officer shall cancel the response of another line officer.



OD200.5 Legal Crews & Minimum Staffing

- a) To remain off dual response, at least one released EMT-B or higher and a released driver must be available.
- b) The minimum BLS crew of any ambulance consists of at least one released EMT-B or higher and one released driver.
- c) The minimum ALS crew of any ambulance consists of at least one released ALS provider (EMT-E) or higher and least one released EMT-B or higher.
- d) Driver only designations are as follows: Unit 14_, driver but no EMT-B or higher; Ambulance 14_, EMT-B (released) but no driver; Rescue 14_, EMT-E but no driver; Medic 14_, CT/P but no driver.
- e) A unit may respond driver only if one of the following conditions is met: PVRs officer is responding; the driver has knowledge of member's en-route or on the scene; an ALS tech is responding; second due has been dispatched. In any case it is always important to wait the full turnout time prior to leaving driver only.



OD200.6 Dual Response

- a) Dual response, wherein a station does not have minimum staffing, is reported to Loudoun ECC so that both the first and second due companies are dispatched so as to guarantee a rapid and appropriate response on emergency incidents.
- b) Any released EMT-B or higher may place PVRS on dual response or remove PVRS there from. The last remaining EMT-B or higher to stop being available for call shall first establish that no other members are available (EMT-B or higher).
- c) Prior to placing PVRS on "Dual", the technician must perform all of the following tasks: ensure no other technician is available for calls (check both personnel status board and day board) and do a Company alpha "all-call" page (minimum of once) ; if no response from alpha page, contact dispatch and have them perform a Channel 1, toned station all-call and announce for "any available member to contact the station"; REMOVE if sufficient time has passed to allow personnel to call in (minimum wait of 5 minutes) then and only then may PVRS be placed on dual with dispatch.
- d) After placing us on dual with dispatch, perform an alpha all call to inform PVRS officer staff as to our status and change the dual status box in the day-room to reflect the time and date as well as technician placing us on dual.
- e) In order to be removed from Dual Response status, the tech calling into dispatch to change this status must first ensure that a minimum crew is available as outlined in Section OD200.5, Paragraph A, of this document.



OD200.7 Advanced Life Support Technician Policies

- a) All Advance Life Support (ALS) Technicians who are members of PVRS will abide by the rules set forth by the Loudoun County ALS Committee and Medical Director.
- b) ALS Technicians are strictly accountable for the stocking, restocking, maintenance, and security of all ALS supplies and equipment.
- c) ALS Technicians will not be "on the board" (available to be dispatched out-side the first due) if the station does not currently have minimum staffing as outlined in Section OD200.5.
- d) ALS Technicians who respond un-dispatched should not cancel the response of other dispatched ALS Technicians unless they are reasonably confident that they are closer and the additional ALS technicians will not be needed. To minimize this problem, ALS Technicians from PVRS shall be on the board if minimum staffing exists and the ALS Technician is intent on responding to calls.
- e) ALS Technicians may run from home (upon checking out a response vehicle) on their duty crew, provided the AIC is aware and approves of this. ALS Technicians, unless regional, are still required to respond to all duty crew calls during duty hours, ALS or BLS, unless prior arrangements have been made with the AIC.



OD200.8 Basic Life Support Technician Policies

- a) All Basic Life Support (BLS) Technicians who are members of PVRS will abide by the rules set forth by the Loudoun County BLS Committee and Medical Director.
- b) All EMT-B's in PVRS must have a current Comb tube/AED certification and meet any other requirements set forth by the Loudoun County EMS Council and the Medical Director.
- c) EMT-B's must be approved (released) by the Chief prior to independent field practice.
- d) New EMT-B's will complete a preceptorship program designed to evaluate knowledge, experience, confidence, etc. prior to being released. This preceptorship will consist of evaluation forms (to be filled out after each call where the precepting technician performed an outlined skill) with subsequent review of these forms and approval by the Chief. A copy of this form is included in this document under Appendix A.
- e) Further, precepting EMT-B's may receive only half (1/2) of their total precepting points from a family member, spouse, or person or intimate relations.
- f) Persons authorized to observe and certify the practice of a precepting EMT-B include the following: any LCFR ALS technician not a member of this department, any EMT-B or higher of this department who has been practicing independently for no less than one (1) year and who has also completed an EMT-B precepting agreement form (see Appendix B).
- g) In order to be eligible to be released to practice independently the preceptee must be proficient in the five (5) performance areas (see Appendix A) and a minimum of three (3) months has passed from the date on the preceptee's state certification.
- h) After an EMT-B is released the technician in question will be subject to a ninety (90) day review by the Training Division. It is at this time that any complaints or concerns are discussed with the technician. Further, with recommendations made by the Training Division, the Chief of PVRS may require additional precepting time to be assigned.
- i) All complaints on precepting or released EMT's must be in writing as soon as the incident allows before any investigation or action will be taken by the Training Division, Assistant Chief, or Chief of this department.
- j) Any released EMT-B from another Loudoun County Fire/Rescue company will be considered released on PVRS equipment.



OD200.9 Duty Crews

- a) All members of PVRS will run on a duty crew (Day crew or Evening crew). The Assistant Chief or staffing coordinator of PVRS will coordinate personnel placement. Any changes or additions to crew staffing must be approved by him/her.
- b) All active, senior members will run a minimum of 12 hours per week and will be required to run a rotational weekend duty crew shift; as determined by the current operational staff.
- c) Each crew will be assigned an AIC (Attendant in Charge) who is responsible for all actions from duty crew members.
- d) Hours for Evening crews begin at 18:00 (6PM) and end at 06:00 (6AM) the following morning. Hours for Daytime crews begin at 06:00 (6AM) and end at 18:00 (6PM).
- e) It is recommended that duty crews do not contain any two family members, spouses or persons of intimate relations.
- f) Duty checks are to be performed at the change of shift on first and second out unit. All BLS personnel on the shift in question shall be responsible for checking over and replacing/reporting any deficiencies on BLS level equipment and supplies. All ALS personnel on the shift in questions shall be responsible for checking over and replacing/reporting any deficiencies in ALS specific equipment and medications.
- g) Each shift must sign in using the PVRS Duty Log-Book. The AIC is also to note any anomalies or problems found with the station or apparatus in this logbook during each shift.
- h) All duty members are required to be within 3 minutes of the station unless the member is an ALS Technician not part of minimum staffing.
- i) No member of the duty crew will be bumped by a non-duty crew member as duty crew will have precedence on any call dispatched during duty crew hours.
- j) Members should run for the fully allotted time for day or night crew; however there may incidents when a member may split a shift in blocks of no less than four (4) hour shifts. Any split shifts must be coordinated with the Assistant Chief and/or staffing coordinator.
- k) If any member of the duty crew cannot be available for duty, he/she must find coverage from an equivalently or higher trained person. The coverage request board is not to be used as means to find coverage. Alpha-pages, emails and one-one one requests are the recommended means to find coverage. In the event coverage is not obtained, the member must notify a line officer forty-eight hours prior the shift in need of coverage. Exceptions may be made for emergency situations.
- l) Failure to find coverage when absent, late or not to report for duty on an assigned shift, will result in the following:
 - a. First Offense: Written warning w/ option of probation of 6 months.
 - b. Second Offense: Automatic 72 hour suspension from all PVRS activity and/or a probation period of 6 months.
 - c. Third Offense: Up to 30 days suspension at the Chief's discretion.
 - d. Habitual offenders will be brought before the membership committee.



OD200.10 Uniforms and Gear

- a) All new members shall receive two (2) PVRS uniform shirts. All other uniform items are periodically available free or for purchase from PVRS.
- b) All members shall don some item of clothing identifying them as a member of PVRS or a member of LCFR. Any member may be asked to stay behind or leave the scene of an incident if not wearing an identifying piece of clothing.
- c) Among the gamut of acceptable marked (identifying) clothing are: jumpsuits (labeled or plain), PVRS shirts, LCFR shirts, dress uniform, etc. The recommended duty uniform for PVRS members consists of a PVRS polo style shirt, navy uniform pants and black safety shoes.
- d) Dark blue dress slacks or BDU pants are to be worn for duty hours. Shorts may be worn for special events with the approval of a line officer. If shorts are worn, a jumpsuit, pants, or turn-out gear must be taken on all calls in case unforeseen danger or circumstances arise. Due to the poor appearance, sweat pants will not be worn at anytime while on PVRS calls, public functions, or while on duty.
- e) Message shirts that may be construed in any way as being offensive or suggestive are not acceptable.
- f) No flip-flops, open toed sandals, or cloth shoes are allowed on any calls. Steel toed boots or thick soled sneakers are recommended.
- g) Fire or extrication (turn-out) gear is to be taken on all fire, MVA or hazmat incidents. Donning this gear is advisable prior to on location arrival and in all cases all members must be in gear if requested to do so by the on scene incident commander.
- h) Fire or extrication (turn out) gear must be taken on all calls. It is to be stored on the units in a place that will not prohibit patient care. It is the responsibility of the AIC to ensure that each crew member has proper protective gear and takes it on each call.



OD200.11 Training

- a) The Training Division will consist of the Captain, Training Officer (if applicable) and his or her designee.
- b) There will be approximately twelve (12) regular training's per year. Members are expected to attend these regular training's unless they provide a valid excuse to the contrary (i.e.: death, school, state training, illness, military, etc.).
- c) Training's will be posted a minimum of ten (10) days in advance.
- d) Any member who cannot attend training must provide written notification to the training division at least forty eight (48) hours in advance (or if this is not possible immediately following the prior engagement).
- e) Any certifications that a member acquires or updates during his/her lifetime with PVRS must be copied and given to the training division.
- f) LCFR mandates Combitude/AED competency for all members holding a state EMT-B or higher certification and AED competency for all First Responders. This training must be completed annually.
- g) All operational members of PVRS shall keep current a CPR Basic Life Support certification as outlined by the American Heart Association.
- h) Failure to comply with Paragraphs F and G (above); will result in suspension of the technicians practice until such time as the technician is in compliance.
- i) No member shall be allowed to respond to any calls without a valid/current American Heart Association, Basic Life Support CPR card.
- j) Failure to regularly attend station training's, evidenced by three (3) or more unexcused absences, will result in a suspension of activity from PVRS for up to 30 days at the discretion of the training division and the Chief. The Training Division can require those who miss multiple trainings for excused or unexcused reasons to submit a supervisor's signature with the written notification.



OD200.12 Chase (BLS) Vehicle Usage

- a) Chase cars will be utilized in accordance with Section OD200.2 (Operation of Department Apparatus) of this document.
- b) Members may utilize the BLS chase car only under the following circumstances:
 - a. The member is subject to call and will respond;
 - b. The member is part of the duty crew;
 - c. It is not possible for the entire duty crew to leave in an ambulance with this member;
 - d. The ALS vehicle is in-house or there is no ALS member needing to utilize the BLS vehicle to “go on the board” with LCFR communications center;
 - e. Travel to training classes only if approved by the affected duty crew OIC, the Chief or Assistant Chief of PVRS
- c) Further usage (if in no conflict with Paragraph B) include: manpower response (when requested), PVRS errands, and training classes. Under no circumstances may any of the chase vehicles be used for personal business unless first authorized by the Chief or Assistant Chief.
- d) No chase car shall respond to any emergency incident while transporting non LCFR members.



OD200.13 County Owned Vehicle Use

This policy will apply to any chase vehicle that is on indefinite loan or special usage loan from the County of Loudoun Fire & Rescue Services.

- a) These vehicles are designed for rapid ALS response; particularly CT/P's and will remain at the station for that purpose.
- b) Members authorized to use these vehicles (in order of priority) are: Regional CT/P, PVRS CT/P, other station CT/P, PVRS ST, other station ST.
- c) A logbook is may be kept in these vehicles. It is imperative (for accurate reporting) that any use of these vehicles be recorded.
- d) In the event any member is involved in a motor vehicle accident while driving a County owned vehicle, the member must be sure to address the following:
 - a. Stop the vehicle (as long as it will not affect patient care if transporting in route to the hospital).
 - b. Ensure no one involved in the accident is injured or in need of medical attention.
 - c. Notify dispatch of your status and whether additional resources will be needed for this accident.
 - d. DO NOT DISCUSS THE DETAILS OF THE ACCIDENT WITH ANYONE. ADMIT NO GUILT AND OFFER NO RATIONALE AS TO CAUSE AND AFFECT.
 - e. Obtain all information from the other driver (if present) including name, license plate number, insurance policy name and number, address and phone number. Share the same information (COUNTY INFORMATION ONLY) on you to that driver (info cards may be found in the glove box of all County owned vehicles).
 - f. Notify the duty officer or Chief of PVRS as soon as possible.
 - g. The Chief must notify the LCFR fleet maintenance department within 48 hours of the accident.
 - h. Any member involved in an accident may be subject to an immediate drug and/or alcohol test. As soon as possible following an accident, an officer of PVRS may drive this member to Loudoun Hospital Center where the member shall agree and submit a sample for such tests.



OD200.14 Disposition of Deceased Patients

- a) If upon arrival on the scene of an emergency incident it is determined through established procedures that a patient is deceased (effectively DOA), and only if an EMT-B or higher is present to make this decision through his/her training. There is a specific method which must be followed in order to have closure of the incident.
- b) The room or area in which the deceased has been found shall be secured and left in an undisturbed fashion.
- c) If any suspicious circumstances or items are found leave them where they are found and seal off the room to all visitors. Only one EMT-B or higher should enter the deceased person's area to pronounce death and then should quickly remove him/herself from the crime scene and await the arrival from law enforcement.
- d) Remove all non-essential personnel from the immediate area of the deceased and detail them (if indicated) to provide emotional support for any friends or family present.
- e) Loudoun EOC should be notified as soon as possible of the situation and law enforcement (if not already en route or on the scene) must be requested.
- f) Upon arrival of law enforcement, the AIC should transfer the scene to the officer and provide any initial findings/observations.
- g) Transportation of the deceased should be provided by the local funeral home or county coroner. Due to our service nature, do not offer to transport the patient for the family. In unusual circumstances any member may be requested by law enforcement to transport the patient to the morgue. Be sure to advise Loudoun EOC of the unit status if this is to occur.
- h) Especially in the case of suspicious death or otherwise, public comment or discussion with non-crew personnel by any member will not be tolerated.



OD200.15 Treating Minors & Refusals

- a) If after responding to an emergency incident a patient or guardian refuses treatment and/or transport, a waiver must be filled out and signed by the patient or patient's legal guardian prior to returning from the scene.
- b) Any patient age fourteen (14) years or older may refuse treatment. In the event of a refusal by a patient of the age between fourteen (14) and seventeen (17) years, a legal guardian may override their right of refusal.
- c) This waiver must be fully explained to the patient and they must be an adult of sound mind to be eligible to sign for themselves. In the case of minors, a legal guardian may sign for them. In the case of mentally unstable persons, law enforcement may act as a temporary custodian and take responsibility for this person.
- d) As always, document fully what was said to the patient as well as any procedures that were performed.
- e) A patient may refuse certain procedures during care by PVRS; in this case the first responsibility is to attempt to convince them differently. If after attempts at persuasion fail, the crew may withhold specific refused services as long as the patient signs the run sheet beside the AIC's report explanation.
- f) When treating or transporting a minor (any person under the age of 14) it is necessary to obtain consent from the minor's legal guardian. This is a verbal agreement and may be obtained by asking the guardian on the scene for consent to treat and transport. In the event a guardian is not present, the AIC should attempt to contact the guardian by telephone, cellular, or through Loudoun EOC only if these actions do not directly slow or impact patient care. As always, proper documentation of this consent (or otherwise) should be noted on the run sheet.



OD200.16 Complaints

- a) If, while on the call, it is felt that something must be said to prevent injury or degradation of care to the patient, the following procedure should be followed: The member in question should be pulled aside, away from the patient's or family's immediate location, and be corrected with an inquisitive but not attacking demeanor. If for any reason a member directly questions or attacks another member in front of family members or the patient, and is felt to compromise the patient's confidence in the caregiver, the attacking member will be brought before the Chief and quite possibly the membership committee for action.
- b) Subsequently, if felt the matter is not resolved with a face-to-face discussion after the incident, the complaint should be submitted in writing to the Chief or Assistant Chief for review. This complaint must include, minimally, the date of the offense, any facts regarding the incident, the incident number (if applicable) and the persons present at the time of the transgression.
- c) All other procedures, policies and actions shall be carried out based on Section AP100.13 of this document.



OD200.17 Quality Assurance

- a) The Assistant Chief will be responsible for reviewing all call sheets each month.
- b) In the event any discrepancies are found, a report will be forwarded to the QA Committee for review.
- c) If the committee finds a discrepancy, the committee will meet with the provider and appropriate actions will be taken.
- d) The committee's actions consist of but are not limited to:
 - a. Additional training
 - b. Removal of AIC status
 - c. Suspension of provider status
 - d. Termination from PVRs
- e) In the event the provider is either an EMT-E or EMT-I/P, the incident may be forwarded to the ALS Committee for further review.



OD200.18 Infection Control and Blood Borne Pathogens

- a) It is recommended that examination gloves, which are provided in all units, be worn at all times during patient contact.
- b) To reduce liability and infection all providers MUST wear gloves when coming in direct contact with a patient's bodily fluids.
- c) Department policy states that the ambulance must be cleaned after each transport. However, if a patient's bodily fluid soils any PVRS equipment or the patient compartment this must be cleaned (wearing gloves) immediately following the call (at the hospital) prior to being considered in service. Under no circumstances shall any unit run a subsequent call prior to cleaning any patient fluid from the ambulance using proper technique.
- d) To ensure consistency in destroying all danger of infection, be sure to follow any County policy currently in affect. A copy of these policies and recommendations are made available to all participants of Loudoun County's training program.
- e) Once a County offered (or County approved) training on blood borne pathogens and Hepatitis B vaccination program has been completed, members are eligible (and encouraged) to obtain County offered Hepatitis B vaccinations. These vaccinations are offered over several months in a series of three (3) injection titers with a post series evaluation follow-up for efficacy testing and confirmation.



OD200.19 Worker's Compensation & Injuries

Purcellville Rescue utilizes the Loudoun County standard worker's compensation package as provided through Loudoun County Fire & Rescue. In order to obtain coverage for same, each member must follow this policy and file the appropriate information in a timely manner. It is the responsibility of the member, not PVRS to ensure that this process is followed properly.

- a) In the unfortunate event that a member falls injured or ill as a direct result of their duties with PVRS, the following steps must be followed in order to obtain consideration for coverage:
- b) If medical treatment is needed, do not delay care. Seek treatment/transport immediately.
- c) The AIC or next in charge must notify LCFR dispatch that an injury has occurred and that they are to notify the Safety Officer on duty.
- d) As soon as possible, notify the Chief or Assistant Chief; as well as the President or Vice President that an injury has occurred.
- e) If being treated and registered by a medical facility be sure to give them the details of the injury and that this will be a worker's compensation injury related to your duties with Loudoun County Fire & Rescue.
- f) The injured member should present the Loudoun County Fire & Rescue Worker's Compensation Billing card (RED CARD) to the medical facility and hold on to this card for future reference.
- g) If follow-up is needed or ordered, the member must utilize a physician on the approved Panel of Physicians list (as provided by Loudoun County HR policy), even if the ED recommends follow-up with your personal physician.
- h) The member must also complete the Employer's Accident Report with the assistance from a qualified officer within twenty-four (24) hours of the injury date.
- i) Failure to report any injury or complete the Employer's Accident Report may result in loss of benefits or denial of coverage.



OD200.20 Activation of CISM

LCFR maintains a group of individuals specially trained to handle Critical Incident Stress Management. The purpose of this directive is to establish proper actions in summoning these services.

- a) If for any reason, the AIC/OIC of an incident which he/she as the attendant in charge, feels that specific aspects or the incident in general may cause particular stress or be troubling to any member of his/her crew, they may summon the services of the County CISM team.
- b) Once the call is complete (i.e. at the hospital), the AIC may call for the activation of CISM in accordance with Paragraph A by calling LCFR dispatch and requesting the on-call CISM person be paged. The CISM rep will call the AIC and gather the details of the incident for further action.
- c) When time permits, an officer of PVRS shall be notified of this situation.



OD200.21 Staffing for Special Events

Purcellville Rescue's primary mission is the care and transport of the sick and injured via the County's 911 system. However, in effort to be proactive and avoid the need for 911, PVRS does offer staffing for special events in addition to staffing the first out ambulance for 911 calls. While donations are encouraged for this, PVRS will make every attempt to staff events, upon request given the following policies:

- a) In order to staff any special event, PVRS must first have at least one (1) BLS ambulance staffed (utilizing minimum staffing as outlined in Section OD200.5 of this document) for 911 dispatched calls.
- b) The requesting entity (either a public agency or the event participants) must complete a Special Event Standby request form (Appendix G) and submit to PVRS a minimum of 15 calendar days prior to the first day of the event.
- c) Upon receipt of the Special Event Standby request, PVRS and its officer's will make a determination for the appropriate level of staffing required or if coverage can simply be provided by our standard duty ambulance via Loudoun County's 911 system.
- d) Decision to staff the event with a dedicated unit will be based on several criteria, including (but not limited to) time of day, number of expected participants, proximity and access to the event site, presence of alcoholic beverages, type of event and expected weather forecast. This decision will rest with the sole discretion of the Chief of PVRS and his/her operations staff.
- e) Unless otherwise notified, PVRS shall retain all authority and control over staffing decisions, operations and EMS event coordination. Where applicable, PVRS will work with Loudoun County Fire & Rescue as well as Purcellville Fire Dept. to achieve optimum staffing levels, however PVRS shall remain responsible for such events within its first due response area unless otherwise relinquished to another responsible agency.
- f) PVRS will respond to any request for EMS standby staffing within five (5) calendar days of the request being submitted. At this time, PVRS will publish a special event advisory to notify other company's and agencies of its intent and recommendations.



OD200.22 Mass Casualty & Major Incidents

The purpose of this policy is to establish guidelines for identifying and managing the initial response to any mass casualty (MCI) or major incident (MIR) in the PVRS response area. It shall be the responsibility of the initial response EMS unit to quickly and accurately identify and communicate the situation of any mass casualty or major incident discovered or verified:

- a) For the purpose of this policy, a mass casualty incident shall be defined as any incident producing patients which are greater in number and/or severity than the currently resources of PVRS are unable to handle.
- b) For the purpose of this policy, a major incident shall be defined as any incident causing death, destruction or injury to large numbers of patients; and/or large numbers of buildings; and/or multi-dwelling structures; and/or mass transit vehicles (such as busses, jetliners, etc.). This includes acts of terrorism or catastrophic accidents.
- c) The first on scene responding PVRS unit shall quickly and accurately identify the status of the MCI or MIR and transmit this information to Loudoun Communications center; without becoming part of the incident. Unsafe or hazardous situations may require a safe staging area until a scene size-up can effectively be completed. This status shall include the following information:
 - a. Estimated number of patients
 - b. Number of additional required resources
 - c. Number of critically injured or dead patients
 - d. Establishment of Command
 - e. Request for alternate channel for operations
- d) Once the MCI or MIR has been established, the highest ranking or highest trained officer/technician shall remain in control of the incident until relinquished to an equally or higher trained on-scene officer/technician. For response authority or chain of command refer to Section OD200.3, Response to Emergency Incidents.
- e) As quickly as possible, the Commander shall establish the following sectors, in order of importance and resource:
 - a. Triage Officer
 - b. Staging Officer
 - c. Safety Officer
 - d. Treatment Sector
 - e. Transport Sector
 - f. Extrication Sector
 - g. Public Information Officer
 - h. Logistics Officer
 - i. On Scene or Make Shift Morgue Sector
- f) The initial priorities of the incident shall include:
 - a. Safety of responding crew;
 - b. Triage and treatment of the injured;
 - c. Stabilizing the incident and preventing further injury or property damage;
 - d. Mitigation and cleanup of the incident (unless provided by others).

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- g) The Triage Officer shall categorize all patients into the following categories:
 - a. Green Tag: Walking Wounded;
 - b. Yellow Tag: Injured but conscious and unable to ambulate;
 - c. Red Tag: Critically injured or unconscious and unable to ambulate;
 - d. Black Tag: No signs of life.
- h) The transport officer (or Commander) shall track all patients and the information of the number of each type of patient (as discovered by Paragraph G above) shall be transmitted to medical control as soon as possible for disposition and transport to available facilities.
- i) Any incident involving chemical or biological agents shall involve the appropriate hazardous materials response as requested through Loudoun EOC. Under all scenarios, all patients shall be decontaminated (where possible) prior to transport to any medical facility.
- j) It shall be the responsibility of each sector officer or coordinator, and ultimately the Incident Commander to maintain accountability for all personnel operating within his/her assigned area. Sector responsibilities shall be as follows:
 - a. Discharge all objectives as assigned by Commander;
 - b. Account for all personnel working in sector;
 - c. Ensure work safety and wellbeing of all personnel;
 - d. Monitor work progress;
 - e. Report status and progress frequently to Commander;
 - f. Request additional resources as needed;
 - g. Coordinate related actions with other sectors;
 - h. Reallocate resources within sector, as needed.
- k) During extended operations, it may be required to call in additional management or command resources. These include Loudoun County Dept. of Fire & Rescue, FEMA, the Red Cross, CISM and other resources not listed here. Once these are activated it is the responsibility of the established incident commander to debrief these arriving resources and determine the level of responsibility to relinquish to these resources, if any.

Appendix A

EMT-B Precepting Evaluation Form

Candidate Name:		Date:		Incident #:	
Preceptor's Name:		Agency of Affiliation:			

Preceptor Instructions: Use the following scores to indicate the candidate's competency level in each skill area. Comments are not only encouraged, but are required.
 Scores: Excellent = 3; Satisfactory = 2; Needs Improvement = 1; Poor (did not perform) = 0

	Skill/Area	Score	Comments
IMMOBILIZATION & TRANSPORT	Stabilizes C-Spine		
	Splinting Extremity		
	Spine Board		
	KED/Short Board		
	Hare Traction		
	Bandaging		
	Stair Chair		
	Reeves Stretcher		
	SUB TOTAL SCORE		
AIRWAY MANAGEMENT	Oxygen Administration		
	NPA/OPA Airway Usage		
	Combi-tube		
	Suctioning & Clearing Airway		
	Assist Ventilations		
	Auscultation of Lung Sounds		
	SUB TOTAL SCORE		
ASSESSMENT	Monitor Vital Signs		
	Full Patient Assessment		
	Appropriate Use of Special Assessment Cues		
	Use of Pulse-Ox		
	SUB TOTAL SCORE		
REPORTS & COMMUNICATIONS	Communicates with Patient		
	Communicates with Crew		
	Team Management		
	Hospital Report (Notification)		
	At Hospital Report "Bullet"		
	Written Call Sheet Report		
	SUB TOTAL SCORE		
SPECIAL & ALS ASSISTS	Use/Set-up of AED/LP12		
	Application of MAST		
	Use of Glucometer		
	Set-Up IV Set		
	Set-Up NEB Set		
	Assist with EKG		
	Assist with Medications (PT's)		
	SUB TOTAL SCORE		
	TOTAL SCORE THIS CALL		

Signature of Preceptor: _____

Signature of Candidate: _____

Appendix B

Preceptor Agreement

The purpose of this form is to familiarize you with the expectations and requirements when precepting EMT-B's as set forth by the Training Division of PVRS.

Please read the following and sign at the bottom.

The preceptor is expected to abide by the following:

- The preceptor should not be compelled to award points if he/she feels they have not been earned.
- The preceptor should be encouraged to document subjective evaluations in the "comments" section of the preceptorship form.
- The preceptor is expected to discuss observed strengths and weaknesses with the preceptee at the conclusion of each incident for which he/she is evaluating.
- The preceptor is encouraged to closely observe the precepting EMT-B during the incident and only intervene when necessary.
- The preceptor should be advised that endorsing preceptorship forms for performance not personally observed/evaluated or finding of similar infractions by the Training Division will result in the loss of the preceptor's privileges by the Chief.
- Evaluations are to be performed only for EMS incidents where a patient is treated and or transported to a medical facility.
- A preceptee cannot receive points for refusal calls unless they solely are responsible for writing a call sheet for that incident and it is reviewed by the preceptor prior to recording.
- Only one preceptee shall be evaluated per given patient.

Signature of Preceptor: _____ Date: _____

Printed Name of Preceptor: _____

Appendix C

New Driver Training Requirements

To begin driver training, all driver candidates must:

- * Complete an approved Emergency Vehicle Operator's Course.
- * Hold a valid Virginia driver's license for a minimum of 12 months.
- * Comply with the following Emergency Vehicle Operator Guidelines.
- * Be in good standing as a member of Purcellville Rescue.

To be eligible to be a released driver, all driver candidates must complete 15 hours of skills in the following areas:

- a) Demonstrate a proficiency in Emergency Vehicle Operations in the following areas: (Minimum of 10 Hours)
 - a. Highway driving.
 - b. "Back Road" driving (including vehicle operation in inclement weather).
 - c. Backing the unit (including the correct use of ground guides as well as backing the unit at the hospital and docking unit in apparatus bay).
 - d. Parking the unit (including parallel, on-scene, and diagonal parking).
- b) Demonstrate a knowledge of the location and operation of the following: (Minimum 2.5 Hours)
 - a. Emergency and Non-Emergency lighting.
 - b. Audible warning devices (i.e.: siren).
 - c. Communications equipment (800 MHz main radio & remote radio, portable, cellular, etc.)
 - d. EMS equipment and supplies.
- c) Demonstrate a familiarity of the first due area. This may be done and reflected as such on the New Driver Training Log. (Minimum of 2.5 Hours)
- d) Demonstrate mature emergency vehicle operations by driving "lights and siren" to the scene and/or to the hospital. (ONLY TO BE ALLOWED FOLLOWING THE COMPLETION OF AT LEAST TEN (10) DRIVER TRAINING HOURS AND THE APPROVAL OF THE CHIEF, TRAINING OFFICER, OR OFFICER IN CHARGE OF THE TRUCK AT THE TIME.) All driver candidates must drive a "coded" response a minimum of three (3) times and be comfortable doing so in order to be eligible to be released.
- e) A preceptor is defined as any released driver in good standing with this department (PVRS). Any preceptor may be added or deleted at the discretion of the Chief.
- f) A minimum of .5 (one half) training hours must be demonstrated in a "chase" car. The remaining hours must be divided up evenly between the remaining ambulances.
- g) When finished all driver training hours, submit all training logs and forms to the training division of PVRS. FINAL APPROVAL WILL BE AT THE CHIEF'S DISCRETION.

Appendix E

Ambulance/Operations Orientation

EMERGENCY LIGHTING & SIGNAL	Section/Topic	Time	Evaluator Initials	Comments
	Turning On Lighting			
	Turning On Signaling & Sirens			
	When to Use Lighting & Signaling			
	How to Check for Malfunctions			

RADIOS & COMMUNICATIONS	Section/Topic	Time	Evaluator Initials	Comments
	Proper Use of 800 Radio System			
	Use of EA (Emergency Button)			
	How to Activate Front/Rear Control			
	Use of Mutual Aid Radios			
	Cell Phone Usage & Number to Call for Hospital Report			
Proper Terminology & Radio Etiquette				

SUPPLIES & EQUIPMENT LOCATIONS	Section/Topic	Time	Evaluator Initials	Comments
	Location of Backboard & Immobilization Devices			
	Location of Hand Lights			
	Use of Airway Kit (brought in on all calls)			
	Use of AED (when to bring in on call)			
	Location of Oxygen & Spare O2			
Use of Cot, Lifting & Carrying				

TOTAL TIME FOR IN-SERVICE		Note: Minimum In-Service Time is 4 hours of training (total).
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Appendix F

Request for Reimbursement

If paying for PVRS items out of your personal money, you must fill out this form (completely) and turn into either the President or Treasurer. NOTE: COMPLETING THIS FORM DOES NOT GUARANTEE REIMBURSEMENT UNLESS PRIOR AUTHORIZATION FOR THE PURCHASE IS OBTAINED.

Name of Member:		Date of Purchase:	
Location of Purchase		Reason for Purchase:	
		Total Amount:	

Please Circle the Appropriate Use Category (circle only one):

APPARATUS MAINTENANCE

EMS SUPPLIES

FOOD

BUILDING MAINTENANCE

FUEL

OFFICE SUPPLY

ADMIN USE ONLY	Request Received:		Request Denied:	
	Request Approved:		Request Paid Out:	

**ATTACH
COPY OF RECEIPT
HERE**

Appendix G

Special Event Standby Request

Note: In order to be considered for EMS Standby, Purcellville Rescue must receive this request at least 15 calendar days prior to the first day of the event.

Name of Requesting Organization: _____

Mailing Address: _____ City: _____

State: _____ Zip Code: _____ Phone #: _____

Contact Person: _____ Email: _____

First Day of Event: _____ Runs Till: _____

Event Hours (per day if different): _____

Location of Event: _____

Type of Event (circle all that apply): SPORTS CONCERT FAMILY GATHERING
 PRIVATE PUBLIC FIREWORKS OTHER _____

Description of Event: _____

Anticipated Number of Attendance (including staff): _____

Will Alcohol Be Served (or allowed) at This Event (circle): YES NO

Will there be Heat Provisions or Precautions Taken (circle): YES NO

Type and Width of Ingress/Egress: _____

Return this completed form to: Purcellville Rescue
PO Box 38
Purcellville, VA 20134
Phone: 540-338-4706
Fax: 540-338-4753

PVRS USE ONLY-

Weather Forecast for Day(s) of Event: _____

Event Denied Special Staffing: _____ Reason: _____

Event Approved: _____ Number of Ambulances Required: _____

PVRS Resources Committed: _____

Additional Resources Requested: _____

Contact for Additional Resources: _____

Appendix H

PVRS Monthly Retirement Points Form

MEMBER _____ MONTH AND YEAR _____

PLEASE COMPLETE ALL APPLICABLE INFORMATION, (RETIREMENT PROGRAM WILL CALCULATE POINTS)

A1 MINIMUM REQUIREMENTS (ABIDING BY BYLAWS) POINTS _____

B1 NUMBER OF CALLS FOR MONTH (RESCUE OR FIRE CALLS) _____

B2 NUMBER DUTY SHIFTS _____ NUMBER OF HOURS _____

C1 MEETING ATTENDANCE (ONLY REGULAR ,BOD, SPECIAL OR EXECUTIVE & BUSINESS MEETINGS)

D1 ELECTED/APPOINTED OFFICE OR COMMITTEE CHAIRPERSON
(ONLY ENTER ONCE IN MONTH ELECTED OR APPOINTED)

D2 COMMISSION OR DELEGATE/ALTERNATE DELEGATE TO FIRE/EMS COUNCIL
(ONLY ENTER ONCE)

D3 MEETINGS AS OFFICIAL DELEGATES
(EX: EMS, FIRE COUNCIL, COMMISSION) / PVRS COMMITTEE MEETINGS, B.O.D. MTGS.

E1 TRAINING (INTERAGENCY, COUNTY OR STATE, EX: TRAININGS WITH OTHER COMPANIES, EMT, FIREFIGHTER, ETC.)

E2 TRAINING IN-HOUSE (ANY TRAININGS AT STATION OR STATION DRILLS)

E3 CERTIFIED INSTRUCTORS (EX: CPR, EMT, FIREFIGHTER)

E4 TRAINING TAUGHT AS AN INSTRUCTOR (CPR, EMT, FIREFIGHTER, AED/COMBITUBE, ETC.)

F ASSIGNED NON-EMERGENCY ACTIVITIES (FUNDRAISING, DEMONSTRATIONS, PUBLIC SERVICE, SQUAD BUSINESS, STANDBYS, OFFICER DUTIES)

Member's Signature

President's Signature

Appendix I (09/05)

Member's Acknowledgement

This is to certify that I (the undersigned) have received a current copy of the Administrative Policies and Operational Directives (as well as all appendices of this document) of Purcellville Volunteer Rescue Squad, Inc.

Signature: _____ Date: _____

Print Name: _____

Return this to an officer of PVRS once completed.