



INTER-OFFICE MEMORANDUM

PRINCE GEORGE'S COUNTY, MARYLAND

March 25, 2009

TO: All Fire/Emergency Medical Services (EMS) Personnel **Memo #09-08**

FROM: Eugene A. Jones
Eugene A. Jones
Acting Fire Chief

RE: New General Orders

By the authority vested in me as Fire Chief of the Prince George's County Fire/EMS Department, I am setting forth the attached General Orders as official policies. Effective as of today, Wednesday, March 25, 2009, these General Orders shall supersede any conflicting information except local, state, or federal regulations. Attached is the new General Order Table of Contents, which will assist with easy navigation through the new Orders.

I would like to thank all of those who participated in the development and implementation of our new General Orders. For the first time in Departmental history, we are able to provide one comprehensive set of policies and procedures that will govern our operations. In delivering services to the residents of Prince George's County, it is paramount that we operate safely, effectively, and efficiently, in accordance with legal and regulatory guidelines. Thus, it is imperative that every member of this Department be fully aware of, and in compliance with, the operational procedures set forth in our General Orders.

Communicating all Departmental policies through one publication will:

- Establish a system that contains contemporary content and has a process to review and update documents;
- Improve the accessibility of Departmental policies;
- Consolidate documents and reduce redundancy;
- Significantly reduce the historical bureaucracy involved in implementing a new General Order;
- Promote greater reliance on General Orders as routine reference documents that support daily management and emergency operations, so that decisions are made at the lowest practical level.

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Please be reminded that the new General Order system marks a significant change to our previous methods of communicating Departmental policies, and while this project has been carefully planned, there may be unforeseen challenges that arise. Therefore, it is imperative that all Prince George's County Fire/EMS Department employees and members embrace this new system with patience and flexibility as we progress through its implementation.

To access the new General Orders, please visit the Department's intranet site at <http://pgcintra/Topics/Agencies/Fire%20Department/Pages/default.aspx>.

Thank you for your continued support. If you have any questions, please contact Ms. Kova Blake of the Administrative Compliance office, via email, at KDBlake@co.pg.md.us.

EAJ/cdb/kdb/slt

2009.03.25 AFEMSP Memo #09-08 – New General Orders.doc

Attachment

General Order and Directive Table of Contents

DIVISION 01: ADMINISTRATION AND ORGANIZATION

CHAPTER 01: POLICY AND PROCEDURE DEVELOPMENT, ORGANIZATION, AND
ADMINISTRATION
NEW DOCUMENT

CHAPTER 02: FIRE DEPARTMENT ORGANIZATION
PRIOR – GENERAL ORDER 1-1 (REVISED)

CHAPTER 03: CHAIN-OF-COMMAND
PRIOR – GENERAL ORDER 1-10

CHAPTER 04: DEPARTMENTAL DUTY CHIEF
PRIOR – CAREER SERVICES DIRECTIVE 42

CHAPTER 05: NOTIFICATION PROCEDURES
PRIOR – CAREER SERVICES DIRECTIVE 41

CHAPTER 06: COMMENDATION AWARDS
PRIOR – GENERAL ORDER 1-14

CHAPTER 07: OFFICE OF THE FIRE CHIEF GUIDELINES
PRIOR – ALL FIRE/EMS PERSONNEL MEMO 05-41

CHAPTER 08 BI-WEEKLY REPORTS
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CHAPTER 09: SUMMARY REPORT FORM
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CHAPTER 11: THE FIRE/EMS DEPARTMENT CHAPLAIN CORP
PRIOR – FIRE/EMS DIRECTIVE 99-07

- CHAPTER 12: FIRE/EMS DEPARTMENT FUNERAL PROCEDURES
PRIOR - GENERAL ORDER 1-16
- CHAPTER 13: LADIES AUXILIARY CANTEEN UNIT
PRIOR - ALL FIRE/EMS PERSONNEL MEMO 06-26
- CHAPTER 14: REPRESENTATION AS A FIRE DEPARTMENT MEMBER
PRIOR - ADMINISTRATIVE ORDER 95.02
- CHAPTER 15: COMPLAINT PROCEDURES
PRIOR - EOC DIRECTIVE 45
- CHAPTER 16: POLICY REGARDING TRAFFIC CITATIONS
PRIOR - ALL FIRE/EMS PERSONNEL MEMO 06-08
- CHAPTER 17: CRANFORD/GRAVES FIRE SERVICES BUILDING SECURITY SYSTEM
PRIOR - ALL FIRE/EMS PERSONNEL MEMO 06-01
- CHAPTER 18: UNIFORMITY IN TELEPHONE ANSWERING
PRIOR - ALL FIRE/EMS DEPARTMENT PERSONNEL MEMO 03-05
- CHAPTER 19: ROADWAY CLOSING AND NTMP NOTIFICATION PROCEDURES
PRIOR - EOC DIRECTIVE 40
- CHAPTER 20: CAREER PERSONNEL AS VOLUNTEER MEMBERS
PRIOR - ADMINISTRATIVE ORDER 95.03
- CHAPTER 21: STATION ADMINISTRATION GUIDELINES
PRIOR - EOC DIRECTIVE 32
- CHAPTER 22: LEGAL ASSISTANCE
PRIOR - ADMINISTRATIVE ORDER 95.04
- CHAPTER 23: SOLICITATION ON COUNTY PROPERTY
PRIOR - ADMINISTRATIVE PROCEDURE 594
- CHAPTER 24: FACILITY EMERGENCY EVACUATION PLAN
NEW DOCUMENT

CHAPTER 25: STAFFING STATISTICS
NEW DOCUMENT



Division 01 Administration and Organization

Chapter 01 - Policy and Procedure Development, Organization, and Administration

January 2009

POLICY

There shall be a policy and procedure system that governs the administration and operation of the Department.

DEFINITIONS

Directive - administers a program or a course of action that has a limited duration.

Document – For the purposes of this policy, Directives, General Orders, and Fire/EMS Memorandum shall be referred to as documents.

Document Assignment – Task to develop or revise a new or existing General Order or Directive.

Fire/EMS Memorandum - Official Departmental communication for announcements, information, notification, or to provide clarification on the implementation of policy or procedure that is disseminated with a discard date.

General Order – Primary document, issued by authority of the County Fire Chief, that establishes policy, procedure, regulation, standards, guiding principles, programs, or acceptable methods of operation used by the Department.

Policy and Procedure Coordinator – Administrator of this process who provides overall management of the preparation and distribution of Directives, Memorandum, and General Orders.

Project Manager - Manages a document assignment.

PROCEDURES

1. General Provisions

Adherence

Members shall familiarize themselves with, and conform to, applicable policy, procedures, and regulations. Supervisors shall lead, manage, and command subordinates within said guidelines and philosophy.

While intended to be comprehensive, it is not practical to expect that all possible situations will be documented herein. Therefore, all members shall exercise responsible conduct, sound management, common sense, and reasonable judgment—respectively.

Application

General Orders shall supersede any conflicting information except local, State, or Federal regulations.

There are also legislative and regulatory documents that directly affect Fire/EMS Department operations. Some are applicable by virtue of employment or membership, i.e., Subtitle 16 of the Prince George's County Code; others are applicable when involved in certain operations, such as the Maryland Medical Protocols for Emergency Medical Services Providers and certain provisions of Title 29 of the Code of Federal Regulations.



2. Review and Revision of Existing Documents

Review Cycle

A review of all documents shall take place January 1 through May 30, annually. Specific General Orders shall be assigned to each Major and Manager for review. The Policy and Procedure Coordinator shall ensure that pending policies are identified for incorporation into the appropriate General Order during the review cycle.

By June 1, Majors and Managers shall submit documentation to the Policy and Procedure Coordinator, which attests to the review of the General Orders and specifies the necessity for a document's revision, deletion, or if no changes are needed. A recommendation to delete a General Order must be accompanied by concise justification that will support the recommended action.

Revision Process

For each General Order that will be revised, the Major or Manager must designate a Project Manager who will follow the procedures outlined in the Document Assignment Process referenced below. Final drafts must be submitted to the Policy and Procedure Coordinator by August 31.

This policy shall in no way limit the Fire Chief's authority to implement new policies and procedures, or revise existing ones, independent of the standard review process. Moreover, policies that must be revised to maintain compliance with local, State, and/or Federal regulations shall be updated immediately.

Review Process

A review group shall critique all final drafts and provide comments by October 15. Reviewers shall be comprised of personnel representing the following entities:

- Office of the Fire Chief
- Each Command
- Local 1619
- The Fire Commission
- The Volunteer Fire & Rescue Association
- Departmental Attorney

The Project Manager for each final draft shall review the comments submitted by the Review Group, make appropriate revision, and submit the draft to the Policy and Procedure Coordinator by November 1.

The Policy and Procedure Coordinator will finalize all proposed General Order packages and submit the final documents to the Fire Chief for approval by November 15.

New orders will be implemented by January 1, or at the discretion of the Fire Chief.

Exception: New or revised General Orders will normally be submitted for review during the review process unless immediate implementation is necessary as determined by the Fire Chief or his designee.

3. Issuance of New Documents

The Policy and Procedure Coordinator shall be notified when a document is under development.

An assigning Lieutenant Colonel, Major, or Manager shall designate a Project Manager, who shall be responsible for goal and objective identification, overall planning, coordination, resource management, review, and preliminary approval of the final draft.



The Project Manager shall periodically provide the Policy Procedure Coordinator with updates on the progress of the task.

Requests for resources (personnel, administrative, data collection, research material, fiscal, or logistical) shall be made through the Chain-of-Command or to the Policy and Procedure Coordinator, as appropriate.

4. Document Assignment Process

The Project Manager shall ensure that a systematic process is followed and shall document aspects of the assignment that are essential to understanding why the provisions in the document were established or selected.

Typically, the Document Assignment Process may include the following steps:

- Organization of a workgroup, when appropriate.
- Identification of the specific topic to be addressed.
- Review of existing documents related to the topic and integrates by inclusion or reference.
- Conduct research, data collection, and analysis as appropriate.
- Gather input from departmental members as appropriate.
- Consider regulatory guidelines and industry standards and best practices.
- Obtain evaluative feedback and general comment.
- Revise, as deemed appropriate, and draft final document.
- Provide a final draft and project file to the Policy and Procedure Coordinator.

5. General Orders and Directive Format

Each General Order or Directive shall be arranged in a simple outline format, divided into sections as follows:

- Policy Statement
- Definitions – new or unique terms, obscure content, or vocabulary that is significant to the General Order
- Procedures - describes general and specific provisions; when required for clarity, a responsibilities section may be delineated herein
- References – lists authoritative information used to develop the General Order or other documents that are relevant to its implementation.
- Forms/Attachments – a list of forms and/or attachments described in the General Order

Subsections and sub-details shall be formatted in the similitude of this document. The Policy and Procedure Coordinator must approve significant variations to this format.

6. General Table of Contents Organization

General Order shall be categorized into divisions by subject matter. Each document within a division will be assigned a number and referred to as a chapter. Directives will be designated in the same manner in added to the table of contents based on whether it amends an existing document or in a new policy or procedure.

The Policy and Procedure Coordinator shall determine the number of divisions and their titles. An updated table of contents shall be distributed with each new document or update. An index shall be developed and added to the General Orders, when feasible.

7. Distribution and Maintenance



Distribution

A copy of all new or revised General Orders, Directives, or Memorandums shall be submitted to the Policy and Procedure Coordinator prior to departmental distribution. Master documents (hard and electronic) shall be forwarded to the Policy and Procedure Coordinator for maintenance.

A summary of each new document or a synopsis of the revisions shall be provided when new or revised existing documents are distributed, as appropriate. New General Orders, Directives, or Memorandums shall be assessable to all stations and worksites via multimedia formats.

Maintenance

Each station and worksite shall maintain a copy or provide access to the above-referenced documents to promote effective operations and reference.

Each Command, the Policy and Procedure Coordinator, and the Office of the Fire Chief shall maintain supporting references.

Battalion Officers and Volunteer Chiefs shall ensure that field personnel under their command are aware of and review newly distributed documents.

Majors and Managers shall ensure that office personnel under their command are aware of and review newly distributed documents, as appropriate.

8. Suggestions

Recommendations regarding the development, revision, or deletion of a Document may be forwarded to the appropriate Major or Manager, who is responsible for that subject matter.

Suggestions or recommendations for improving this system, or any issue related to a specific Document, may be submitted to Administrative Compliance via County email, at any time.

REFERENCES

N/A

FORMS/ ATTACHMENTS

N/A



Division 01 Administration and Organization

Chapter 02– Fire Department Organization

January 2009

POLICY

This General Order shall establish a means to identify the current organizational structure of the Prince George's County Fire/Emergency Medical Services (EMS) Department, commanded by the Fire Chief.

DEFINITIONS

Our Mission - The Fire/EMS Department strives to improve the quality of life in Prince George's County by promoting safety, and providing the highest quality of fire prevention, fire protection, emergency medical services, and community outreach programs.

Our Vision - The actions of the Fire/EMS Department will be guided by an understanding of the needs of our customers, while we ensure the highest commitment to safety, professionalism, integrity, and care.

PROCEDURES

1. General Guidelines

The Fire/EMS Department's Administration is organized into the Office of the Fire Chief and four major commands: the Management Services Command (MSC), the Support Services Command (SSC), the Fire Prevention Command (FPC), and the Emergency Operations Command (EOC). Each Command is under the direct supervision of a Lieutenant Colonel.

Commands are subdivided to define the scope of operations necessary to provide an efficient delivery of service to the citizens we serve.

Each Command Officer and/or civilian Commander is responsible to ensure the peak performance of his or her area of responsibility.

The following sections provide a synopsis of each of the segments within the Fire/EMS Department.

2. Office of the Fire Chief (OFC)

The Office of the Fire Chief organizes and directs the efforts of the County Fire/EMS Department, both career and volunteer, augmenting the four Lieutenant Colonels. The Fire Chief's staff is comprised of a uniformed Fire Major, serving as Executive Officer, and various civilian and uniform support staff. The Office of the Fire Chief is the main point of contact for citizen and government inquiries.

The radio designation for the Fire Chief is, "Fire Chief."

Executive Officer to the Fire Chief

The Executive Officer to the Fire Chief is the senior staff member responsible for the coordination and management of the day-to-day operations and activities of the Office of the Fire Chief and other functions related to Fire/EMS Department Headquarters.

The radio designation for the Executive Officer is "Bureau Chief 1."

Legal Affairs

The Department Attorney, which is a civilian position, is the primary legal counsel to the



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Fire Chief, and is responsible for the coordination and administration of various legal affairs that impact the Department. He or she also serves as the liaison between the County Office of Law and Departmental personnel.

The radio designation for the Attorney/EEEO is "Department Attorney."

Press Information Office (PIO)

The Press Information Officer(s), which are civilian or career, are responsible for:

- The coordination and management of the day-to-day operations and dissemination of information to the public through the news media
- The Press Information Officer(s) responds on all major incidents and assists the Incident Commander by providing accurate and timely information to media representatives
- Coordinates the activities of the Graphic Arts/Production Coordinator

The radio designation for the on duty Press Information Officer(s) is "Public Information Officer."

**Office of Professional Standards
Quality Assurance (QA)**

The Quality Assurance office is commanded by a Major, and is responsible for:

- The administration of the inspectional services for fire stations and personnel
- The disciplinary process within the Fire/EMS Department.
- The implementation of recommendations to ensure the operational readiness of all the emergency services of the Department

Equal Employment Opportunity Officer (EEEO)

The EEEO shall be responsible for:

- Investigating and interpreting the EEO, ADA, FLSA, and FMLA laws for the Department
- Serving as a liaisons with the Office of Law and attorneys with outside agencies
- Overseeing the administration of the Department's EEO policies
- Conducting investigations of all formal EEO complaints
- Providing a wide-range of support functions through peer mediation, including the Critical Incident Stress Debriefing Team (CISDT); these services help to ensure a healthy work force, both physically and mentally, with the key to the success being the dedication and commitment to confidentiality and professionalism

The radio designation for the Quality Assurance Major is, "Operational Services Commander."

Employee & Volunteer Assistance Programs

The Employee and Volunteer Assistance Programs provide a vital service to the members of the Prince George's County Fire/EMS Department, and to their immediate families. These programs coordinate a wide-range of support functions for the members of the Department.

3. Management Services Command (MSC)

Management Services is commanded by a Lieutenant Colonel. The radio designation for the Management Services Commander is



"Deputy Chief," followed by the appropriate numbered designation. The Command is responsible for the supervision of the below segments of the Fire/EMS Department.

Fiscal Affairs

Fiscal Affairs is commanded by a civilian Manager, who is charged with the following:

- Fiscal and budgetary management of the Fire/EMS Department
- Payroll
- Timesheets
- Grants/Contracts
- Transport Fees

Human Resources

Human Resources is commanded by a civilian Manager, who is charged with the following:

- Coordination of all Departmental personnel matters, including the hiring process, position and performance management, and maintenance of employee records
- Acting Pay
- Public Safety Investigations
- Liaison between the Fire/EMS Department and the County's Office of Human Resource Management

Research, Planning and Development

Research, Planning and Development is commanded by a Major, who is charged with the following:

- Promotional Testing
- Recruitment
- Building Maintenance
- Capital Improvement Project

Information Management

Information Management is commanded by a civilian Manager, who has the following major areas of responsibility:

- Maintains an up-to-date Fire/Rescue Incident Tracking System (FRITS)
- Processes all requests for Fire/EMS reports. These requests come from the public, insurance companies, attorneys, and other agencies, as well as the court system
- Provides Fire/EMS statistics for management, the public, and other fire departments and government agencies
- Processes all computer-related requests in the Department. This includes analyzing all hardware and software requests
- Translates user requirements into detailed system specifications and assists in implementing the appropriate system
- Acts as a liaison between the Fire/EMS Department and the County's Information Technology Division and OAO, the County's Facility Management Contractor

The radio designation for the Information Management Manager is "Car 86043."

Risk Management

Risk Management is commanded by a Major who is charged with the following:

- Developing programs which focus on the identification, analysis, and abatement of hazards, human acts, and attitudes that may cause accidents, injuries, and property loss
- Monitors OSHA, MOSH, ANSI, NIOSH, NFPA and other standards, which effect the Department



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- Processes Worker's Compensation Claims
- The administration of the Department's Risk Management Program
- Coordinates the records of all Departmental accidents and injuries, and recommends action to prevent, reduce, and eliminate accidents and injuries
- Coordinates the Department's infectious control policies and procedures
- Coordinates the Department's annual physical examinations
- Coordinating the maintenance needs for fire stations and buildings
- Coordinating any construction or renovation work for all of the Department's building and facilities
- Providing the mail courier service for the Department

The radio designation for the Department Safety Officer is "Safety Officer 800."

4. Support Services (SSC)

Support Services is commanded by a Lieutenant Colonel. The Radio designation for the Support Services Commander is Deputy Fire Chief 804. The Command is responsible for the supervision of the below segments of the Fire/EMS Department.

Apparatus Maintenance

Apparatus Maintenance is commanded by a civilian Manager, who is responsible for the maintenance and repairs associated with the Department's vehicle fleet and equipment.

The radio designation for the Apparatus Maintenance Manager is "Car 862."

Logistics & Supply

Logistics & Supply is commanded by a civilian Manager, who is responsible for:

- The procurement of all supplies and equipment for the Department

The radio designation for the Logistics and Support Services Manager is "Car 864."

Administrative Compliance

Administrative Compliance is commanded by a civilian, who is responsible for facilitating and coordinating the development, maintenance, and dissemination of all Departmental policies and procedures.

Fire/EMS Operations Center/Communications

The Fire/EMS Operations Center/Communications is commanded by the Captain assigned to SSC, and managed by a civilian coordinator. The Operations Center is a 24 hour operation responsible for:

- Security of the Fire Services Building, and gym facility at Station 830
- Assisting the Office of Emergency Preparedness in the event of an EOC activation
- Monitoring all Fire /EMS radio channels, television news, FEMA/MEMA broadcasts, and National Weather
- Notifications of emergency and non-emergency incidents via email, phone, and paging system, as well as notifications to EAP, the Infection Control Officer for personnel exposures, and for post accident testing
- Fire/EMS accident and injury flash reports, as well as handling and



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- disseminating information of citizen complaints for resolution
- Station maintenance requests, and repair requests of emergency radios and telephones
- After hours tow truck requests and tire repairs, fuel lock out notifications, emergency building repairs, press inquiries, and handling personnel calling out for sick leave for their shift (unscheduled leave)

- The implementation and coordination of programs designed to reduce and eliminate the loss of life and financial losses due to fires and other hazards
- The annual inspection and enforcement of all fire prevention codes for full compliance
- The coordination of all hazardous materials incidents for safe mitigation
- The review of all adequate public facilities

Fire/EMS Training Academy

The Fire/EMS Training Academy is commanded by a Major. The Academy is responsible for:

- The development and presentation of Fire/EMS training programs for the Department
- The administration of the Department's firefighter apprenticeship program
- Preparation and publishing of the Departmental Training Bulletin

The radio designation for the Fire/EMS Training Academy Major is "Bureau Chief 810."

**5. Fire Prevention Command (FPC)
Fire Inspections, Code Enforcement
& Special Hazards**

The Fire Inspections, Code Enforcement & Special Hazards office is commanded by a Fire Major. The office is responsible for:

- The administration of the Department's code enforcement and inspections programs, as mandated by Subtitle 11 (Fire Safety Law) of the Prince George's County Code and the State of Maryland Fire Prevention Code

The radio designation for the Fire Inspections, Code Enforcement & Special Hazards Major is "Bureau Chief 809."

**Fire Investigations, Homeland Security
and Special Events**

Fire Investigations, Homeland Security & Special Events office is commanded by a Fire Major. The office is responsible for:

- The enforcement of the fire and explosives laws of the State of Maryland and Prince George's County
- The reduction/elimination of arson, bombings, and other fire service related crimes
- The determination of the cause and origin of all incidents involving fire and/or explosions within the County
- Bringing to justice all violators of the fire and explosive laws of the State of Maryland and Prince George's County

The radio designation for the Fire Prevention Investigations Major is "Bureau Chief 808."

Public Affairs

Public Affairs is commanded by a civilian Manager. The office is responsible for:



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- Community outreach and educational programs for the citizens and residents of Prince George's County
- Creating awareness to internal and external customers on methods to improve fire prevention for all citizens
- Promoting fire and life safety to prevent fires and save lives through community involvement
- Promoting existing, as well as developing new programs to meet the needs of the community

The radio designation for the Public Affairs Manager is "Car 156."

6. Emergency Operations Command (EOC)

Emergency Operations is commanded by a Lieutenant Colonel. The Radio designation for the Emergency Operations Commander is Deputy Fire Chief 802. The Command is responsible for the supervision of the below segments of the Fire/EMS Department.

Duty Chiefs (Operations)

Each shift is commanded by a Major, and is responsible for:

- Emergency operations associated with the protection of life and property
- The operational readiness of each respective division
- Performance of fire prevention activities

The radio designation the Duty Chief is "Duty Chief 800."

Advanced Emergency Medical Services (AEMS)

The Advanced Emergency Medical Services office is commanded by a Major, and is responsible for:

- All the operations associated with the Advanced Emergency Medical Services
- The operations associated with the Rescue Unit Program

The radio designation for the Advanced Emergency Medical Services is "Bureau Chief 807."

REFERENCES

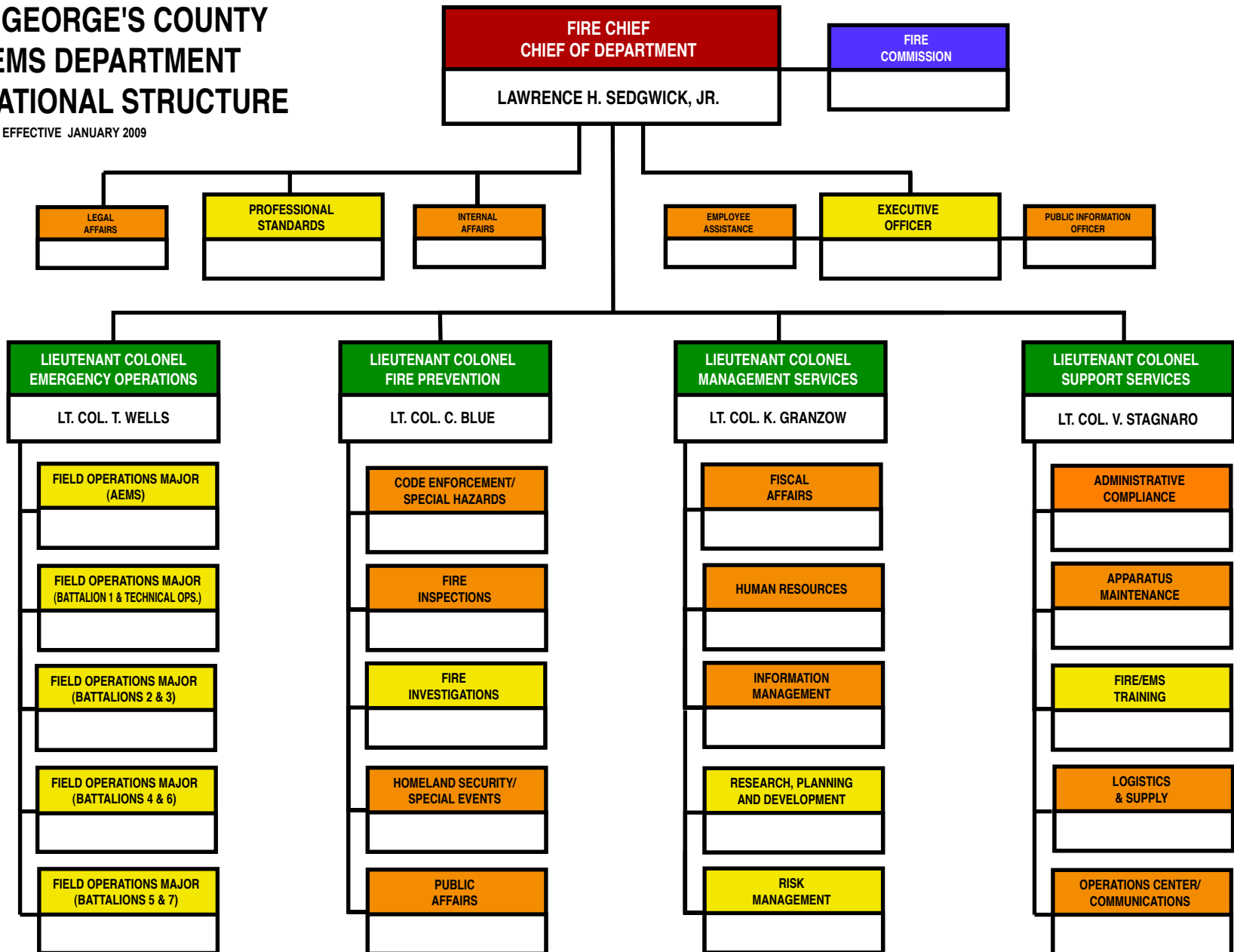
N/A

FORMS/ ATTACHMENTS

Prince George's County Fire/EMS Department Organization Chart

PRINCE GEORGE'S COUNTY FIRE/EMS DEPARTMENT ORGANIZATIONAL STRUCTURE

EFFECTIVE JANUARY 2009





Division 01 Administration and Organization

Chapter 03 – Chain-of-Command

March 2009

POLICY

The delegation of authority, the chain-of-command, is established herein to delineate a clear line of responsibility and accountability for administration of the Department. This shall encompass all non-emergency and emergency activities duly undertaken under the auspices of the Department and any of its instrumentality.

DEFINITIONS

Command Officer – A Command Officer is Career or Volunteer Chief Officer.

Duty Officer - An on duty Career Major responsible for immediate oversight of daily operations and all administrative activities during non-business hours.

Volunteer Battalion Chief - A certified volunteer chief officer within a Battalion operating a Volunteer Battalion Program, which reports to the Duty Chief in the chain-of-command. The Radio designation shall be Battalion Chief followed by Battalion number, i.e., “Battalion Chief 806.”

Volunteer Battalion Program - A Volunteer Battalion Program will be operated in those Battalions that do not have a Career Battalion Chief on a 24 – 72 hour shift.

PROCEDURES

1. General Guidelines

The chain-of-command shall be used when operating, directing, and/or participating on any emergency or operational incident in

Prince George's County, or when involved in mutual aid responses to other jurisdictions. It has been established to ensure authority and responsibility for the routine management of fire stations and facilities, as well as coordinating the administrative duties necessary for fiscal matters.

1. The Fire Chief

Authority

The Fire Chief, who is appointed by the County Executive, is responsible for fire prevention, fire suppression, emergency medical services, fire and rescue communications, research and training activities, and coordination of the volunteer fire companies.

Radio designation – “Fire Chief”

Delegation of Authority

The Fire Chief may delegate any of his powers or duties to other fire officials to administer the operations of the Fire/EMS Department.

The authority of all duly appointed career and volunteer officers to command, direct, or act as an officer or agent of the Prince George's County Fire/EMS Department is delegated as enumerated herein.

3. Chief Officers

Common Responsibility

All Chief Officers shall adhere to established policy and procedures unless there is



compelling and reasonable cause for deviation.

Chief Officers provide leadership, personnel management, and administration of departmental activities. Chief Officers are responsible for providing incident management in accordance with established standards and guidelines. Moreover, Chief Officers must meet or exceed established minimum qualifications.

While intended to be comprehensive, it is not practical to expect that all possible chain of command situations will be addressed herein; therefore, responsible conduct, sound management, common sense and reasonable judgment, respectively, shall be exercised by all members.

Authorized Number of Volunteer Chief Officers

The number of Volunteer Chief Officer positions allocated by the chain-of-command is as follows:

Each volunteer company may have one Volunteer Chief. Each fire station may have one "A" Chief and one "B" Chief.

2. Authorized Positions

Career Lieutenant Colonel (Deputy Chief) - Reports to the Fire Chief; responsible for the leadership and management to a Command, which is comprised of multiple functional areas; *Radio designation - Deputy Chief- followed by assigned number, i.e., "Deputy Chief 801"*

Career Major (Bureau Chief) - Reports to a Lieutenant Colonel or the Fire Chief; responsible for the leadership and management of a functional area; *Radio*

designation - Bureau Chief followed by assigned number, i.e., "Bureau Chief 801"

Volunteer Major – Appointed by the Fire Chief; reports to the Lieutenant Colonel of Emergency Operations; responsibilities are to coordinate the administration of volunteer personnel and fire companies to resolve operational issues and provide a volunteer perspective for the Department’s leadership on operational matters. *Radio designation – "Bureau Chief 820"*

Career Battalion Chief - Reports to a career Major; responsible for the management of a Battalion or appropriate assignment within the Fire/EMS Department; provides administrative coordination of career operations and volunteer station operations through the company Volunteer Chief.

Radio designation - Bureau of Fire/Rescue Operations Battalion Chiefs will use Battalion Chief, followed by Battalion number, i.e., "Battalion Chief 804," all other Battalion Chiefs will use appropriate Bureau numerical radio designations, i.e., "Battalion Chief 815." If a Career Battalion Chief responds on other than his tour of duty, the radio designation will be Battalion and number, i.e., "Battalion 804A." Or as may be indicated in other policies of the Department.

Volunteer Division Chief - Appointed by the Fire Chief; reports to a Duty Chief; responsibilities are to coordinate the administration and management of volunteer personnel and fire companies and to resolve issues; *Radio designation - Division followed by appropriate number, i.e., "Division Chief 801"*

Volunteer Company Chief - A fire company, corporation, or association elects a Volunteer Chief and reports to a designated Battalion Officer; their responsibilities also



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include administrative coordination of volunteer and career operations within their station(s); *Radio designation - Chief and company number, i.e., "Chief 801"*

Volunteer Deputy or Assistant Chief termed "A Chief" - Reports to Volunteer Company Chief or appropriate Major when participating in command of incident or as Company Chief; the Volunteer Company Chief assigns non-emergency responsibilities; *Radio designation - title, company number, followed by an "A" suffix, i.e., "Chief 801A"*

Volunteer Deputy or Assistant Chief termed "B Chief" - The B Chief is responsible to the Emergency Incident Commander for duties assigned; when operating as an Emergency Incident Commander, he/she is responsible to the appropriate officers in the chain-of-command; non-emergency responsibilities involve management of volunteer personnel; *Radio designation - title, company number, followed by "B" suffix, i.e., "Chief 801B"*

NOTE: Captains who have successfully completed the requirements to be a Battalion Chief or "B" Chief may act as a Battalion Chief. Radio designation will be Battalion Chief followed by Battalion number, i.e., "Battalion Chief 804A."

Career Captain and Lieutenant - Reports to a Battalion Chief and Volunteer Company Chief

Volunteer Captain, Lieutenant, or Sergeant - Responsible to appropriate Volunteer Company Chiefs and officers in the chain-of-command; they are fire station supervisors who supervise personnel during emergency incident operations.

Chain-of-Command

The following delineates the Prince George's County Fire/EMS Department emergency incident chain-of-command from highest –to lowest rank:

- County Fire Chief
- Career Lieutenant Colonel
- Career/Volunteer Major
- Volunteer Division Chief
- First Due Volunteer Company Chief
- First Due Volunteer Company Deputy or Assistant Chief with "A" Chief radio designation
- Battalion Chief /First Due Volunteer "B" Chief
- Other Volunteer Chief Officers (In order listed on assignment)
- Battalion Chief (Other than dispatched on the assignment)
- Captain (In order listed on assignment)
- Lieutenant (In order listed on assignment)
- Sergeant (In the order listed on the assignment)
- Fire Technician (In order listed on assignment)
- Fire Fighter - Certified Level III, II, I, or Paramedic Certified Level II, I (In order listed on assignment)

The ranking officer (career or volunteer) on the scene may assume command of the emergency incident and may relinquish command of the emergency scene to a subordinate officer after the situation is "under control."

Paramedic Supervisors, when available, are responsible to provide technical advice to the Incident Commander regarding patient care. However, the ranking paramedic supervisor on the scene shall have final authority over patient care and disposition.



The first arriving unit, whether an officer or not, shall establish or pass command of the emergency incident, as per General Order 06-20. The first arriving officer may assume command from that first unit without face-to-face transfer, provided adequate information about actions taken to establish control of the emergency situation has been relayed.

5. Conflicting Orders

Emergency Operations

During an emergency incident, if an order contradictory to standing Department orders and written procedures is issued (by a valid officer in the emergency incident chain-of-command) under emergency conditions, the order shall be carried in a safe and expeditious manner.

If questioned, the person issuing such an order shall, soon as possible, prepare a written statement as to the necessity of the contradictory order. He/she shall then present the statement to his/her immediate supervisor in the chain-of-command. The immediate superior shall take note of the statement, adding any appropriate comments, and then immediately forward the statement to the County Fire Chief through the emergency chain-of-command.

Station officers shall not utilize internal command structures that interfere with ongoing emergency incidents and the established incident management system.

Non-Emergency Operations

At no time during the course of daily administration of the Department, shall anyone issue a standing order that is contradictory to policy and procedures established by the Fire Chief. If a contradictory order is issued, the carrying out

of the order shall be held in abeyance until the immediate supervisor of the issuer is contacted for a ruling.

If the immediate supervisor is unable to determine the propriety of the order, the issue shall proceed through the chain-of-command until the question of propriety is settled.

The person making the final decision shall submit a written statement, through the chain-of-command, to the County Fire Chief. The statement shall clearly define the issue, the parties involved, and the basis for deciding the propriety of the order.

6. Orders and Procedures

The Volunteer Company Chief is the only member of a Volunteer Company who may give orders and direction to the Career Station Supervisor. This does not preclude volunteer officers from relaying directions from the Volunteer Company Chief.

If a Volunteer Company Chief desires to delegate his/her supervisory responsibilities to another officer from his/her station, they shall forward the name of such officer, in writing, to the County Fire Chief for approval. The designee would then take the place of the Volunteer Company Chief in the chain-of-command.

Where a Paramedic Unit is assigned to a fire station, the fire officer will be the Station Commander. The Paramedic Officer is directly responsible for the supervision of the Bureau of Advanced Emergency Medical Services' personnel and will coordinate his/her efforts with the Station Commander.

7. Operations

Response



PRINCE GEORGE'S COUNTY, MARYLAND FIRE/EMERGENCY MEDICAL SERVICES DEPARTMENT GENERAL ORDERS

The Fire Chief, Lieutenant Colonels, or Bureau Chiefs may respond to any incident within the boundaries of their areas of responsibility.

Volunteer Company Chiefs and "A" Chiefs may respond as command officers on any alarm or incident to which their companies respond. Multi-station "A Chiefs" may respond with first due authority within the company's response area, i.e., Chief 820A may respond with "A Chief" authority in 845's area.

Volunteer "B" Chiefs may respond as a command officer on any alarm or incident to which their station responds.

During their hours of duty, Volunteer Division Chiefs will be alerted to respond to any multiple alarm incidents within their division, when requested by an on-scene unit, or when a command officer is indicated but not responding to an incident. In addition, they may respond on any alarm in their division which, in their judgment, warrants their response.

The Battalion Chief shall respond on all structural fires, box alarms, gas leaks, multiple alarms, vehicle accidents with entrapment, and extra response rescue incidents. In addition, the Battalion Chief, at his/her option, may respond to any other alarms or incidents within the bounds of their responsibilities.

Emergency Incident Operations

All emergency incident operations will be conducted in accordance with Departmental Policies and Procedures as outlined in the General Orders. Once the incident management system has been established, the Incident Commander will authorize radio returns. Command officers not on the scene shall refrain from making operational

decisions or transmissions about the incident unless there is a demonstrable safety concern.

Investigation of an Emergency Incident

Fire investigators and bomb technicians will coordinate with the incident commander when conducting an investigation. Incident commanders shall support the investigation efforts, and provide the resources necessary to do so.

8. Compliance

All members of the Prince George's County Fire/EMS Department will comply with this General Order. Failure to do so may result in removal from the chain-of-command and/or appropriate disciplinary action.

REFERENCES

Charter of Prince George's County Schedule of Legislation, Section 13, and pursuant to the authority of the Prince George's County Code, Subtitle 11

FORMS/ATTACHMENTS

N/A



Division 01 Administration and Organization

Chapter 04 – Departmental Duty Chief

January 2009

POLICY

This General Order shall set forth a policy to supervise and coordinate Departmental activities for both emergencies and non-emergencies on a 24-hour basis, and provide a point of contact for career and volunteer personnel, as well as external agencies and organizations.

DEFINITIONS

N/A

PROCEDURES

1. General Guidelines

The Departmental Duty Chief shall hold the rank of Major and shall be responsible for the day-to-day operations of their respective shift. The Emergency Operations Command shall be responsible for the coordination and scheduling of this program.

The Departmental Duty Chief shall remain within close proximity of the boundaries of Prince George's County during their tour of duty, unless directed otherwise. Moreover, the Duty Chief will designate an appropriate replacement in his/her absence. A Battalion Chiefs may be designated as the Acting Duty Chief as directed by the Duty Chief or the Lieutenant Colonel of Emergency Operations.

2. Responsibilities

Administrative Operations

The Departmental Duty Chief's Administrative responsibilities shall include, but are not limited to:

- Ensuring that all rules, regulations, and General Orders of the Fire/EMS Department are followed in a safe, efficient, and equitable manner
- Approving all overtime to maintain staffing, providing resources at emergency operations, and obtaining services from other County agencies
- Representing the Fire/EMS Department at community or government meetings, surrounding jurisdictional events, special events, and other public gatherings, as directed by the Fire Chief
- Approving all emergency building and apparatus repairs
- Handling on-duty employee related problems, i.e., disciplinary, Employee Assistance Program (EAP) referral, substance abuse testing, etc.
- Handling employee issues, including visits to hospitals, off-duty follow-up, family emergencies
- Coordinating Fire Prevention/Special Hazards related activities, including closing of overcrowded or illegal assemblies, immediate fire code violation issues, and special inspections
- Acting on behalf of the Fire Chief as a liaison officer with other County agencies or surrounding jurisdictions
- Coordinating with the Office of Emergency Management (OEM), Red Cross, and/or the Citizens Services Group to provide shelter, nourishment, or other similar needs for residents displaced by an emergency or non-emergency incident



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- Coordinating activities with regard to Departmental operations and ensuring prompt notification to key personnel of incidents that affect their function
- Ensuring that conflicts involving any and all Fire/EMS Department personnel are resolved to the reasonable satisfaction of all involved, while keeping the interest of County government paramount at all times
- Handling Departmental and citizen complaints or inquiries
- Completing special projects, reports, or investigations, as directed by the Fire Chief or his designee
- Coordinating with the on-duty supervisory personnel including the Volunteer Division Chief, Safety Officer, on-duty Battalion Chief, Public Safety Communications Officer, AEMS Officer, and Quality Assurance Officer will accomplish the tasks listed above

The radio designation for the Departmental Duty Chief, while on-duty, shall be “Duty Chief 800.”

REFERENCES

N/A

FORMS/ ATTACHMENTS

N/A

Emergency Operations

The Departmental Duty Chief’s Emergency Operations responsibilities shall include, but are not limited to:

- Successful mitigation, control, or containment of fire or rescue related conditions that threaten or may threaten the public’s safety
- Responding to fire, rescue, hazardous materials, medical, and other emergency incidents as necessary
- Establishing and maintaining command and control of emergency incidents, when appropriate
- Maintaining contact with senior officers to provide updates and incident status information
- Acting as liaison with media in the absence of the Departmental Public Information Officer



Division 01 Administration and Organization

Chapter 05 – Notification Procedures

January 2009

POLICY

This General Order shall provide guidelines and procedural requirements to ensure that this Department is in compliance with Administrative Procedure 504, and that the appropriate personnel are provided timely reporting of events and incidents involving the Prince George's County Fire/EMS Department.

DEFINITIONS

Direct Notification - immediate person-to-person notification via telephone, pager, or radio (if the message is appropriate).

PROCEDURES

1. General Guidelines

The Fire Chief is responsible for fire prevention, fire suppression, emergency medical services, fire and rescue communications, research and training activities, and all operational functions of the volunteer fire companies. There are conditions which allow the Fire Chief to delegate this authority; however, the Fire Chief remains ultimately responsible. Therefore, the Fire Chief must be kept completely informed of any incident or significant event that may cause inquiry from the public, other County officials, and the media, etc.

The Fire Chief is also responsible for notifying the Public Safety Director of all significant events and incidents which will have an impact on the citizens of Prince

George's County, the Fire/EMS Department, or County Government.

2. Notification

The initial notification of an incident or event may come from a variety of sources. It is essential that immediate notification be made to the on duty Major. The information must be as complete and accurate as possible. It will be the responsibility of these duty officers to ensure that the notification procedures are completed.

During the course of normal day-to-day operations, Fire/EMS Department personnel will become involved in significant incidents and noteworthy events that have the potential to affect key personnel in several commands, companies, organizations, etc. It is our goal to make these individuals aware of such issues so that they can continue to manage their area of responsibility effectively.

Attachment #1, "Notifications Procedures," is a one-page chart that identifies parties who are most commonly affected by day-to-day operations and noteworthy events that would require notification of these individuals. The chart identifies who is specifically responsible for completing the notification process.

For example, an incident that involves a "serious injury to a Fire/EMS Department employee/member" of Station 801, (Battalion 804) Personnel should follow the procedure listed below:



**PRINCE GEORGE'S COUNTY, MARYLAND
FIRE/EMERGENCY MEDICAL SERVICES DEPARTMENT GENERAL ORDERS**

- The Duty Major is responsible for making notification to the following individuals:
 - Battalion Chief 804
 - Volunteer Division Chief 801
 - Volunteer Major
 - Emergency Operations Chief
 - Executive Officer
 - Safety Officer
 - Chaplain
 - PGC Volunteer Fire/Rescue Association's President (if injured member is a volunteer)
 - International Association of Firefighters Local 1619 (if injured member is a career employee)
 - Volunteer Chief 801
 (Order should be established by the officer making the notification)
- The Executive Officer is responsible for making direct notification to the Fire Chief
- The Fire/EMS Operations Center is responsible for notifying the remainder of the Management Team through a group page
- The Fire Chief is responsible for making direct notification to the Public Safety Director
- The on duty Battalion Chief or Duty Major is responsible for completing a Executive and/or Council Summary Form. (Attachment #2)

There may be occasions when the on duty Officers are involved in critical emergency operations or mitigation of an issue. In these cases, it is acceptable for the on duty Officers to have a designee (preferably the Fire/EMS Operations Center) complete the direct notification. However, the ultimate responsibility is with the on duty Officers; therefore, they must ensure that their designee has been completely informed, understands

the possible effect, and is prepared to answer inquiries that may be made by the officials in the progressing chain-of-command.

Direct Notification

Direct notification shall start at a level that will enable an officer or official to begin work to resolve or mitigate the incident or event. The information must be timely and complete, but most importantly, accurate. The individual making the notification must be prepared to answer basic who, what, why, when, and where questions, in addition to advising what other notifications have been made, and what actions are being taken by other individuals to address the incident or event.

After normal office hours, it may be necessary to make individual direct notification to the appropriate personnel. The on duty Major, Division Chief or Battalion Chief making the notification shall attempt to start at an appropriate level; however, additional notifications must not be delayed due to unavailability of someone within the chain-of-command.

During normal office hours, any direct notification shall be made through the chain-of command to the Executive Officer in the Office of the Fire Chief.

The following significant incidents and noteworthy events shall require direct notification to the appropriate personnel. (Refer to Attachment #1):

- Death/serious injury to a public official
- Death/serious injury to an employee/member of the Fire/EMS Department



PRINCE GEORGE'S COUNTY, MARYLAND FIRE/EMERGENCY MEDICAL SERVICES DEPARTMENT GENERAL ORDERS

- Death/serious injury to a Fire/EMS Department employee/member's immediate family
- Death/serious injury to a County employee (on duty or under unusual circumstances)
- Fire with fatalities
- Vehicle Collision involving a Fire/EMS Department vehicle resulting in serious injury or death to an employee/ member or civilian
- Vehicle Collision involving a Fire/EMS Department vehicle with total damages in excess of \$2,000
- Arrest of a Fire/EMS Department employee/member
- Any "walkout", job action, or serious disruption by a Fire/EMS Department employee/member
- Request for fitness for duty testing
- Minor on-duty injury to a Fire/EMS Department employee/member
- Serious conflict between Fire/EMS Department employees/members, between Fire/EMS Department employees/members and the public, or other agencies
- Serious fire at a County facility (over \$5,000 loss)
- Disruptive incident at a County facility (any incident where the Fire/EMS Department is the lead agency and our actions/procedures directly or indirectly disrupt the normal conducting of business)
- Cross burning or any other type of incident that the Fire/EMS Department responds to which appears to be the result of a hate crime
- An incident where it is necessary to shut down the Beltway or major highway for more than 30 minutes
- Serious incident with media interest
- Mutual aid requests that exceed five units, or will create a significant impact
- An inquiry or request from any public official regarding an emergency incident or a significant event
- An inquiry or request from any senior County official regarding an emergency incident or a significant event
- An inquiry or request from media regarding potentially sensitive information or issues

Command Officer's Log

The Command Officer's Log shall be used for reporting noteworthy events and incidents that are not time-critical. It shall also be used to document significant events and verify that immediate notification was made to the appropriate personnel. The Command Officer's Log shall not be used to communicate confidential information or personnel matters.

The on duty Battalion Chief or responsible party as appropriate shall ensure all significant incidents or noteworthy events under their purview are entered on the Command Officer's Log. The on duty Major is responsible to ensure that the Command Officer's Log is complete. The Command Officer's Log shall be forwarded to the approved mailing list, as determined by the Lieutenant Colonel of the Emergency Operations Command, each morning by 0730 hours by the on duty Major or their designee.

A new Command Officer's Log shall be filled out at the beginning of each shift using the standard format to include:

- The month, day and year entered in the top left corner and completed in chronological order



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FIRE/EMERGENCY MEDICAL SERVICES DEPARTMENT GENERAL ORDERS**

- The first entry shall list the on duty departmental command officers for the shift including the duty chief, division chiefs, battalion chiefs, EMS supervisors and safety officers. Any on-duty changes shall be indicated at the time of the change, including contacts with volunteer command officers.
- Any significant incident or noteworthy event with the time, incident number and pertinent information shall be entered in accordance with the standard format, to include, but not limited to:
 - Structure fire incidents involving IDLH and the use of 1-1/2" handline or greater to extinguish
 - Fire incidents with civilian injury or death
 - Arson fire incidents
 - Mass or multi-casualty incidents
 - Vehicle collisions or other traumatic events resulting in civilian death
 - Incidents requiring operation of a specialty team to mitigate
 - Fire/EMS emergency vehicle collision
 - Employee/member on duty injury or death
 - Fire station out of service
 - Disputes between Fire/EMS Department personnel and other agencies
 - Inquires by elected officials.

Public Safety Notification Form

There are many incidents and events that are considered to be sensitive in nature, which require notification to the Public Safety Director, County Council and/or County Executive. The Executive and/or Council

Summary (Attachment 2) shall be used to document significant events and verify that immediate notification was made to the appropriate personnel.

The on duty Battalion Chief or responsible party as appropriate shall ensure an Executive and/or Council Summary is completed as applicable for all applicable events under their purview and forwarded to the duty Major. The Duty Major is responsible to review and ensure that the Executive and/or Council Summary is completed and forwarded to the Office of the Fire Chief for approval as soon as possible, but no later than 0830 hours. After review and approval, the completed form shall be forwarded to the Public Safety Director, County Council and/or County Executive as applicable by the Fire Chiefs staff as soon as possible, but no later than 0900 hours.

The following significant incidents and noteworthy events shall require the completion of the Executive and/or Council Summary Form:

- Death/serious injury to a public official
- Death/serious injury to an employee/member of the Fire/EMS Department
- Death/serious injury to a County employee (on duty or under unusual circumstances)
- Fire with fatalities
- Accident involving a Fire/EMS Department vehicle resulting in serious injury or death to an employee/member or civilian
- Any "walkout," job action, or serious disruption by a Fire/EMS Department employee/member
- Mutli-alarm incidents
- Public transportation incident involving death/serious injury to a



**PRINCE GEORGE'S COUNTY, MARYLAND
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civilian; i.e., Metro, Amtrak, airline, etc.

- Mass casualty incident
- Confirmed explosive device
- Explosive incident resulting in injury
- Serious hazardous materials incident
- Serious fire at a County facility (over \$5000 loss)
- Disruptive incident at a County facility (any incident where the Fire/EMS Department is the lead agency and our actions/procedures directly or indirectly disrupt the normal conducting of business)
- Cross burning or any other type of incident that the Fire/EMS Department responds to which appears to be the result of a hate crime
- An incident where it is necessary to shut down the Beltway or major highway for more than 30 minutes
- Serious incident with media interest
- An inquiry or request from any public official regarding an emergency incident or a significant event
- Serious breakdown of Communications equipment; i.e., 911 system, CAD, etc.
- Extreme weather hazard that places the County in eminent danger; i.e., hurricane, blizzard, tornado (OEP will continue to handle notifications and recommendations regarding school and government closings)
- Major utility failure (gas, electric, telephone) affecting service to more than a ten block area or its equivalent

The Executive and/or Council Summary shall be completed in the following manner using the standard form:

- Every attempt should be made to obtain as much information as possible. This information must be

verifiable, based on facts and actual occurrences, not rumor or speculation

- All applicable entries are to be brief but complete
- The overview of the incident should avoid the use of Fire/EMS Department terms that may not be clear and understandable
- Incidents that require employee confidentiality shall not be documented on the Executive and/or Council Summary Form

Group Page

The paging system allows timely alerting of several individuals to an emergency incident or significant event. The system provides the ability for the PSC Shift Supervisor and/or the Fire/EMS Operations Center to send a brief message to every individual included in the various group page categories. The PSC Shift Supervisor and/or the Fire/EMS Operations Center is responsible for ensuring that the group page is activated when requested or required under the provisions of this Directive.

The group page shall be activated to make notification of the following significant incidents and noteworthy events. These represent a minimum; any event or occurrence, which could be deemed of importance to several personnel, or will require additional immediate resources or actions, shall also be included:

- Death/serious injury to a public official
- Death/serious injury to an employee/member of the Fire/EMS Department
- Death/serious injury to a Fire/EMS Department employee's/member's immediate family of the Fire/EMS Department
- Fire with fatalities



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- Accident involving a Fire/EMS Department vehicle resulting in serious injury or death to an employee/member or civilian
- Accident involving a Fire/EMS Department vehicle resulting in major damage in excess of \$2000
- Working structural fires
- Special alarms for 3 or more additional units to assist units already on the emergency scene
- Multi-alarm incidents
- Public transportation incident involving death/serious injury to a civilian; i.e., Metro, Amtrak, airline, etc.
- Mass casualty incident
- Confirmed explosive devices
- Explosive incident resulting in injury
- Serious hazardous materials incident
- Swiftwater or underwater rescue incident
- Structural/trench collapse incident
- Confined space incident
- High angle incident (involving repelling gear and specialized training)
- Mutual aid requests that exceed 5 units or will create a significant impact
- Significant void created by out-of-service equipment
- Serious breakdown of Communications equipment; i.e., 911 system, CAD, etc.
- Extreme weather hazard that places the County in eminent danger; i.e., hurricane, blizzard, tornado (OEP will continue to handle notifications and recommendations regarding school and government closings)
- Major utility failure (gas, electric, telephone) affecting service to more than a ten block area, or its equivalent.

REFERENCES

N/A

FORMS/ ATTACHMENTS

Attachment #1- Notification Procedures

Attachment #2 - Prince George's County, Maryland Executive Summary (SAMPLE)

RESPONSIBILITIES FOR NOTIFICATION

CAR 66 OR DUTY CHIEF

- 1 - DIRECT NOTIFICATION*
- 2 - DIRECT NOTIFICATION* TO EFFECTED SUPERVISORS
- 6 - ENTRY ON COMMAND OFFICERS LOG
- 7 - PUBLIC SAFETY NOTIFICATION FORM

EXECUTIVE OFFICER

- 3 - DIRECT NOTIFICATION*

FIRE CHIEF OR DESIGNEE

- 4 - DIRECT NOTIFICATION*

BFRS SUPERVISOR

- 5 - ACTIVATION OF GROUP PAGE

* NOTIFICATION SHOULD BE MADE BY TELEPHONE, RADIO OR PAGE

NOTIFICATION PROCEDURES

	PARTY TO BE NOTIFIED							PUBLIC SAFETY DIRECTOR MANAGEMENT TEAM	FIRE CHIEF	EXECUTIVE OFFICER	LEUTENANT COLONEL MAJOR	VOLUNTEER DIVISION BATTALION CHIEF	AEMS DUTY OFFICER	EMERG. PREPAREDNESS VOLUNTEER CHIEF	V.F.R.A. PRESIDENT	CHAPLAIN	O.S.H./SAFETY OFFICER P.I.O.
	5	2	2	2	2	1	3										
DEATH/SERIOUS INJURY TO PUBLIC OFFICIAL	5					1	3	5	4/7	1							
DEATH/SERIOUS INJURY TO FD MEMBER	5	2	2	2	2	1	3	5	4/7	1**	1	2	2				
DEATH/SERIOUS INJURY TO FD MEMBER'S FAMILY	5	5	5	2	2	1	3				1	2	2				
DEATH/SERIOUS INJURY TO COUNTY EMPLOYEE*						1	3		4/7								
FIRE WITH FATALITIES	5	5	5	2	1	1	3		4/7	1		1					
FD ACCIDENT WITH SERIOUS INJURY OR DEATH	5	5	5	2	2	1	3		4/7	1	1	1	2	2			
FD VEHICLE ACCIDENT, MAJOR DAMAGE ***	5	5	5	5	5	1	3			1	1		2	2			
ARREST OF FD MEMBER				2	2	1	3			1				2			
EMPLOYEE/VOLUNTEER WALKOUT/JOB ACTION	2	2	2	2	2	1	3		4/7	1			2	2			
FITNESS FOR DUTY TESTING					1	1	3										
MINOR INJURY TO FD MEMBER ON DUTY	2	2	2	6	6	6	6							2			
SERIOUS PERSONNEL CONFLICT	2	2	2	2	2	1	3			1			2	2			
WORKING STRUCTURAL FIRE	5	5	5	5	5	5	3			5	5						
SPECIAL ALARM FOR > 3 UNITS	5	5	5	5	5	5	3			5	5						
SECOND ALARM INCIDENTS	5	5	5	5	5	5	3			7	5	5	5	5	5		5
THIRD ALARM OR GREATER	5	5	5	2	2	5	3		4/7	5	5	5	5	5	5		5
PUBLIC TRANSPORTATION FIRE/INJURY/DEATH	5	5	5	5	5	5	3		7	5	5						
MASS CASUALTY INCIDENT	5	5	5	5	5	5	3		4/7	5	5						5
CONFIRMED EXPLOSIVE DEVICE	5	5	5	5	5	5	3		4/7	5	5						
EXPLOSIVE INCIDENT WITH INJURY	5	5	5	5	5	5	3		4/7	5	5						
SERIOUS HAZMAT INCIDENT	5	5	5	5	5	5	3		4/7	5	5						5
DIVE INCIDENT	5	5	5	5	5	5	3			5	5						
BUILDING/TRENCH COLLAPSE INCIDENT	5	5	5	5	5	5	3			5	5						
CONFINED SPACE INCIDENT	5	5	5	5	5	5	3			5	5						
HIGH ANGLE INCIDENT	5	5	5	5	5	5	3			5	5						
SERIOUS FIRE (>\$5,000.00) AT COUNTY FACILITY	5	5	5	5	5	5	3		4/7		5						
DISRUPTIVE INCIDENT AT COUNTY FACILITY	5					1	3		4/7								
CROSS BURNING/RACIAL INCIDENT					2	1	3		4/7								
BELTWAY/MAJOR HIGHWAY SHUT DOWN (>30 MIN.)	5	5	5	5	5	5	3		4/7								
SERIOUS INCIDENT WITH MEDIA INTEREST	5	5	5	5	5	1	3		4/7	1							
MUTUAL AID REQUEST > 5 UNITS	5	5	5	5	5	5	3										
POLITICAL INQUIRY/REQUEST						1	3		4/7								
SENIOR COUNTY OFFICIAL INQUIRY/REQUEST						1	3		4/7								
OTHER MEDIA INQUIRY/REQUEST						1	3			1							
SIGNIFICANT VOIDS FROM O.O.S. EQUIPMENT	5	5	5	2	5	5	3										
SERIOUS BREAKDOWN OF CCF EQUIPMENT	5	5	5	5	5	5	3		4/7	5							
EXTREME WEATHER HAZARD	5	5	5	5	5	5	3	5	4/7	5							5
MAJOR UTILITY FAILURE	5	5	5	5	5	5	3	5	4/7	5							5

Prince George's County, Maryland

Executive Summary

Mass Casualty Incident Involving a School Bus and a County Vehicle

AGENCY: Fire/EMS Department
CASE NUMBER: 08-129-0115
CCN: 08-129-0583
DAY: Wednesday
DATE: 05/09/2008
TIME: 0954 hours
LOCATION: Pennsylvania Ave/Silver Hill RD

DETAILS:

On Wednesday May 9, 2008, Fire/EMS units responded to a multi-vehicle collision involving a County Vehicle and a Chartered School Bus. The bus was transporting elementary school student from Bradbury Heights Elementary School to a field trip in Bowie. The PGPD cruiser, responding through the intersection sustained major vehicle damage to the front of the vehicle when it struck the left bottom of bus in front of the rear dual wheels.

There were a total of 31 patients transported to four hospitals; Prince George's General, Southern Maryland, FT Washington, and Doctors Hospital. One PGPD officer was transported to PGGH as a trauma, 15 students were transported via PGFD ambulances, and the remaining 15 were transported on a back-up school bus. Students sustained minor bumps and bruises only. There were no serious injuries to anyone on the bus.

Bradbury Heights Elementary School, Ms Jones was on the scene and assisted coordinating school personnel at local receiving hospitals.

INVOLVED PERSONNEL: BC 803, EMS 814, E826, A826, M825, A817, A832, A845, A825, A821, A820, A842, A842.
INJURIES: 1 trauma, 30 minor walking wounded
INVOLVED SUSPECT: N/A
CRIMINAL HISTORY: N/A

Prince George's County, Maryland
Executive Summary

WITNESSES: N/A

DEPARTMENT
WITNESSES: Unknown

COMMAND NOTIFICATION: Duty Chief 800, Major Smith on scene.
LT Colonel of EOC, and Fire Chief

ASSIGNED INVESTIGATOR: N/A

MEDIA RESPONSE: All local channels were on the scene.
Police Department PIO handled all the
media on the scene.

EXECUTIVE SUMMARY
PREPARED BY: Duty Chief 800, Major Smith ID#801



Division 01 Administration and Organization

Chapter 06 – Commendation Awards

January 2009

POLICY

This General Order shall establish a procedure to recognize valorous and/or meritorious service by career and volunteer members of the Prince George's County Fire Department.

DEFINITIONS

N/A

PROCEDURES

1. Reporting and Nominating

All rescue or other incidents of outstanding or conspicuous service shall be reported in writing to the Fire Chief via the chain-of-command. Attached is an Award Nomination Form that shall be used for all award submission for this Department. All personnel (career and volunteer) will use the same nomination form for recommending recognition of outstanding or conspicuous service. This nomination shall include all pertinent facts surrounding the incident (i.e. name or names of those involved, time, place, and deeds performed). This nomination form shall be reviewed and verified prior to submission to the Fire Chief. This review shall be conducted at mid-supervisory level. Receipt of this letter will be acknowledged.

2. Awards and Commendations Committee

The Fire Chief, upon receipt of such nomination, will refer appropriate cases to the Awards and Commendations Committee. The committee shall consist of:

- A chairperson appointed by the Fire Chief
- A representative from each division/office within the Department, which may include either a uniform or civilian member
- The current President of the Prince George's County Volunteer Fire and Rescue Association or their designee
- The current Chairperson of the Volunteer Chiefs Council or their designee
- The current President of Local 1619, International Association of Fire Fighters or their designee

The Awards and Commendations Committee shall convene annually, prior to the awards banquet, to consider each case referred to them by the Fire Chief. The chairperson shall be responsible for seeing that the committee conducts a prompt and objective review of all cases and the submission of recommendations to the Fire Chief one month prior to each awards banquet.

3. Awards

The Fire/EMS Department Awards and Commendations Committee shall recommend that each individual act be assigned one of the following awards:

- Class I – The Gold Medal of Valor – for cases involving extreme personal risk and the highest degree of judgment, zeal, and ingenuity
- Class II – The Silver medal of Valor – for cases involving great (but not extreme) personal risk, and/or great judgment, zeal, or ingenuity



**PRINCE GEORGE'S COUNTY, MARYLAND
FIRE/EMERGENCY MEDICAL SERVICES DEPARTMENT GENERAL ORDERS**

- Class III – The Bronze Medal of Valor – for cases involving unusual personal risk and/or unusual judgment, zeal, or ingenuity
- Class IV – Certificate of Merit – for cases involving personal risk or unusual duties of a Department member or citizen, and/or a degree of judgment, zeal, or ingenuity not normally required of a Department member or citizen. (A Certificate of Merit indicating the degree of the award given shall accompany all Medals of Valor)
- Class V – Letter of Commendation – will be used for any valorous acts not receiving Class I through Class IV awards, while the Letter of Recognition will be used for nonemergency actions that do not receive Class I through Class IV awards
- Unit Citations – The Awards and Commendations Committee may recommend that the entire crew assigned to a station or unit be honored as a group for valorous or meritorious action. Upon approval of the Fire Chief, any crew or unit so designated will be presented a plaque, suitably inscribed, to be displayed at the station or office of the unit. Each individual of the honored unit will receive a Certificate of Merit, Unit Citation, and Distinguished Service Ribbon.

Recipients of Class I, II, or III valor awards shall be officially recognized at an awards banquet. Persons receiving other classes of awards shall receive their awards from the Fire Chief at an appropriate ceremony. Moreover, recipients of either Class I, II, or III awards will receive a Valor Medal of Heraldry with the seal of Prince George's County centered in a Sunburst, suitably inscribed, attached to a ribbon 30 inches in length and 2 inches wide.

The Valor Medals of Heraldry are designated as follows:

- Class I – Gold Medal of Valor with red, white, and blue ribbon.
- Class II – Silver Medal of Valor with blue and white ribbon.
- Class III – Bronze Medal of Valor with blue ribbon.

The Valor Medal of Heraldry is to be worn around the neck as a part of the full dress uniform for ceremonial occasion as directed by the Fire Chief. No more than one Valor Medal of Heraldry shall be worn at a time; only the highest level of the award should be worn.

Recipients of Valor Medals of Heraldry and Unit Citations shall receive a Distinguished Service Ribbon. The Distinguished Service Ribbon shall be 3/8" in length and 1 and 3/8" wide. Ribbons shall be designated as follows:

- Class I – Red, white, and blue ribbon with gold star centered
- Class II – Blue and white ribbon with silver star centered
- Class III – Blue ribbon with bronze star centered
- Unit Citation - Bronze and white ribbon for a non-emergency operational award
- Unit Citation –Bronze and white ribbon with a gold star centered for an emergency operation award

The Distinguished Service Ribbons shall be part of the dress uniform and will be optional for the work uniform, as specified by the provisions of General Order 10-02.

Monthly Awards

There will be two types of monthly awards presented by the Fire Chief:



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- The Monthly Emergency Services Award will be presented to Fire/EMS Department members for acts of valor or personal risk during emergency operations.
- The Monthly Fire Chief's Award will be presented to Fire/EMS Department members for meritorious activities not involving valorous actions.

- Emergency Services Award Certificate

Furthermore, recipients may be eligible for an Award of Annual Leave as specified by the Personnel Law.

Fire Chief's Special Achievement Award

In addition to the Monthly Fire Chief's Awards, an Annual Fire Chief's Special Achievement Award will be presented at the Annual Awards Banquet, or at an appropriate ceremony as designated by the Fire Chief. This award recipient will be personally selected by the Fire Chief and may be for either acts of valor or meritorious service.

The purpose of monthly awards is to allow the Fire Chief to recognize Fire/EMS Department personnel for performance of "duty in the highest traditions of the fire service." The monthly nature of these awards will permit recognition of acts of valor or meritorious activities in a timely manner.

Distinguished Service Award

The purpose of this award is to allow the Fire Chief to recognize companies, crews, or individuals who perform meritorious actions that are not covered by preceding sections of this General Order, and do not fall within the purview of the Awards and Commendations Committee.

Nominations for the monthly awards shall be made to the Fire Chief via the chain-of-command, using the attached Departmental Award Nomination Form. Nominations may be made for actions performed in either personal risk or non-personal risk situations, as described above. Moreover, nominations shall be submitted no later than seven days after the end of each calendar month, and shall be accompanied with the appropriate details of the incident or activity.

When the Fire Chief becomes aware of actions by companies, crews, or individuals that enhance the quality of service that the Fire Department delivers to the public, a Distinguished Service Award may be presented recognizing the meritorious action(s).

Copies of all nominations shall be forwarded to the Chairperson of the Awards and Commendations Committee for consideration. Nomination, consideration, or receipt of a monthly award shall not affect an individual's eligibility for one of the awards above.

Nominations for this award shall be forwarded, through the appropriate Division Commander, to the Fire Chief. Specifics of the action shall be included in the letter of nomination highlighting the contribution to the Fire/EMS Department and how the service delivered to the citizens of Prince George's County is enhanced.

Recipients of Monthly Service Awards shall receive the following:

- Monthly Fire Chief's Award
 - Letter of Recognition
 - Fire Chief's Award Certificate
- Monthly Emergency Services Award:
 - Letter of Commendation



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When the Fire Chief feels that the action warrants a Distinguished Service Award, the company, crew, or individual who merits this award shall receive recognition as deemed appropriate by the Fire Chief.

REFERENCES

N/A

FORMS/ ATTACHMENTS

Prince George's County Fire Department
Commendation Award Nomination



Division 01 Administration and Organization

Chapter 07 – Office of the Fire Chief Guidelines

January 2009

POLICY

The Office of the Fire Chief, located at the Largo Government Center (LGC), 9201 Basil Court, Suite 452, Largo, Maryland, is the headquarters for the Prince George's County Fire/Emergency Medical Services (EMS) Department. Procedures have been established to address assigned personnel and visitors.

All other personnel having business in the Office of the Fire Chief shall report directly to the receptionist to sign in and be seated in the waiting area.

The Executive Administrative Aide in the Office of the Fire Chief will be responsible to ensure that the receptionist desk is staffed at all times. If sworn personnel are required, only personnel in good standing shall be utilized.

DEFINITIONS

N/A

The main door to the Office of the Fire Chief is to remain closed at all times. The interior stairwell shall only be utilized by assigned or authorized personnel.

PROCEDURES

1. General Guidelines

The Office of the Fire Chief consists of:

- The Fire Chief, his/her Executive Officer, and immediate staff
- All Lieutenant Colonels and their immediate staff
- Press Information Officer (PIO) and his/her immediate staff
- County Attorney
- Receptionist

Authorized personnel conducting business in the Office of the Fire Chief consists of:

- Personnel from the third floor of the LGC conducting business with their respective command
- Majors/Civilian Managers who are conducting business with their respective command

REFERENCES

N/A

FORMS/ ATTACHMENTS

N/A



Division 01 Administration and Organization

Chapter 08 - Bi-Weekly Reports

January 2009

POLICY

This General Order shall set forth a standardized format for the Bi-Weekly Reports. These reports provide the management information necessary to formulate effective policy decisions with respect to Departmental operations and objectives. As such, it is imperative that these reports be prepared in an accurate, concise, and well-written manner.

DEFINITIONS

N/A

PROCEDURES

1. Bi-Weekly Reports

Bi-Weekly reports shall be completed by each Bureau, Division and Battalion. Bureau Chiefs shall overview the Division and Battalion reports and the Deputy Fire Chiefs shall overview the Bureau reports, consolidating all reports and submitting them to the Office of the Fire Chief on Wednesday the week opposite when timesheets are due.

The Bi-Weekly report submitted by the Deputy Fire Chiefs will utilize the following basic format:

Significant Events

- Complete overview of the major events and activities of the reporting period.

Major Project Status Report

- Summary of progress on assigned major project.

- The following format will be used to describe the individual project status:

GOAL:
CURRENT STATUS:
DISPOSITION/ACTION:
COMPLETION DATE:

- Projects to be reported under this section are assigned by the Fire Chief. Requests to either add/or delete a project from this section must be submitted through the chain-of-command with proper justification.

Special Reports

- Special reports as assigned are to be included in this section.
 - Personal Injuries
 - Vehicle Accident Summary
 - Transfers/Major Personnel Actions
 - Statistical Reports
 - Others as Necessary and Assigned

Individual Bureau and Division Reports

- The reports at the Bureau and Divisional level will include the following:
 - Significant Events
 - Special Reports
 - Statistical Information

REFERENCES

N/A

FORMS/ATTACHMENTS

N/A



Division 01 Administration and Organization

Chapter 09 – Summary Report Form

January 2009

POLICY

This General Order shall govern the manner in which summary report forms are completed and prioritized.

DEFINITIONS

N/A

PROCEDURES

1. Background

Each day, the Office of the Fire Chief receives many items for action. These include, but are not limited to, letters for signature, legislative packages, and documents which require a policy decision.

Occasionally, these items are forwarded from within the Fire Department for action after the deadline (or the day of the deadline) without backup material and without a concise description of the issue, i.e., no indication as to source, intent, impact, timing or coordination with other departments. It is difficult and time-consuming to analyze long, complex memoranda and numerous background documents to determine the actions required, the relationship of the immediate action to a larger issue, and alternative actions available when the above scenario occurs.

In order to facilitate appropriate decision-making and eliminate potential problems when submitting documents and other pertinent materials requiring the Fire Chief's review and approval, several steps which are incorporated in this General Order, must be

followed by each person in the chain-of-command.

2. Format

The format described below will clarify the issues, delineate the required actions, enhance coordination, and expedite decisions.

Action items and assignments are to be submitted with the Summary Report Form, which includes the following elements:

- Due Date – Date package is due in the Office of the Fire Chief.
- Overview – Provide an overview summary of the letter, order, etc., “one-liners” will not be accepted.
- Consequences – Provide statement as to impact on the Department or programs if the package is approved or not approved.
- Recommendations – What action do you and your staff favor on the material submitted.
- Fiscal Impact – The person submitting the package is responsible for making the determination concerning the estimated costs. Suggestions submitted to supervisors must include an estimate of cost, which will be supplied by the sender. Consultation may be required with our Budget Analyst or other Office of the Fire Chief staff.
- Funds Available – Will be completed and initialed by the Fire/EMS Department Budget Analyst when this data is required. Pseudo and location numbers are to be provided.
- Personally Proofread – All preparers and reviewers must sign and date the form in



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the blocks provided that it has been personally proofread. The package will be returned if this section and the other sections are not completed.

- Resource Person – To be signed and dated by all persons who assist in the compilation/completion of the document/package.
- Data Verified – To be signed and dated by the person responsible for ensuring the preparation and compilation of all data, including checking the accuracy of mathematical calculations.
- Edited By – To be signed and dated by the person reviewing the final document/package.
- Final Disposition – When the document has been finalized, the appropriate Office of the Fire Chief staff shall indicate the action taken (i.e., letter sent out on (date) and indicate where package should be filed).

3. Priority Items

- Items concerning life safety or major policy consequences, addressed to the Fire/EMS Department or government, generally will be classified as **PRIORITY**. These items shall receive immediate attention as stated, with careful chain-of-command review.
- Items from the County Executive/Chief Administrative Officer requiring action shall be classified as **PRIORITY**. These items shall receive immediate attention as stated, with careful chain-of-command review.
- When submitting such items, the word “**PRIORITY**” should be stamped in red in the upper right-hand corner of the form.

NOTE: Lieutenant Colonels and/or Majors shall not assign Priority status to an item simply because deadline dates have not been followed by the individual who received the

assignment from the Fire Chief.

REFERENCES

N/A

FORMS/ ATTACHMENTS

Summary Report Form (SAMPLE)

**PRINCE GEORGE'S COUNTY FIRE/EMS DEPARTMENT
SUMMARY REPORT FORM
(SAMPLE)**

DATE: October 1, 2008

TO: Lawrence H. Sedgwick, Jr.
Fire Chief

FROM: Victor Stagnaro, Acting Lieutenant Colonel
Special Operations Command

RE: Self-Contained Breathing Apparatus Not Flow Tested

DUE DATE: _____ Log: _____

OVERVIEW: Attached, for your approval and signature, is an All Fir/EMS Personnel Memo regarding Self-Contained Breathing Apparatus that has not been flow tested.

CONSEQUENCES IF: APPROVED: Sign memo.
(IF APPLICABLE)

DENIED: Per your direction.

RECOMMENDATIONS: Sign and forward memo.

SIGNATURE	DATE	PERSONALLY PROOFREAD & APPROVED FOR SUBMISSION BY LT. COLONEL APPROPRIATE MAJOR/DIVISION HEAD PRIOR TO FORWARDING TO THE FIRE CHIEF:
ORIGINAL AUTHOR _____	_____	SIGNATURE
RESOURCE PERSON _____	_____	DIVISION HEAD _____ DATE _____
DATA VERIFIED BY _____	_____	MAJOR/MGR: _____ DATE _____
EDITED BY _____	_____	OFFICE OF LAW: _____ DATE _____
FISCAL IMPACT _____	_____	PROOFREAD BY: _____ DATE _____
FUNDS AVAILABLE _____	_____	PROOFREAD BY: _____ DATE _____
CENTER/LOCATION _____	_____	LEGAL AFFAIRS: _____ DATE _____
BAS/BUDGET APPROVAL _____	_____	
ADMIN. OFFICER (FD) _____	_____	

LT. COLONEL _____ DATE _____ APPROVED _____ DENIED _____
COMMENTS: _____

FIRE CHIEF _____ DATE _____ APPROVED _____ DENIED _____
COMMENTS: _____

FINAL DISPOSITION _____ FILED _____



Division 01 Administration and Organization

Chapter 10 – Preparation of Correspondence for the Fire Chief's Signature

January 2009

POLICY

This General Order shall set forth guidelines for preparing correspondence for the Fire Chief's signature.

envelopes with the Prince George's County Government return address. Directly below the return address, type the following:

DEFINITIONS

N/A

Office of the Fire Chief
Room 452

- The Fire Chief's signature appears as follows:

PROCEDURES

1. General Guidelines

Sincerely,

(Space 4 lines)

The following guidelines will be followed when preparing correspondence for the Fire Chief's signature:

Lawrence H. Sedgwick, Jr.
Fire Chief

- All letters will be typed on Prince George's County Government stationary, using the Modified Block Form, with five space indentation.
- An Office of the Fire Chief heading will be centered at the top of the page, two lines below the Prince George's County Government heading.
- All correspondence should make reference to the document name. The document name will be typed directly below the Fire Chief's/typist's initials.
- The Fire Chief's initials and the typist's initials are to be typed on the original.
- When utilizing the County courier system, inter-office envelopes should be used. When utilizing the Fire Department courier system, inter-office or white envelopes should be used. Correspondence that is being sent through the U.S. Mail should use

Examples of the format that shall be used to prepare letters, memoranda, and envelopes is attached (Attachments A, B and C). The above guidelines will be strictly followed. All correspondence not adhering to the proper format will be returned and retyped.

REFERENCES

N/A

FORMS/ ATTACHMENTS

Attachment A – Sample Letter

Attachment B – Sample Inter-Office Memorandum

Attachment C – Sample Envelope

Office of the Fire Chief

(return 4 times)

DATE

(return 4 times)

(Name) (If to an elected official, use The Honorable)

(Address)

(City, State, Zip)

Dear (Name):

Body of letter (5 space indentation, double space letters with 6 lines or less)

Sincerely,

(return 4 times)

Lawrence H. Sedgwick, Jr.
Fire Chief

(return 2 times)

LHS:(typist initials)

(document name)

(return 2 times)

Copy to:

(return 2 times)

Attachment(s)



INTER-OFFICE MEMORANDUM

PRINCE GEORGE'S COUNTY, MARYLAND

DATE

TO:

FROM:

RE:

Body of memo (5 space indentation, double space memos with 6 lines or less)

(return 2 times)

LHS:(typist's initials)

(document name)

(return 2 times)

Copy to:

(return 2 times)

Attachment(s)

(Addressee name)

Page #

(return 2 times)

On all letters that are more than one page in length, the above heading should be used for the second page, etc., and should be typed on plain paper).

(return 2 times)

(return 4 times)

Sincerely,

Lawrence H. Sedgwick, Jr.
Fire Chief

(return 2 times)

LHS:(typist initials)

(document name)

(return 2 times)

Copy to:

(return 2 times)

Attachment(s)



THE PRINCE GEORGE'S COUNTY GOVERNMENT
LARGO GOVERNMENT CENTER
9201 Basil Court
Largo, Maryland 20774
Office of the Fire Chief
Suite 452

Name
Street Address
City, State, Zip



Division 01 Administration and Organization

Chapter 11 – The Fire/EMS Department Chaplain Corp

January 2009

POLICY

This General Order shall outline the role and duties of the Fire/EMS Department Chaplain Corp.

DEFINITIONS

N/A

PROCEDURES

1. General Information

The Chaplaincy program within the Prince George's County Fire/Emergency Medical Services (EMS) Department is a non-paid position that provides a full range of needs to Fire/EMS Department members and their families.

The Fire/EMS Department Chaplains are available on an "ON CALL" basis to provide a wide range of support and encouragement to anyone in the Prince George's County Fire/EMS Department. Though their scope of activity is primarily for the members and family members of those who are associated with the Prince George's County Fire/EMS Department, there may be times when the Chaplains will provide assistance to those outside of the Department.

The Chaplains will proceed to emergency incidents and they will be responsible to provide spiritual support and encouragement to firefighters on the scene of stressful and unusual incidents.

2. Notifications

The "ON CALL" Fire/EMS Department Chaplain will be automatically notified by group page to all of the following incidents:

- Death/serious injury/illness to a Department member
- Death/serious injury/illness to a Department member's family member
- Any incident with serious injuries or fatalities
- All second alarm fires or greater
- Fire/EMS Department vehicle accident with serious injuries or death
- Anytime the Critical Incident Stress Debriefing Team (CISDT) is called

The Chaplains office is located at the Cranford/Graves Fire Services Building. The telephone number is 301-772-9122. They may also be reached 24-hours a day by contacting the Operations Center at 301-772-9100.

REFERENCES

N/A

FORMS/ATTACHMENTS

N/A



Division 01 Administration and Organization

Chapter 12 – Fire/EMS Department Funeral Procedures

January 2009

POLICY

This General Order shall establish a guideline with proper procedures for conducting Fire/EMS Department funerals. Although this guideline should serve in conducting full Fire/EMS Department Funerals, it does not take precedent over the family's wishes.

DEFINITIONS

N/A

PROCEDURES

1. General Guidelines

The coordination and development of a funeral service can be very difficult, both physically and emotionally. There are many factors that should be considered when preparing a funeral service. As all emergencies are uniquely different, the framework within which we work remains the same. Thus, the Incident Management System should be utilized in the coordination and development of a funeral service to ensure a proper and efficient service.

2. Types of Services

The Department will recognize three levels of services when conducting funerals.

Line-of-Duty Death

A line-of-duty death will receive the full honors and respect befitting a member who lost his/her life in the performance of his/her duties. Ultimately, the service will reflect the

wishes of the family. A service resulting from a line-of-duty death will generally include:

- A Fire/EMS Department memorial service
- A casket watch by the Honor Guard
- Full dress uniforms for as many sworn personnel as possible
- Uniformed Fire/EMS personnel ushers
- Appropriate transportation of the casket
- Coordination of transportation for family members
- A grave side ceremony with color guard, flag fold, and ladder arches

Non-Line-of-Duty Death

A non-line-of-duty death is one that did not occur while the member was actively involved in a Departmental activity. They can include active members, and retired/inactive chief officers of the Department. This type of service will include:

- A Fire/EMS Department Memorial Service
- Honor guard participation
- A grave-side ceremony, and the formation of arches

3. Fire/EMS Department Representation

When a death occurs to an inactive/retired member of the Department and the family has indicated that they wish to have Fire/EMS Department representation, the Fire Chief will assign a small delegation to represent the Department, generally including a Fire/EMS



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Department Chaplain, a Major or Battalion Chief/Volunteer Division Chief, and in certain instances, representatives from the Honor Guard.

4. Implementation

Should a death occur, the Office of the Fire Chief will be notified of the death (in accordance with General Order 01-05). The type of service will be determined as outlined in Section III, and in keeping with the desires of the family. The Fire Chief may issue "Memorial Orders" if appropriate, as well as any other special instructions.

If needed, a Funeral Officer and any additional divisions and groups will be assigned as soon as possible.

Command

The Fire Chief is ultimately in charge of a Fire/EMS Department funeral. He/she may appoint a Funeral Officer to coordinate the services on his/her behalf.

The Funeral Officer is responsible for the overall coordination and development of the funeral. He/she will ensure that all of the divisions and groups are assigned, and that each division and group is coordinated to ensure an efficient service. Customarily, the Funeral Officer will provide updates to the Fire Chief and the division and group directors. Moreover, the Funeral Officer will keep each division and group accountable on progress of tasks/assignments, and authorize the addition or release of personnel to a given division or group. The Funeral Officer shall conduct an initial meeting to assign division and group assignments.

NOTE: When delegating division and group assignments, the Funeral Officer should be

cognizant that the home company may want to take on a great deal of the assignments. Though the wishes and desires of the home company should influence the service, they may be tasked with many events that could preclude some of the membership from participating in the actual service. Ideally, another company should offer aid to the home company and provide assistance. This would allow all the members of the home company to remain involved without having to miss out on any part of the ceremonies. The partner company may also serve as a fill-in crew for the effected company. In cases where another company is unable to assist, the Funeral Officer can assign personnel to accomplish this task.

Divisions and Groups

Each Division and Group Officer is responsible for providing command with progress reports that include:

- Current information about the needs and accomplishments
- Completion of tasks and assignments
- Other pertinent information

The divisions and groups needed for a funeral service may include:

Funeral	Cemetery Site
Logistics	Protocol
EMS	Parking
Family Liaison	VIP
Ushers	Printing
Reception/Food	Procession
Support Group	Honor Guard
Press Information	Chaplain
Transportation	Audio/Visual
Funeral Home Liaison	

Each division and group should be assigned to an officer who can bring the resources



needed to accomplish a given task (Attachment #1).

5. Considerations/Arrangements

The Funeral Officer and the Division and Group Officers are responsible to coordinate the Fire/EMS services at the funeral home/place of worship. Considerations include: Fire/EMS Department Memorial Service, firefighter formation, musical arrangements, readings, eulogies, special remarks, procession, hearse, services at the burial site, crossed arches, sounding of taps, bagpiper, bell toll, honor guard, flag fold, and presentation of flag.

Arrangements may include:

- Honor Guard Stand By –dependent upon protocols and level of service
- Active Pallbearers - six personnel
- Honorary Pallbearers – family, Company Officer, retirees, etc.
- Funeral Detail – uniformed personnel
- Bugler
- Flag for the casket
- Provide information to Departmental personnel to carry out their role in the funeral
- Survey the areas of the funeral service and make the needed provisions for placement of attending personnel and Fire/EMS equipment; provide information and maps
- Designate a room for the family and dignitaries – rooms for honor guard preparation
- If needed, designate a meeting area away from the funeral site for all uniformed personnel to meet; the group can then march to the funeral home to act as a funeral detail
- Badge covers for uniformed personnel
- Designate a vehicle for casket transportation

- Coordination of multiple joint funerals
- Maps for out-of-town Fire/EMS service personnel. This map should include locations of:
 - fire stations
 - funeral home
 - church
 - assembly areas
 - parking areas
 - auxiliary parking areas
 - procession route
 - cemetery and grave site
 - other information deemed necessary
- Police Department: traffic procession and parking assistance
- Photography
- Media
- Transportation of family and guests

All areas of responsibility will be closely monitored by the Funeral Officer and the Family Liaison to ensure that all families' desires are being met.

REFERENCES

N/A

FORMS/ ATTACHMENTS

Fire/EMS Department Funeral Sectors

Fire/EMS Department Funeral Guidelines



Division 01 – Administration
Chapter 12 – Fire/EMS Department Funeral Procedures
Attachment 1

Fire/EMS Department Funeral Divisions and Groups

Funeral Service for: _____ Date: _____

BRANCH/DIVISION/GROUP	ASSIGNED TO	NOTES
Funeral		
Cemetery Site		
Protocol		
EMS		
Family Liaison		
VIP		
Chaplain		
Reception/Food		
Process		
Support Group		
Honor Guard		
Funeral Home Liaison		
Press Information		
Audio/Visual		
Transportation		
Printing		
Logistics		
Ushers		



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Division 01 – Administration
Chapter 12 – Fire/EMS Department Funeral Procedures
Attachment 2 (Page 1 of 2)

Fire/EMS Department Funeral Guidelines

****Refer to General Order 01-14 for appropriate level of involvement****

Funeral Service for: _____ Date: _____

	ITEM	ASSIGNED TO	NOTES
1.	Honor Guard Standby As needed dependant upon protocols and level of service.		
2.	Active Pallbearers Six personnel		
3.	Honorary Pallbearers Family, Company Officer, Retirees, etc.		
4.	Funeral Detail Uniformed Personnel		
5.	Bugler		
6.	Flag for the casket		
7.	Briefings Departmental personnel role in the funeral		
8.	Survey areas		
	funeral service		
	placement of attending personnel		
	fire/EMS equipment		
	provide information and maps		
9.	Designate rooms		
	family and dignitaries		
	honor guard preparation		
10.	Meeting area Away from funeral site for all uniformed personnel to assemble		
11.	Badge covers		
12.	Casket transportation – vehicle		
13.	Maps for visitors		
	locations of fire stations		
	funeral home		
	church		
	assembly areas		
	parking areas		
	auxiliary parking areas		
	procession route		
	cemetery		



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	grave site		
	other information		
14.	Police Department		
	traffic		
	procession		
	parking assistance		
15.	Photography		
16.	Media		
17.	Transportation		
	family		
	guests		
18.	OTHER		

CONTACT NUMBERS

NAME	AFFILIATION	PAGER	PHONE



Division 01 Administration and Organization

Chapter 13 – Ladies Auxiliary Canteen Unit

January 2009

POLICY

This General Order shall identify the canteen unit that the Ladies Auxiliary placed into service, located at station 37.

DEFINITIONS

N/A

PROCEDURES

1. General Information

The canteen will be housed at The Volunteer Fire Company of Ritchie, Inc. (Station37), 1415Ritchie-MarlboroRoad, Ritchie, Maryland, and the radio designation will be "Canteen 801"

Employees are encouraged to utilize the canteen and support the efforts of the Ladies Auxiliary.

REFERENCES

N/A

FORMS/ ATTACHMENTS

N/A



Division 01 Administration and Organization

Chapter 14 – Representation as a Fire Department Member

January 2009

POLICY

All members of the Fire/EMS Department are to obtain advance permission from the Office of the Fire Chief in any case where they are to be identified with this Department.

REFERENCES

N/A

FORMS/ ATTACHMENTS

N/A

DEFINITIONS

N/A

PROCEDURES

1. General Guidelines

All members shall obtain advance permission from the Office of the Fire Chief in any case where they are to be identified with this Department while instructing or lecturing at fire schools or on the subject of fire at public gatherings. Moreover, members who write articles or books, which result in their identification with this Department, shall secure permission from the Office of the Fire Chief in advance.

This General Order is not to be construed as an objection to such activities. In fact, they are encouraged and it is hoped that they will reflect credit on the individual, the Department, and the County. However, this should be ensured by getting the permission of the Office of the Fire Chief at least two weeks prior to delivering a lecture, holding a class, or submitting a text for publication.

The above does not pertain to cases where there is no connection with the fire service, or when personnel are not being identified with the Prince George's County Fire/EMS Department.



Division 01 Administration and Organization

Chapter 15 – Complaint Procedures

January 2009

POLICY

This General Order shall establish the procedures for handling external complaints and concerns from the general public and the citizens we serve, as well as internal complaints from members and employees.

DEFINITIONS

Complaint – An expression of dissatisfaction from a civilian, general public, member, or employee, such as poor service, protocol violations, or conduct unbecoming of a representative of the Fire/EMS Department.

PROCEDURES

Complaints or concerns come to the Fire/Emergency Medical Services from a variety of sources, such as citizens, general public, employees, and members. Employees and members must go through their chain-of-command to voice their complaint or concern. All complaints must be given immediate attention and investigated thoroughly. If the matter is handled promptly and courteously, the person filing the complaint will appreciate the actions. Personnel's timely response will reflect a more positive image of the Fire/EMS Department.

Whenever a complaint is received in a firehouse, personnel should refer the citizen to the Emergency Operations Center at 301-583-2200. If this is not possible, Fire/EMS personnel should obtain minimal information such as the name and phone number of the caller, address of the incident, specific concerns, and name of individual or units involved, if available. Furthermore, personnel

shall advise the complainant that this information will be forwarded to the appropriate office.

Fire/EMS Operations Center personnel will complete a complaint form on the computer, then print and fax or email a copy to the appropriate battalion chief and the Emergency Operations Command office. If the incident involves a paramedic or paramedic unit, the complaint will be given to the on-duty Advanced Emergency Medical Services (AEMS) supervisor, and a copy faxed to the Emergency Operations Command office. The Battalion Chief or the On-duty AEMS Supervisor will attempt to make initial contact within one hour of receipt of the complaint. An immediate resolution shall be attempted whenever possible.

If the complaint is resolved, the complaint form with the resolution status section completed shall be sent to the Emergency Operations Command office for informational purposes. If immediate resolution is impossible following initial contact, the complainant shall be advised that a Departmental representative will be contacting them within 3 business days. At this point the complaint form will be forwarded to the Emergency Operations Command office immediately for assignment to the appropriate major or volunteer Division chief for investigation or resolution. Moreover, the AEMS Quality Assurance Officer will be notified when a complaint involves medical care or medical protocol issues.



The investigation and resolution shall take place within 14 calendar days of the receipt of the complaint or concern. If the concern is not resolved within that time frame, weekly updates must be given to the appropriate major or volunteer division chief. Upon completion, the completed package will be forwarded to the Emergency Operations Command office.

At no time may personnel obstruct or prevent officers from conducting an investigation to resolve a complaint. Investigations will be done in a timely manner and all personnel will be afforded their appropriate rights during an investigation.

The individual who completes the investigation may be directed to prepare a written response to the complainant depending on the nature of the complaint and/or resolution.

The Emergency Operations Command office, upon completion, will return all information concerning the status and/or resolution of complaints to the Fire/EMS Operations Center Coordinator. The Fire/EMS Operations Center Coordinator will be responsible for maintaining and closing out the complaints in the database.

REFERENCES

N/A

FORMS/ ATTACHMENTS

N/A



Division 01 Administration and Organization

Chapter 16 – Policy Regarding Traffic Citations

January 2009

POLICY

This General Order sets forth a procedure that addresses how a traffic citation shall be cleared.

be given to the Office of Professional Standards.

Failure to comply may result in disciplinary action.

DEFINITIONS

N/A

REFERENCES

N/A

PROCEDURES

1. Responsibility

Responsibility for clearing up traffic violations will be the responsibility of the person driving the vehicle at the time of the violation, whether it is an emergency or non-emergency situation.

FORMS/ATTACHMENTS

N/A

2. Internal Procedure

All vehicle citations received by the Fire/Emergency Medical Services (EMS) Department will be handled through the Office of Professional Standards. The Office of Professional Standards will notify the employee/member who was operating the vehicle at the time of the violation.

If the employed member was on an emergency incident, proof must be given to the Office of Professional Standards within five (5) days. The Office of Professional Standards will then notify the issuing agency to have the violation removed.

If the employee/member who was operating the vehicle was not on a call, then the violation must be paid. The violation must be paid within five (5) days and a receipt must



Division 01 Administration and Organization

Chapter 17 – Cranford/ Graves Fire Service Building Security

January 2009

POLICY

This General Order shall establish the procedures for the Security of the Cranford/Graves Fire Services Building.

REFERENCES

AFEMSP Memo #06-01
Operations Center SOP #2

DEFINITIONS

N/A

FORMS/ ATTACHMENTS

N/A

PROCEDURES

The Cranford/Graves Fire Services Building (FSB) is on “Security Lock Down” 24 hours a day. The front main entrance is camera monitored, with push button entry controlled by the Fire/EMS Operations Center personnel. Assigned personnel may gain entry using a key card. Locks are located on internal, side, and rear doors.

Personnel entering the FSB may only enter if they have a legitimate purpose for doing so. A door buzzer, with intercom, is located at the front, main entrance of the building. Access will be allowed by Fire/EMS Operations Center personnel after the purpose is determined.

Fire/EMS Operations Center personnel will instruct all visitors, including those attending meetings and classes, to sign in the log book giving: name, time, and office/classroom they are visiting.

Fire/EMS Operations Center personnel shall conduct a walk thru of the building after hours, weekends, and holidays, and will check all doors to ensure that they are secured.



Division 01 Administration and Organization

Chapter 18 – Uniformity in Telephone Answering

January 2009

POLICY

This General Order shall establish a procedure on how to answer incoming calls in a professional and uniform manner.

confidence in our Department. Each and every one of us can make a difference.

DEFINITIONS

N/A

REFERENCES

N/A

PROCEDURES

FORMS/ ATTACHMENTS

N/A

1. General Guidelines

In an effort to strive for uniformity and exhibit professionalism towards all of our customers, all incoming phone lines are to be answered as follows:

- Prince George’s County Fire/EMS Department
- Identify the Fire Station (appropriate number) or appropriate office assignment
- Your rank and name
- May I help you

(i.e., Prince George’s County Fire/EMS Department, Station 899, Fire Fighter Smith; may I help you?)

Phones should be answered before the third ring. Furthermore, please make every effort to minimize the caller’s wait time by aggressively searching for the recipient of the call. If the caller has a request for information or assistance that you are unable to provide, have them contact the Fire/EMS Operations Center at 301-583-2200.

It is the positive, pleasant, and personal contact that gives the citizens trust and



Division 01 Administration and Organization

Chapter 19 – Roadway Closing and NTMP Notification Procedures

January 2009

POLICY

This General Order shall ensure that the citizens and residents of Prince George's County are aware of the impact that roadway closings and Neighborhood Traffic Management Plan (NTMP) measures have on the Prince George's County Fire/Emergency Medical Services (EMS) Department's ability to provide timely and effective fire and rescue services.

DEFINITIONS

N/A

PROCEDURES

1. General Guidelines

Notices of NTMP meetings are provided by the Department of Public Works and Transportation to agencies whose operations may be affected. The Emergency Operations Command (EOC) will forward all notices of NTMP meetings to the appropriate EOC Major, Volunteer Major, and Battalion Chief.

The Duty Chief and/or the appropriate Battalion Chief will attend the meeting and provide a written overview, including maps and site plans if applicable, to the EOC.

Information obtained from these meetings such as proposed changes to traffic patterns, new traffic calming devices, changes to existing speed limits, and proposed dates of implementation or construction work shall be forwarded via electronic memoranda to the Emergency Operations Command and each

station listed on the box assignment for the affected area.

Any correspondence, problems, or questions regarding NTMP shall be directed to the appropriate EOC Major.

2. Responsibilities

The Duty Chief is responsible to ensure that meetings are attended and information is properly forwarded.

All Fire/EMS personnel are responsible to monitor and disseminate information regarding NTMP measures or road closures, proposed or installed, which will affect our ability to deliver services to the citizens and residents of Prince George's County.

REFERENCES

N/A

FORMS/ ATTACHMENTS

N/A



Division 01 Administration and Organization

Chapter 20 – Career Personnel as Volunteer Members

January 2009

POLICY

This General Order shall establish a procedure that governs the volunteer membership of Prince George's County Fire/Emergency Medical Services (EMS) Department career employees.

DEFINITIONS

N/A

PROCEDURES

The volunteer membership of career fire service personnel, including those assigned to various offices, shall be limited as follows:

- No career member can hold volunteer membership in the same company where he/she is assigned as a career member
- No career member can hold any rank above Captain as a volunteer
- Only career Captains can hold the rank of Captain as a volunteer

This order is not meant to prohibit career members from holding volunteer membership or volunteer rank in fire departments outside of Prince George's County.

REFERENCES

N/A

FORMS/ ATTACHMENTS

N/A



Division 01 Administration and Organization

Chapter 21 – Station Administration Guidelines

January 2009

POLICY

This General Order shall ensure uniformly accurate and complete station files and procedures.

DEFINITIONS

N/A

PROCEDURES

1. Filing

Battalion and Station Commanders are to establish and maintain files appropriate to their respective assignments. The files are to be organized as outlined below.

Departmental Files

Maintain sub-files for at least each office of the Department, and such divisions and sections as indicated by the volume of file material. Contents include documents from or related to the respective element that cannot be placed under one of the other file sections.

Station Files

Battalion Commanders maintain files for each station within the Battalion, subdivided as necessary to accommodate General Information, Risk Management, Reports, and Complaint Information for each station, along with other information as needed.

Personnel Files

Although, Human Resources maintains the official departmental file on each employee,

Battalions, Divisions, and station supervisors may maintain one file for each employee assigned to the station or Battalion for the purpose of retaining operational information. Contents may include personal data, leave and attendance records, injury and accident reports, job performance history, commendations and disciplinary actions, and other appropriate information in accordance with prescribed County and Departmental Guidelines.

Program Files

Maintain at least one file for each BFRO Program, arranged by Program Number. Subdivide files as needed to accommodate bulk, dissimilar information, or different program sub-goals.

Outside Agency Files

Maintain at least one file for each government agency, local government, or organization that the Battalion Officer or Station Officer has occasion to encounter.

2. Orientation Program

Each Station Officer is to establish a formal orientation program for employees newly assigned to the Station. The orientation program is to address actions by the Station Officer prior to the arrival of the employee, initial interview subjects, follow-up subjects, and documentation of all steps in the process. Documentation is to be maintained in each employee's Station personnel file.

3. Administrative Delegation



**PRINCE GEORGE'S COUNTY, MARYLAND
FIRE/EMERGENCY MEDICAL SERVICES DEPARTMENT GENERAL ORDERS**

Battalion Officers and/or Station Officers may delegate administrative functions to subordinates as necessary for the efficient operation of the Battalion/Station. Sufficient authority to carry out the duties is to be delegated along with the duty, but responsibility for satisfactory performance of the duty remains with the delegating officer.

Delegation should be done in writing, along with a description of the general nature of the duties.

Each delegate is to develop and maintain a Turnover File covering the assigned duty. The file is to include such information as duty description, contact persons, deadlines and due dates, and sample forms and documents. Turnover files are to be updated as needed and reviewed at least annually.

REFERENCES

N/A

FORMS/ ATTACHMENTS

N/A



Division 01

Administration and Organization

Chapter 22 – Legal Assistance

January 2009

POLICY

This General Order shall establish a policy that governs requests for legal assistance by members/employees of the Prince George's County Fire/Emergency Medical Services (EMS) Department.

DEFINITIONS

N/A

PROCEDURES

All requests for the legal assistance of the County Attorney's Office must be directed to the Fire Chief. All such requests must be in writing.

REFERENCES

N/A

FORMS/ ATTACHMENTS

N/A



Division 01 Administration and Organization

Chapter 23 – Solicitation on County Property

January 2009

POLICY

This General Order shall set forth the policy and procedure pertaining to solicitation on County property.

In the absence of written authorization from the Director, Office of Central Services (OCS), solicitation on County property is prohibited. "No Solicitation" signs are posted at all County properties.

DEFINITIONS

Solicitation –any request or plea regarding the purchase of a good or service, or donation to a cause

PROCEDURES

1. Request for Solicitation

Applications for solicitation requests on County property (Attachment A) are available from the Office of Central Services. Signed and completed applications should be submitted ten business days in advance of the planned activity.

The following stipulations apply to each request:

- The applicant/organization must be an Internal Revenue Service (IRS) approved and designated 501(c) (3) entity located in Prince George's County.
- Every applicant/organization will be limited to three (3) requests per year. Requests that exceed this limit must

- also be approved by the Chief Administrative Officer (CAO).
- Solicitation activities can only be conducted at locations and times determined by the Facilities Operation and Management Division as available and accommodating.
- Absolutely no soliciting is to take place in a County employee's immediate work environment, i.e., offices, workspaces, workstations and/or common areas.
- The applicant/organization is responsible for securing and presenting the required licenses and/or permits.

2. Approval and Designation of Appropriate Area

The Administrator of the Facilities Operation and Management Division will determine whether the applicant's requested location and hours are accommodating and available for the activity planned. The Administrator will forward the application to the Director of the Office of Central Services with a recommendation. If the Director approves the application, the Administrator of the Facilities Operation and Management Division will designate a Coordinator responsible for arrangements regarding the applicant's specific or special needs. Applicants will be notified of the status of their request within five (5) business days of receipt.

3. Solicitation on County Property by County Employees for Non-profit Organizations



County employees may solicit on County property on behalf of non-profit entities (e.g., school fundraisers, walkathons, and cookie sales) on their own time and without disruption of operations in the workplace. County employees are prohibited from soliciting, peddling, or vending for individual or personal profit on County property.

FORMS/ATTACHMENTS

Prince George's County Government
Solicitation Application

4. Exemptions

County fire stations are exempt from this procedure as volunteer fire and rescue operations. Labor unions should refer requests to solicit on County property to the Office of Personnel and Labor Relations who will coordinate requests with the Office of Central Services, Facilities Operation and Management Division.

5. Responsibilities

Applicant/Organization

The applicant/organization is responsible for returning the location to a clean and orderly condition immediately following the event. Applicants/organizations will be charged for any damages incurred during their occupancy.

Employees

Employees are responsible for informing a solicitor on County property that unauthorized soliciting is not permitted. Once informed, employees should notify the Administrator of the Facilities Operation and Management Division if the soliciting continues. The Administrator of the Facilities Operation and Management Division is responsible for having the solicitor removed from County property.

REFERENCES

Prince George's County Administrative
Procedure 594

**PRINCE GEORGE'S COUNTY GOVERNMENT
SOLICITATION APPLICATION**

Applicant's Information

1) Applicant/Organization Name _____

2) Applicant/Organization Address: _____

3) Applicant/Contact Telephone: (_____) _____ - _____ Email: _____

4) Purpose of Request: (provide a description of the purpose of the request; e.g., selling of baked goods, crafts or plants)

5) Location Requested: _____

6) Period Requested: Date(s): from ____/____/____ Hour(s):from ____:__ am/pm to ____:__ am/pm
to: ____/____/____ from ____:__ am/pm to ____:__ am/pm

7) Accommodations: indicate quantities needed of table(s) _____ chair(s) _____

Other/Special accommodations: _____

8) Has applicant/organization submitted other requests this year? ____ No ____ Yes If yes, circle the number
of requests that have been submitted by this applicant/organization during the current year 1 2 3 3+

Signature of Applicant

Date

Printed Name of Applicant

Send completed form to: Administrator, Facilities Operation and Management Division
Office of Central Services
3415 North Forestedge Road
Forestville, MD 20747

For Prince George's County Office Use Only

FOM Administrator	Chief Administrative Officer	Director, Office of Central Services
Recommendation: Approval: ____ recommended ____ not recommended Reason(s) for recommendation: _____ _____ Signature: _____ FO&M Administrator Date: _____	<i>(CAO's approval is required only if applicant has made more than three (3) prior requests during the current year. See Question 8 above.)</i> Approval: ____ Approved ____ Not Approved Signature: _____ Chief Administrative Officer Date: _____	Approval: ____ Approved ____ Not Approved Signature: _____ Director, Office of Central Services Date: _____



Division 01 Administration and Organization

Chapter 24 – Facility Emergency Plan

January 2009

POLICY

This General Order shall establish specific responsibilities and outline emergency actions which all Fire/EMS facilities shall develop to ensure the safety of Prince George's County employees and visitors at all workplaces.

DEFINITIONS

N/A

PROCEDURES

The following procedures shall be adhered to when developing Emergency Evacuation Plans for a Fire/EMS Department facility:

Safety and Emergency Response Plan

Your facility emergency operation plan should address the following procedures:

- Designation of an Emergency Coordinator and Alternate Emergency Coordinator
- Designation of Safety Officers and Alternate Safety Officers
- The obtaining and posting of floor plans with evacuation routes
- Establishing Designated Meeting Sites (Relocation and Assembly)
- Review your operations to determine which critical operating systems may require continuing attention or shutdown during an evacuation or other emergency condition
- Conduct training in plan requirements with all building occupants

- Conduct periodic evacuation drills and critique them
- Building exit procedures are also contained and the plan is posted throughout the building.
- List detail evacuation instructions and or duties for those who have responsibilities during the emergency evacuation.
- Address conditions that may involve building evacuation, such as fire or bomb threats, etc.
 - Fire Emergencies
 - Medical Emergencies
 - Severe Weather
 - Severe Weather/Winter Weather/Flood
 - Utility Emergencies
 - Bomb Threats

REFERENCES

N/A

FORMS/ ATTACHMENTS

Facility Emergency Plan (SAMPLE)

Facility Emergency Plan

PRINCE GEORGE'S COUNTY GOVERNMENT



Approved by:

 Agency Head Name & Title

Date _____

 Director of Homeland Security

Date _____

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Safety and Emergency Response Plan

In accordance with 29 CFR 1910.38 the purpose of this plan is to establish specific responsibilities and outline emergency actions which should be taken to ensure the safety of Prince George's County employees and visitors at all workplaces. The following procedures address conditions that may involve building evacuation, such as fire or bomb threats. Building exit procedures are also contained and the plan is posted throughout the building(s).

It is the responsibility of all County personnel to familiarize themselves with this information.

Emergency Operations Duties

Command and Control

Emergency Action Coordinator (EAC):

Staffing Officer / On-Duty Operations Center personnel

The ranking on-duty person in the Emergency Operations Center will assume the role of the EAC until relieved by a higher ranking Officer.

Alternate (EAC): The Operations Center is staffed around the clock

Responsibilities:

- Coordinates evacuation/shelter-in-place operations and assistance during emergencies effecting their area of responsibility
- Ensures Public Safety Communications has been advised of the emergency
- Accounts for all personnel to the extent possible as outlined in this procedure

Ranking Fire/EMS Officer within each Office area responsibilities

- Assure all workers were alerted to the emergency
- Direct workers to the nearest exit
- Check area to ensure all Prince George's County employees and visitors have vacated the building
- Assist Disabled persons and enlist aid as needed.
- Notify PSC via direct line or portable radio of complete evacuation

Building Evacuation

- **All Prince George's County Government employees and visitors are required to exit the building (s) upon notification.**
- All employees will follow the Emergency evacuation procedures listed in the next section of this document.

Relocation and Reassembly

- In case of building evacuation, the primary relocation site will be Founder's Circle
- The secondary relocation site will be **Station 30**

EMERGENCY RESPONSE

The first person to identify an emergency must begin reporting procedures.

First on the scene should:

- Begin evacuation/shelter-in-place
- Communicate the nature of the emergency by dialing 911
- Collect information as required to communicate the situation. Be prepared to provide the following:
 - Your Name
 - Nature of the emergency
 - Location of the emergency
 - Whether people are trapped, injured, or unaccounted for.

Communication of an emergency involves 3 steps.

1. Begin evacuation procedures if the emergency is immediately dangerous to life and/or health. Otherwise the individual discovering the emergency will report the situation to their supervisor, Emergency Action Coordinator (EAC) in the Operations Center. Call 911 if the emergency is an immediately dangerous to life and/or health. Otherwise the informed person will report to EAC/Operations Center as needed.
2. The EAC/Operations Center will inform Office Supervisor's via building intercom with instruction concerning employee response.
3. The Office Supervisor's will inform and direct the office occupants by assigned area.

Office Supervisor's

Office Supervisor's are responsible for the safety of workers and visitors in their area. During an emergency that requires building evacuation Supervisors should:

- Assure all workers were alerted to the emergency.
- Direct workers to the nearest exit.
- If feasible without endangering themselves, check their area of responsibility to ensure everyone has vacated.
- Assist disabled persons and enlist aid as needed.
- Verify all persons from their section of responsibility are present and accounted for at the Assembly Area.
- Protect assets as appropriate to the emergency. (**E.g. do not lock doors for fires**)
- Notify EAC/Operations Center/PSC of status.

Building Exit, Assembly Areas, and Re-entry

Building evacuation plans are attached in the Appendices. The plan is also posted in strategic locations throughout the building.

Evacuation Procedure

- Exits are readily accessible in the building(s) being used by Prince George's County at your location. Exits are identified with signs. Use the nearest exit when evacuating the building. Maintain a clear path to the exits in preparation for an emergency. Keep personal items and boxes out of common walkways.
- When a building that is part of the Prince George's County Government is evacuated all employees should assemble at the primary site, ***Founder's Circle!*** or to the secondary site, ***Station 30***. Office Supervisors will direct Prince George's County employees and visitors to the appropriate location.
- Be prepared to follow any other special directions issued by emergency personnel.
- Notify Operations Center personnel or PSC when the evacuation is complete
- Re-enter the building **only** after it is cleared to do so by local authorities. The Ranking Officer on Location will determine the reentry status.

General considerations

- Remain calm.
- Follow all instructions given by supervision, the EAC, the Floor Monitor, Building Staff, and emergency personnel.
- Time permitting; secure all cash and other assets in their proper place.
- Since building re-entry may not be possible, take personal valuables, such as wallets, purses, and identification.
- If necessary, remove high-heeled shoes to effect a safe and rapid evacuation.
- Walk briskly, do not run, to the nearest designated exit.
- Assist, as needed, in the evacuation of handicapped persons.
- Due to the possibility of a power outage, persons should refrain from using elevators during emergency conditions
- The supervisor and employee should become familiar with the route of evacuation from the office.

Fire Emergency

Procedure

1. Communicate the emergency.
2. Evacuate the building
3. Call **9-911**. Be prepared to give the following information:
 - Your Name
 - Location of fire
 - Your Location: Whether people are injured, unaccounted for or trapped in the building.
4. If the fire is small and you have been trained to use a fire extinguisher then you may attempt to extinguish the fire. There are nine fire extinguishers located throughout the building's common areas. Personnel should familiarize themselves with their locations. This should only be attempted after someone has called for emergency response (9-911), the building alarm has been sounded and all personnel are being evacuated. Evacuate the building according to the Emergency Evacuation Plan. Report directly to the assembly area and your Office Supervisor.

Medical Emergencies

Procedure

1. Remain with the injured or ill person. **DO NOT** move the injured person until trained medical assistance is available. (Refer to the Appendices for qualified persons to assist.)
2. Direct a specific person to call 911 via the operations center for emergency assistance.
3. Contact your Supervisor. Inform as necessary the **(Operation Center)**__ or **Bureau of Advanced Emergency Medical Services**_____.
4. Notify the Operation Center if you place a call for an emergency unit.
5. Alert Occupational Safety and Health (Room 120), as an accident investigation must be conducted/ submitted to help prevent further or future injury.

Medical Stations

- The first aid kit and AED are located in the **_Operations Center**
- When a situation arises which involves blood or other bodily fluids in any amount contact the ***Infection Control Officer in room 120.***

Medical Facilities

Any medical emergency should be handled by the nearest EMS agency. Call 911 for emergency assistance. Medical problems of a non-emergency nature should be handled at the closest medical facility. The closest full service hospital is:

Directions to the Medical Center are located with a map in the Appendices.

Severe Weather

Tornado/Sever Storm Procedures

The following precautions should be taken when a tornado warning is in effect:

1. Be attentive to announcements. Notification is provided by NOAA Radio broadcasts, Pages, Public Safety Communications (via radio), building intercom system, (EBS) Radio, television stations/Weather Channel and cable override broadcasts.
2. Be prepared to leave offices where there are numerous glass windows and proceed to internal corridors, away from glass. The principle danger to persons in this situation is from flying debris. Any such winds are also capable of inflicting damage to property. Debris in the air is a definite hazard to those outside and to those standing in front of large glass windows.
3. Remain calm. If directed, evacuate in an orderly manner. Notice will be given when it is safe to return to offices.
4. There may be need to board up building windows in advance of an impending storm.

Warning and Response

The National Weather Service watches and warnings for all surrounding counties are supplemented by forecasting and spotter observation. Additionally, direct warnings to the public will come through NOAA Radio broadcasts; EAS (EBS) Radio, television stations/Weather Channel and cable override broadcasts. Any such announcements will define the situation as either a watch or a warning.

Severe Weather/Winter Weather/Flood

If severe weather conditions such as floods, snow, sleet, or ice storms develop, your supervisor will be your point of contact. Any decision to alter Prince George's County Government operations will be made by the Chief Administrative Officer and an appropriate message will be placed on the Prince George's County Government employee information line - 952-4810.

Watch: Conditions are conducive to formation of specified severe weather type.

Warning: Specified severe weather type is occurring in the general area.

Utility Emergencies

Utility emergencies include gas line breaks or leaks, tank damage, building power failures, and water pipe breaks. In all cases communicate the emergency to 911.

Gas Line Break/Gas tank damage

1. Begin evacuation of the immediate area
2. Call 911 and notify the nearest uniformed person in the building.
3. Inform the Operations Center immediately.
4. **The Operations Center** will notify the Public Safety Communications and/or gas company.
5. Avoid the use of any electrical or mechanical equipment and switches including telephones and computer switches, which might cause sparks.
6. **UNIFORMED PERSONNEL:** The building's gas meter is located outside the rear kitchen door to the right as you exit.

Building Power Failure

1. **The Operations Center** will arrange for electricians or contact the power company as appropriate.
2. Remain where you are.
3. Secure checks, cash, etc. if necessary.
4. Telecommunications/Logistics will address power failures limited to specific areas within a building.

Water Pipe Break

1. Attempt to protect assets until assistance arrives.
2. The Operations Center will contact the appropriate maintenance personnel.

Bomb Threats

1. By phone
 - a. Obtain as much info as possible
 - b. Use bomb threat checklist
 - c. After caller hangs up dial 911
 - d. Notify your Office Supervisor.
 - e. Notify The Operations Center/Fire Prevention/Investigations Officer if available.
 - f. Do not evacuate unless imminent situation
2. Written threat or Suspected Bomb
 - g. Recognize signs of suspicious letters
 - h. Preserve for fingerprints: Do not touch or disturb
 - i. From a remote location have someone call 911; Notify your Supervisor, the Operations Center. DO not use phone near letter
 - j. Do not evacuate unless imminent situation
3. Suspicious Package
 - k. Recognize the signs of suspicious package
 - l. Do not touch or disturb
 - m. From a remote location have someone call 911. DO not use phone near package
 - n. Do not evacuate unless imminent situation
4. Email
 - o. Save message, do not delete item
 - p. Turn message over to Police Department and/or Fire/EMS Department
 - q. Call 911, EAC and building security if applicable
 - r. Provide details as to your location
 - s. Do not evacuate unless imminent

Site Map and Assembly Area



Figure 1

Aerial Photograph of Site

Map to Prince Georges Hospital Center

Directions: Start out going Southwest on WEBSTER ST toward 68TH PL. 0.06 miles **2:** Turn LEFT onto 68TH AVE. 0.05 miles **3:** Turn RIGHT onto MD-450 W/ ANNAPOLIS RD. 0.85 miles **4:** Turn SLIGHT RIGHT onto ramp. 0.19 miles **5:** Merge onto MD-295 S. 0.16 miles **6:** Take the MD-202 exit toward CHEVERLY. 0.17 miles **7:** Turn LEFT onto MD-202 E/ LANDOVER RD. 0.09 miles **8:** Take the BALT. / WASH. PKWY. ramp toward BALTIMORE/ BWI. 0.12 miles **9:** Keep LEFT at the fork in the ramp. 0.01 miles **10:** Turn LEFT onto HOSPITAL DR. 0.15 miles **11:** Turn RIGHT onto HOSPITAL DR. 0.41 miles

Total Estimated Time:
7 minutes

Total Distance: 2.26 miles

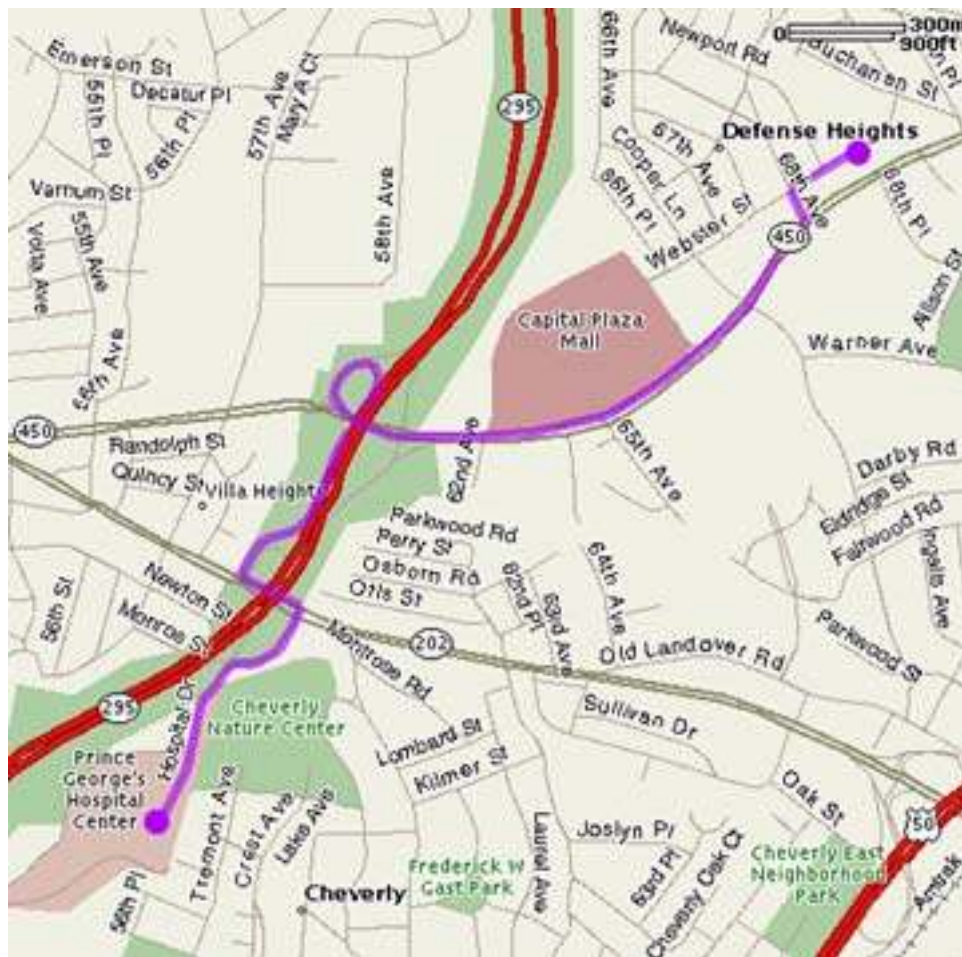


Figure 2

Map/Directions to PGHC.

Map to __Fire Station 30

Directions: Start out going Southwest on WEBSTER ST toward 68TH PL. 0.06 miles 2: Turn LEFT onto 68TH AVE. Station is on left.

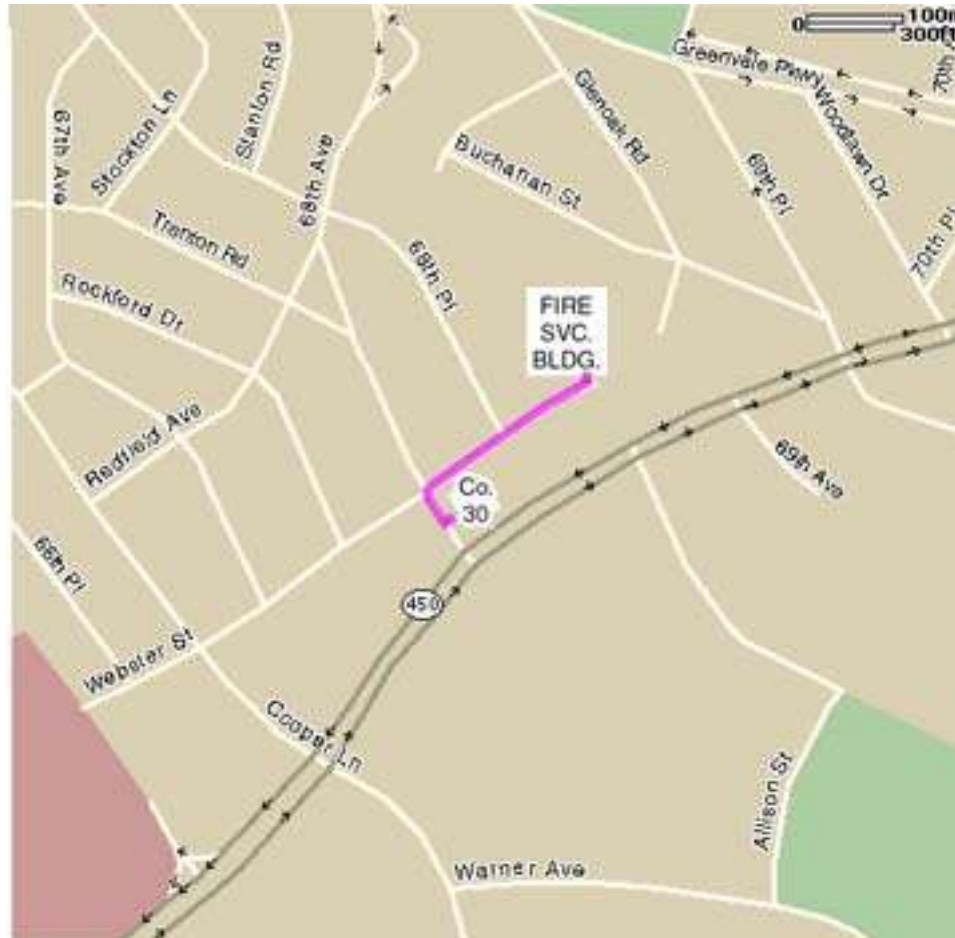


Figure 3

Map/Directions to Fire Company 30.

Trained Medical Response Personnel

CPR Trained Personnel (Volunteers)

Name Bureau of Emergency Medical Services	Location/Department Room Suite 105	Phone Number (301) 583-1860
--	--	------------------------------------

First Aid Trained Personnel (Volunteers)

Name: Various	Location/Department Throughout Building	Phone Number
----------------------	---	--------------

* See Note

Trained Emergency Medical Technicians (Volunteers)

See note

Name Varies	Location/Department	Phone Number
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*** The Ranking EMS Officer in the FSB Building will assume Command of the EMS Sector**



Division 01 Administration and Organization

Chapter 25 -Staffing Statistics

March 2009

POLICY

Statistical data pertaining to staffing levels of career and volunteer personnel responsible for the delivery of fire and emergency medical services shall be collected and submitted to the Office of Research, Planning, and Development. The purpose of the data collection is to assist with planning, personnel deployment, and to prepare and justify budget requests.

DEFINITIONS

2nd Crew – After responding to an incident with an engine, rescue engine, rescue squad, truck or tower, and the unit meets minimum staffing, the station will qualify as having a 2nd crew if the station has a sufficient quantity (meet minimum staffing) of personnel, including an authorized driver, remaining in the station available to respond to subsequent calls for service with an additional ambulance, engine, rescue engine, rescue squad, truck or tower. A 2nd crew will not be counted if the initial call is for the ambulance.

A 2nd crew will be noted in the Station Logbook with an Asterisk (*) immediately after the staffing breakdown entry, i.e., 4 person crew, consisting of 4 volunteer personnel with a 2nd crew available would be documented as 4v*.

Command Officers – career and volunteer chief officers and captains authorized to act in the capacity of a chief officer.

Observer – a person authorized to observe emergency operations; identified by an orange helmet.

Probationary Fire Fighter – a person without Fire Fighter I training; identified by a red helmet.

Staffing Breakdown – describes the make-up of the crew that staffed a specific apparatus for an individual response, i.e. 4 person crew, consisting of 2 career & 2 volunteer personnel would be documented as 2c2v.

Station Logbook – a document maintained at each Fire/EMS station to provide a complete and accurate daily history of the activities of the personnel, maintenance and use of the apparatus/station, and any other significant issues that affect the day-to-day delivery of fire and EMS services.

PROCEDURES

1. General Information

The staffing breakdown will only include personnel that meet the minimum qualifications for volunteer firefighters and emergency medical service care providers, as outlined in Subtitle 11 and are authorized to participate in emergency operations as determined by the County Fire Chief. Only personnel that staff the apparatus will be included in the staffing breakdown.

The 2nd crew notation (*) will only be entered when the 2nd crew consists of personnel that meet minimum qualifications for volunteer firefighters and emergency



**PRINCE GEORGE'S COUNTY, MARYLAND
FIRE/EMERGENCY MEDICAL SERVICES DEPARTMENT GENERAL ORDERS**

medical service care providers, as outlined in Subtitle 11 and are authorized to participate in emergency operations as determined by the County Fire Chief.

Observers and probationary fire fighters are not included in the staffing breakdown or counted as part of a 2nd crew. Command officers will not be included in the staffing breakdown, unless they staff the apparatus or respond to make-up staffing for an understaffed unit.

If an ambulance or utility vehicle responds to make-up staffing, those personnel will be included as part of the staffing breakdown for that individual fire or support unit. In those instances, the ambulance response should not be counted as an additional call.

In the event a station responds with multiple units, the staffing breakdown should be reported for each individual unit.

The quantity of career and volunteer command and safety officer responses will be tracked for inclusion in the Staffing Summary report. This information will be queried directly from the CAD; therefore, no action is required by station personnel.

2. Responsibilities

The officer-in-charge (OIC) of the apparatus is responsible for recording the staffing breakdown and 2nd crew notation in the station logbook.

The career station commander is responsible for completing the Staffing Summary Worksheet at the end of each month by reviewing the entries made in the station logbook. In those stations without career personnel, the Volunteer Chief is responsible for completing the Staffing Summary Worksheet.

The career station commander (Volunteer Chief for stations without career staff) will submit a copy of the completed Staffing Summary Worksheet to the Volunteer Chief and the Battalion Coordinator by the 5th day of each month.

The Volunteer Chief is responsible for reviewing the Staffing Summary Worksheet and resolving any discrepancies with the career station commander.

Each Battalion Coordinator will submit the completed Staffing Summary Worksheet, via email, to the Office of Research, Planning, and Development (RPD) by the 10th of each month.

The RPD Major will prepare a Staffing Summary report from the Staffing Summary Worksheets on a semi-annual basis. The report will be distributed to each Lieutenant Colonel, Volunteer Chief, and the Fire Commission by the end of each January and July.

REFERENCES

N/A

FORMS/ ATTACHMENTS

Staffing Summary Worksheet

Staffing Summary Report

Staffing Summary Worksheet

Station _____

Month/Year _____

Staffing Breakdown	Engine	Truck or Squad	Other (BX, MP, LU, TN)
Driver Only 1C			
Driver Only 1V			
2 Persons 2C			
2 Persons 1C1V			
2 Persons 2V			
3 Persons 3C			
3 Persons 2C1V			
3 Persons 1C2V			
3 Persons 3V			
4 Persons 4C			
4 Persons 3C1V			
4 Persons 2C2V			
4 Persons 1C3V			
4 Persons 4V			
5 Persons 4C1V			
5 Persons 3C2V			
5 Persons 2C3V			
5 Persons 1C4V			
5 Persons 5V			
6 Persons 4C2V			
6 Persons 3C3V			
6 Persons 2C4V			
6 Persons 1C5V			
6 Persons 6V			
7 Persons 7V			
7 Persons 1C6V			
7 Persons 2C5V			
8 Persons 8V			
8 Persons 1C7V			
Failed Response			

Staffing Breakdown	Ambulance
2 Persons 2C	
2 Persons 1C1V	
2 Persons 2V	
3 Persons 2C1V	
3 Persons 1C2V	
3 Persons 3V	
Failed to Respond	

2nd Crews

NOTES:

1. Only count personnel qualified to participate in emergency operations, I.e. Observers and Red hats do not count.
2. Do not include command officers, unless they are part of the crew staffing the apparatus.
3. If an ambulance (or utility) responds to make- up staffing, include that staffing on the suppression unit and do not count it as an ambulance call.
4. If a station responds with multiple units, report the staffing level of each unit.
5. At the end of the month, forward a copy to your Battalion Coordinator and a copy to the Volunteer Chief.
6. Any combinations of staffing that is not listed can be added in an unused category.

**Prince George's County Fire/EMS Department
Staffing Summary Report - (YEAR)**

#	STATION Name	Career Staffing		Total Effort		2008 BLS only		Fire only		2nd Crew**
		Day	24/7	Career	Vol	Career	Vol	Career	Vol	
1	Hyattsville									
5	Capitol Heights									
7	Riverdale									
8	Seat Pleasant									
9	Bladensburg									
10	Laurel									
11	Branchville									
12	College Park									
13	Riverdale Heights									
14	Berwyn Heights									
17	Boulevard Heights									
18	Glenn Dale									
19	Bowie #1									
20	Marlboro #1									
21	Oxon Hill #1									
22	Cheverly									
23	Forestville									
24	Accokeek									
25	Clinton									
26	District Heights									
27	Morningside									
28	W. Lanham Hills #1									
29	Silver Hill									
30	Landover Hills									
31	Beltsville #1									
32	Allentown Road #1									
33	Kentland #1									
34	Chillum-Adelphi									
35	Greenbelt									
36	Baden									
37	Ritchie									
38	Chapel Oaks									
39	Bowie #2									
40	Brandywine									
41	Beltsville #2									
42	Oxon Hill #2									
43	Bowie #3									
44	Chillum									
45	Marlboro #2									
46	Kentland #2									
47	Allentown Road #2									
48	W. Lanham Hills #2									
49	Laurel Rescue									
55	Bunker Hill									
58	National Harbor									

* Station does not provide BLS ambulance service.

** Quantity of times that a 2nd crew was available consisting of volunteer staffing (started July 1)

**Prince George's County Fire/EMS Department
Staffing Summary Report - (YEAR)**

Command Officer	Career Staffing		Vol Chiefs	%		Total responses	
	Day	24/7		Career	Vol	Career	Vol
1st Battalion							
2nd Battalion							
3rd Battalion							
4th Battalion							
5th Battalion							
6th Battalion							
7th Battalion							
Division Chiefs, Majors, Lt. Colonels							
Safety Officers							