



# 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](mailto: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 13: PUBLIC AFFAIRS**

CHAPTER 01: ASSISTING DISPLACED FAMILIES

*PRIOR – GENERAL ORDER 2-13*

CHAPTER 02: BATTALION ADVISORY COMMITTEE

*PRIOR – EOC DIRECTIVE 56*

CHAPTER 03: BLOOD PRESSURE SCREENING

*PRIOR – INTER-OFFICE MEMORANDUM 05-04, EOC DIRECTIVE 54*

CHAPTER 04: PROJECT ID

*PRIOR – GENERAL ORDER 2-10*

CHAPTER 05: RIDE-ALONG OBSERVER PROGRAM

*PRIOR – GENERAL ORDER 1-3*

CHAPTER 06: GAYLORD NATIONAL HOTEL AND CONVENTION CENTER VISITATION POLICY

*NEW DOCUMENT*

CHAPTER 07: OBSERVER PROGRAM FOR FIREBOAT 858

*NEW DOCUMENT*



**Division 13** **Public Affairs**

**Chapter 01 – Assisting Displaced Families**

January 2009

**POLICY**

This General Order shall establish the procedure for assisting displaced families. The Incident Commander (IC) shall establish a Citizen Services Group on any incident where a need is identified to provide support or extended services to citizens during or after incident mitigation. Additionally, the guidelines herein shall also be utilized in situations that are not an emergency incident or event, but does result in displacement

**DEFINITIONS**

N/A

**PROCEDURES**

**1. Emergency Incidents**

When it has been determined that an emergency incident has displaced citizens from their place of residence, the Incident Commander will notify the Citizens Services Unit (CSU) and the Red Cross, via Public Safety Communications (PSC). When making this request, the following information shall be provided.

- Number of adults requiring shelter/assistance
- Number of children (under age 18)
- Exact location (rental office, a neighbor's home, etc.) where they can be found upon the arrival of the CSU/Red Cross representative

Under normal conditions, it will take approximately 45 minutes for the Red Cross

representative to arrive on the scene. Therefore, the notification is to be made as early as possible to prevent an additional delay in the delivery of these services to the citizens.

It may be necessary for the representative of the CSU/Red Cross to complete a walk through of the emergency scene to assess the damage and resulting needs of the displaced residents. Every attempt is to be made to accommodate this need in a timely, with the safety of all concerned being the foremost consideration.

It may be necessary to assign groups within the incident command system to coordinate/assist CSU/Red Cross representatives in organizing and tracking residents who are in need of assistance.

The responsibilities of this group will include:

- Overall coordination of the relocation effort
- Provide blankets and a shelter where practical to do so (e.g., apparatus cab, neighbor's home, rental office, etc.) to get occupants out of the weather and gathered at a single location
- Provide an explanation of what is happening (e.g., what we are doing and why and how long we expect to take until the incident is under control)
- Obtain from occupant/responsible party any significant information regarding the structure and/or its contents that might assist the IC



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tactically with the operation and inform the IC of this information

- Encourage displaced citizens to contact their insurance carrier, restoration company, etc., ASAP
- Encourage displaced citizens to seek short term assistance from neighbors and family
- At multifamily structures, work with management to provide shelter to displaced citizens
- Notify the Red Cross or other necessary agencies and/or individuals as needed
- When necessary, identify an evacuation site and notify the IC of its establishment and location; this information shall be provided to Fire Inspection personnel, the Public Information Officer, other appropriate agency representative, and relatives
- Identify any special needs of citizens
- Facilitate reasonable related citizen requests via the IC
- Provide reasonable on-going service and support until the customer indicates our services are no longer needed

Each career and volunteer command officer in the Department is responsible to maintain a supply of Victim Assistance Information Packages (VAIP). These packages contain information concerning all services available, and are to be given to the affected occupants as soon as feasible in the incident recovery process. VAIPs are available from the Operations Center.

**2. Non-Emergency Situations**

In the event that non-emergency assistance/shelter is requested by a citizen, personnel shall contact CSU, or the Operations Center, to identify the current

resources that are available through the County's Department of Social Services.

The County operates two shelters (one for men and one for women), as well as transitional housing units for displaced families. Additionally, during winter months (December - March) shelter is available each night through the "A Warm Nights Program," where area churches open their facilities to assist citizens in times of severe weather.

Access to all of the resources listed above may be obtained by calling the Prince George's County Homeless Hotline at 888-731-0999. All non-emergency assistance requests will be coordinated with the appropriate Duty Chief, Battalion Chief, CSU, or the Operations Center.

**REFERENCES**

N/A

**FORMS/ ATTACHMENTS**

Assisting Displaced Families Phone List (English)

Assisting Displaced Families Phone List (Spanish)

**Prince George's County Government  
Telephone Numbers**

<b>American Red Cross</b>	<b>301-559-8500</b>
<b>Animal Management Division</b>	<b>301-499-8300</b>
<b>Birth and Death Records</b>	<b>301-324-2940</b>
<b>Board of Education</b>	<b>301-952-6000</b>
<b>Elections Office</b>	<b>301-952-3270</b>
<b>Family Services</b>	<b>301-699-2672</b>
<b>Fire/EMS Department, Office of Emergency Management</b>	<b>301-583-1899</b>
<b>Fire/EMS Department, Fire Investigations</b>	<b>301-583-1880</b>
<b>Fire/EMS Department, Information Management (to obtain a fire report)</b>	<b>301-883-7183</b>
<b>Health Department</b>	<b>301-883-7800</b>
<b>Housing</b>	<b>301-883-5530</b>
<b>Medical Assistance</b>	<b>301-856-9606</b>
<b>Prince George's County Crisis Response System - Hotline</b>	<b>301-429-4500</b>
<b>Prince George's County Crisis Response System - Administrative Office</b>	<b>301-429-2182</b>
<b>Prince George's County Police Department (to obtain a police report)</b>	<b>301-985-3638</b>
<b>Social Services</b>	<b>301-909-7010</b>

**Numeros de Telefono para el  
Condado de Prince George's**

<b>Cruz Roja</b>	<b>301-559-8500</b>
<b>Divicion de Manego de Animales</b>	<b>301-499-8300</b>
<b>Registro de Naacimiento y Muerte</b>	<b>301-324-2940</b>
<b>Panel de Educacion</b>	<b>301-952-6000</b>
<b>Oficina de Elecciones</b>	<b>301-952-3270</b>
<b>Servicios de Familia</b>	<b>301-699-2672</b>
<b>Departamento de Bomberos/Servicios Medicos</b>	
<b>Oficina de Preparacion de Emergencias</b>	<b>301-583-1899</b>
<b>Departamento de Bomberos/Servicios Medicos, Oficina de Investigaciones</b>	<b>301-306-5685</b>
<b>Departamento de Bomberos/Servicios Medicos</b>	
<b>Junta Directiva de Informacion (Para obtener un reporte de fuego)</b>	<b>301-883-7183</b>
<b>Departamento de Salud</b>	<b>301-883-7800</b>
<b>Departamento de Vivienda</b>	<b>301-883-5531</b>
<b>Asistencia Medica</b>	<b>301-856-9606</b>
<b>Departamento de Policia del condado de Prince George's</b>	<b>301-985-3638</b>
<b>(Para obtener un reporte policial)</b>	
<b>Servicios Sociales</b>	<b>301-909-7010</b>



**Division 13** **Public Affairs**

**Chapter 02 – Battalion Advisory Committee**

January 2009

**POLICY**

This General Order shall establish the procedures for Battalion Advisory Committees, which will reinforce the relationship between the Fire/Emergency Medical Services (EMS) Department and the communities in which we serve, and increase community involvement in the Department's programs.

**DEFINITIONS**

N/A

**PROCEDURES**

**1. General Guidelines**

A Battalion Advisory Committee (BAC) will be established for each fire station within Prince George's County. Volunteer organizations with more than one station will only require one BAC if all affected stations fall within the same council district.

The BACs will be comprised of the following members:

- Three (3) representatives of the County Fire/EMS Department
- Three (3) representatives of each volunteer station
- Three (3) representatives of the affected council district

Each BAC will establish a meeting schedule, as determined based on need, and forward the calendar to the Lieutenant Colonel, Emergency Operations Command.

Each BAC will be chaired by a Career Major. The Major will be responsible for providing a meeting synopsis to the Lieutenant Colonel, Emergency Operations Command, within three (3) days after the meeting. This information will be provided utilizing the Battalion Advisory Committee Meeting Synopsis form (Attachment #1).

The BAC will be utilized to discuss the current programs available through the Fire/EMS Department, the concerns of the communities, and the services provided from the local fire stations. Recommendations from all participants in the BAC will be reviewed for inclusion/implementation in Departmental programs.

**REFERENCES**

N/A

**FORMS/ ATTACHMENTS**

Attachment #1- Battalion Advisory Committee Meeting Synopsis





**PRINCE GEORGE'S COUNTY, MARYLAND  
FIRE/EMS DEPARTMENT**



**Battalion Advisory Committee  
Meeting Synopsis**

**Station:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**ATTENDEES**

_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

**Positives:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Negatives:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Concerns:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Recommendations:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Next Meeting:** \_\_\_\_\_



**Division 13** **Public Affairs**

**Chapter 03 – Blood Pressure Screening Program**

January 2009

**POLICY**

This General Order shall provide a policy outlining the Prince George's County Government Livable Communities Project – Blood Pressure Screening Program.

**DEFINITIONS**

N/A

**PROCEDURES**

**1. General Provisions**

The Prince George's County Fire/EMS Department has developed a citizen Blood Pressure Screening Program. Any citizen or resident, on a monthly basis, shall be allowed access to local fire stations to have their blood pressure measured and recorded by station personnel. The Blood Pressure Screening Program shall commence on January 22, 2005, and every third Saturday of every month henceforth. Screenings shall be made available for the public between the hours of 10:00 a.m. and 1:00 p.m.

All firehouses are encouraged to welcome citizens into the firehouse for a blood pressure screening. A screening card (attached) should be completed and given to each citizen so they may maintain a record of their blood pressure.

Additionally, personnel should provide the citizen with a survey card so the Department can obtain the feedback and make changes as necessary. After this initial Countywide Blood Pressure Screening day, every third Saturday of the month will be dedicated to

conducting Blood Pressure Screenings between the hours outlined above.

Departmental personnel should keep in mind that we do not provide opinions or advice regarding medical issues. Personnel taking blood pressure readings should simply record the information for the citizen and refer them to their Primary Care Physician. If a citizen is in need of immediate medical care, all proper medical protocols should be taken.

Firehouses participating in the blood pressure screenings are as follows:

- |             |             |
|-------------|-------------|
| Company 805 | Company 830 |
| Company 808 | Company 840 |
| Company 819 | Company 841 |
| Company 821 | Company 843 |
| Company 822 | Company 844 |
| Company 826 | Company 846 |
| Company 829 | Company 847 |

Anyone having any questions should contact the AEMS office at 301-583-1860.

**2. Screening Procedure**

Determine the appropriate size blood pressure cuff to be utilized for the individual. There are different sized cuffs for adults and obese adults. Cuffs that are too small may give falsely high readings and cuffs that are too large may give falsely low readings.

Cuff	Arm Circumference Range at midpoint (cm)	Arm Circumference Range at midpoint (inches)
Adult	27-34 cm	Up to 13.38



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		inches
Large Adult	35-44 cm	13.7 – 17.3 inches

The individual should sit comfortably with back and legs supported. Legs should be uncrossed at both knees and ankles. Arms should also be down at the individual's sides, not resting on armrests of a chair. Support the arm being used for blood pressure measurement at or near the level of the heart.

Place the cuff over the bare upper arm, with the end containing the bladder over the brachial artery. The bottom edge of the cuff should be positioned about an inch above the antecubital fold. Wrap the end of the cuff not containing the bladder around the arm snugly, and smooth and engage adhesive strips.

Close the deflation valve by turning the thumbscrew clockwise. Palpate the radial artery while inflating the cuff. Be sure to inflate cuff quickly by squeezing the bulb rapidly. Inflate cuff 20-30mmHg above the point at which the radial pulse disappears.

Position the chest piece of a stethoscope in the anticubital space. Open the valve to deflate the cuff gradually at a rate of 2-3mmHg per second.

Record the onset of pulse sounds as the systolic pressure, and the disappearance of these sounds as diastolic pressure. After measurement is completed, open valve fully to release any remaining air in cuff. Remove cuff.

Record date, time, blood pressure, pulse, and whether left or right arm was used for the measurement, on the complimentary Blood Pressure Record.

Personnel will provide a survey form to every citizen who has their blood pressure taken

and the following information will be recorded at the station and forwarded to the Administrative Aide in the AEMS office:

- Reporting Station;
- Total number of Blood Pressures taken;
- If any transports were initiated as a result of the blood pressure screening; and
- If station personnel were not in the firehouse to conduct the screenings between 10:00 and 13:00, why, and the incident number of the call the station ran.

**REFERENCES**

N/A

**FORMS/ ATTACHMENTS**

Attachment #1 – PGFD Customer Service Survey Form

Attachment #2- How to Prevent and/or Control High Blood Pressure

## PGFD Customer Service Survey Form

How would you rate the overall service you were given?

[poor] [below average] [average] [good] [exceeds expectations]

Were you treated in a courteous and professional manner?

[yes] [no] comments \_\_\_\_\_

Was the attendant able to answer all your questions?

[yes] [no] comments \_\_\_\_\_

Do you feel better informed on this issue?

[poor] [below average] [average] [good] [exceeds expectations]

Would you recommend this service to another person?

[yes] [no] comments \_\_\_\_\_

How did you find out about this service?

[recommended by a friend or family member] [saw advertisement]

[web page] [other] \_\_\_\_\_

Do you have any suggestions on how we can better serve you?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Service you received: [Home inspection] [Smoke Alarm Installation]

[Blood Pressure Screening] [Other] \_\_\_\_\_

Date you received service: \_\_\_\_/\_\_\_\_/200\_\_ Time; \_\_\_\_:\_\_\_\_ a.m. / p.m.

Location where you received service: \_\_\_\_\_

Name of person providing service: \_\_\_\_\_

Your name [optional]: \_\_\_\_\_

May we contact you for more information? [yes] [no] Tel: (\_\_\_\_)\_\_\_\_-\_\_\_\_

*Please complete this form and mail to:* Prince George's County Fire/EMS Department

Office of the Fire Chief

Attention: Quality Assurance

9201 Basil Court, Suite 452

Largo, Maryland 20774

## HOW TO PREVENT AND/OR CONTROL HIGH BLOOD PRESSURE

Hypertension can almost always be prevented. You and your health care provider need to work together as a team to reduce it. A plan should be developed and a goal blood pressure should be agreed upon by the two of you. The following steps are very important to follow, even if you do not have high blood pressure:

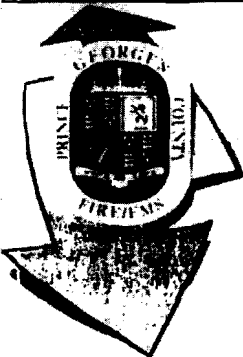
- Maintain a healthy weight
- Be physically active
- Follow a healthy eating plan
- Eat foods with less sodium (salt)
- Drink alcohol only in moderation
- Take prescribed drugs as directed

★ Clip out this convenient pocket card to record your blood pressure

CALL 9-1-1 IMMEDIATELY

Not all of these warning signs occur in every stroke or heart attack. If some alert to occur, don't wait. Get help!

- Stroke Warning Signs**
- Sudden numbness or weakness of the face, arm or leg, especially on one side of the body
  - Sudden confusion, trouble speaking or understanding
  - Sudden trouble walking, dizziness, loss of balance
  - Sudden, severe headache with no known cause
- Heart Attack Warning Signs**
- Uncomfortable pressure, fullness, squeezing or pain in the center of chest lasting more than a few minutes, or goes away and returns
  - Pain that spreads to the shoulders, neck or arms
  - Chest discomfort with lightheadedness, fainting, sweating, nausea or shortness of breath



## BLOOD PRESSURE RECORD

COMPLEMENTS OF  
JACK JOHNSON  
PRINCE GEORGE'S COUNTY EXECUTIVE



## WHAT IS THE LIVABLE COMMUNITIES INITIATIVE?

The Livable Communities Initiative is an exciting Strategic Plan designed to guide, support and assist the government, residents and businesses in the creation and implementation of principles that will result in a healthy, safe, litter free environment and promote more livable communities in Prince George's County, one community at a time.



A comprehensive evaluation of existing government programs that affect the cleanliness, beautification, health, safety and educational conditions of the County were performed during the development of the Plan. The scope of the evaluation was broad and designed to consider the widest range of solutions to the environmental problems facing the County, and to look for ways to enhance those programs that are working. The Plan includes short and long-term action items, based on a needs assessment, to enhance livability in the County.



# Hypertension Screening Program

*A partner in the Livable Communities Initiative*

Jack B. Johnson, County Executive

# FACTS ABOUT HIGH BLOOD PRESSURE

More than 65 million American adults suffer with high blood pressure and approximately 2 million new cases are diagnosed every year. High blood pressure or "hypertension" is the single most prevalent chronic illness faced by Americans. Hypertension is referred to as "the silent killer" because frequently the disease produces no noticeable symptoms until it has progressed into an advanced stage. Health care professionals estimate that one third of the people actively suffering with high blood pressure do not even know they have a problem. It is one of the leading causes of disability or death because high blood pressure dramatically increases risk of stroke, heart attack, heart failure and kidney failure.

A blood pressure of 140/90 mm Hg or above is considered high. About two-thirds of people over age 65 have high blood pressure. If your blood pressure is between 120/80 mmHg and 139/89 mmHg then you have prehypertension. This means that you don't have high blood pressure now but are likely to develop it in the future unless you adopt a healthier lifestyle.

# WHAT ARE YOUR RISK FACTORS?

Risk factors are conditions or behaviors that increase your chances of developing a disease. When you have more than one risk factor for heart disease, your risk of developing heart disease is greatly multiplied. So, if you have high blood pressure, you need to take action. Fortunately, you can control most risk factors.

## RISK FACTORS YOU CAN CONTROL:

- High Blood Pressure
- Abnormal Cholesterol
- Tobacco Use
- Diabetes
- Overweight
- Physical Inactivity

## RISK FACTORS BEYOND YOUR CONTROL:

- Age (55 or older for men; 65 or older for women)
- Family History of early heart disease (having a brother diagnosed with heart disease before age 55, or having a mother or sister diagnosed before age 65).

# HOW CAN THE PRINCE GEORGE'S COUNTY GOVERNMENT HELP YOU?

Beginning on January 29, 2005, the Prince George's County Fire/EMS Department will be offering monthly blood pressure screenings at specified Fire/EMS stations near your community. On the third Saturday of each month within the hours of 10:00 a.m. and 1:00 p.m., we encourage you to have your blood pressure taken and recorded by station personnel. You will receive a complimentary Blood Pressure Screening Card to help you maintain records of your blood pressure and pulse that can easily be reported to your primary care provider.

# FIRE RESCUE STATIONS PROVIDING FREE BLOOD PRESSURE CHECK-UPS

- Station 05 Capitol Heights
- Station 08 Seat Pleasant
- Station 12 College Park
- Station 18 Glenn Dale
- Station 19 Bowie #1
- Station 21 Oxon Hill #1
- Station 22 Tuxedo-Cheverly
- Station 26 District Heights
- Station 29 Silver Hill
- Station 30 Landover Hills
- Station 36 Baden
- Station 40 Brandywine
- Station 41 Beltsville #2-Calverton
- Station 43 Bowie #3-Pointer Ridge
- Station 44 Chillum/Adelphi #2
- Station 46 Kentland #2-Largo
- Station 47 Allentown #2-Fort Washington
- Station 49 Laurel
- Station 55 Bunker Hill
- Station 57 Dive Unit

To contact these stations for directions, dial: 301-883-77, and then dial the two-digit station number. Example: Capitol Heights would be 301-883-7705

✂️ Clip out this convenient pocket card to record your blood pressure

MM/DD/YR	TIME	PRESSURE	PULSE	L/R?
/ /	:	/		
/ /	:	/		
/ /	:	/		
/ /	:	/		
/ /	:	/		
/ /	:	/		
/ /	:	/		
/ /	:	/		
/ /	:	/		
/ /	:	/		

Clip out and fold here



**Division 13** **Public Affairs**

**Chapter 04 – Project Identification**

January 2009

**POLICY**

This General Order shall establish a procedure that systematically allows the Fire/EMS Department to accept data from impaired individuals, prioritize, and then enter the data into the Computer Aided Dispatch (CAD) System, utilizing the Premise History File.

**DEFINITIONS**

N/A

**PROCEDURES**

**1. General Information**

In the event of an emergency, pertinent information will be immediately relayed to responding personnel to assist search and rescue crews with key information of the presence and probable locations of impaired occupants.

**Objectives**

- Provide useful, accurate information to assist emergency response personnel.
- Provide a single updating system, on an annual basis, to keep information current.
- Coordinate other County agencies' input to increase efficiency of the system.
- Protect the privacy of the participants, while striving to enhance their safety.
- Minimize the administrative process of recording data, while providing

special emergency assistance to the public.

**2. Guidelines for Forms/Data**

The Premise History File will include the following:

- Nature of Specific Disability - The nature of the specific impairment will be relayed to the incident officer-in-charge (OIC) in the event he/she deems the additional information necessary to assure successful search and rescue or evacuation. This information-must be requested via radio.
- Project Identification Number (PID #) - Every individual in the Premise History File is assigned a PID # that is used exclusively for the Public Safety Communications (PSC) to track the individual.

**2. Communication Procedures**

**Information Dissemination**

PSC will give the age/sex of affected individual(s) to the responding apparatus by telephone or radio. If the OIC needs additional information, a request may be made for more descriptive details. Only then will the complete data regarding specific impairments be transmitted by the Emergency Equipment Dispatcher.

Transmissions of Project Identification (Project ID) information will be determined by the nature and extent of the emergency, and at the discretion of PSC.



EXAMPLE:

**Communications:** “Attention E870 – Our Project ID files indicate we have an occupant who may/will need evacuation assistance, they should be located on the 1<sup>st</sup> floor in the bedroom quadrant A/B.”

**Engine 870:** “E-870 -okay.”

**Special Housing Facilities**

Facilities housing large numbers of impaired persons will be registered as such, but PSC will not indicate each and every person requiring assistance on a routine basis unless conditions warrant (via Project ID).

It will be the responsibility of the primary responding station to preplan these types of facilities as necessary.

For purposes of radio communication, these facilities will be identified as “multi-impaired residence.” They will include:

- Hospitals
- Nursing Homes
- Senior Citizen Buildings
- Health Centers
- Group Homes
- Assisted Living Facilities

**3. Update Procedures**

**Administrative**

Twelve months from the data entry, personnel from Station 819 will send an update card to the address listed on the file. Only the cards returned by the date indicated will be maintained in the system.

Personnel from Station 819 will update the Project ID Premise History File accordingly upon written notification of the revisions.

**Operational**

Although steps are taken to ensure the accuracy of the data on file, information relayed to emergency responders is provided as a guide to enable search and rescue teams the ability to quickly locate and remove victims in need of special assistance.

Emergency personnel must remain cognizant of the possibility that circumstances within the structure are subject to change and be prepared to react accordingly.

Questions and requests for Project ID forms should be directed to Station 819.

**REFERENCES**

N/A

**FORMS/ ATTACHMENTS**

Attachment #1- Project Identification Tip Sheet



# PRINCE GEORGE'S COUNTY, MD. FIRE / EMS DEPARTMENT



## TIPsheet

### PROJECT IDENTIFICATION



A Public Service of the "Livable Communities" Initiative. Jack B. Johnson, County Executive  
Vernon R. Herron, Director of Public Safety/Homeland Security - Lawrence H. Sedgwick, Jr., Fire Chief.  
Need additional information? Contact the Public Affairs Office at 301-583-1882 www.co.pg.md.us

"Project Identification" is a program designed for the special needs of disabled and handicapped citizens in the event of a fire, police, or medical emergency. The information you supply on the form will be confidentially filed into a central computer serving both Police and Fire/EMS Department personnel. Public Safety Personnel are notified of the disabled or handicapped information while en-route to an emergency incident so necessary special equipment use and procedures can be implemented. Business establishments who employ handicapped persons who wish to have Public Safety Personnel aware of their presence and location within a given building may also fill out the "Project Identification" form. Your privacy is assured. Your name will not be involved in any way. The form you submit will be handled with the strictest confidence on all levels. Registration is simple; submit the completed form to the following location:

**Prince George's County Fire/EMS Department C/O Station 819 - Project ID  
P.O. Box 199, Bowie, Maryland 20719-199**



cut here and return by mail

## PROJECT IDENTIFICATION INFORMATION APPLICATION

Address: \_\_\_\_\_ Apartment Number: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Please describe your disability: \_\_\_\_\_

Is this disability:  PERMANENT  TEMPORARY

If temporary, estimate the days you will require special assistance:

From: (Date) \_\_\_\_\_ To: (Date) \_\_\_\_\_

Do you speak English  Yes  No

If not, what is the foreign language do you speak? \_\_\_\_\_

PLEASE NOTIFY THE FIRE/EMS DEPARTMENT OF ANY CHANGES IN YOUR STATUS.

**Every 12 months, a card will be mailed to you requesting an update on both your current address and needs. You MUST return the card in order for your information to remain in our records.**



**Division 13** **Public Affairs**

**Chapter 05 – Ride-Along Observer Program**

January 2009

**POLICY**

A uniform procedure will be followed by persons wishing to be ride-along observers with operational units of the Prince George's County Fire/Emergency Medical Services Department. Adherence to this policy will ensure the safety of all personnel and the public, and is the shared responsibility of the Incident Commander, the unit officer-in-charge, and the participant.

Observers shall review the rules governing this procedure, which will be acknowledged on the release form.

The Advanced Emergency Medical Services (AEMS) office has specific procedures for allied medical professionals and students to participate/observe on Medic Units. Please refer to General Order 14-09.

**DEFINITIONS**

**Observers** – persons who are not members of the Prince George's County Fire/EMS Department; this definition specifically includes members of other fire/rescue departments outside of Prince George's County.

The Ride-Along Program is designed to benefit the Department with various avenues of recognition and information exchange. The additional benefit is the ability to recruit personnel. The program is not designed for participants to bypass the application process and background review.

**Minimum staffing** – three persons (engine company) or four persons (truck/squad) certified to engage in structural firefighting; two persons (ambulance) certified at the appropriate level for basic ambulance medical care.

Ride-Along participation will be limited to 72-hour blocks.

Observers will be limited to four (4) opportunities per calendar year. Participants who exceed this limit will be required to apply for membership and their privileges revoked until the process is completed.

**PROCEDURES**

Observers shall be at least 18 years of age. This shall be confirmed with a review of a driver's license and or picture identification card.

Requests for special exemptions must be submitted in writing to the Lieutenant Colonel of Emergency Operations for approval. The applicant's participation beyond the parameters that are set is prohibited until approval is received in writing.

Observers shall sign the release form prior to riding any Fire/EMS Department vehicle. Signature shall be witnessed by the appropriate Battalion Chief or highest ranking Volunteer Chief officer. No one may sign for the chief officers.

Stations that violate this procedure will not be permitted to participate in this program for a period of time specified by the Lieutenant Colonel of Emergency Operations.



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Observers shall not engage in actual firefighting or rescue operations, and will not count toward minimum staffing.

No more than two (2) observers per station may participate in the Ride-Along Observer Program. In addition, no more than one observer may ride on a single piece of apparatus at a time.

Observers shall remain seated and belted when riding fire and rescue apparatus and follow all applicable safety rules.

Observers shall remain outside the perimeter of the operational area of the scene. Observers shall stay outside of and away from the building on fire calls and shall remain a safe distance away from accident vehicles on rescue calls.

Under no circumstances will an observer be permitted to enter an IDLH atmosphere or a building that is on fire until such time as the incident has been placed under control by the Incident Commander, the IDLH atmosphere has been cleared, the building or area has been determined to be safe for entry by non-operational personnel, and specific approval is granted by the Incident Commander. The assigned unit officer, division supervisor or designated command officer will escort and supervise the observer.

Observers shall wear an orange fire helmet and/or a safety vest clearly marked "OBSERVER." The helmet and/or vest shall be worn at all times while on the emergency scene, and no other structural firefighting equipment is to be worn.

Observers shall wear clothing that is comfortable and does not bring discredit to the Fire/EMS Department.

Observers shall remain under the control of the officer-in-charge. Failure to follow the directions of the officer-in-charge will result in the removal of the privilege to participate as an observer. The officer-in-charge must document cases where the observer failed to follow direction and their privilege was revoked. This documentation will be forwarded to the Emergency Operations Command (EOC) office, where a list will be maintained of those persons not eligible to participate. The Duty Chief will refer to this list when notification is made about a ride-along.

The officer-in-charge shall ensure that the Observer complies with all of his/her responsibilities and rules specific to the Ride-Along Observer Program.

The Battalion Chief/Volunteer Division Chief/Volunteer Major shall witness the Observer's signature on the release form prior to the Observer riding any Fire/EMS Department vehicle and make notification to the Battalion Chief, if not the approving signature. The Battalion Chief will make immediate notification to the Duty Chief. A copy of the completed waiver and a copy of the Observer's driver's license/ID shall be faxed to the Emergency Operations Command office for recordkeeping purposes.

**REFERENCES**

N/A

**FORMS/ATTACHMENTS**

Ride-Along Observer Program Release Form



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

**RIDE-ALONG OBSERVER PROGRAM RELEASE**

In consideration of my receiving permission from the Prince George's County Fire/EMS Department to enter upon the premises of any fire station or related entity, any other premises owned and/or operated and/or used by any fire station within Prince George's County, and in further consideration of receiving permission from said Fire/EMS Department to participate in a Ride-Along Observer Program, wherein I will be riding in, on, or upon Fire/EMS Department vehicles or using other apparatus, the undersigned hereby releases the Prince George's County Fire/EMS Department, Prince George's County Police Department, and any and all agents, officers, servants, employees, attorneys, or other representatives of the foregoing from any and all liability, claims, demands, actions and causes of actions, whatsoever, arising out of or related to any loss, property damage, physical injury, contagious disease, or death that may be sustained by me while in, on, or upon any premises, vehicles, or apparatus owned, occupied, or used by the foregoing, or which may be sustained by me while at the scene of any real or apparent emergency situation requiring a response of the Prince George's County Fire/EMS Department, or while commuting to and from the fire station(s) and other points.

I hereby certify that I am duly aware of the risks and hazards, including serious physical injury or death, inherent upon participating in the Ride-Along Observer Program, that such risks and hazards may exist even in non-emergency situations, and being duly aware of such risks and hazards, I hereby elect, voluntarily, to participate in the Ride-Along Observer Program. I hereby assume all risks of loss, damage, and/or injury, including death that may be sustained by me or by any of my property while participating in the Ride-Along Observer Program.

This release shall be binding upon my relatives, spouse, heirs, distributees, next of kin, executors, administrators, and any other interested parties.

In signing this release, I hereby acknowledge and represent:

1. I have read the rules and regulations outlined in General Order 1-3, Ride-Along Observer Program.
2. I have read the release, understand it, and signed it voluntarily.
3. I am over eighteen (18) years of age and I am of sound mind and of sound physical health.
4. I am not an agent, servant, or other employee of the Prince George's County Fire/EMS Department.
5. Any injuries or other damage suffered by me will not be compensable by Worker's Compensation or any other insurance program maintained by the Prince George's County Fire/EMS Department.



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I also agree to adhere to the following guidelines:

1. I will abide by any and all applicable rules and regulations of the Fire/EMS Department.
2. I will not ride or attempt to ride or use or attempt to use, any vehicle or apparatus utilized within the Prince George's County Fire/EMS Department until such time as a duly authorized officer has reviewed with me the procedures for riding or using same.
3. I also agree that I have no physical or mental handicaps that may affect me during my participation in this program or which may be aggravated by my participation in this program, except for the following:

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Despite the Fire/EMS Department's knowledge of this disability or defect, I agree that their continuing grant of permission for me to participate in this program shall not subject them to any liability.

4. I also authorize and instruct the Prince George's County Fire/EMS Department or their authorized representatives to notify the following person in case of any accident in which I am involved while participating in this program or while I am commuting to and from the fire station(s) or other points.

\_\_\_\_\_  
Name & Relationship

\_\_\_\_\_  
Address

\_\_\_\_\_  
Telephone Number(s)



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5. Have you been denied membership or career status in the Prince George's County Fire/EMS Department for criminal record, background investigation, or medical reasons? Yes \_\_\_\_ No \_\_\_\_

If so, explain \_\_\_\_\_  
\_\_\_\_\_

6. Do you have any pending criminal charges against you? Yes \_\_\_\_ No \_\_\_\_

If so, explain \_\_\_\_\_  
\_\_\_\_\_

7. Do you have any Felony convictions? Yes \_\_\_\_ No \_\_\_\_

If so, explain \_\_\_\_\_  
\_\_\_\_\_

8. If you have been denied membership in another fire/rescue organization outside of Prince George's County, said reason(s) is to be disclosed to the Prince George's County Fire/EMS Department.

\_\_\_\_\_  
\_\_\_\_\_

9. Should I be a bona fide member of a fire/rescue association or department, I will disclose the name of such organization:

\_\_\_\_\_  
Name of Organization

\_\_\_\_\_  
Address

\_\_\_\_\_  
Telephone Number

\_\_\_\_\_  
President/Chief Officer



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- 10. Upon request, a medical waiver statement from a physician shall be submitted to substantiate fitness to perform in a ride-along observer status on-the-scene of emergency operations.

This release form shall become a permanent record of the Prince George's County Fire/EMS Department.

Expected "Ride-Along Observer" dates and station:

\_\_\_\_\_ to \_\_\_\_\_ **Station** \_\_\_\_\_

At the end of this period, a new release form shall be obtained.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Printed Name of Participant

\_\_\_\_\_  
Address

\_\_\_\_\_  
Home Telephone

\_\_\_\_\_  
Work Telephone

\_\_\_\_\_  
Date of Birth

Approved and Witnessed by (Choose one):

\_\_\_\_\_  
Volunteer Chief Name *(Please Print)*

\_\_\_\_\_  
Signature/Date

\_\_\_\_\_  
Departmental Duty Officer Name *(Please Print)*

\_\_\_\_\_  
Signature/Date

Duty Chief Notified by: \_\_\_\_\_ Date: \_\_\_\_\_ Time: \_\_\_\_\_

Received By EOC:

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date



**Division 13**

**Public Affairs**

**Chapter 06- Gaylord National Hotel and Convention Center  
Visitation Policy**

March 2009

**POLICY**

This order will establish the procedure to be followed by The Prince George's County Fire/EMS Department upon entering The Gaylord National Hotel and Convention Center at The National Harbor. While it is desirable and in fact encouraged to conduct walkthroughs for building familiarization, it is important to remember that The Gaylord National Hotel and Convention Center is a unique facility within Prince George's County. Its size and complexity necessitate periodic reviews of the structure and grounds. However, representatives of the department should be mindful that The Gaylord National Hotel and Convention Center is a resort complex and a uniformed presence is not desired by their guests or their management. Adherence to this policy will ensure the safety of all personnel and the public, as well as effectively make The Gaylord Hotel staff aware of any fire department presence at the facility.

**DEFINITIONS**

**Non-Emergency** – For the purposes of this order, a non emergency incident shall be defined as any Fire/EMS Department related business not initiated by Public Safety Communications (does not carry an incident number).

**Emergency Incident** – For the purposes of this order, an emergency incident shall be defined as any response initiated by Public Safety Communications (carries an incident number).

**PROCEDURES**

For non-emergency visits such as preplans, meetings with Gaylord staff or familiarization walkthroughs, all county vehicles or apparatus should be parked on National Harbor Blvd. near the employee's entrance at the Alpha/Delta corner of the convention center. Visiting personnel should check in with Gaylord Security and Safety Services staff at the entrance to notify them of the nature and duration of the visit. The staff will then relay the information or escort the fire department personnel to the Security and Safety Services Office. It should also be noted that time spent in public areas be kept as brief as possible.

Any emergency incident at the Gaylord National Hotel and Convention Center shall be handled in accordance with General Orders 3-01 and 3-06. When a call for service is initiated by Gaylord Security and Safety Services, Fire/EMS Department personnel will be met by staff and directed to the location of the emergency. When a call does not go through Gaylord Security and Safety Services (a 3rd party call), effort should be made to notify Security and Safety Services staff as to the nature and location of the emergency as soon as is responsibly possible.

The Officer-in-Charge shall ensure that the all personnel comply with this policy.

**REFERENCES**

N/A





**FORMS/ATTACHMENTS**

Site Map of Gaylord Hotel and Convention  
Center Complex



**Division 13 Public Affairs**

**Chapter 07 – Observer Program for Fireboat 858**

March 2009

**POLICY**

A uniformed procedure will be followed to establish a standard operational procedure when dealing with dignitary's, delegations and special VIP's to the County and the National Harbor Project.

It is imperative that the crews assigned to Fireboat 858 recognize the importance of these groups and strive to forge a professional working relationship to promote a positive public image.

This procedure is in place to ensure the safety and well being of all personnel, as well as all guests that will visit and those that are provided an operational tour on the Fireboat. It is a shared responsibility of all involved to see to the adherence of this procedure.

**DEFINITIONS**

**Observers** – persons who are not members of the Prince George's County Fire/EMS Department; this definition specifically includes members of other fire/rescue departments outside of Prince George's County and dignitaries who represent special interest to the County and the National Harbor Project.

**Minimum staffing** – three persons (Boat Crew) trained and certified to operate in Emergency Operations dealing with Water Related Emergencies and Water Rescue Operations.

**Underway** – A nautical term describing the state of a vessel or boat. A vessel is said to be underway if it meets the following criteria:

- It is not aground
- It is not at anchor
- It has not been made fast to a dock, the shore, or other stationary object.

**PROCEDURES**

**1. General Provisions**

Observers shall be at least 18 years of age. This shall be confirmed with a review of a driver's license and or picture identification card.

Observers shall sign the release form prior to boarding any Fire/EMS Department marine vessel. Signature shall be witnessed by the appropriate Battalion Chief or highest ranking officer. No one may sign for the officers.

Observers shall review the rules governing this procedure, which will be acknowledged on the release form.

Unless the request is given through the appropriate command, it shall be the responsibility of the officer in charge to determine if the individual or group warrants a ride on the boat. Crews are to provide an informative interactive presentation of the fireboat and its operations.

**2. Operational Guidelines**

At no time are there to be more than 5 guests allowed to ride on the boat.

Operations of the boat are to be performed in a slow and extremely safe manner. At no time, while there are passengers on the vessel, shall the operator perform any high speed maneuvers to include High Speed Stops or



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High Speed Turns unless it is necessary to avoid a collision or to ensure the safety of the crew, personnel on board and the vessel.

**3. Guidelines for all passengers**

No guest will be allowed to operate or engage in any emergency operation while on the boat. Prior to getting underway all guest will be fitted for a Personal Flotation Device and instructed on the proper use of said device. The Personal Flotation Device shall be worn for the duration of the presentation. All guests will be encouraged to sit in the cabin or stand while holding the handrail when the boat is underway for their safety.

Conditions acceptable to get underway:

- The Boat must be fully staffed with a minimum of 3 personnel.
- Prior to getting underway with a guest aboard, the crew shall check the marine weather channel 30 minutes prior to departure and ensure that none of the following conditions exist.
  - Small craft advisory prior to departure and for the duration of the ride.
  - Gail warnings
  - Thunder storm warnings for the immediate area.
  - Wind conditions in excess of 15 knots
  - Waves in excess of 1 to 2 feet
  - Flash flood warnings
  - Any condition that exist that would place guest in immediate danger

If any of the preceding conditions exist the vessel will not go underway.

It is preferable that all presentations are scheduled when the weather is clear and the wind is calm. If there is inclement weather or

winds are in excess of 20 knots all rides will be postponed and rescheduled to a mutually agreeable time.

**4. Documentation**

A list will be maintained and forwarded to the Major of the Special Operations Division weekly.

**REFERENCES**

N/A

**FORMS/ATTACHMENTS**

Ride-Along Guest Observer Program Release Form