

Shenandoah County Department of Fire and Rescue
Standard Operating Guidelines

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Section #/Title: **Section 1 Rules and Regulations**

Article #/Title: **1.1 Performance Expectations**

Effective Date: **January 1, 2006**

Applies To: **Volunteer Career Both**

Purpose: **To outline the performance expectations of SCFR personnel.**

I. Maintain and promote a winning attitude.

- Look at problems as opportunity. How can we improve?
- When you bring a concern to an officer bring two possible solutions.
- Do not engage in chronic complaining. Be part of the solution not part of the problem. Complaining does little to improve the organization. Help us work toward positive solutions.
- Don't accept negative attitudes in others. Bring negativity to their attention.
- Avoid negative thinking. Negative thinking is contagious and limits our potential.
- Remember....attitude is a choice. Choose to have a good one.
- Develop a "Can do" attitude. You are in control of your potential.
- Focus on making a positive impact on others and the organization.
- Seek out opportunity and ways to implement.
- Deal in FACTS..... not assumptions.

II. Practice the Golden Rule

- Treat others the way you wish to be treated.
- See value in others. Everyone has value.
- Care about the other members and help them succeed.
- Focus more on the positive attributes of others instead of the negative. We will not ignore the negative but we will emphasize the positive.
- Help energize others by being motivated yourself.

III. Be a Team Player

- Participate in meetings and training.
- Help your fellow members succeed.
- Remember...We win or we lose as a TEAM, not individuals.
- Keep communications open.
- Always seek win-win solutions.
- HAVE FUN. Enjoy working with the group.
- Make it a safe environment.
- Build relationships to improve trust and understanding.
- Allow mistakes. We will all make mistakes when we try new ideas.
- Learning must take place when we make mistakes.

- Poor performance is not tolerated.
- Recognize members for a job well done.

IV. Seek Excellence

- Increase your education and skill level.
- Focus on helping to move the organization forward.
- Finish what you start. Get help if you need it.
- Seek to improve everything we do.
- Think why we can, instead of why we can't.
- Be data driven.
- Understand our budget is limited. How can we make the biggest impact with what we have?

V. Do that which is right

- Everything you do must be done in a moral, ethical, and legal manner.
- Contribute to the mission and vision of the organization.
- Help accomplish our goals.
- Always consider the internal and external customers.
- Remember the ten commandments are not outdated.
- Be trustworthy and show integrity.

VI. Stay Focused

- Remember....Your here to help the organization succeed.
- Stay focused on contributing to the mission, vision, and goals.
- Don't get distracted with personal agendas.
- YOU are our most valuable resource....We will support you through education, training, coaching, and counseling.
- Every task that you engage in must be aligned with the mission.

VII. Participate

- Participate in meetings, trainings, special details, and emergency calls.
- Participate by communicating, asking questions, and offering suggestions.
- Participate by helping the organization be better today than it was yesterday.

VIII. Capitalize on Adversity

- We are constantly faced with adversity and problems. Don't let the problems pull you down. Our job is to adapt and overcome problems.
- Seek out opportunity anytime you are confronted with adversity.
- Understand all of the facts when confronted with adversity.
- Help develop and implement the plan to overcome adversity.

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Section #/Title: **Section 1 Rules and Regulations**
Article #/Title: **1.2 Leave Management**
Effective Date: **May 25, 2021**
Applies To: **[] Volunteer [X] Career [] Both**
Purpose: **To outline the management of career staff's leave**

- I. Scope
 - A. Personnel are the Fire and Rescue Department's most valued resource. Therefore, in order to maintain the integrity of the service we provide, rules governing the use of acquired annual leave must be established.
 - B. As SCFR expands personnel and services, this guideline may also need to be adjusted.

- II. Minimum Staffing Requirements
 - A. Senior staff will ensure that there is a minimum of one career SCFR Officer available for responses as a "Staff Duty Officer" at all times.
 - B. SCFR will allow up to three providers off on annual leave per 24-hour period (*as of Feb. 1, 2018*). Additional leave may be granted, at the discretion of the schedule manager, based on the availability of off-duty personnel to provide minimal staffing.

- III. Prime Time Annual Leave Request
 - A. Prime time annual leave is defined as an employee's primary leave period, which is scheduled in advance annually.
 - B. Prime time annual leave shall be requested, by the 15th day of January each year, by all operational personnel.
 - C. Each shift will have a shift meeting in January to select Prime-Time Annual leave dates.

- IV. Daily Annual Leave Request

- A. In order to be considered, daily annual leave requests shall be forwarded to the leave manager at least 14 calendar days prior to the date being requested. Preference will be given to annual leave requests received, during the development of the following month's schedule, when availability and leave needs are solicited, by the 15th of each month.
- B. Daily leave requests will only be considered within a four-month window of the date leave is requested. Requests beyond the four-month time period will not be accepted.
- D. Personnel shall submit an email to the schedule manager when requesting daily annual leave.
- E. Personnel shall use the leave request email, leaverequests3@gmail.com, to daily annual leave, non-emergency sick leave, and to schedule DOOps.
- F. In order to be awarded/approved for training. Professional development forms must be submitted 14 days in advance and DOOPS will also be submitted at 14 calendar days before the class.

V. Major Holiday Leave Request

- A. Major Holidays include New Years Day, Memorial Day, 4th of July, Labor Day, Thanksgiving and Christmas.
- B. Conditional leave may be granted for major holidays on a case-by-case basis, based on the availability of part time, relief or recalled personnel. Personnel requesting conditional leave on a major holiday must be prepared to fill any vacancy, which may occur on the requested holiday. If all scheduled personnel report for duty, the major holiday leave requested shall then be granted.

VI. Leave Restriction, Prohibition, and Cancellation

- A. SCFR reserves the right to restrict, limit, and/or prohibit the usage of leave at the discretion of the scheduling manager.
- B. Leave usage may be prohibited at certain times of the year when events require mandatory participation or a large segment of operational personnel are committed to non-operational assignments.
- C. SCFR reserves the right to cancel previously awarded leave during times of natural disaster or catastrophic events.

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Section #/Title: **Section 1 Rules and Regulations**

Article #/Title: **1.3 Sick Leave**

Effective Date: **May 25, 2021**

Applies To: **Volunteer Career Both**

Purpose: **To establish a policy for the proper reporting and
 accountability of sick leave.**

I Sick leave is an employee privilege and is granted in accordance with the Shenandoah County Personnel Policies and Procedures. Sick leave shall be defined as leave granted to the employee for himself/herself or for a “qualifying” family member for an illness, medically required confinement, medical/dental appointments or bodily injury sustained during non-working hours. “Qualifying” family shall be defined as the employee’s immediate family.

II Procedure

The following procedures shall be used for Fire & Rescue Department Personnel requesting sick leave.

A At least 1 hour prior to a regularly scheduled shift, operational personnel requesting sick leave shall first notify the on-duty Shift Commander It is advantageous to notify the ~~scheduling manager(s)~~ Shift Commander the day prior to his or her shift, if the employee anticipates that he or she will not be reporting for duty due to illness or a need to utilize sick leave. Employees should also attempt to contact their supervisor and/or shift partner also.

B. Attempts to fill sick leave vacancies shall be accomplished by first requesting / utilizing personnel on the availability list, maintained as part of the daily schedule. Following a reasonable amount of time, and after exhausting the schedule’s availability list, all full-time and part-time personnel shall be contacted to solicit availability for covering the vacancy. If sick leave vacancies are unable to be filled after a reasonable amount of time, mandatory recall will be implemented as outlined in SOG 1.15.

- C. The schedule manager shall be contacted in writing within 24 hours of making any schedule changes to cover sick leave vacancies.
- D. As soon as practical, the requestors supervisor shall make a follow-up call to the employee on sick leave to request further information such as:
 - If any department assistance is needed
 - Expected date of return to work
- E. The supervisor may telephone or make a personal visit to the residence of any employee on sick leave. If after attempting to make contact, a supervisor is not able to reach the employee, the supervisor may require the employee to furnish a doctor's written statement if the situation warrants.
- F. Employees on sick leave shall not engage in outside employment without the approval of the Fire & Rescue Chief or his/her designee.
- G. An employee's abuse of this policy may result in disciplinary actions up to the employee's dismissal from employment with the Fire and Rescue Department.
- H. If the absence is such that (3) three consecutive workdays are missed due to sick leave, the employee may be required to furnish a written statement from their physician to explain the absence.

III Sick Leave Abuse

Supervisors are responsible for closely monitoring the use of sick leave to ensure that it is not abused. Supervisors should be aware of the following indicators of possible misuse or excessive use of sick leave:

- As soon as it is earned or at a greater rate than it is earned
- Before, after, or on a holiday
- Repeatedly on the first or last day of a tour
- On weekends
- When annual leave is denied
- When work schedule is heavy or undesirable
- When training is scheduled
- Under other suspicious circumstances

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Section #/Title: **Section 1 Rules and Regulations**
Article #/Title: **1.4 Exchange of Shift**
Effective Date: **April 11, 2019**
Applies To: **Volunteer Career Both**
Purpose: **To provide an alternative means for personnel to be off duty.**

Scope:

Exchange of Shift is a privilege allowed by SCFR that enables employees to swap work schedules with another employee. SCFR supervisor(s) reserve the right to approve or deny any or all requests.

I. Procedures

- A.** Exchange of Shift between employees may be authorized if the substituting employee of the proposed trade possesses at least equal qualifications with the expectation that services provided by a specific agency not be reduced or eliminated due to a trade.

The following certifications/qualifications must be accounted for before an exchange of shift is approved.

- ALS Provider
- Engine Operator
- Truck Operator

1. If the substituting employee does not possess the equal skills and other providers scheduled to work at the same station/shift possess said equal skills, the exchange may be approved.

- B.** Exchange of shift(s) may only be accomplished between two full time career personnel with the Shenandoah County Department of Fire and Rescue. No three and four-way shift trades will be approved.
- C.** Shift trade requests may be submitted to Company Officers, Station Commanders, and/or Shift Supervisors for review with final approval

being made by the scheduling manager.

- D.** Requests for shift trades must be submitted via email forty-eight (48) hours prior to the date the trade is to occur. Trade requests inside the forty-eight (48) hour window must be made via email as well as by phone to be considered for approval. Confirmation between all parties involved (employees and supervisor(s) in the shift swap may be accomplished and approved electronically by email.
- E.** Personnel shall not be permitted to work in excess of thirty-six (36) Hours during any forty-eight (48) hour period, except for un-foreseen emergencies.
- F.** An employee who agrees to work for another is considered scheduled to work for the period specified and shall be subject to all departmental regulations.
- G.** If a situation arises where the substituted employee needs to have an exchange of shift extended, an extension may be allowed under the following conditions:
 - 1. The employees shall mutually agree to the extended time.
 - 2. The extension shall be approved by the affected supervisor and the agreement confirmed. This may be done by telephone.
 - 3. The extension shall not cause any unnecessary burden to the County or its on-duty employees. Examples include:
 - Creating the need for an employee to be detailed.
 - Creating the need for overtime, except for unforeseen Fire and Rescue Department emergencies.
 - Creating the need for holdover or recall of employees.
 - The extension shall not alter any provision of this or any other SOG, except that a new Authorization for Work Substitution Form (SCFR-221) shall not be required for the extended time.
 - 4. If the substituted employee fails to report for work at the agreed-upon time, then disciplinary procedures shall be followed.
- H.** Work substitutions may not involve any scheduled overtime shift for employees involved in the exchange of shift.

II. Time Reporting Sheets

Employees shall submit time sheets reflecting regularly scheduled hours. Exchange of shift time shall not be reflected on time sheets; however work location log books shall indicate which employees are actually on duty.

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Section #/Title: **Section 1 Rules and Regulations**

Article #/Title: **1.6 Physical Fitness**

Effective Date: **February 14, 2018**

Applies To: **[] Volunteer [X] Career [] Both**

Purpose: **To establish a policy for maintaining career employee's physical fitness.**

I. Scope

This policy shall apply to operational personnel employed by the Shenandoah County Department of Fire and Rescue (SCFR) who are on-duty, who are released to participate in physical fitness training, and who are required to complete the NFPA 1582 physical.

Background:

SCFR values the importance of daily physical fitness and the overall wellness of each of its employees. Regular physical fitness not only helps to reduce injuries, but increases strength, flexibility, and stamina. Daily exercise also helps relieve various forms of stress, lessens the symptoms of anxiety and depression, reduces your risk of heart disease, and may lower cancer risks by helping to control weight, reduce sex hormones or insulin, and strengthen your immune system. (American Heart Association, Cancer.org, Mayo Clinic)

II. Scheduled Physical Fitness

1. All Uniformed Employees shall complete daily physical fitness training. Upon completion of the day's fitness activities, employees shall shower and return to the appropriate uniform as quickly as possible.
2. For employees assigned to a 10- or 24-hour shift, a maximum of two hours per shift shall be allotted for physical fitness. This time includes set up, break down, and travel time.
3. Uniformed Employees assigned to training and administrative positions shall participate in physical fitness training at least three times per week.
4. At a minimum, physical fitness training shall consist of aerobic, strength, and flexibility exercises. Employees shall warm up and cool down using techniques appropriate to the specific fitness activity.
5. Employees must not overexert themselves during physical fitness training, which may adversely affect their ability to perform regular work duties during the shift. Supervisors shall monitor the condition of their employees to protect their health and ensure they are capable of performing as necessary on emergency incidents, etc
6. Personnel shall remain in service while performing physical fitness training. It is the responsibility of the Officer-in-Charge to monitor the radio(s) and maintain readiness for emergency response.

7. Supervisors are responsible for maintaining the monthly activity report to include participation in physical fitness training; such activities shall also be noted in the station log.

III. Physical Fitness Testing

1. SCFR career “operational” employees, both full time and part time will be required to pass a physical fitness test semi-annually (unless otherwise noted by the Fire and Rescue Chief).
2. The physical fitness test will consist of a 2 mile run/walk within 30 minutes, wearing a 45 lb. weighted vest.
3. Testing will be scheduled twice a year in the months of May and October.
4. Employees who fail to successfully complete testing within normal circumstances and guidelines will receive documented verbal counseling and rescheduled for a follow-up test. The follow up test will be conducted within 30 days of the original test.
5. Employees who fail to successfully complete the follow up test will receive a written reprimand and rescheduled for a third test within 30 days of the second attempt.
6. Employees who fail to successfully complete the third test will face progressive discipline, up to termination from employment, at the discretion of the Fire and Rescue Chief.
7. Exemption from physical fitness testing
 - A. Personnel may receive an exemption from participating in physical fitness testing under the following qualifying conditions:
 - 1) Personnel under the care of a physician for a medical condition.
 - 2) Personnel on Light Duty recovering from illness or injury.
 - 3) Personnel who are not released by a physician to participate in full operational duties.
 - B. Qualifying personnel, who desire an exemption from a physical fitness test, must request and receive written approval from the Fire and Rescue Chief.
 - C. Personnel receiving an exemption from a physical fitness test must challenge and successfully complete the physical fitness test within 30 days of being released to full operational duty, by a physician.
 - D. To prevent further injury, personnel who are not released by a physician, to participate in full operational duties, may be prohibited from participating in a physical fitness test.
 - E. Personnel receiving an exemption to a physical fitness test may be allowed to participate in said testing, as a component of rehabilitation, as permitted by a physician or physical therapist.

IV. Physical Fitness Facilities

Personnel are encouraged to use the available community resources for physical fitness activities (Community Centers, parks, gyms, schools, etc). The following are a list of facilities available at no cost to employees.

1. New Market Town Park
2. New Market Fire and Rescue Station
3. Stonewall Jackson High School track
4. Mount Jackson Rescue and Fire Department
5. Mount Jackson Town Park
6. Orkney Springs Fire and Rescue
7. Edinburg Town Park

8. W.O. Riley Town Park Woodstock
9. Wetzel Farm Park Woodstock
10. Massanutten Military Academy track
11. Central Campus track and trails
12. Woodstock Rescue Squad fitness center
13. The Gym, Woodstock VA
14. County Park, Maurertown VA
15. Strasburg Town Park
16. Northern Campus track
17. Strasburg Rescue Squad
18. SCFR Headquarters

V. Physical Fitness Attire

During physical fitness training, all personnel are required to wear appropriate attire in accordance with Rules and Regulations 1.8. Physical fitness clothing should be clean, neat, and free from damage or alterations. Company Officers will ensure that all personnel comply with the parameters set by this policy.

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Section #/Title: **Section 1 Rules and Regulations**

Article #/Title: **1.7 Grooming**

Effective Date: **October 15, 2020**

Revised Date: **October 12, 2023, September 8, 2024**

Applies To: **[] Volunteer [X] Career [] Both**

Purpose: **To establish personal grooming standards for Fire and
Rescue personnel that are consistent with industry
standards.**

The following grooming standards are established for all fire and rescue field personnel.

- I Hair
 - A. Hair shall be maintained in a clean and professional manner at all times. Hair shall be secured away from providers face during duties which include training, maintenance, calls for service, public education events, or in the public eye. Unrestrained hair shall not be permitted to fall into a provider’s field of view when providing patient care or other services. Caution must be taken to prevent member’s hair from becoming contaminated by a patient’s bodily fluids or from contaminating a patient’s injuries. Hair must be managed so that it can be completely covered by a protective hood and must not interfere with donning a SCBA and wearing a face mask and/or helmet
 - B. Hair, sideburns, and facial hair shall not interfere with respirator seals.
 - C. Hair maintaining devices shall be non-conspicuous in nature. Decorative pins, ribbons, barrettes, hair bands or clips are forbidden.
 - D. Hairpieces and wigs are permitted provided they meet the standards outlined above and are natural in appearance.

- II Sideburns / Facial Hair
 - A. Sideburns shall be kept trimmed close to the skin and may not extend past the bottom of the ear lobe.

B. The face shall be maintained clean shaven with the exception of a mustache. The mustache shall be maintained close to the skin and may not extend beyond the angle of the jaw. Hair is allowed in the facial area between the lower lip and the crease of the chin provided it is trimmed and maintained in a manner that does not fall below the crease of the chin.

III Cosmetics

Moderately applied cosmetics are permitted provided they are conservative in application.

IV Fingernails

A. Fingernail polish and ornamentation is permitted.

Ornamentation shall not be offensive (nudity or violence, sexually explicit or vulgar art, words, phrases; profane language, symbols to incite negative reactions, initials or acronyms that represent criminal or oppressive organizations).

B. Fingernails may not exceed ¼” beyond the end of the finger.

C. Artificial nails are not permitted.

V Jewelry

The following jewelry is approved for field personnel while on duty:

A. Watches

B. Finger rings may be worn but limited to one digit per hand.

C. Necklaces may be worn provided they are inconspicuously worn under the uniform shirt.

D. Two stud earrings or pull away ¼ inch hoops are permitted. Skin colored retainers/gauges are permitted and must be worn while at work. The retainers/gauges must be solid for safety. Gauge size must not exceed size 0.

VI Body Piercing

A. One nose stud is permitted – 16g/18g no more than 3mm

B. Other visible body piercings are permitted only if piercing retainers (clear or skin color) are used.

VII Tattoos

Tattoos are permitted regardless of location. The display of any offensive tattoo or brand (nudity or violence, sexually explicit or vulgar art, words, phrases; profane language, symbols to incite negative reactions, initials or acronyms that represent criminal or oppressive organizations) regardless of its location, while members are in uniform, is prohibited. Covering of tattoos is the personnel's responsibility.

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Section #/Title: **Section 1 Rules and Regulations**

Article #/Title: **1.8 Uniforms**

Effective Date: **March 1, 2018**

Revised Date: **October 12, 2023**

Applies To: **Volunteer Career Both**

Purpose: **To establish the description of and regulations for wearing the Fire and Rescue Department uniform.**

I Uniform Description

A. Class A Uniform

The Class A uniform is the full-dress uniform, consisting of dark blue uniform blouse, button up uniform shirt (white for officers, light blue for providers), appropriate insignia, dark blue pants, black belt, black necktie, black socks, and black leather shoes. The employee who may choose to wear a t-shirt under the Class A uniform shirt shall wear a white colored t-shirt. The Class A uniform shall be worn at formal Fire and Rescue Department activities such as special meetings with the Board of Supervisors, Fire and Rescue Department funerals, court appearances, disciplinary hearings, and similar occasions as deemed appropriate by the Fire and Rescue Chief.

B. Class B Uniform

The Class B uniform consists of a button up uniform shirt (white for officers, light blue for providers) with appropriate insignia, black pants, black belt, black necktie, black socks, and black leather shoes. Senior staff personnel shall wear the Class B uniform as their standard daily work attire. This uniform is also appropriate while attending meetings, Fire and Rescue Department or County functions that do not require a Class A uniform or as directed by the Fire and Rescue Chief. The Class B uniform shall be worn by station personnel who are performing special assignments and other related activities in a formal setting and for events as directed by the Fire

and Rescue Chief. Ties will be worn with the long-sleeved shirts.

C. Class C Uniform

The Class C uniform shall be worn by field providers during public appearances such as Pub-Ed events and other special meetings and/or training. It consists of the Department-issued gray pull-over long sleeve or short-sleeve collared golf/job shirt, black pants or shorts, black belt, black socks and black safety shoes or work boots. If the employee chooses to wear a t-shirt under the Class C uniform shirt, the t-shirt shall be white, gray, or black in color. White, gray, or black Mock turtleneck shirts may be worn under the long sleeve Class C golf/job shirts if desired. White socks may be worn in place of the black socks (except when wearing the Department approved shorts) provided the white socks are not visible with the employee sitting in a seated position. The Class C uniform (or other approved uniform identified by the course lead instructor) shall be worn while instructing courses to include but not limited to recruit school, EMS/Fire Academy courses, and all other approved courses. The Class C uniform shall be worn while attending out of county training.

D. Class D Uniform

The Class D Uniform may be worn by field providers while on shift or during normal operational periods. The Class D uniform mirrors the Class C uniform utilizing the department issued t-shirts (short or long sleeve) in lieu of the collared golf/job shirt.

E. Class C and D Shorts Guideline

If the provider chooses to wear shorts, solid black or black with grey trim athletic type safety shoe or department approved black boot with safety toe not to exceed 6" high. Black socks not to exceed 12" in height shall be worn with this attire. Said footwear and socks shall be purchased by the individual, and are not issued by the Department.

Personnel electing to wear the uniform shorts shall be prepared to don either the Department issued coveralls or bunker pants on any incident in which the employee may be subjected to possible injury to the lower extremity, such as broken glass, jagged metal, etc.

Personnel experiencing any injury / illness or situation in which the skin surface is broken requiring anything larger than a band-aid (i.e. poison ivy, lacerations, dermatitis, etc.) shall not wear the uniform shorts until such time as the skin is healed.

F. Department Approved Footwear

Boot Options

- Male Haix Airpower XR1 EMS Boots
- Female Haix Airpower XR1 Pro EMS Boots
- Danner Acadia 8" Boot, Non-metallic safety toe (Male Only)
- Redback Easy Escape Boot Steel Toe (Male and Female)

Shoe Options – If desired shoe is not on the approved list below, they must be ALL black in color with safety toe and metal shank.

- Reebok Work
- Skechers Men's Cankton
- Nautilus Safety Footwear

II Insignia and Accessories

Uniformed employees shall wear the appropriate insignia, as listed below; on the Class A uniform blouse and the Class A and Class B uniform shirt. Insignia and name tags shall not be worn on the Class C pull-over shirt.

A. Collar Pins

The collar pins worn on the Class A uniform blouse shall be S.C. on the right collar and F.R. on the left collar. Gold colored pins will be worn by officers and silver colored pins will be worn by Master Firefighters and providers.

Collar pins for the uniform shirt shall indicate the rank of the provider. The following is a description of the department issued shirt collar pins:

Silver scramble collar pins	Provider
Silver horizontal ax	Master Firefighter
Gold single upright bugle	Lieutenant
Gold double upright bugles	Captain
Gold three crossed bugles	Shift Commander
Gold four crossed bugles	Deputy Chief
Gold five crossed bugles	Chief

B. Badges

The appropriate badge, as indicated below, shall be worn over the left breast pocket of the Class A blouse and Class A and Class B uniform shirt.

<u>Rank</u>	<u>Badge</u>
Firefighter / EMT & Master Firefighter	Silver with State Seal
Lieutenant through Chief	Gold with State Seal

C. Sleeve Markings

1. The Fire and Rescue Department patch shall be worn on the shoulder sleeves of the Class A blouse; coveralls; and the Class A and Class B uniform shirt.
2. One service cross shall be worn on the lower right sleeve of the Class A blouse for every five years of service. Provider and Master Firefighter crosses will be silver and gold for officers.
3. A single silver stripe will be worn on the sleeves of Master Firefighters.
4. Gold stripes will be worn on the sleeves of officers Class A blouse. The number of stripes will indicate rank.

1 stripe	Lieutenant
2 stripes	Captain
3 stripes	Shift Commander
4 stripes	Deputy Chief
5 stripes	Chief

D. Name Tags

Name tags shall be worn, centered above the right breast pocket (1/8 inch) of the Class A. On the Class B uniform shirt the name tag should be worn on the pocket flap, centered. The name tag on the Class A and Class B uniform shall be worn on the right breast of the blouse aligned with the center of the badge on the opposite breast. Provider and Master Firefighter name tags will be silver and gold for officers.

E. Service Awards and Officer Badges

Service awards or officer academy badges are to only be worn with Class A uniforms. Badges are to be worn above the name tag on the right breast. Only the top three awards will be worn with the uniform and not exceed three.

III Hats and Caps

The Fire and Rescue Department hats and caps may be worn by all personnel with the Class B or C uniform. The Fire and Rescue Department ball cap is a black baseball cap with an appropriate Shenandoah County

Department of Fire and Rescue logo. Watch caps are black toboggans with the appropriate Shenandoah County Department of Fire and Rescue logo.

IV Work Jacket

The work jacket may be worn with the Class B and Class C uniform.

V Coveralls

Coveralls may be worn to protect the uniform during training evolutions, station vehicle maintenance, to and from physical training, on working incidents where the uniform may become heavily soiled or when deemed appropriate by the immediate supervisor. Coveralls must be clean and free of contaminants.

VI Uniform Maintenance

- A. Employees shall be properly uniformed at all times while they are on duty.
- B. Employees shall assume full responsibility for the cleaning and general upkeep of the uniform clothing and insignia issued to them. At all times when employees are on duty, their uniforms shall be clean, non-wrinkled, properly fitted, and in good condition. A clean, spare uniform should be kept on hand at all times.
- C. Uniformed personnel shall not intermix civilian clothing with Department-issued uniforms while they are on duty. Wearing of uniforms to and from work is permissible. However, if the uniform is contaminated it is strongly suggested that it be cleaned prior to wearing home.

VII Employee responsibility for off-duty and civilian attire

Employees reporting to or preparing to leave the work location shall be dressed appropriately. Appropriate attire is defined as non-offensive, free of hostile, racial, social, or sexual commentary or displays. The standard applies on those occasions when an employee, or a guest of the employee, is on-duty or in a work location for any reason. In cases where it is unclear what is offensive, hostile, racist, sexist, or sexual in content, the supervisor should attempt to resolve the questions through discussion with those persons involved in the issue. Supervisors shall attempt to use the "reasonable person standard" which includes consideration from the perspective of the alleged victim's race, color, religion, gender, national origin, age, or disability. In the event that further clarification is necessary,

the Fire and Rescue Chief will settle the dispute.

VIII Wearing of the department uniform

- A. The department uniform as outlined in this guideline shall be worn by career personnel based on their assignment, while on duty.
- B. Career personnel are not permitted to wear uniforms while off duty unless they are engaged in a SCFR function or have prior approval of their supervisor or Fire Chief.
- C. Those personnel who wear personal items that identify themselves as SCFR employees shall be required to conduct themselves according to the rules and regulations of the department.

IX Uniform Wearing Etiquette

The department issued and approved uniforms shall be worn in a manner that displays PRIDE in the service that we provide.

- A. Uniform pants and shirts when worn shall be clean, neat and wrinkle free.
- B. Footwear shall be maintained clean and polished.
- C. Boots with zippers shall be zipped up when worn.
- D. Golf shirts and tee shirts shall be tucked into the pants.
- E. Belts shall be worn with the pants.

X. Uniform Issuance Quantities

The department will issue the following quantities of uniform garments to Operational providers.

Class A	1 complete set consisting of blouse, pants, belt w/SCFR buckle, long sleeve shirt, tie and class A shoes
Class C	4 pair long pants (BDU style or straight leg) 1 short sleeve golf shirt 1 Job shirt 1 pair duty boots
Class D	2 pair shorts 3 short sleeve Tee shirts

Department approved Black shorts shall consist of:

- *(Men's) Tru-Spec 24-7 Series Simply Tactical Cargo Shorts (standard issue)*
- *(Women's) Dickies brand women's Cargo Shorts (standard issue)*
- *5:11 - TACLITE Pro 11" Shorts (Optional for purchase by employee)*
- *Dickies brand 11" Cargo Shorts (Optional for purchase by employee)*

Misc	1 pair coveralls
Brass	1 badge 1 set Class A blouse collar pins 1 set Class A shirt collar pins Nameplate with "serving since" rocker
Hats/Caps	1 watch cap 1 wide brim hat or ball cap

XI Down Time Uniform Etiquette

Down time is defined as a period of inactivity, typically after business hours when the OIC determines that daily assignments have been completed and staff is able to enjoy free time. During down time, personnel must maintain a level of readiness and must be out of the public eye. During down time, uniform shirts may be un-tucked, comfortable footwear is permissible and station specific apparel approved by the shift officer may be worn. The ranking career officer of each station will designate the timeframes and uniform guidelines for down time in their respective station policies.

Class C Example



Class D Example

Class C and D Shorts Example





**CLASS A
UNIFORM
PIN
PLACEMENT**

Shenandoah County Department of Fire and Rescue
Standard Operating Guidelines

Section #/Title: **Section 1 Rules and Regulations**

Article #/Title: **1.9 Work Hours**

Effective Date: **May 25, 2021**

Applies To: **Volunteer Career Both**

Purpose: **To outline the daily work hours and schedules for SCFR personnel**

- I. This guideline outlines the work schedules for career SCFR personnel. Personnel are divided into two broad categories of “Senior Staff” and “Operations”.

- II. Senior Staff
 - A. Senior Staff personnel’s work schedule is a 40-hour work week arranged Monday through Friday of each week.

 - B. Reporting hours are flexible due to the nature of each staff member’s position and responsibility.

- III. Operations
 - A. Operation personnel’s work schedule will be a 24-hour work schedule arranged 24 on 48 off with a rotating observed Kelly Day. These schedules will be referred to as “24-Hour Shifts”.

 - B. Personnel assigned to the “24-Hour Shift” may relieve the off going shift prior to 06:00 hours as mutually agreed upon by both members with no additional compensation.

- IV. Work Beyond Normal Shift
 - A. Occasionally, operations personnel will be required to work beyond normal shift. When this occurs, overtime compensation consistent with the rules of county government is authorized, without prior permission for the duration of the task at hand.

 - B. No personnel shall work in excess of 36 hours in a 48-hour period without permission of the Fire Chief, Deputy Chief of Operations, or designated Shift Commander.

V. Excused Tardiness

- A. Career staff that participate as active volunteers with Shenandoah County volunteer agencies who get caught on “working” incidents within Shenandoah County and are unable to reach their work assignment by the reporting time will be excused under normal circumstances within reason.
- B. Career staff that stop at events to render assistance in Shenandoah County and are unable to reach their work assignment by the reporting time will also be excused under normal circumstances within reason.
- C. Career staff, who perceives an anticipated tardiness may occur, will need to make every attempt to contact the station / Station Officer where the employee is scheduled to report, or the Shift Commander as soon as possible.

Shenandoah County Department of Fire and Rescue
Standard Operating Guidelines

Section #/Title: **Section 1 Rules and Regulations**

Article #/Title: **1.10 **Outside Employment****

Effective Date: **January 1, 2006**

Applies To: **Volunteer Career Both**

Purpose: **To set the guidelines for employees regarding outside employment**

- I. No employee will engage in any other employment or in any private business or in the conduct of a profession during the hours he/she is employed to work for the County or outside such hours to an extent that is likely to effect his/her efficiency as an employee of the County or that is likely to be in violation of the State and Local Government Conflict of Interests Act.

- II. Employees may not engage in any outside activity, either with or without remuneration, which would bring discredit or otherwise cast unfavorable light on the County or any department of the County. Employees may take part-time jobs elsewhere if, in the opinion of the department head, there is no conflict with working hours or conflict with interests of the County. The County shall not permit an employee who is already employed with the County in a full-time capacity to accept a secondary job with the County.

- III. Secondary Employment Applications will be completed and approved prior to the commencement of the secondary employment.
 - A. Fire and Rescue personnel shall submit a Secondary Employment Request Form (SCFR-222) to the Fire and Rescue Chief for approval.

Shenandoah County Department of Fire and Rescue
Standard Operating Guidelines

Section #/Title: **Section 1 Rules and Regulations**

Article #/Title: **1.11 Employees Serving as Volunteers**

Effective Date: **November 12, 2019**

Applies To: **[] Volunteer [X] Career [] Both**

Purpose: **To establish the limitations of career employees within
volunteer agencies.**

- I. **With the exception of the Chief of Fire and Rescue**, full time career employees of the Shenandoah County Department of Fire and Rescue may not hold any elected or appointed office with any volunteer fire and rescue agency within Shenandoah County.
 - A. **The Chief of Fire and Rescue may be appointed pursuant to Virginia State Code Section 27-13 and/or 32.1-111.4:7.**
- II. Full time career employees may not fill the role of any volunteer agency's voting authority in the Shenandoah County Fire & Rescue Association.
- III. Fire and Rescue Department full time employees may participate in all other aspects of volunteer organizations.

Shenandoah County Department of Fire and Rescue
Standard Operating Guidelines

Section #/Title: **Section 1 Rules and Regulations**

Article #/Title: **1.12 Harassment & Sexual Harassment**

Effective Date: **June 8, 2021**

Applies To: **[] Volunteer [] Career [X] Both**

Purpose: **To establish guidelines dealing with unwanted or
unsolicited verbal or physical harassment of volunteer
and career fire and rescue personnel**

- I. These guidelines shall be in force at all times an employee/volunteer is operating in a fire/rescue environment including but not limited to: all times while in the workplace, during department functions/events, emergency incidents, and whenever patient-provider contact is initiated. All volunteers/employees shall be expected to always act in a professional manner.

- II. Employees of Shenandoah County Department of Fire and Rescue will be subject to Shenandoah County Personnel Policies Section 15.4 & 15.5.

- III. Harassment
 - A. The Shenandoah County Department of Fire and Rescue is committed to providing a work environment for its employees and volunteers free from harassment based on sex, race, religion, color, creed, national origin, age, marital status, veteran status, or disability.

 - B. Intimidation or harassment is neither lawful nor in keeping with the Department's philosophy of mutual respect for all employees and volunteers. Any employee or volunteer who engages in such conduct will be subject to disciplinary action up to and including dismissal.

 - C. Harassment can occur as the result of a single incident or a pattern of behavior where the purpose or effect is to create a hostile, offensive, or intimidating work environment.

- D. Harassment encompasses a broad range of physical or verbal behavior, which can include, but is not limited to, the following:
 - 1. Physical or mental abuse;
 - 2. Racial or sexual insults;
 - 3. Derogatory jokes;
 - 4. Religious slurs; and
 - 5. Unwelcome sexual advances

- E. At anytime an employee/volunteer feels he/she is the subjected to improper harassment they shall follow the Complaint Procedures detailed in Section III of this SOG.

IV. Sexual Harassment

- A. Sexual harassment - subjecting employees or volunteers to unwelcome sexual conduct as a condition of their employment or membership - is a type of discrimination prohibited by Title VII of the 1964 Civil Rights Act. Sexual harassment occurs when employment or membership decisions affecting an individual (such as hiring, firing, promotions, awards, transfers or disciplinary action) result of submission to or rejection of unwelcome sexual conduct. Thus, it is sexual harassment for a supervisor to coerce an employee or volunteer into a sexual relationship and then reward the employee or volunteer with a promotion. It is also sexual harassment for a supervisor to take disciplinary action against or deny a promotion to an employee for volunteer because he or she rejected sexual advances.

- B. Sexual harassment can also be any activity which creates a hostile or offensive working environment for members of one sex - whether a supervisor or a co-worker carries out such activity. This could include such unwelcome workplace conduct as displaying sexually oriented or demeaning pictures, telling sexually oriented jokes, making sexually offensive remarks, engaging in unwanted sexual teasing or subjecting another employee or volunteer to pressure for dates, sexual advances or unwelcome touching.

- C. Shenandoah County condemns sexual harassment in any form in the workplace and recognizes its duty to provide employees and volunteers with an environment free from such conduct. All management officials are directed to take immediate action to ensure that their employees or volunteers are not subjected to any form of sexual harassment or intimidation.

- D. The County will give complaints of sexual harassment swift and serious attention and take appropriate action in response. Each complaint of such conduct shall be investigated thoroughly and rapidly. Discipline up to and including discharge shall be imposed upon those found to have violated this policy. All personnel and volunteers, including supervisors and co-workers, are subject to this policy. Those engaging in sexual harassment may also face personal liability for their actions.
- E. There are no reprisals taken against any employee or volunteer for making allegations or inquiry concerning sexual harassment.
- F. At anytime an employee/volunteer feels he/she is the subjected to improper harassment they shall follow the Complaint Procedures detailed in Section III of this SOG.

V. Complaint Procedure

- A. Any employee or volunteer who believes that he or she has been subjected to harassment or sexual harassment should report such behavior immediately. Allegations of sexual harassment should be brought to the attention of the Chief or Captain for volunteer departments, and the immediate supervisor for county employees, who shall immediately notify the County Fire and Rescue Chief. If for some reason the employee or volunteer do not wish to bring the complaint to the Chief, Captain, immediate supervisor, or County Fire and Rescue Chief, you may bring it to the attention of the Assistant County Administrator, who will follow the same procedures regarding an investigation. All supervisors notified of a complaint shall attempt to resolve the matter. This may include but not limited to a confidential investigation, discussion, with the parties and/or disciplinary action. In certain circumstances the investigation may be assisted by, or conducted at the direction of, legal counsel. It shall be desirable for the incident to be resolved at the lowest possible layer of the chain of command. The official responsible for the investigation shall report his/her findings and recommendations to the County Fire and Rescue Chief. Any employee or volunteer found by this procedure to have engaged in conduct in violation of our policy shall receive prompt disciplinary action, up to and including discharge.

VI. Training

- A. A yearly training concerning harassment and sexual harassment shall be conducted annually. This training is mandatory for all employees, volunteers and participating members.

- B. It shall be the responsibility of the Shenandoah County Fire and Rescue Training Officer in conjunction with the Training Committee to develop and conduct this training and to ensure it is available to all employees, volunteers and participating members (any member in fire/rescue that actively participates in department /company functions and/or events and emergency incidents).

VI. Acknowledgement

- A. All participating members/employees shall sign and receive a copy of the acknowledgement in SOG section 1.17A stating they understand the harassment/sexual harassment policies outlined in this SOG.
- B. A copy of this acknowledgement shall be made and maintained in the participating member/volunteer/employee's file for as long as they remain a part of the Shenandoah County Fire and Rescue system.
- C. In the event of a change to this SOG the volunteer/employee shall receive a copy of and sign the acknowledgement outlined in this section 1.17A stating they understand the changes to the harassment/sexual harassment policies outlined in this SOG.

Shenandoah County Department of Fire and Rescue
Standard Operating Guidelines

Section#/Title: **Section 1 Rules and Regulations**

Article#/Title: **1.13 Controlled Substances**

Effective Date: **August 15, 2016**

Applies To: **[] Volunteer [] Career [X] Both**

Purpose: **Establish guideline on the use of alcoholic beverages, debilitation drugs, or any substances that impair physical or mental capabilities.**

I. Scope

It is the policy of the Shenandoah County Department of Fire and Rescue to prohibit the use of intoxicants or drugs as defined, by employees or volunteers on the job. Both Shenandoah County Fire and Rescue employees and all volunteers who are on the job shall be required to remain free of any drug or alcohol that impairs their physical or mental capabilities.

II. Alcohol and Drug Free Workplace

- A. The use of alcoholic beverages, debilitating drugs, or any substances that impair physical or mental capabilities while on duty, in a company or station, at or responding to emergency incidents, or acting in an official capacity, is strictly prohibited.

- B. Drug(s) are defined as both legally-used controlled substances (illegal drugs or other controlled substances as defined under state or federal laws, including narcotic and non-narcotic drugs, and prescription drugs used abusively) and non-controlled (over the counter) substances, if they impair one's performance.

- C. Any employee or volunteer, while on duty, who is under the influence of or in possession of alcoholic beverages, drugs as defined in section II B (above) or drug paraphernalia on county or volunteer property or in a county or volunteer owned vehicle may be subject to immediate termination

- D. Off-duty consumption of alcohol that reflects negatively on the department or that impairs a member's ability to perform his/her job may be subject to disciplinary action or termination.

III Reporting and Testing

- A. It shall be the responsibility of all fire and rescue personnel to report to their immediate supervisor or if volunteer their chief/captain any time they are utilizing any kind of legal drug that may impair their physical or mental capacities.
- B. It shall be the responsibility of all fire rescue providers to immediately notify the Incident Commander or agency official if they suspect another provider to be under the influence.
- C. Any Shenandoah County Fire and Rescue employee or volunteer shall be subject to a drug and or alcohol sobriety test at any time when on the job at the request of the chief officer of their department, the Fire Rescue Chief, or the incident commander.

IV Procedures for Testing

1. Detain the individual suspected of being under the influence to ensure they are no longer operating in an official capacity.
2. Appoint an officer from the employee or volunteer's agency to monitor the individual and to transport them to SMH for testing. If an officer is unavailable from the agency have ECC tone for an agency officer to respond to the incident.
3. If there are no officers available from the agency, request an officer from a neighboring agency.
4. The SCFR staff duty officer shall be used as the last resort.
5. If all of the above are unavailable, utilize law enforcement.

V Testing Costs

- A. The County of Shenandoah will absorb all cost of testing both career as well as volunteer providers.

Shenandoah County Department of Fire and Rescue
Standard Operating Guidelines

Section #/Title: **Section 1 Rules and Regulations**

Article #/Title: **1.14 Felony Guideline**

Effective Date: **December 15, 2008**

Applies To: **Volunteer Career Both**

Purpose: **To establish a policy outlining felony convictions for fire and rescue membership.**

All Shenandoah County Fire and Rescue Agencies shall abide by Virginia Emergency Medical Services regulation 12VAC5-31-910 concerning felony convictions.

All members shall meet and maintain compliance with the following general requirements:

- 1 Has never been convicted or found guilty of any crime involving sexual misconduct where the lack of affirmative consent by the victim is an element of the crime, such as forcible rape.

- 2 Has never been convicted of a felony involving the sexual or physical abuse of children, the elderly or the infirm, such as sexual misconduct with a child, making or distributing child pornography or using a child in a sexual display, incest involving a child, or assault on an elderly or infirm person.

- 3 Has never been convicted or found guilty of any crime (including abuse, neglect, theft from, or financial exploitation) of a person entrusted to his care or protection in which the victim is a patient or is a resident of a health care facility.

- 4 Has never been convicted or found guilty of any crime involving the use, possession, or distribution of illegal drugs except that the person is eligible for affiliation five years after the date of final release if no additional crimes of this type have been committed during that time.

- 5 Has never been convicted or found guilty of any other act that is a felony except that the felon is eligible for affiliation five years after the

date of final release if no additional felonies have been committed during that time.

- 6 Is not currently under any disciplinary or enforcement action from another state EMS office or other recognized state or national healthcare provider licensing or certifying body. Personnel subject to these disciplinary or enforcement actions may be eligible for certification provided there have been no further disciplinary or enforcement actions for five years prior to application for certification in Virginia.
- 7 Has never been subject to a permanent a permanent revocation of license or certification by another state EMS office or other recognized state or national healthcare provider licensing or certifying body.

Personnel may not act as an operator of an emergency vehicle if they have been convicted upon a charge of driving under the influence of alcohol or drugs, convicted of a felony or assigned to any alcohol safety action program or driver alcohol rehabilitation program pursuant to 18.2-271.1 of the Code of Virginia, hit and run or operating on a suspended or revoked license within the past five years. Any person having any of these convictions in Virginia or other state may be eligible for reinstatement as an operator after five years and after successful completion of an approved emergency vehicle operator's course (EVOC) within the year prior to reinstatement.

All references to criminal acts or convictions under this section refer to substantially similar laws or regulations of any other state or the United States. Convictions include prior adult convictions, juvenile convictions and adjudications of delinquency based on an offense that would have been, at the time of conviction, a felony conviction if committed by an adult within or outside Virginia.

Shenandoah County Department of Fire and Rescue
Standard Operating Guidelines

Section #/Title: **Section 1 Rules and Regulations**

Article #/Title: **1.15 Mandatory Hold / Recall Staffing Policy**

Effective Date: **March 20, 2017**

Applies To: **[] Volunteer [X] Career [] Both**

Purpose: **To establish a policy for filling operational staffing vacancies which require the mandatory recall of personnel.**

- A. As standard practice, shift vacancies are normally filled by available part time providers or full time providers who voluntarily cover the shift at an overtime compensation rate. Part Time as well as Full Time Personnel who are available to cover shift vacancies are solicited monthly by the staffing coordinator and are identified on the schedule as “Available Staff”.

- B. When circumstances arise that the staffing coordinator is unsuccessful in filling operational staffing vacancies voluntarily, as previously described, the following policy may be implemented to require personnel to be recalled to duty beyond defined work hours:
 - 1. For an AM shift vacancies (06:00 hrs. – 18:00 hrs.) the employee with the least amount of seniority currently working on the “off going” shift (regardless of where the vacancy is located) shall be held over for a period of 12 hours.

 - 2. For a PM shift vacancies (18:00 hrs. – 06:00 hrs.) the employee with the least amount of seniority working the following shift or working the current AM shift (daylight employee) shall be recalled 12 hours earlier than their regularly scheduled shift or be held over from their daylight shift.

 - 3. The Staffing Coordinator shall exercise discretion in filling operational staffing vacancies to avoid the use of personnel beyond 36 continuous hours.

- C. It is the Staffing Coordinator’s responsibility to make the notification to the employee that may be held over or called in as soon as possible. If an employee is completely unable to be held over due to extreme circumstances, it is up to the Staffing Coordinator’s discretion to select the next senior employee to be held over / recalled to duty.

- D. Once an employee is used for mandatory recall, they will be placed on a list ensuring that they will not be used again until the list expires. A rotating recalled personnel list shall be maintained to ensure each field level employee will be equally impacted.

Shenandoah County Department of Fire and Rescue
Standard Operating Guidelines

Section #/Title: **Section 1 Rules and Regulations**

Article #/Title: **1.16 Light Duty Assignment**

Effective Date: **April 11, 2019**

Applies To: **Volunteer Career Both**

Purpose: **To establish a policy for issuing a light duty assignment to qualifying personnel.**

- I Light duty assignment is an employee privilege, and if granted, will be administered in accordance with the Shenandoah County Personnel Policies and Procedure. Light duty assignment requests will be evaluated on a case-by-case basis, and may be approved at the discretion of the Fire / Rescue Chief or his / her designee. "Light duty" shall be defined as a non-operational assignment, granted to the employee under the following qualifying conditions:
- The employee has experienced or sustained a significant illness, injury, or medical condition and is under the care of a physician (or other qualified medical professional).
 - The employee has been prohibited from engaging in full operational duties, by the treating physician or other qualified medical professional, for a period of time to exceed 15 days.

II Procedure

The following procedures shall be used for Fire & Rescue Department personnel requesting a light duty assignment.

- A As soon as possible, personnel who have experienced an extended injury or medical condition shall notify the Fire / Rescue Chief and the dedicated staffing manager of the circumstances prohibiting participation in full operational duties.
- B. Personnel who qualify and have a desire to work in a light duty assignment, shall submit a formal request (verbal or in writing) outlining the timeframe for consideration as well as any special needs or accommodations needed while working a light duty assignment.

- C. Personnel assigned to a light duty assignment will be given daily duties, administrative tasks, and special projects within the capabilities of the participant, as not to compromise the risk of further injury or rehabilitation.
- D. Personnel who are working under a light duty assignment are expected to work or utilize leave to culminate their normally assigned 40-hour or 48-hour work week.
 - 1. Employees normally assigned to a 24-hour shift may not work in excess of 12 hours per day, while on light duty assignment, without prior approval from the Fire / Rescue Chief.
 - 2. Personnel working under a light duty assignment are expected to flex their work hours / weekly schedule in a manner that will achieve a 40 hour or 48 hour work week (depending on normal station assignment) and not generate overtime for the employee.
 - 3. Employees normally assigned to 24-hour shift may be given the option to transition to 40-hour Dayshift employee classification, when a light duty assignment exceeds 4 weeks.

III Leave Use / Accrual While on Light Duty Assignment

- A. Employees normally assigned to 24-hour shifts
 - 1. While on light duty assignment, 24- hour employees will utilize and accrue annual leave at the standard 24-hour rate, as determined by the employee's years of service with Shenandoah County, in accordance with Section 16.3 of the Shenandoah County Personnel Policies and Procedures manual.
 - 2. While on light duty assignment, 24- hour employees will accrue sick leave at the standard 24-hour rate on 8 hours per month.
- B. Employees normally assigned to 10-hour shifts
 - 1. While on light duty assignment, 10- hour employees will utilize and accrue annual leave at the standard 10-hour rates as determined by the employee's years of service with Shenandoah County in accordance with Section 16.3 of the Shenandoah County Personnel Policies and Procedures manual.
 - 2. While on light duty assignment, 10- hour employees will accrue sick leave at the standard 10-hour rate of 6.67 hours per month.
 - 3. While on light duty assignment, and during the affected times of the year, the six major holidays normally observed by personnel

assigned to day shift (as referenced in Section 7.9.6 Subsection 6 of the Shenandoah County Personnel Policies and Procedures manual) will be observed as 8-hour workdays. The remaining holidays may either be worked as an 8-hour day or observed by utilizing annual leave.

IV. Reinstatement to Field Operations from Light Duty Assignment

- A. Personnel will be reassigned from light duty assignment to field operations upon receiving documentation from a physician, or other qualified medical professional, releasing the individual to participate in an unrestricted capacity.
- B. Personnel returning to field operations shall provide a doctor's note to the Fire and Rescue Chief or his / her designee to acknowledge the medical clearance to return to full operational duty.

Shenandoah County Department of Fire and Rescue
Standard Operating Guidelines

Section #/Title: **Section 1 Rules and Regulations**

Article #/Title: **1.17 Certifications Policy**

Effective Date: **February 14, 2025**

Revised Date: **June 12, 2025**

Applies To: **[] Volunteer [X] Career [] Both**

Purpose: **To outline certification expectations of SCFR personnel**

I. Newly Hired Providers

- A. Newly hired providers must achieve VDFP Firefighter Level I within 12 months of the date of employment. Certification must be achieved within three testing attempts, as soon as practical, but not to exceed 12 months.
- B. Newly hired providers must achieve VDFP EVOC Class I and II certification within the first 6 months of the date of employment and VDFP EVOC III certification within 2 years of date of their assignment to operations. Certification must be achieved within three testing attempts per class category.
- C. Newly Hired providers must achieve Emergency Medical Technician certification within the first 12 months of employment. Certification must be achieved within three testing attempts, as soon as practical, but not to exceed 12 months.
- D. Providers who do not meet the expectations outlined in sections A, B and C listed above may be terminated from employment.

II. Employees who have completed their probationary period

- A. All operational providers must maintain valid and up to date certification credentials in the following disciplines:
 - CPR
 - EMT, or EMT-A, or EMT-I, or EMT-P
 - VDFP EVOC Class I, II and III (Except as noted in Section I B.)
 - Advanced Cardiac Life Support for those certified at the EMT-I or EMT-P level
 - Advanced Cardiac Life Support and Pediatric Advanced Life Support for those certified at the EMT-P level
- B. Employees who lapse in certification renewals will be subject to discipline.

Shenandoah County Department of Fire and Rescue
Standard Operating Guidelines

Section #/Title: **Section 2 General Administration**

Article #/Title: **2.1 Battalion Designations**

Effective Date: **August 19, 2013**

Reviewed Date: **November 1, 2023**

Applies To: **Volunteer Career Both**

Purpose: **Designations of Battalions in Shenandoah County**

- I Shenandoah County Fire and Rescue stations are divided into battalions by their geographic locations.
- II Three battalions are formed and named:
- South Battalion
 - Central Battalion
 - North Battalion
- III A. South Battalion will consist of
 Stations – 18, 21, 23
- B. Central Battalion will consist of
 Stations – 5, 12, 13, 14, 15
- C. North Battalion will consist of
 Stations: 9, 17, 25, 51

Shenandoah County Department of Fire and Rescue
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Section #/Title: **Section 2 General Administration**

Article #/Title: **2.2 Written Communications**

Effective Date: **January 18, 2010 Revised October 10, 2023**

Applies To: **Volunteer Career Both**

Purpose: **To describe the various written Fire and Rescue
Department communications and the procedures
relating to them**

I. Standard Operating Guidelines

- A. A standard operating guideline (SOG) establishes a process which shall be followed by all Fire and Rescue Department personnel as indicated. Deviations from SOG's shall not be permitted except under extenuating circumstances. SOG's are part of a continuing program and shall remain valid until a written change is approved and released. Violation of an SOG, without cause, shall be handled as a disciplinary issue.

- B By their continuing nature, SOG's differ from general orders, which are in effect for a specific time period. SOGs shall not be published and issued as general orders. When approved, the general order may contain a notation indicating that an SOG or similar document will follow.

- C. The Shenandoah County Department of Fire and Rescue shall be responsible for maintaining department SOGs. SOGs that affect career personnel only; shall be reviewed and approved by the Fire and Rescue Chief prior to implementation. SOGs that affect only volunteer personnel and those SOGs that affect both career and volunteer personnel shall be reviewed and approved by the Shenandoah County Fire and Rescue Chiefs and Captains and the County Fire and Rescue Chief prior to implementation.

- D. Any fire and rescue person(s) may suggest or recommend additional or revisions to department SOGs. (See process for suggesting changes to SOGs in section F). The Fire and Rescue

Department office is responsible for ensuring that each career employee receives a copy of new or revised SOG's. A copy of the SOG's shall also be distributed to all Fire and Rescue stations. Station Officers shall ensure that these manuals are available for review by all personnel.

- E. Distribution of a new or revised SOG or document page automatically cancels the existing issue of the same SOG or document and is identified by a new issue date. Existing SOG's or document pages that have been revised shall be removed from the manual and replaced with the new/revised version. SOG and document pages removed from the manual shall be destroyed at all department levels except Fire and Rescue Department Headquarters where outdated SOGs will be retained in a separate file.
 - F. Changes to SOGs should be presented to the Shenandoah County Fire and Rescue SOG committee. The committee will discuss suggested changes and make revisions as needed. The committee will then present the proposed changes to the next Chiefs and Captains meeting. The proposed changes can be tabled until the next meeting or voted on then. If they are tabled, company representatives are encouraged to take the suggested changes back to their stations for review. At the next Chiefs and Captains meeting more changes can be suggested or the SOG can be passed as presented. If more changes are needed, the changes can be made and then voted on or if more extensive changes are needed the SOG can be laid on the table again until the next meeting.
- II. Issuance of Standard Operating Guideline Manuals
- A. A copy of all department SOGs shall be maintained in every Fire and Rescue Station and Headquarters.
 - B. SOG's are a critical component of an employee's orientation and therefore a personal set shall be issued to all career employees during orientation. The Department of Fire and Rescue will issue a copy of all revisions and additional SOGs to each career employee.
- III. Personnel Responsibilities
- All personnel shall be responsible for:
- Familiarizing themselves with, maintaining a constant awareness of, and following the SOGs.

- Maintaining their SOGs up-to-date as new documents are issued.
- Making suggestions for new and/or revised policies and procedures in writing to their immediate supervisor, who will review and forward same to the appropriate Fire and Rescue group for consideration.

IV. Station Policies

- A. Station policies are directives that are established on an individual station basis that describe a process which shall be followed by all Fire and Rescue Department personnel assigned to that particular station. Deviations from station policies shall not be permitted except under extenuating circumstances. Station Policies are part of a continuing program and shall remain valid until a written change is approved and released. Violation of a Station Policy, without cause, shall be handled as a disciplinary issue.

V. General Orders

- A. A general order is a directive that tells one or more persons, either by name or by class/group, to take some specific action. The order shall be in effect for a specific time-span, and thus shall have a stated starting and ending date. Failure to comply with a general order shall be handled as a disciplinary issue.
- B. All general orders must be initiated by Volunteer or Career Chief Officers on a general order form. Those General Orders affecting more than one company must be submitted to the Fire and Rescue Chief for approval. Each general order shall state specifically on the first page the subject addressed as well as the effective and expiration dates.
- C. General Orders shall be prepared on the Department's General Order Form.
- D. When approved, the general order shall be signed and assigned a general order number by the Fire and Rescue Department office.
- E. As noted previously, if a continuing order is printed as a general order (due to restrictive time frame), an SOG or other appropriate document shall be initiated using the process described in this SOG.
- F. General orders shall be maintained until their expiration date, after which they may be discarded.

VI. Safety Alerts

- A. Safety Alerts are issued to serve as references with regard to general and specific safety and health issues which are pertinent to the entire Fire and Rescue Department, its members and personnel.
- B. Members and employees of the Fire and Rescue Department can, and are, encouraged to submit proposed Safety Alerts. The proposed Safety Alert may be prepared in standard memorandum format, and submitted to the Safety Committee of the Fire and Rescue Association or the Fire and Rescue Chief. The appropriate staff shall review the proposed Safety Alert and determine if it is suitable and forward it to Fire and Rescue Headquarters for distribution.
- C. Safety Alerts shall be prepared on the Department's Safety Alert Form.
- D. A master file of all Safety Alerts will be maintained at the Fire and Rescue Department office.

VII. Training Bulletins

- A. Training Bulletins are issued to serve as references with regard to tested and approved methods of performing tasks.
- B. Employees can, and are, encouraged to submit proposed training bulletins. These shall be submitted to the Fire and Rescue Department Training Officer. The Training Officer will review the proposed bulletin to determine its feasibility and implementation.
- C. Any procedure that is issued in the form of a training bulletin shall be followed as it is an approved method for accomplishing a given task.
- D. Training bulletins shall be prepared on the Department's Training Bulletin Form.
- E. A training bulletin shall not be removed or changed except upon written notification by the Chief Training Officer, or the expiration of the training date.

VIII. Memorandums

- A. Memorandums are published for the general knowledge of the recipients. Any Fire and Rescue Department member or personnel may initiate a memorandum. Memorandums must follow the standard memorandum format.
- B. Memorandums shall be prepared on the Departments memorandum Form.
- C. Memorandums shall be posted and maintained for a minimum of 30 calendar days from their issuance.

Shenandoah County Department of Fire and Rescue
Standard Operating Guidelines

Section #/Title: **Section 2 General Administration**

Article #/Title: **2.3 Station Log Books**

Effective Date: **April 21, 2008**

Revised Date: **December 12, 2023**

Applies To: **[] Volunteer [] Career [X] Both**

Purpose: **To outline the operation and use of the Station Log Book**

- I. The station log book shall be considered a legal document recording the events relevant to the station, equipment and personnel.

- II. The following procedures shall govern the station log book:
 - A. The log book shall be maintained for one calendar year period. A new book shall be started on the first day of January each year.

 - B. At the end of each year a copy of the completed log book sheets shall be forwarded to the Fire and Rescue office for archiving. The original log book sheets may be maintained by the volunteer agency.

- III. Standardized Entry Format
 - A. Ballpoint pens shall be used to make all entries into the log book. Pencils and felt tip style pens shall not be used.

 - B. All entries into the log book shall be legible with the recorder's name placed in the "NAME" column.

 - C. Record all entries top to bottom on the page. Lines on the page shall not be skipped.

 - D. Errors shall not be erased. When an error is made a single line shall be made through the error with the name of the striker in the "NAME" column.

- V. Daily Entries into Station Log Books

 The following entries shall be made into the station log book.

 - A. Each entry shall be started with the date.

- B. Personnel reporting for duty shall log into the "IN" column when entering the station, indicating the reporting time in the "IN" column and the rank and name of the personnel.
- C. Personnel shall log the time into the "OUT" column when departing duty for the day.
- D. Crews shall make an entry into the log book at the beginning of each tour of duty. This entry shall include:
1. Crew assignment and the unit utilized for that day.
 2. Any unit out of service for the day.
- E. Each emergency call shall be entered in ink.
- The event number supplied by ECC will be recorded in the "INCIDENT #" column.
 - Time dispatched will be recorded in the "OUT" column.
 - On scene time will be recorded in the "ON SCENE" column.
 - In service time will be recorded in the "IN" column
 - The address responded to will be recorded in the "MESSAGE" column. The units that responded to the event will be entered into the "UNIT" column.
 - The "MONTHLY" and "ANNUAL" columns are included for those agencies who desire to capture specific data for their individual agency.
 - The person's name entering the information will be written in the "NAME" column. Initials are not acceptable.
- F. Pertinent information shall such as outside contractors and vendors visits shall be recorded in the log book.
- G. All personal injuries to personnel, both career and volunteer shall be entered into the log book.
- H. An entry shall be made for any apparatus placed out of service. The abbreviated reason the unit was removed from service shall also be indicated with this entry.

Shenandoah County Department of Fire and Rescue
Standard Operating Guidelines

Section #/Title: **Section 2 Rules and Regulations**

Article #/Title: **2.4 Station Duties**

Effective Date: **March 1, 2008**

Applies To: **[] Volunteer [X] Career [] Both**

Purpose: **The purpose of this SOG is to outline the daily station duties of career fire and rescue personnel.**

- I. Station duties of career fire and rescue personnel assigned to volunteer stations are outlined in this policy. These duties will be completed as outlined in this schedule pending emergency calls and pre-arranged work assignments.

- II. Apparatus Checks
 - A. SCFR personnel shall check and prepare their assigned unit(s) on a daily basis. Assigned units shall be maintained in a clean, organized manner at all times. Daily apparatus checks shall include but not limited to:
 - 1. Supplies inventory
 - 2. SCBA check
 - 3. Chassis check
 - a. Fluids
 - b. Fuel
 - c. Cleanliness and sanitization

 - B. SCFR personnel shall check other station apparatus on a weekly basis. On the designated day of each week, one piece of apparatus assigned to the respective station(s) will have the following checks completed:
 - 1. Detailed Chassis check
 - a. Fluids
 - b. Fuel
 - c. Batteries
 - d. Tire pressures
 - e. Check and exercise all portable equipment
 - f. Cleanliness and sanitization

- III. Housework
 - A. Station maintenance will be performed daily. The areas of the station occupied and utilized by career staff will be kept in a clean, orderly, and safe manner. Cleaning duties include:
 - 1. Sweeping and mopping of floors
 - 2. Cleaning restrooms
 - 3. Maintaining order throughout occupied areas
 - 4. Cleaning of call or watch offices

- B. On Friday of each week the apparatus bay floors shall be cleaned. Apparatus shall be moved out of the station weather permitting and the bay floors will be cleaned of grease and dirt.

Shenandoah County Department of Fire and Rescue
Standard Operating Guidelines

Section #/Title: **Section 2 General Administration**

Article #/Title: **2.5 Chiefs and Captains Committee**

Effective Date: **June 11, 2019**

Reviewed Date: **November 1, 2023**

Applies To: **[] Volunteer [] Career [X] Both**

Purpose: **To Outline the Chiefs and Captains Committee and its Attendance Policies**

- I. Scope
 - A. The Chiefs and Captains Committee is an integral part of the Shenandoah County Fire and Rescue system tasked overseeing countywide Operational Procedures.
 - B. All companies, volunteer and career, are expected to attend Chiefs and Captains meetings

- II. Membership:
 - A. Each volunteer company and Shenandoah County Fire and Rescue shall be granted one voting representative at each Chiefs and Captains meeting.
 - B. While any member of an agency may be assigned to fill this role, it is recommended that the lead operational officer of each agency be its representative (i.e. Fire Chief, Fire/Rescue Chief, Rescue Captain, Rescue Chief).
 - C. Chiefs and Captains meetings shall be open to any career or volunteer member of the fire/rescue system who is invited to attend the meeting by their agency.
 - D. The Deputy Chief of Operations, Deputy Chief of Training, Director of the Emergency Communications Center and the lead Virginia Department of Forestry representative for the area are invited to attend Chiefs and Captains meetings as their schedule allows.

- III. The Chiefs and Captains Committee shall meet at least once a month at a time and place designated by the committee.

- IV. The Chiefs and Captains shall be responsible for appointing members for and managing the Safety Committee, Training Committee, and Standard Operating

Guidelines (SOG) Committee in addition to any special sub committees appointed by the Chiefs and Captains.

- A. All changes to Countywide Standard Operating Guidelines recommended by the SOG committee must be approved by a majority vote of the representatives in attendance at any Chiefs and Captains meeting.

V. Attendance:

- A. It is expected that a representative of each volunteer and career agency will be in attendance at all Chiefs and Captains meetings.
- B. All agencies will be required to have a representative present at 10 of the 12 regular monthly meetings of the Chiefs and Captains during a Fiscal Year (July 1-June 30).
- C. Any agency that fails to send a representative to the required number of meetings shall be fined the following amounts:
 - 1. \$1000 for missing a third regular monthly meeting
 - 2. \$2000 for each subsequent meeting.
 - 3. Star Tannery Fire and Rescue Company 17's penalty rate will be assessed at 50% as they only receive 50% of the funding other agencies receive.
- D. The amount of the fine shall be withheld from the agency's annual contribution. Disposition of the money withheld will be determined by the Chiefs and Captains Committee.
- E. Any agency who at the time of the regular monthly meeting of the Chiefs and Captains is operating at a significant event that requires the presence of their representative may, upon their request, have their absence at said meeting excused upon a majority vote by attendees at a regular monthly meeting of the Chiefs and Captains. These excused absences shall not result in a fine.
- F. In the event a meeting is cancelled due to inclement weather or other extraordinary circumstances, all companies shall receive an automatic excused absence.

Shenandoah County Department of Fire and Rescue
Standard Operating Guidelines

Section#/Title: **Section 3 Risk Management**

Article#/Title: **3.2 Occupational Health & Safety Program**

Effective Date: **March 20, 2001**

Revised Date: **December 12, 2023**

Applies To: **[] Volunteer [] Career [X] Both**

Purpose: **To establish the occupational Health and Safety
program for the department**

I. Scope

A. This standard was promulgated to:

1. Provide a safe working environment for all members of the department.
2. Satisfy the requirements of NFPA 1500, Standard on fire Department Occupational Safety and Health Program

II. Policy Statement

A. It shall be the policy of all departments to operate at the highest possible level of safety and health for all its members. To this end, departments shall:

1. Make every reasonable effort to provide a safe and healthy work environment.
2. Give primary consideration to the prevention and reduction of accidents, injuries, and occupational illnesses.
3. Take the appropriate corrective action to avoid repetitive occurrences of accidents.
4. Provide training, supervision, written procedures, program support, and review for all of its activities.

III. Responsibilities

A. Safety and Health is the responsibility of every member. Therefore, each member shall:

1. Cooperate, participate, and comply with all of the provisions of the occupational safety and health program.

2. Promptly report acts and conditions that are unsafe or unhealthy and that pose a threat either to members or to others.
3. Maintain a level of mental and physical fitness that enables the member to safely perform his assigned tasks.

B. Supervisors shall be responsible for enforcing the requirements of the occupational safety and health program and for ensuring that each member under their command complies with the provisions of the occupational safety and health program.

IV. Components of the program

A. The Occupational Safety and Health program shall consists of the following basic elements:

1. Enacting and enabling policy
2. The risk management plan
3. The safety officer position
4. The Fire and Rescue Safety Committee
5. Records Management System

B. The program shall address risk management, safety and health issues and provide guidance in the following areas:

1. Training and education
2. Vehicles, Equipment and Drivers
3. Protective Clothing and Protective Equipment
4. Emergency Operations
5. Building and Facility Safety
6. Medical and Physical requirements and issues
7. Member assistance and wellness program
8. Critical Incident Stress

Shenandoah County Department of Fire and Rescue
Standard Operating Guidelines

Section#/Title: **Section 3 Risk Management**

Article#/Title: **3.3 Fire and Rescue Safety Committee**

Effective Date: **December 19, 2016**

Revised Date: **December 12, 2023**

Applies To: **Volunteer Career Both**

Purpose: **To establish the Department's Fire and Rescue Safety Officer Committee**

I. Scope

A. This standard was promulgated to

- Establish an advisory committee for occupational safety and health issues.
- Establish guideline for committee membership.
- Assign duties and responsibilities to committee members.

II General

A. The Fire & Rescue Safety Committee shall be responsible for conducting research, developing recommendations, reviewing accident and injury claims, and reviewing matters pertaining to occupational safety and health.

B. The committee shall be composed of at least one appointed Representative from each individual volunteer company.

C. A member of the County's insurance carrier may serve in an ex-officio status.

D. The Chief shall serve as an advisor to the committee.

E. Members of the committee will elect, by majority vote a chairperson of the committee.

III. Responsibilities

- A. The chair of the committee shall schedule and hold regular meetings of the committee.
- B. Committee members shall attend scheduled meetings and assist in the operation of the department's safety program
- C. The committee shall review all accident and injury reports to make a determination of preventable or non-preventable, and make recommendations concerning its findings.
- D. The committee shall maintain a working knowledge of applicable safety rules and regulations and shall recommend programs, practices, methodologies, and changes to reduce or eliminate accidents and injuries.

Shenandoah County Department of Fire and Rescue
Standard Operating Guidelines

Section#/Title: **Section 3 Risk Management**

Article#/Title: **3.4 Company Safety Officer**

Effective Date: **March 20, 2001**

Revised Date: **December 12, 2023**

Applies To: **Volunteer Career Both**

Purpose: **To establish the position of the Company Safety Officer**

I. Scope

This standard establishes the position of company safety officer. It was promulgated to assign the responsibilities for the department's occupational safety and health program to a single individual within each volunteer fire department and rescue squad.

II. General

- A. The Chief of the Department of Fire and Rescue shall serve as the County's safety officer and serve as a member of the Fire and Rescue Safety Committee.
- B. Each volunteer company shall appoint a member from their company to serve as their department's safety officer.
- C. The company safety officer shall acquaint themselves with the provisions of NFPA 1500, Standard on Fire Department Occupational Safety and Health Program, and NFPA 1521, Standard for Fire Department Safety Officer. The company safety officer shall manage the individual company's occupational safety and health program.
- D. The duties of each company's occupational safety officer shall include but not be limited to:
 - 1. Identifying the safety and health hazards and developing plans to correct them.

2. Immediately correcting situations that create an imminent hazard to members of the department.
3. Training members to act as incident safety officers.
4. Maintaining records of accidents, occupational deaths, injuries, illnesses, and exposures and providing analysis and reports to the Fire Chief or Rescue Captain and the Coordinator of the Department of Fire and Rescue.
5. Act as the individual volunteer department's liaison on the Fire and Rescue Safety Committee.
6. Provide safety training, bulletins, posters and newsletters to all members of their respective departments.
7. Perform other duties as specified in NFPA 1521.
8. May function in the incident command position of Incident Safety Officer on all major fire or EMS incidents

Shenandoah County Department of Fire and Rescue
Standard Operating Guidelines

Section #/Title: **Section 3 Risk Management**

Article #/Title: **3.5 Infectious Control Plan**

Effective Date: **January 1, 2006**

Revised Date: **June 11, 2024**

Applies To: **[] Volunteer [] Career [X] Both**

Purpose: **To establish a policy on exposure prevention and documentation**

Medical Emergencies

I. Statement of Policy

Personnel shall use appropriate barrier precautions to prevent skin, eye, mucous membrane or parenteral contact with blood or other potentially infectious materials.

II. **Other Potentially Infectious Materials (OPIM) include the following:**

semen	vaginal secretions
cerebrospinal fluid	synovial fluid
pleural fluid	pericardial fluid
peritoneal fluid	amniotic fluid
saliva in dental procedures	

any body fluid that is visibly contaminated with blood and all body fluids in situations where it is difficult or impossible to differentiate between body fluids and any unfixed tissue or organ (other than intact skin) from a human (living or dead).

III. Standard Precautions

- A. Standard precautions shall be used to reduce the risk of acquiring other types of pathogens from moist body substances. This will protect one against other diseases transmitted person to person. This includes all body fluids, secretions, and excretions, except sweat, regardless of whether they contain visible blood, non-intact skin and mucous membranes.

- B. These standard precautions are designed to reduce the risk of transmission of microorganisms from both recognized sources of infection in pre-hospital. (for example, MRSA, VRE, Herpes simplex (Herpetic whitlow, and C. difficile)
- C. Incorporation of all secretions and excretions does not affect the fluids listed in the above section that places one at risk of blood borne pathogen exposure.
 - i. Follow-up for exposure to blood borne pathogen remains the same.
 - ii. Example - A spray of urine or sputum to the face without visible blood would not constitute an exposure to blood borne pathogens.

IV. Appropriate PPE

- A. The type and characteristics will depend on the task and degree of exposure anticipated. Clothing selected should form an effective barrier.

B. Suggested Barriers

1. Gloves

- a. Gloves shall be worn when touching blood, bodily fluids, secretions, excretions, and contaminated items. Clean gloves shall be donned before touching mucous membranes, non-intact skin or when performing any vascular access procedure.
- b. Change gloves between tasks and procedures on the same patient after contact with material that may contain a high concentration of microorganisms.
- c. Remove gloves promptly after use, before touching non-contaminated items and environmental surfaces and before going to another patient. Wash hands immediately to avoid transfer of microorganisms to other patients or environments.
- d. Gloves shall be changed after contact with each patient. Disposable single use gloves such as surgical or exam gloves shall not be washed or disinfected for re-use.
- e. Gloves shall be replaced as soon as possible when contaminated, torn, or punctured or when their ability to function as a barrier is compromised.

- f. General purpose utility gloves used for housekeeping chores involving potential blood contact and for instrument cleaning shall not be reused.

2. Masks

- a. Surgical Masks in combination with eye protection devices such as goggles shall be worn to protect mucous membranes of the eyes, nose and mouth during procedures and patient care activities that are likely to generate splashes or sprays of blood, body fluids, secretions, or excretions.
- b. N95 (Respirator) masks should be worn in combination with additional PPE with patients with known or suspected airborne diseases.

3. Gowns

Gowns shall be worn to protect skin and prevent soiling of clothing during procedures and patient care activities that are likely to generate splashes or sprays of blood, body fluids, secretions or excretions or cause soiling of clothing.

4. Hand Washing

- a. Hands shall be washed immediately or as soon as feasible after removal of gloves and other personal protective equipment.
- b. Antiseptic hand cleansers may be used if hand washing facilities are not available. Hands shall be washed with soap and running water as soon as possible.
- c. Only water-based hand lotions may be used with latex gloves. Hand lotions that contain mineral oil, petroleum, or lanolin may deteriorate latex gloves.

V. Needles

- A. Needles shall not be recapped, purposely bent or broken by hand, removed from disposable syringes or otherwise manipulated by hand.
- B. After they are used, disposable sharps are placed in puncture-resistant containers for disposal. Never stick an exposed needle in a cot or leave it on the floor of the unit or thrown into the grass on a trauma.
- C. Sharps containers shall be maintained in the upright position and shall not be overfilled.

- D. Large bore reusable needles shall be placed in puncture-resistant containers for transport to reprocessing area.
- VI. Health care workers who have exudative lesions or weeping dermatitis shall refrain from all direct patient care and from handling patient care and from handling patient care equipment.
- VII. Annual Training
 - A. Annual in-service in which Standard Precautions is included, shall be attended by all employees, volunteer and career, having the potential for occupational exposure to blood or bodily fluids.
- VIII. Contaminated Surfaces and Equipment
 - A. Contaminated work surfaces shall be decontaminated with a 1:10 Bleach or other appropriate disinfectant after completion of procedures, or when overtly contaminated with blood or potentially infectious materials.
 - B. All reusable equipment which has a reasonable likelihood for becoming contaminated shall be inspected and decontaminated on a regularly scheduled basis and whenever visibly contaminated.
- IX. Infectious Body Fluid Spills
 - A. Blood/potentially infectious body fluid spills require appropriate clothing. Appropriate clothing may include gloves, mask gowns, mask, eye protection, surgical caps, hoods and shoe covers or boots depending upon the nature of the spill.
 - B. In the event of a suspected infectious disease provider exposure. A report of the incident shall be made to your infection control officer immediately. If they cannot be reached, please contact the on- duty Shift Commander, and then the SCFR Infection Control Officer.

Shenandoah County Department of Fire and Rescue
Standard Operating Guidelines

Section #/Title: **Section 3 Risk Management**

Article #/Title: **3.6 Minor Participation-Junior Firefighters**

Effective Date: **June 18, 2007**

Revised Date: **June 11, 2024**

Applies To: **[] Volunteer [] Career [X] Both**

Purpose: **To outline the limitations of minor participation within
Shenandoah County Fire and Rescue Department.**

I. Definition

- A. Minors for the purpose of this SOG are those members who are 16 and 17 years of age and residents of the Commonwealth of Virginia at the time of seeking membership. These members for the purpose of this SOG shall be referred to as “Juniors”.
- B. No department shall have members who are below the age of 16 on their membership roster. Those departments who desire to utilize the support of minor less than 16 years of age are required to coordinate these individuals through an outside organization such as 4-H etc.
- C. Veteran Senior Firefighters for the purpose of this SOG are firefighters who have been certified under the National Fire Protection Association NFPA 1001, level one, firefighter standards and any other requirements, as administered by the Virginia Department of Fire Programs.
- D. Qualified instructor for the purpose of this SOG are firefighters who have been certified as an Instructor I by the Virginia Department of Fire Programs.

II. Operational Limitations

- A. The following are limitations on the degree to which “Juniors” may participate in operations:
 - 1. “Juniors” shall not direct or control vehicular traffic on any incident.
 - 2. “Juniors” shall not be allowed to dismount apparatus on any highway incident until the “Safety Zone” has been established per SOG 8.6, and the incident has been deemed safe by the Incident Commander. When this has been accomplished, “Junior” members may work within the perimeter of the “Safety Zone”.

3. "Junior" members who have successfully completed and are certified in NFPA Level I (VDFP FF I) may enter a burning structure after the fire has been deemed "Under Control" and "Non-Hostile" by the Incident Commander. When this occurs, "Junior" members shall be supervised on a 1 to 1 ratio by veteran certified senior firefighter(s) at all times while performing interior operations.
4. "Juniors" will be allowed to operate power equipment after documented in station training by a qualified instructor and under the supervision of a veteran senior firefighter.
5. "Juniors" participation on hazardous materials incidents shall be limited to support functions in the cold zone only.
6. "Junior" members may perform exterior suppression tasks on incidents provided they are assisted and closely supervised by veteran senior firefighter(s).
7. "Juniors" may not operate in any situation that has been determined to be potentially hostile. This includes bomb threats, hostage events, etc.
8. "Juniors" shall not function as the "Incident Commander" of any incident.

III. Training

- A. A Shenandoah County Parent and or Guardian Consent Form must be on file along with verification of Virginia residency. Parents and or guardian will be issued a copy of the county's liability insurance policy.
- B. "Juniors" may participate fully in all certified training classes unless pre-requisite requires student to be a minimum age.
- C. "Juniors" may participate in noncertified training provided the training is sanctioned by the individual department and supervised by qualified senior instructors.
- D. "Juniors" may only participate in live fire operational training that is part of a certification program. NFPA 1403 regulations must be followed.



Parent/Guardian Consent Form

To be filed with the member’s Agency prior to participating in approved firefighter activities. All members aged 16 or 17, must have a Parent or Guardian signature.

Please review and complete the information below. Sign your name, date, and send this original document to the appropriate agency prior to your son/daughter participating in firefighting activities. Training for Junior members will be denied until such time the form is completed in its entirety.

Junior Firefighter Name: _____
Address: _____
City: _____ State: _____ Zip: _____

Parent/Guardian Name(s): _____ hereby certify that we/I am the
Parents and/or Guardians of _____ Date of Birth: _____.

We/I FULLY UNDERSTAND that the occupation of Firefighting has been declared hazardous by the Commissions of Department of Labor and Industry pertaining to teenagers and will instruct the minor that (A) THE ACTIVITIES OF FIREFIGHTING ARE DANGEROUS and participating in these activities involve POTENTIAL RISKS OF SERIOUS BODILY INJURY, INCLUDING PERMANENT DISABILITY, PARALYSIS, AND DEATH as a result of falls from ladders, bodily burns, and excessive smoke inhalation; (B) these risks and dangers may be caused by the minor’s own actions or inaction, the actions or inaction of others participating in these activities; (C) There may be OTHER RISKS NOT KNOWN TO US or that are not readily foreseeable at this time.

We/I consent to the minor’s participation in the approved firefighting activities and HEARBY ACCEPT AND ASSUME ALL SUCH RISKS, KNOWN AND UNKNOWN, AND ASSUME ALL RESPONSIBILITY NOT CURRENTLY COVERED BY LOCALITY PERSONAL LIABILITY OR WORKERS COMPENSATION INSURANCE.

We/I HAVE READ THIS PARENTAL/GUARDIAN CONSENT FORM. We/I the undersigned having read, understood, and completed the above, and having been briefed regarding the nature of activities the minor will be participating in, hereby grant our/my permission for my child/ward to attend and participate fully in all activities.

My parent(s) or legal guardian and I have read this form and thoroughly understand the potential dangers involved with firefighting activities.

Printed Name of Junior Firefighter Signature of Junior Firefighter Date

Printed Name of Parent/Guardian Signature of Parent/Guardian Date

Printed Name of Parent/Guardian Signature of Parent/Guardian Date

Shenandoah County Department of Fire and Rescue
Standard Operating Guidelines

Section#/Title: Section 3 Risk Management
Article#/Title: 3.9 Tobacco Policy
Effective Date: January 18, 2006
Revised Date: January 9, 2023
Applies To: Volunteer Career Both
Purpose: To establish a policy for tobacco use for fire and rescue personnel

I. Scope

It is the goal of Shenandoah County Department of Fire and that all members of the Shenandoah County and Fire and Rescue Departments have a healthy, safe and clean environment for ourselves and our co-workers.

- A. All in-station tobacco policies will be left up to the individual departments.
- B. **No** tobacco products will be used in any emergency vehicle at any time.
- C. The use of tobacco products on incident will be left to the discretion of the Incident Commander and/or Safety Officer.

Shenandoah County Department of Fire and Rescue
Standard Operating Guidelines

Section #/Title: **Section 3 Risk Management**

Article #/Title: **3.10 Fire-Rescue Vehicle Accidents**

Effective Date: **April 21, 2008**

Applies To: **Volunteer Career Both**

Purpose: **The purpose of this SOG is to outline the procedures for investigating fire-rescue vehicle accidents.**

I. Public and Private Property Accident Reporting

Fire and Rescue vehicle accidents that occur on public or private property resulting in damage of any type, shall be investigated by the law enforcement having jurisdiction prior to apparatus leaving the scene of the accident. The individual department's chief operational officer(s) shall conduct their own investigation.

II. Department Owned Property Accident Reporting

Fire and Rescue vehicle accidents that occur on and in volunteer owned property resulting in damage of any type shall be investigated by the department's chief operational officer(s) and the on call SCFR duty officer. It will be the responsibility of the volunteer investigating officer to notify the insurance carrier of the situation and their findings.

III. Operator Testing

A. Any time an emergency vehicle is involved in a moving accident resulting in personal injury, the driver of the emergency vehicle involved shall undergo a mandatory drug/alcohol test as soon as possible. This drug test shall be completed at Shenandoah Memorial Hospital unless the driver themselves are injured and transported to another medical facility other than SMH. If this occurs the investigating officer shall make the drug screen request of the destination hospital.

B. Department officers may be held legally responsible if testing is not enforced.

- C. The cost of testing rest with the individual department involved if funding is not available. Copies of the test results shall be submitted to both, the investigating department officer as well as the Fire and Rescue Chief.
- D. Department officers have the right to conduct drug/alcohol test on any member of their department, involved in any type of accident. The cost of the test in this scenario shall be the sole responsibility of the department requesting the test.
- E. Any member ordered to undergo a drug/alcohol test, shall be accompanied by a designated department officer or SCFR duty officer to and from the test facility.

IV. Follow-up

- A. The investigating officer shall forward their investigation results to the individual department Chief Operational Officer and the Chief of the Shenandoah County Department of Fire and Rescue. A SCFR-611 form titled Fire-Rescue Vehicle Accident Investigation Form shall be completed for all accidents.
- B. The individual department will take appropriate steps to minimize this type of accident from re-occurring. (ie. training, punishment, maintenance etc.)

Shenandoah County Department of Fire and Rescue
Standard Operating Guidelines

Section #/Title: **Section 3 Risk Management**

Article #/Title: **3.11 A **Volunteer Injury Claim Reporting****

Effective Date: **May 14, 2019**

Applies To: **[X] Volunteer [] Career [] Both**

Purpose: **The purpose of this guideline is to outline the
procedures for reporting injuries to volunteer providers
within the Shenandoah County Fire and Rescue system.**

- A. The first and foremost procedure is to seek appropriate medical attention for all members who need or desire medical attention immediately following an accident.

- B. Immediately following medical intervention and as soon as appropriate, the following procedure will be used to complete the administrative paperwork associated with the accident.
 - 1. The immediate supervisor shall contact the Company Nurse reporting system at 1-888-770-0925. The system will request some information reference the injured employee and the circumstance leading to the injury.

 - 2. Completion of the **Accident Verification Report Form** adopted by the Safety Committee. This requires a Chief Officer Signature

 - 3. Completion of VFIS (the insurance vendor) **Accident/Sickness Claim Report**

- C. Claims must be filed within two (2) business days of accident or loss.

- D. Completed forms and related questions shall be forwarded to:
Kelly Stauff
LD & B Insurance Agency, Inc.
P.O. Box 716
Mt. Jackson, VA 22842
Phone: 477-2515
Fax: 477-2516

- E. The Safety Committee will review all Accident and Injury Reports and will, when appropriate, make policy recommendation to prevent further incidents. A copy of any completed Accident Verification Report Form should be forwarded to the chair of the safety committee within 30 days of an incident.

- F. A copy of all submitted forms shall be filed by the company with whom the injured person is affiliated with.

Shenandoah County Department of Fire and Rescue
Standard Operating Guidelines

Section #/Title: **Section 3 Risk Management**

Article #/Title: **3.11 A **Volunteer Injury Claim Reporting****

Effective Date: **June 19, 2017**

Applies To: **[X] Volunteer [] Career [] Both**

Purpose: **The purpose of this guideline is to outline the procedures for reporting injuries to volunteer providers within the Shenandoah County Fire and Rescue system.**

- A. The first and foremost procedure is to seek appropriate medical attention for all members who need or desire medical attention immediately following an accident.

- B. Immediately following medical intervention and as soon as appropriate, the following procedure will be used to complete the administrative paperwork associated with the accident.
 - 1. Completion of the **Accident Verification Report Form** which requires a chief officer's signature.

 - 2. Completion of the **Employers Accident Report** form which requires both the injured member's signature as well as the chief officer or president's signature.

 - 3. Completion of VFIS (the insurance vendor) **Accident/Sickness Claim Report** which requires both the injured member's signature as well as the chief officer or president's signature.

- C. Claims must be filed within two (2) business days of accident or loss.
 - 1. In the instance where an injury claim is brought forward, and the proper forms have not been completed within the specified time frame, those claims shall be forwarded to the safety committee of the Shenandoah County Fire and Rescue Association for determination.

- D. These forms can be accessed via the internet at the following web address: <http://www.scfr.net/permitsforms.html> located under Fire and Rescue Administrative Forms section, or by obtaining a hard copy kept on file at Fire/Rescue headquarters.

- E. Completed forms and related questions shall be forwarded to:
Kelly Stauff
Shenvalley Insurance Agency, Inc.
P.O. Box 716
Mt. Jackson, VA 22842
Phone: 477-2515
Fax: 477-2516

Volunteer Injury Claim Reporting

1. Seek appropriate emergency medical attention
2. Complete "Accident Verification Report Form" adopted by the SCFRA Safety Committee
 - Required Chief Officer's signature.
3. Complete workers compensation "Employers Accident Report" form.
 - Requires Chief Officer's or President's signature
4. Complete VFIS "Accident/Sickness Claim Report" form.
 - Requires injured individual's signature
 - Requires Chief Officer's or President's signature
5. Forward all documents to:

L,D and B Insurance Agency, Inc.
P.O. Box 716
Mt. Jackson, VA 22842

Phone: 477-2515
Fax: 477-2516
6. Direct insurance related questions to Kelly Stauff at L,D and B Insurance Agency.

Shenandoah County Department of Fire and Rescue
Standard Operating Guidelines

Section #/Title: **Section 3 Risk Management**

Article #/Title: **3.11 B Career Injury Reporting**

Effective Date: **December 17, 2012**

Applies To: **[] Volunteer [X] Career [] Both**

Purpose: **The purpose of this guideline is to outline the procedures for reporting injuries that occur to SCFR Career providers.**

- A. The first and foremost procedure is to seek appropriate medical attention for all members who need or desire medical attention immediately following an accident.

- B. Immediately following medical intervention and as soon as appropriate, the following procedure will be used to complete the administrative notifications and paperwork associated with the accident.
 - 1. The immediate supervisor shall contact the Company Nurse reporting system at 1 888 770-0925. The system will request some information reference the injured employee and the circumstance leading to the injury.

 - 2. The injury shall be entered into the station log book noting the date, time, name of employee injured.

 - 3. At the supervisor's earliest convenience, a **Career Personal Injury Form** shall be completed and forwarded to the Operations Section Chief for filing.

 - 4. Immediate supervisor's shall ensure that the attending physicians/care facility is aware that the injury occurred "on the job" and is being pursued as a Worker's Comp claim.

- C. For injuries and illnesses that occur "on the job" in which the employee does not need or desire medical attention shall be logged in the station log book. The entry shall include the date, time, name of employee injured and a notation that medical attention is not needed or being sought at this

time. The supervisor shall complete the **Career Personal Injury Form** and forward to the Operations Section Chief for filing.

Shenandoah County Department of Fire and Rescue
Standard Operating Guidelines

Section#/Title: Section 3 **Risk Management**
Article#/Title: 3.12 **Personnel Under Doctor's Care**
Effective Date: August 18, 2014
Revise Date: January 9, 2024
Applies To: [] Volunteer [] Career [X] Both
Purpose: To establish guidelines for fire and rescue personnel under doctor's care

- I. It is the goal of Shenandoah County Department of Fire and Rescue that we work in a safe and healthy environment at all times.
- II. The concern of the Shenandoah County Fire and Rescue is if an individual is sick or injured from work that their duties in the fire and rescue will not further complicate the problem.
 - A. Any operational provider who is under a doctor's care for any injury or illness must report such to their departments' officer(s).
 - B. Any operational provider who suffers from an infirmity, injury or illness that affects their ability to perform their operational duties shall not be allowed to participate in emergency operations.
 - C. A person under doctor's restriction must have a doctor's written release to return to full operational duty in their file to return to full active status with their department.

Shenandoah County Department of Fire and Rescue
Standard Operating Guidelines

Section#/Title: Section 3 Risk Management

Article#/Title: 3.13 Rehab

Effective Date: August 15, 2010

Revised Date: January 9, 2024

Applies To: Volunteer Career Both

Purpose: To establish a guideline to monitor firefighters to keep them safe, healthy, and well as to meet NFPA 1584 as close as possible

I. The Incident Safety Officer will be responsible for setting up rehab area and will appoint a rehab officer.

II. Rehab Area

The rehab area should be in a dry safe area, cool or warm depending on the weather. Rehab should have drinking water and fans. For incidents that go for long periods of time, food and sports drinks will also be needed. One ALS transport will be on location when possible to stage at rehab area.

III. Firefighter Breaks

- A. Firefighter will take a break
 - 1. When depleting a cylinder
 - 2. After performing 20 minutes of intense work without SCBA

IV. In Rehab

- A. Firefighters will remove all firefighting gear while in rehab and will not use tobacco products.
- B. During a rehab break firefighters will rehydrate and have vitals checked before returning to active duty. Firefighters will have vitals checked after break and before returning to active duty.

C. Failure of one vital sign firefighter will remain in rehab until meeting set vital signs.

V. Vitals

- a) Heart Rate: Less than 100 per minute
- b) Respiration Rate: 12-20 breaths per minute
- c) B/P: Systolic less than 160, Diastolic less than 100
- d) Temperature: Elevated temperature by touch or measured should alert EMS to be treated
- e) Pulse Ox 95-100%: Less than 92% should not be released from rehab and must be treated
- f) CO Levels: Non-Smokers 0-5%
Smokers 5-10%
Over 10-15% treatment is needed

VI. Signs or Symptoms

- A. Firefighter that show signs and symptoms of weakness, fatigued pulse, clammy skin, low blood pressure or headache should be assessed by EMS.
- B. Firefighter that show signs or symptoms of shortness of breath, dizziness, nausea or change in speech or behavior must be transported to medical facility for treatment.
- C. If a firefighter is not able to return to duty the rehab officer will notify the Safety Officer of the firefighter's condition.

Shenandoah County Department of Fire and Rescue
Standard Operating Guidelines

Section#/Title: Section 3 Risk Management

Article#/Title: 3.14 Toxic Exposure

Effective Date: August 21, 2017

Applies To: Volunteer Career Both

Purpose: To promote recognition of potential contamination hazards, to implement precautionary measures at the incident scene, to reduce and minimize the risk of exposure, and to ensure that affected providers who are exposed to contaminants from firefighting and firefighting-related tasks document the exposures.

I. PREFACE

In compliance with Occupational Safety and Health Administration (OSHA) standards (e.g., 29 CFR 1910.1001-Asbestos), as adopted by the Safety and Health Codes Board of the Commonwealth of Virginia, providers shall use precautionary measures to reduce and to minimize toxic contaminant exposures.

II. POLICY

A. Fire and Rescue providers shall initiate the following precautionary measures to reduce the risk of exposure when the presence or suspicion of occupational respiratory hazards, carcinogens, toxins, and/or contaminants exists, or potentially exists, at an incident scene or while on duty.

III. Recognition

A. During emergency incidents involving Fire and Rescue resources and providers, the incident commander (IC) and/or safety officer (SO) shall ensure that all providers on the incident scene are aware of the possibility of exposure to contaminants and hazardous materials. Notification to providers shall be the responsibility of the IC. Early identification and notification of a possible hazard should reduce and minimize the risk of exposure to providers.

IV Respirator Selection

- A. Providers exposed to environments that may be immediately dangerous to life and health (IDLH) shall use Self Contained Breathing Apparatus continuously until the hazards or contaminants no longer exist.
- C. The Safety Officer shall determine, as appropriate, when the removal of breathing apparatus is permissible and shall notify the IC their recommendation. *In the absence of an on-scene Safety Officer, the IC shall make the determination.
- D. The removal of SCBA at scenes not involving products of combustion may be deemed appropriate when:
Carbon Monoxide (CO) readings fall below 15 ppm.
Hydrogen Cyanide readings fall below 5.0 ppm. For appropriate times to remove SCBA at fire scenes, see section VI.
- E. The IC shall ensure that providers are monitored frequently for fatigue due to the utilization SCBA during overhaul and other ancillary activities.

V Decontamination

- A. Decontamination shall occur on all suppression incidents that require the use of respiratory protection have known or unknown hazards and contaminants that cause respiratory health problems. Providers must be made aware of the secondary risk of exposure from contaminated personal protective equipment (PPE) after the removal of the provider's SCBA.

VI Products of Combustion

- A. Shenandoah County Fire and Rescue understands there are long term health risks associated with exposure to carcinogenic particulates released during the combustion process. To mitigate the effects of said exposure, the following special precautions should be taken.
- B. At incidents where products of combustion are present:
 - a. Individuals should take all practical steps to avoid exposure to carcinogens and other cancer causing toxins.
 - b. Personnel shall utilize Self Contained Breathing Apparatus (SCBA) from initial fire attack through completion of overhaul.

This applies to all incidents where products of combustion are present, except wildland fires.

- c. Personnel operating on the exterior of a structure who are in a position to be exposed to smoke should utilize Self Contained Breathing Apparatus (SCBA).
 - d. Individuals shall wear a Self-Contained Breathing Apparatus (SCBA) throughout the overhaul process, regardless of any “normal” readings indicated by monitoring devices.
 - e. No emergency service personnel or other individuals shall be allowed to enter a structure or operate near a vehicle in which a fire has occurred without a Self-Contained Breathing Apparatus (SCBA) until thorough ventilation, either natural or artificial, has been completed. This should take at least 15 minutes from the time the fire has been extinguished.
- C. On the scene of an incident individuals who have, or may have been, exposed to products of combustion should do the following:
- a. Stand in front of an operating positive pressure ventilation fan for at least 30 seconds before doffing PPE. If a firefighter has been involved in operations that require the active use of their SCBA, this should occur before going off air. This allows harmful materials to be blown off and away from personnel.
 - b. Immediately after doffing their PPE, personnel shall utilize non-alcoholic wet wipes to remove as many products of combustion from their skin if possible. They should especially focus on their head, neck, jaw, throat, under arms, and hands.
- D. Before departing an incident scene individuals who have, or may have been, exposed to products of combustion should do the following:
- a. Perform a gross decontamination of all Personal Protective Equipment to remove as much soot, toxins, and particulate matter as possible through the use of a low pressure hose.
- E. After returning to the fire station from an Incident Scene:
- a. Personnel who have, or may have been, exposed to products of combustion shall make a more thorough effort to remove and reduce exposure to carcinogens and other toxins by having all PPE washed. This should include coats, pants, gloves, and Nomex hoods. In the event an agency must store the PPE before it is washed, it should be sealed immediately in plastic garbage bags.
 - b. All interior apparatus surfaces should be cleaned using common cleaning products.

- F. Following any incident where an individual may have been exposed to products of combustion it is recommended that:
 - a. Personnel shower with water as hot as can be tolerated to open the skin's pores and remove any toxic substances still on the body.
 - b. Personnel change immediately into clean clothing and wash all soiled clothing as soon as possible.
 - c. Personnel exercise or complete another type of activity that produces sweat during the 24 hour period immediately after the incident.

VII Exposure Documentation

- A. Exposure reports shall be completed for each provider operating within the IDLH as well as those who were exposed to known or unknown contaminants outside the IDLH. The SCFR- 617 form (Appendix A) shall be used to document the exposure. The completed forms shall be maintained in the individual provider's personal file at the station level.

VIII. Additional Requirements

- A. All PPE shall be kept out of all living areas and community spaces.
- B. Diesel exhaust is a known carcinogen. To reduce exposure, the following steps should be taken:
 - a. Apparatus should only be run outside
 - b. Bay doors shall be closed immediately after apparatus exit the building if apparatus is running
 - c. Personnel should make efforts, as the situation allows, to position apparatus so exhaust is not directed at personnel and when possible to stand upwind of exhaust in areas with clean air.
- C. All agencies shall conduct an annual training for their fire/rescue personnel that examines this SOG, the dangers of carcinogens and toxins, and methods of reducing exposure.
- D. Contaminated PPE should not be taken home or stored in vehicles.



Shenandoah County Department of Fire and Rescue Exposure Report

INCIDENT # _____		DATE: _____		NAME: _____	
FORM COMPLETED BY: _____			SS#: XXX-XX- _____		
INCIDENT TYPE	FIRE		OTHER		
	1. Structural	2. Trash/Dumpster	3. Vehicle	4. Marine	5. Wildland
	6. EMS	7. Hazmat Spill	8. Rescue	9. Fire Station	10. Training Site
			11. Not Listed(explain) _____		
ACTIVITIES AT TIME OF EXPOSURE	1. Extinguishment	2. Search/Rescue	3. Ventilation	4. Salvage	5. Support
	6. Medical Care	7. Hazmat Response	8. Vehicle Extrication	9. Command	10. Rehabilitation
			11. Undetermined/Not Reported		
	Other (explain) _____				
PPE:	FIRE/RESCUE	EMS	HAZMAT	OTHER	
_____	1. Helmet	_____	1. Exam Gloves	_____	1. Hearing Protection
_____	2. Coat	_____	2. Eye Protection	_____	2. Not Listed (explain)
_____	3. Trousers	_____	3. Respirator-N95	_____	3. Eye Protection
_____	4. Boots	_____	4. Respirator-Other	_____	4. Level D
_____	5. Gloves	(explain) _____			
_____	6. Hood	_____	5. Fluid Resistant		
_____	7. SCBA	Clothing			
_____	8. Respirator	_____	6. Other _____		
PPE MALFUNCTION: yes _____ no _____ Explain: _____					
AREA EXPOSED	_____	1. Face/Neck	TYPE OF EXPOSURE (EMS) _____ 1. Airborne _____ 2. Skin Infection 3. Blood/Body Fluid Contact _____ 3A. Needle Stick/Sharp _____ 3B. Mucous Membrane _____ 3C. Intact Skin _____ 3D. Non-Intact Skin _____ 5. Other (explain) _____		
	_____	2. Hand/Arm/Fingers			
	_____	3. Trunk			
	_____	4. Leg/Foot			
	_____	5. Lungs/Respiratory Tract			
	_____	6. Skin			
	_____	7. Other (explain) _____			
SYMPTOMS:					
_____	1. Eyes Burn	_____	6. Ears Ringing		
_____	2. Cough	_____	7. Headache		
_____	3. Cuts/Bruises	_____	8. Skin Irritation/Rash		
_____	4. Dizzy/Nausea	_____	9. Other (explain)		
_____	5. Nose/Throat/Lung Irritation	_____			

Shenandoah County Department of Fire and Rescue
Standard Operating Guidelines

Section #/Title: **Section** **Risk Management**

Article #/Title: **3.15** **Fire/Rescue Facility Safety Self-Inspections**

Effective Date: **June 17, 2013**

Revised Date: **January 9, 2024**

Applies To: **[] Volunteer [] Career [X] Both**

Purpose: **To establish procedures for conducting a fire and/or rescue facility safety inspection**

I. Scope

To establish a guideline and procedure for conducting an annual inspection of fire and rescue buildings and grounds that will alert personnel and maintenance staff to hazards which may cause damage and accidents to your buildings and those who use it.

II. Procedure

- A. A Shenandoah County Fire and Rescue Self-Inspection form shall be used to complete an annual review of Fire and Rescue facilities.
- B. Self-Inspection forms shall be completed during the month of October of each year.
- C. The Self-Inspection completion is the responsibility of the property owner and/or his/her designee.
- D. All Self-Inspection forms shall be submitted to the Shenandoah County Fire and Rescue Associations Safety Committee by November 1st of each calendar year.
- E. The Shenandoah County Fire and Rescue Safety Committee will review all Self-Inspections for verification of completion and to note any concerns or deficiencies.
- F. The Shenandoah County Fire and Rescue Safety Committee will follow up on any noted concerns or deficiencies to ensure that a corrective action is in place to mitigation the concern(s).
- G. The Safety Committee shall report to the Shenandoah County Fire and Rescue Chief all concerns, deficiencies, and gross violations that are not corrected in a time frame determined by the Safety Committee, for further action.



Shenandoah County Fire and Rescue Association

SELF – INSPECTION FORM

FOR EMERGENCY SERVICE ORGANIZATION BUILDING & GROUNDS

IMPORTANT: Periodic inspection of your organization’s buildings and grounds can alert you and your maintenance staff to hazards which may cause damage and accidents to your buildings and those who use it. This form is provided to assist in conducting the required self-inspection done in October of each year. A complete self-inspection shall be submitted to the Shenandoah County Safety Committee by November 1st of each year. Correction of all negative conditions shall occur immediately once found.

This self-inspection form does not intend to point out all hazards and exposures which may be found at your building(s). It is intended to be used as a guide to highlight major areas of exposure which are common to most emergency service organization buildings.

Instructions: Please check Yes, No or NA (not applicable) answers to all questions below. All “No” answers indicate an area of *unsatisfactory conditions*. All NO’s shall be followed up at the end of the self-inspection document describing the conditions and the corrective action taken. Use a separate sheet for each building.

NAME OF ORGANIZATION: _____

BUILDING LOCATION: _____

NAME OF INSPECTOR: _____

DATE OF INSPECTION: _____

Yes	No	N/A	SECTION I - GROUNDS
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Are parking areas, walkways, stairs, driveways, etc. free from conditions that may cause slipping or falling?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Is exterior lighting adequate in all areas?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Are all exterior stairs provided with handrails which are in good condition?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Are exterior fire escapes in good condition?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Address Visible from roadway?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Storage tanks and connected piping, valves and fittings; dispensing areas are protected against vehicular impact?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	FD connections visible/good condition/caps
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Exits clear?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Fire hydrant(s) accessible?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Storage of combustible rubbish not creating a hazard?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Grills not located on balconies or within 10 of combustible construction?

Yes	No	N/A	EGRESS ACCESS (EXIT & EMERGENCY LIGHTS)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Exits, aisles & corridors free of obstructions?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Exit signs present/operational?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Emergency lighting present/operational?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Exit signs unobstructed?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Furnishings and decorations not obstructing exit access?
Yes	No	N/A	FIRE AND SMOKE RATED FEATURES
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Fire blocking and draft stopping maintained?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Smoke barriers are maintained?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Smoke and rated fire doors operational? (Swinging fire doors shall close from the full open position and latch automatically)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No door wedges or fold down feet utilized on fire rated doors?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Fire doors and smoke barrier doors are not blocked or unobstructed?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	All required fire-rated construction maintained?
Yes	No	N/A	STORAGE
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Storage neat and orderly?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Combustible materials are not stored in boiler, mechanical, electrical equipment rooms?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Storage maintained 18" below sprinkler heads and 2' below ceilings that are not sprinklered?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Rubbish, oily rags, waste material properly stored?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No combustibles stored in exits or exit enclosures
Yes	No	N/A	FLAMMABLE/COMBUSTIBLE LIQUIDS
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Storage of flammable and combustible liquids are orderly and neat?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	All flammable and combustible liquids stored in a proper container?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Portable fire extinguisher provided in the area flammable and combustible liquids are stored?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Flammable and combustible liquids container prevent the release of vapors from entering the atmosphere?
Yes	No	N/A	FIRE EXTINGUISHERS
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Fire extinguishers readily accessible/not blocked/suitable location?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Fire extinguishers mounted?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Fire extinguishers properly serviced and maintained?
Yes	No	N/A	HAZARDOUS MATERIALS
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No hazardous materials have been released on the ground or atmosphere?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Propane tanks over 2.5 lbs are not stored inside the buildings unless meeting code requirements?
Yes	No	N/A	SPRINKLER SYSTEM
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Controls readily accessible?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Valves locked, open, or supervised?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Sprinkler system inspected?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Heads in good condition? (Heads should not be painted unless not by the factory)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Spare heads present?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Zone map displayed?
Yes	No	N/A	FIRE ALARM EQUIPMENT
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Zone map displayed?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Pull stations unobstructed?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Alarm system inspected?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Sign posted near all pull stations that are not monitored by a supervising station?

Yes	No	N/A	HOOD SUPPRESSION SYSTEM
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Fire extinguisher is compatible with the suppression hood?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Hood extinguishing system serviced at least every 6 months?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Properly cleaned/maintained hoods?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	All cooking appliances used for commercial purposes that produce grease vapors are protected by a Type I hood system?

Yes	No	N/A	ELECTRICAL
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Panel box is properly labeled?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Unfused multiplug adapters are not being utilized?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Surge protectors not plugged into other surge protector?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Extension cords are not used as permanent wiring?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	30" clear access to electrical panels provided?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Extension cords and/or surge protector not run through walls, ceilings, floors, etc.?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	All electrical hazards abated?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No open junction boxes and open-wiring splices?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Extension cords are plugged directly into receptacles?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Ampacity of all extension cords are not less than the rated capacity of the item being supplied?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	All portable electric heaters plugged directly to a receptacle?

Yes	No	N/A	INTERIOR
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Occupant loads posted? (Should be posted in a conspicuous place, near the main exit or exit access doorway from the room)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	All portable electrical heaters located at least 3 feet from combustible materials?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Structure has not had any alterations to construction that was not permitted through the Shenandoah County Building Inspection Department?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Flammable furnishings and decorative materials not being used?

Yes	No	N/A	EXIT DOORS
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Exit hardware present/operational?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	All egress doors readily openable from the egress side without the use of a key or special knowledge?

COMMENTS: (If an explanation is needed for the above questions, please comment below. If any "NO" block is checked, indicate action taken and date to be corrected.)

Item	Action taken
1.	
2.	
3.	
4.	
5.	
6.	
7.	
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9.	
10.	
11.	
12.	
13.	
14.	

Shenandoah County Department of Fire and Rescue
Standard Operating Guidelines

Section #/Title: **Section 3 Risk Management**

Article #/Title: **3.16 Use of SCBA with Facial Hair**

Effective Date: **June 16, 2014**

Reviewed Date: **December 6, 2023**

Applies To: **Volunteer Career Both**

Purpose: **To establish a guideline for personal grooming Standards conducive to be safe and effective use of Self Contained Breathing Apparatus (SCBA) and to be consistent with the Virginia Department of Fire Programs “No Beard” policy**

I Preface

To promote understanding of this policy, the following information is provided.

NFPA 1500 – 1997 Fire Department Occupational Health and Safety Program – NFPA clearly states in 5-3.8, “A growth of beard or facial hair at any point where the SCBA facepiece is designed to seal with the face shall be prohibited for members required to use SCBA

Occupational Safety and Health Standard 29 CFR 1910.134- “.....shall not permit respirators with tight fitting facepieces to be worn by employees who have:”

Facial hair that comes between the sealing surface of the facepiece and the face or that interferes with valve function; or

Any condition that interferes with the face-to-facepiece seal or valve function.

II Procedure

Operational providers with a beard or facial hair growth coming into contact at any point with the area of an SCBA facepiece designed to seal with the face shall not engage in actions involving the use of SCBA.

Shenandoah County Department of Fire and Rescue
Standard Operating Guidelines

Section #/Title: Section 3 Risk Management

Article #/Title: 3.17 Use of Class B Foams Containing PFAS

Effective Date: June 8, 2021

Applies To: Volunteer Career Both

Purpose: To outline the use of Class B foams containing PFAS

I. Scope

A. This policy is intended to explain the use of Class B foam containing PFAS.

II. Perfluoroalkyl and Polyfluoroalkyl Substances (PFAS) are a group of man-made chemicals that includes PFOA (Perfluorooctanoic Acid), PFOS (Perfluorooctane sulfonate), GenX (Trade name for Per- & Poly-fluoroalkyl substances), and many other chemicals. PFAS have been manufactured and used in a variety of industries around the globe and the US since the 1940's. Certain PFAS chemicals are no longer manufactured in the US as a result of phase outs. They are still produced internationally and can be imported into the US.

III. There is evidence that exposure to PFAS can lead to adverse health outcomes in humans. If humans or animals ingest PFAS they can be absorbed and can accumulate in the body. PFAS stay in the human body long periods of time. As a result, as people get exposed to PFAS from different sources over time, the level of PFAS in their body may increase to the point where they may suffer from adverse health effects.

IV. Exclusions

A. Volunteer Firefighter's Insurance Services (VFIS) has excluded coverage for any expenses arising out of the discharge of pollutants during training operations using Class B firefighting foams containing PFAS.

B. The pollution exclusion has been extended to any use of Class B firefighting foam containing PFAS that does not meet all standards of any statute, ordinance, regulation or license requirement in emergency operations situations.

V. It shall be the policy of Shenandoah County Fire and Rescue stations to **NOT** use ANY Class B Foams containing PFAS in training-related activities.

VI. Stations needing to restock/replace Class B foam shall obtain foam that does not contain PFAS.

Shenandoah County Department of Fire and Rescue
Standard Operating Guidelines

Section #/Title: **Section 4 Public Information and Education**

Article #/Title: **4.1 Public Information Releases**

Effective Date: **December 20, 2010**

Revised Date: **August 13, 2024**

Applies To: **[] Volunteer [] Career [X] Both**

Purpose: **To outline the proper procedures for releasing information regarding the fire & rescue system to the public, including websites, media outlets, and Social Media.**

- I. Scope: This policy defines requirements and best practices for the release of public information concerning the Shenandoah County Fire & Rescue System. This includes the release of information to media outlets and through Social Media.
 - A. For the purpose of this policy, public information concerning the Shenandoah County Fire & Rescue System shall consist of any information related to the operation of the *fire and rescue system, including, but not limited to, emergency incidents, training, and administrative functions.*

- II. Definitions:
 - A. Social Media: digital technology that allows the sharing of ideas and information. Shall include, but is not limited to, Facebook, Twitter, Instagram, and YouTube.
 - B. Websites: Collection of web pages and related content that is published on a webserver.
 - C. Media outlets: publication or broadcast program that provides news to the public through various distribution channels. Includes, but is not limited to, TV stations, newspapers, and radio stations.

- III. Privacy Laws: No part of this policy is intended to conflict with any legal standards regarding privacy such as the Health Insurance Portability and Accountability Act (HIPPA). In the event any conflict appears to have occurred, the legal stand should be followed.

- IV. Information Releases to Media Outlets
 - A. Any release of information concerning emergency incidents to media outlets must be approved by the incident commander or their designee.

- B. Any requests for information should be forwarded to the incident commander during the incident. Following the conclusion of the incident all requests should be forwarded directly to the Incident Commander or to Shenandoah County Fire and Rescue.
- C. Any release of information to media outlets regarding trainings, administrative functions, or other fire and rescue activities should be handled by an agencies Chief Operational and/or Administrative Officer or their designee.
- D. Any requests for information from media outlets regarding multiple agencies should be handled by a cooperative effort of the Chief Operational and/or Administrative Officers of all departments involved, or their designees.

V. Information Release via Social Media

- A. Members of the fire and rescue system shall not post pictures or information related to emergency incidents or other fire and rescue activities on their personal pages or other accounts, unless it has previously been published by the account of a fire and rescue department within Shenandoah County.
- B. Shenandoah County Department of Fire and Rescue and volunteer agencies shall be permitted to maintain social media accounts for the release of information about the fire and rescue system and their organizations.
- C. Departments that maintain social media accounts should create a written policy governing use of the accounts in accordance with industry best practices and provide training to individuals selected to manage said accounts.
- D. Information and media related to trainings, administrative functions, and other fire and rescue activities (excluding emergency incidents) may be released via social media at the direction of the department's chief operational officer, head administrative officer, and/or their designee. In the event multiple departments are involved in said activities, a department may request the information not be shared.
- E. Information and media related to emergency incidents may be posted to department social media channels if the following criteria have been met:
 - 1. The emergency incident did not involve a fatality
 - 2. The emergency incident did not involve a fire of a suspicious nature
 - 3. Media selected does not include images or other representations of individuals involved in the incident or any information that would identify individuals involved in the incident. This includes license plates, address signs, etc.
 - 4. Information released does not contain any identifying information about individuals involved in the emergency incident including specific addresses.
 - 5. Any required notifications to family etc. regarding individuals involved in incidents have been completed.
 - 6. The incident commander, their designee, the fire marshal, law enforcement, or other entities have not restricted the release of any information.
- F. When posting to social media regarding emergency incidents, departments

should consider the following best practices:

1. Schedule posts at least 24 hours after the conclusion of the emergency incident unless timely updates would enhance the safety of the community.
2. Only post images and other media that may be beneficial in educating the public about fire and rescue activities.
3. Information released should focus on the activities of responders, equipment and personnel present, and any impacts to the community as a whole.

VI. Other Public Information Releases

- A. Any requests for information from the public or other agencies not already defined in this policy should be treated as information releases to media outlets as defined in Section IV.

Shenandoah County Department of Fire and Rescue
Standard Operating Guidelines

Section #/Title: **Section 5 Building Inspection/Code Enforcement**

Article #/Title: **5.1 Countywide Pre-Plans Review**

Effective Date: **April 1, 2004**

Applies To: **Volunteer Career Both**

Purpose: **One pre-plan form to be used countywide, which
will enable all fire and rescue personnel to
quickly retrieve needed information.**

- I. This form will standardize all pre-fire information sheets in Shenandoah County. By standardizing the form, crews would be familiar with pre-plans developed by neighboring departments.
- II. RIT crews would be able to access completed pre-plans and be familiar with the location and layout of vital information.
- III. A standard set of symbols will eliminate confusion between departments.

Shenandoah County Department of Fire and Rescue
Standard Operating Guidelines

Section #/ Title: **Section 5** **Building Inspection/Code Enforcement**

Article #/ Title: **5.4** **Assisting Fire Investigator(s)**

Effective Date: **September 20, 2010**

Applies To: **[] Volunteer [] Career [x] Both**

Purpose: **This standard establishes procedures for the use of certified fire investigator(s) by the Shenandoah County Fire Marshal within the Shenandoah County Fire and Rescue system.**

I. Scope

To establish a policy and procedure for the use of certified fire investigator(s) within the Shenandoah County Fire and Rescue system.

II. Fire Investigator(s) Requirements

Fire Investigator(s) within the Shenandoah County Fire and Rescue system wanting to participate in assisting the Shenandoah County Fire Marshal's Office must have the following:

- A. Approval from the Shenandoah County Fire Marshal and Fire Chief
- B. Must be certified as a Fire Investigator with Virginia Department of Fire Programs and have a copy on file with the Shenandoah County Fire and Rescue office.
- C. Must maintain all required continuing education hours for fire investigator. A copy must be on file with the Shenandoah County Fire and Rescue office.
- D. Must maintain an active member/employee of their respective department accompanied by a positive oral performance report from the Chief Officer and clean criminal record.
- E. Must have appropriate personnel protective equipment to investigate an incident.

III. Call out procedures

Approved assisting Fire Investigator(s) may be called to duty by the Shenandoah County Fire Marshall or his designee. At no time shall any approved fire investigator within the Shenandoah County Fire and Rescue system be activated by the incident commander to investigate an unknown cause/origin, determine the cause/origin, investigate accidental, incendiary, natural, and/or undetermined fires.

IV. Duties at the incident

Assisting Fire Investigator(s) requested by the Shenandoah County Fire Marshal or his designee shall operate under their direction. At no time shall the assisting fire investigator(s) deviate from their duties or training.

V. Use of firearms and/or other lethal/non lethal devices

At no time should non-sworn law enforcement officers within the Shenandoah County Fire and Rescue system carry a firearm. At no time shall non-sworn law enforcement officers within the Shenandoah County Fire and Rescue system carry lethal or non lethal devices to be used during the investigation of an incident.

Shenandoah County Department of Fire and Rescue
Standard Operating Guidelines

Section#/Title: Section 5 Building Inspection / Code Enforcement

Article#/Title: 5.8 Lock Box System

Effective Date: June 16, 2008

Applies To: Volunteer Career Both

Purpose: The purpose of this guideline is to establish policies that will govern lock box operations within Shenandoah County.

I. Preface

The Fire and Rescue Department has selected the Knox Box Public Safety Key Box System to provide a secure method for emergency responders to gain access to property during emergency response. This system is designed to provide emergency access into facilities, buildings and private roads. This system will also allow emergency responders to secure said property when leaving the incident.

II. Required Locations

A lock box is required for all structures that are protected by a monitored fire alarm system. The only exceptions to this are residential R-3, R-5 and Utility/Miscellaneous U occupancies.

III. Location of key box(s):

The lock box shall be located on the front exterior of the building no greater than 5 feet from the main entrance doorway. The lock box shall be installed at the primary fire department entrance and must be visible, accessible, and between forty two (42) inches and fifty four (54) inches above finished grade.

IV. Key box maintenance

The following procedures shall be used to manage the lock box:

The building representative shall obtain an application form from the Fire and Rescue Department office. A Building Lock Box Request form (SCFR-408) shall be completed by the building representative. Upon installation of the Knox Box, the building representative shall contact the Fire Marshal who shall schedule a visual inspection of the installation.

A fire department official from the first due company and a building representative shall meet to lock the building keys and/or other materials in the lock box. A Building Lock Box Information form (SCFR-408) shall be completed in triplicate by the fire rescue representative. The operator of the building shall immediately notify the Fire Marshal in the event keys need to be updated. The Fire Marshal will then make arrangements with said operator and a fire department official from the first due company to update the contents of the lock box.

An index card listing the contents of the lock box and an explanation of keys shall be maintained within each lock box. This card shall be checked and updated whenever the lock box is secured.

All non-emergency entries into the lock box to update the contents shall be witnessed by the first due fire department official and a building representative. Both parties shall sign an updated Building Lock Box Information Form (SCFR-408), with the copies distributed as follows:

- 1st Copy Building representative.
- 2nd Copy Fire department official forwards to the Fire Marshal.
- 3rd Copy 1st Due fire department will maintain a station file.

V. Keys

Due to recent national events, the Fire and Rescue Department is taking increased precautions to ensure the security of the Knox Box Public Safety Key Box Systems installed throughout Shenandoah County. The loss of one key would jeopardize the integrity of the entire system and would result in a breach of security to any building equipped with a lock box. The Knox Box keys are the property of the Knox Company and shall not be duplicated. It is important to always keep the Knox Box keys secure and to prohibit access to any unauthorized persons.

Keys shall only be stored in a special lock box installed on the apparatus that

is approved by the Shenandoah County Department of Fire and Rescue. Volunteer agency chief operational officers will be responsible for identifying the members of their agency who will receive access codes for the keys. The Fire Marshall will coordinate the issuance of access codes.

Those members who are granted access codes will only be granted access to the keys assigned to their respective agency.

Volunteer agency operational officers will also be responsible for maintaining an accurate account of members having access codes to their agency's assigned keys. The Fire Marshall will be notified immediately when access codes need to be updated.

VI. Key Accountability

Any missing Knox Box key shall be reported immediately through the chain of command to the Chief of Shenandoah County Department of Fire and Rescue. The Chief shall be responsible for launching an investigation team to determine the circumstances of the missing key.

Shenandoah County Department of Fire and Rescue
Standard Operating Guidelines

Section #/Title: **Section 5 Red Tag Requirements**

Article #/Title: **5.9 Red Tag**

Effective Date: **December 19, 2016**

Applies To: **Volunteer Career Both**

Purpose: **This standard establishes procedures for when hazardous conditions exist that require discontinuing of a device(s) operation.**

I. Scope

 This standard establishes procedures for when hazardous conditions exist that require discontinuing of a device(s) operation.

II. Conditions

- An existing stove, chimney, oven, furnace, incinerator, boiler or any other heat-producing device that was found to be defective.
- All identified electrical hazards that pose a risk to life and property.
- All electrical wiring, devices, appliances, and other equipment that is modified or damaged and constitutes an electrical shock or fire hazard.
- Dangerous conditions which are liable to cause or contribute to the spread of fire in or on said premises, building or structure, or to endanger the occupants thereof.
- Conditions which would interfere with the efficiency and use of any fire protection equipment.
- Hazardous conditions arising from defective or improperly used or installed equipment for handling or using combustible, explosive or otherwise hazardous materials.
- All equipment, materials, processes or operations which are in violation of the provisions and intent of the fire code.

III. Red Tag

- The hazardous device shall be made inoperative and a Red Tag shall be placed on the device.
- All information on the Red Tag shall be filled out by fire and rescue personnel.
- An Owner/Occupant shall be made aware of the hazardous condition and should sign the Red Tag verifying they are aware of the conditions
- The detached Red Tag shall be forwarded within 24 hours, of the incident, to the Fire Marshal's Office.

IV. Notification

- Fire and Rescue personnel posting a Red Tag shall notify Shenandoah County 911 Center of the order.
- On Duty Fire Marshal shall be notified when the facility will not comply with the Red Tag or the situation requires their presence.

Shenandoah County Department of Fire and Rescue
Standard Operating Guidelines

Section #/Title: **Section 5 Building Inspection/Code Enforcement**

Article #/Title: **5.10 Instituting a Fire Watch**

Effective Date: **December 19, 2016**

Revised Date: **November 11, 2025**

Applies To: **Volunteer Career Both**

Purpose: **To establish procedures for when a Fire Watch is required for facilities.**

I. Scope

To establish a guideline and procedure for determining when a Fire Watch is required for facilities.

II. Requirements for Instituting a Fire Watch

- A. The Fire Suppression Sprinkler System is out of service or a section of the system is out of service.
- B. The Fire Detection System/Fire Alarm System is out of service or a section/zone is out of service.
- C. When an excessive number of accidental activations or nuisance alarms have occurred. A nuisance alarm is defined as “any alarm caused by mechanical failure, malfunction, improper installation, or lack of proper maintenance, or any alarm activated by cause that cannot be determined.”
- D. When a Fire Officer determines that a situation requires the posting of a fire watch.
- E. When fire protection system notification to the central station monitoring service is disrupted.

III. Notification

- A. Fire and Rescue personnel requiring a Fire Watch shall notify Shenandoah County 911 Center of the requirement.
 - 1. The engine officer shall have the business owner/representative review the “Notice of Fire Watch” form.
 - 2. Once the form is reviewed, the owner/representative shall sign the form stating they understand the requirements.

3. The owner/representative shall be given the yellow copy of the signed form.
- B. The On-Duty Fire Marshal shall be notified when the facility will not comply with the "Notice of Fire Watch", the owner/representative refuses to sign the "Notice of Fire Watch" form, or the situation requires their presence.
- C. Once the "Notice of Fire Watch" form is completed, the top (white) copy shall be sent to the Fire Marshal's office within 12 hours. This can be accomplished by emailing a copy or a picture to SCFMO@shenandoahcountyva.us.

Shenandoah County Fire Marshals Office

600 North Main Street, Suite 109

Woodstock, VA 22664

Phone: 540-459-6167 Fax: 540-459-6192

NOTICE OF FIRE WATCH

Incident # _____

Date _____

Time _____

On the above date and time, Shenandoah County Fire and Rescue Responded to the building located at

(Address)

While on scene, emergency personnel discovered a problem with the building fire alarm system or the fire suppression system (circle as appropriate) such that the building could not be returned to a normal safe state of readiness. The reason for this is:

In accordance with section 901.7 of the Virginia Statewide Fire Prevention Code, you are advised to

IMMEDIATELY INSTITUTE A FIRE WATCH ON THE ABOVE LISTED PREMISES.

During periods when this building is occupied:

- Someone shall be deemed responsible for the fire watch.
- This persons only responsibility is to patrol the affected area's every 15 minutes.
- This person shall be provided with an approved means to call 911.
- This person shall be easily identifiable as the person performing the fire watch.
- Signage shall be posted at the main entrance and at the fire alarm control panel stating that a fire watch is in place, and to call 911 if a fire is discovered. Contact information for the person performing the fire watch shall also be posted on the sign
- The building owner shall keep a record of the fire watch to include: address of the facility, times patrols have been completed, name of person conducting the fire watch and a record of all communications.

TO DISCONTINUE THE FIRE WATCH, PERMISSION MUST BE OBTAINED FROM THE FIRE MARSHALS OFFICE.

Approval will be granted after the following is met:

- The fire protection system has been repaired by a qualified service technician
- Submit proof that the fire protection system has been repaired by emailing or faxing a copy of the completed work order listing the repairs that have been made. Send emails to SCFMO@shenandoahcountyva.us or fax to (540) 459-6192.

Please note that certain work performed on the fire protection system may require a permit from the building inspections department. Please contact the Shenandoah County Building Inspections Department prior to starting work if you are unsure about whether a permit is needed. Failure to do so may result in additional violations and cause the work to be redone.

Fire Dept. Personnel Printed Name

Building Owner/Occupant Printed Name

Fire Dept. Personnel Signature

Building Owner/Occupant Signature

Shenandoah County Department of Fire and Rescue
Standard Operating Guidelines

Section #/Title: **Section 6 Apparatus and Equipment**

Article #/Title: **6.1 ATV and UTV Operations**

Effective Date: **November 12, 2019**

Applies To: **[] Volunteer [] Career [X] Both**

Purpose: **To ensure the safe operation of ATVs, UTVs, and other off road vehicles during emergency incidents.**

I. Scope

- A. ATVs and UTVs are increasingly beneficial for fire and rescue operations that require a response to areas not accessible by traditional fire apparatus. Shenandoah County Fire and Rescue is committed to ensuring said apparatus is available when needed, is properly equipped, and is operated safely.
- B. For the purpose of this policy UTV is defined as a Utility Terrain Vehicle which has four or more wheels, two side-by-side seats, a steering wheel, and cargo bed.
- C. For the purpose of the policy ATV is defined as an All-Terrain Vehicle with four or more wheels where the driver straddles the seat and controls the vehicle with a handle bar.

II. Apparatus

- A. Fire and Rescue Agencies within Shenandoah County are encouraged to operate ATVs and UTVs as resources allow. All ATVs and UTVs operated by
- B. Fire and Rescue Agencies in Shenandoah County shall be considered emergency apparatus and shall be given vehicle designations within the county system.
- C. Fire/rescue ATVs and UTVs are not for personal or recreational use
- D. UTVs should have rollover protection and proper seat belts
- E. Fire/Rescue ATVs and UTVs should carry the following equipment:
 - a. Substantial lighting (portable or mounted) in addition to factory headlights
 - b. First Aid Kit or other means to treat the injured
 - c. Storage rack and/or tie down capability for equipment
 - d. Gear trunk, box, or bag for storage of emergency supplies, water, food, etc.
 - e. A decal, flag, or other marking identifying it as an emergency vehicle
- F. It is recommended all ATVs and UTVs have the following equipment mounted on the vehicle or with its travel vehicle:
 - a. Operational winch
 - b. Trailer Hitch
 - c. Warning lights (amber or emergency)
 - d. Handlight
 - e. Extra fuel

- f. Chainsaw
 - g. Portable Radio
 - h. Safety vests for all seated positions
- G. Fire/Rescue UTVs may have a tank and pump, skid to transport a patient, or both.
- H. All Fire/Rescue ATVs/UTVs should be checked on a regular basis and should be well maintained.

III. Drivers

- A. Any department housing or owning a UTV/ATV shall have a written driver training program. It shall, at minimum, require:
- a. All driver/operators to be familiar with the vehicle's operational manual
 - b. At least 1 hour of supervised, behind the wheel, driver training
 - c. A UTV/ATV safety review
 - d. Approval from Chief Officer to operate vehicle

IV. Operations

- A. The primary use for ATVs and UTVs shall be:
- a. Searching for lost or disoriented individuals
 - b. Assisting individuals suffering from a medical emergencies and providing transport if possible.
 - c. Accessing the scene of a fire, assisting with fire suppression, and transporting firefighters/equipment.
- B. ATVs and UTVs should always be operated in a safe and professional manner.
- C. Prior to deployment of an ATV or UTV, the operator shall verify fuel level, oil level, and tire pressure.
- D. Any operator or passenger on the ATV/UTV shall be clad in long pants or jumpsuit, safety shoes (steel toed or comparable), shirt, and helmet.
- E. Each deployed ATV/UTV shall have at least one (1) portable radio. When an ATV/UTV are deployed they shall utilize the vehicles assigned radio designation.
- F. ATVs and UTVs shall not be operated upon any paved road surfaces unless it is an emergency situation or when traveling to or from an activity site where no reasonable alternative route exists.
- G. Occupant and weight rating of vehicles should never be exceeded except in an emergency, escape situation
- H. ATVs/UTVs shall be operated at speeds that are reasonable for road conditions and terrain.
- I. ATV/UTV headlights shall be utilized at all times.
- J. Equipment and/or patients transported on the ATV/UTV must be secured.
- K. Seatbelts and doors or door webbing must be secured at all times on vehicles where they are provided.
- L. Apparatus should be operated in accordance with the vehicle operational manual
- M. Providers should refrain from operating ATVs/UTVs that are not owned by a Fire, EMS, or emergency service/government agency with the following exceptions:
- a. ATVs/UTVs owned by members of a Fire/EMS agency may be used at any time if the ATV/UTV meets the standards outlined in this policy for equipment and maintenance, if owner of said ATV/UTV grants permission for its use in a written document that also includes a liability release, and if the Chief of the agency wishing to use the ATV/UTV grants written permission to use the ATV/UTV following an inspection of said equipment.
 - b. Providers are only allowed to ride on, operate, or transport individuals with ATVs/UTVs owned by the general public in extraordinary circumstance

where, in the opinion of the provider/Incident Commander, failure to utilize said equipment so will result in the loss of life.

Shenandoah County Department of Fire and Rescue
Standard Operating Guidelines

Section #/Title: **Section 6 Apparatus and Equipment**
Article #/Title: **6.2 Apparatus Names and Definitions**
Effective Date: **July 20, 2015**
Applies To: **Volunteer Career Both**
Purpose: **Establish common apparatus definitions**

The following name classifications shall be used for Shenandoah County Fire and Rescue Agency's apparatus.

Wagon	Class A pumper, which meets the minimum equipment list
Engine	Class A pumper, which meets the minimum equipment list
Pumper	Class A pumper with a tank capacity of 1000 gallons or more and meets the minimum equipment list
Rescue Engine	Class A pumper and squad combination that meets minimum equipment lists of both engines as well as squads
Tanker	Carries 1500 gallons of water or greater with quick dump and portable tank
Truck	Minimum of 75' aerial ladder that meets the minimum equipment list
Tower	Minimum of 75' ladder tower, elevated platform that meets the minimum equipment list
Quint	Combination of a Class A pumper and 75' or longer aerial ladder. This unit must meet the minimum equipment list of both engines as well as trucks except the water tank capacity. Quints shall have a minimum of 400 gallons of suppression fluid.
Brush	All wheel drive vehicle with a pump and tank used primarily for brush fires.
Attack	Apparatus with a pump and tank used as an initial attack unit.
Serv	Special emergency response vehicle. A vehicle designed to handle specific emergencies or for a specific purpose.

IS	(Incident Support Unit) A unit specialized in supporting an incident by serving as the command post or communications unit.
Light/Air	A specialized unit designed to supplying lighting and breathing air.
Ambulance	A state licensed ambulance who's AIC is an EMT- Basic
Rescue	A state licensed ambulance who's AIC is an EMT Enhanced or EMT Advanced
Medic	A state licensed ambulance who's AIC is an EMT Intermediate or EMT Paramedic.
Squad	A vehicle whose primary mission is vehicle extrication and incident support. This unit must meet the minimum equipment list.
Mobile	An undesignated all purpose vehicle
ALS	(Advanced Life Support) A vehicle that carries ALS equipment and personnel but does not transport patients.
Rehab	A vehicle whose primary mission is personnel rehabilitation.
Station	Fire and Rescue facility

Any station that has two or more pieces of apparatus that fit in the same name classification may use a numeric identifier after the company number to identify the unit. (Suffix Only)
 Example – Tanker 28-1 and Tanker 28-2

Shenandoah County Department of Fire and Rescue
Standard Operating Guidelines

Section #/Title: **Section 6 Apparatus and Equipment**

Article #/Title: **6.3 Minimum Equipment List for Trucks**

Effective Date: **July 20, 2015**

Revised Date: **September 11, 2023**

Applies To: **Volunteer Career Both**

Purpose: **Establish minimum equipment inventory to be carried on Trucks,
Towers and Quints.**

The following is the minimum equipment to be carried on all Trucks, Aerial Towers and Quints in Shenandoah County.

- A. Radios, Maps and Books
 - 1 – Mounted county fire freq. radio
 - One portable radio for every riding position
 - 1 – County map book, Laptop, or iPad
 - 1 – ERG Book
 - 1 – NIOSH Book

- B. Safety Equipment
 - Safety vests (one for each riding position)
 - 6 – Traffic cones 18" minimum W/ reflective stripe.
 - 24 – Safety road flares, Fusee or electronic type.
 - 2 – wheel chocks
 - 5 – 45-minute SCBA
 - 5 – 45-minute spare SCBA cylinders
 - 4 – Ladder belts of various sizes
 - Red passport for accountability tags
 - First Aid Kit & AED recommended.

- C. Pump and Tank for Quint Apparatus
 - 1250 GPM or larger pump
 - 300 gallons or larger for tank capacity

- D. Elevated Master Stream
 - 1 – Elevated ladder pipe
 - 1 – Fog nozzle with a minimum of 500 GPM capacity
 - 1 – Solid tip nozzle with a minimum of 500 GPM capacity

E. Supply hose (Quints Only)

- Minimum of 1000' 3" or larger
- Minimum of 2-10' sections suction hose w/ Barrell strainer rated to the unit's pump capacity

F. Attack hose (Quints Only)

- Minimum of 2-200' lengths of attack lines with the capability of flowing a minimum of 150 gpm
- Minimum of 1- 200' length of attack lines with the capability of flowing a minimum of 200 gpm
- 1 High Rise pack W/ 2 ½" pony sleeve, gated wye, 100' 1 ¾", 150 GMP nozzle, Spanner wrench, & gate wheel or wrench.

G. Adapters (Quints Only)

- 1 – 2 ½" double male
- 1 – 2 ½" double female
- 1 – 2 ½" gate valve
- 1 - 4" Storz to 2 ½" NST adaptor
- 1 – 2 ½" X 1 ½" reducer
- 1 – 6" X 6" double female
- 1 – 4" Storz X 4 ½" female
- 1 – 2 ½" discharge wye

H. Power Unit and Electrical Equipment

- 1 – Generator or Power Inverter with a minimum of 4000-watt capacity
- 2 – Fixed floodlights
- 2 – Portable floodlights
- Adaptor cords of various capabilities
- 2 – Cord reels with a minimum capacity of 100' in length

I. Salvage Equipment

- 10 – 12' X 18' salvage covers/tarps/plastic
- 1 – Sprinkler kit (chocks, wrenches, rubber hammer)
- 1 – Roll of plastic/tar paper
- 1 – Close up kit (stapler, staples, hammer, nails, tape measure etc.)
- 1 – Chimney kit (chain, bucket, scoop, ABC powder bags)
- 2 - Large scoop shovels
- 1 – Push Broom

J. Power Equipment

- 1 – Positive pressure fan
- 1 – Negative pressure fan
- 1 – Ventilation saw (Electric or gas powered)
- 1 – Chain Saw (Electric or gas powered)
- 1- ~~Power~~ Circular saw (Electric or gas powered) with a metal, concrete, & Wood cutting blades
- Extra gas and/or batteries

- Extra Chains and/or Blades for Saws

K. Portable Extinguishers

- 2 – 2 ½ gallon water extinguisher
- 1 - 10# or 1- 20# Dry powder extinguisher

L. Hand Tools

- 5 – Handlights
- 1 – Hose/Rope roller
- 1 – Porta Power, Hydra-Ram or Rabbit Tool
- 2 – Flat head axe
- 2 – Pick head axe
- Pike poles and/or Hooks in the following lengths:
2 – 6', 2 - 8' and 2 – 12'
- 1 – Set of Irons (Halligan and flat head axe)
- 2- 3'-4' Plaster hooks
- 2 1 – 12# Sledge hammers
- 4 – Spanner wrenches 2 Standard, 2 Storz
- 1 – Bolt cutters
- 1 – Tool box with assorted hand tools
- 1 – Set of Commercial Irons (Sledgehammer and Halligan)
- 1 – Elevator Kit with 1 set of elevator Keys & Lock-Out Tag-Out kit.

M. Ladders

- 1 – Aerial ladder/tower with a 75' minimum height with tools & Ground Ladder mounted on tip.
- 1 – Attic ladder
- 1 – 14' extension, Little Giant or 12' step ladder
- 1 – 16' Roof ladder
- 1 – 20' Roof ladder
- 1 – 28' Extension ladder
- 1 – 35' Extension ladder (2 Section Only)

N. Stokes/Rope Rescue

- 1 – Stokes basket
- 1 - Stokes basket harness (webbing or rope and assorted carabiners) for turntable operation
- Assorted utility ropes of various lengths
- 1 – Type II Harness
- 2 – Lifeline packs to include:
 - 1 – 150' ½" kern mantle lifeline rope
 - 4 – Carabiners
 - 4 - Webbing
 - 4 – Figure 8's

Shenandoah County Department of Fire and Rescue
Standard Operating Guidelines

Section #/Title: **Section 6 Apparatus and Equipment**

Article #/Title: **6.4 Minimum Equipment list for Squads**

Effective Date: **July 20, 2015**

Applies To: **Volunteer Career Both**

Purpose: **Establish minimum equipment inventory to be carried on all Squads**

The following is the minimum equipment to be carried on all Squads in Shenandoah County.

Radios and Maps

- 1 – Mounted County fire freq. radio
- 1 - County map grid book
- One portable radio for every two riding positions
- 1 – ERG book
- 1 – NIOSH book

Safety Equipment

- Safety vests (one for each riding position)
- 1 – pair binoculars
- 12 – Traffic cones
- 24 – Safety road flares
- 4 – wheel chocks
- 2 – Extrication / Fire blankets

Extinguishers

- 1 – 20# ABC extinguisher
- 1 – 15# CO2 extinguisher
- 1 – 2 ½ gallon water extinguisher

First Aid Kit

- Basic First Aid kit for non-EMS licensed units.
- EMS equipment for licensed units must meet VA OEMS Regulations

Air Tools

- Regulator/adapters for air tools to air cylinder
- 2 – 25' air hose
- 4 – SCBA cylinders or comparable
- Air chisel w/assortment of tips and supply system
- 1 – ½ " drive impact hammer with SAE and metric impact sockets and extensions

Stokes/Rope Rescue

- 1 – Stokes basket
- Stokes basket harness (webbing or rope and assorted carabiners)
- 2 – 50' ½" utility rope
- 1 – Lifeline pack
- 1 – 150' ½" kern mantle lifeline rope
- 4 – Carabiners
- 4 - Webbing
- 4 – Figure 8's
- 2 – Pulleys and associated prussic cords

Toolbox

- Aircraft snips
- Cold chisel set
- 2 - Claw hammer
- Machinist hammer
- Linoleum knife
- Assorted open end wrenches
- 3 ea. – Flat and Phillips head screwdrivers
- 2 – Vice Grip pliers
- Needle nose pliers
- Slip joint pliers
- Channel Lock pliers
- Linesman pliers
- Socket set (standard and metric)
- 3 – Adjustable wrenches assorted sizes
- 3 – Pipe wrench assorted sizes
- 2 – Metal frame hacksaw w/6 extra blades

Hand tools

- Bolt cutter 36"
- Halligan bar
- 2 1/2lb. short handled sledge hammer
- 10lb. sledge hammer
- Pick head axe
- Flat head axe
- 2 – shovels

Electrical Tools

- 2 – Reciprocating saws w/ extra blades

Power Saws

- 1 – 16" chainsaw
- Saw chain changing tools
- Spare chain
- 1 gallon fuel
- 1 – Rotary disk saw
- Metal, wood and masonry cutting blades

- Blade changing tools
- 1 gallon fuel

Hydraulic Tools

- 1 – Hydraulic tool power unit
- 1 - Back-up unit. (one unit must be portable gasoline style) *
- 1 – Spreader (minimum 24")
- 1 – Cutters or combo tool
- 2 – Rams w/tips (capable of performing dash roll on a full size auto)
- 4 – 15' high pressure hoses for hydraulic tools

Hydraulic Jacks

- 1 – 5 ton
- 1 – 10 ton

Air Bags *

- 1 – Controller w/supply system
- 3 – 10 ton minimum bags

Winch and Chains *

- 12,000 lb. truck mounted winch
- 4 – chains or straps 15' long w/12,000 lb. minimum rating
- 2 – Snatch blocks (appropriate size/rating for winch cable)
- 2 – Come-a-longs (cable or chain) 2 ton minimum rating

Cribbing

- 4 – Step-cribbing 2" x 6" x 24"
- 24 – 4" x 4" x 2' cribbing
- 12 – 6" x 6" x 2' cribbing
- 8 – 2" x 4" x 2' cribbing
- 16 – Wooden wedges
- 2 – Strut type cribbing assemblies (air shore or stable mate style)
- 2 – 4" x 4" x 6' cribbing
- 2 – 4" x 4" x 4' cribbing

Generator

- 1 - 5 kw minimum generator
- Power cords of various lengths
- 1 – Power distribution box
- Assorted electrical adapters
- 2 – 110V portable lighting (truck mounted)
- 2 – Portable 110V lights

Ladder

- 1 – Attic, roof or Little Giant ladder

Miscellaneous

- 3 – Bags of absorbent

- 6 – Hand lights (Litebox style)
- Gasoline storage cans (safety style) – 1 gallon can for every piece of portable gasoline powered equipment
- 8 – Pickets

*** Item grandfathered for Squads in-service prior to 01/13/2004**

Shenandoah County Department of Fire and Rescue
Standard Operating Guidelines

Section #/Title: **Section 6 Apparatus and Equipment**

Article #/Title: **6.5 Minimum Equipment List for Engines**

Effective Date: **July 20, 2015**

Revised Date: **September 11, 2023**

Applies To: **[] Volunteer [] Career [X] Both**

Purpose: **Establish minimum equipment inventory to be carried on Wagons,
Engines and Pumpers**

The following is the minimum equipment to be carried on all Wagons, Engines and Pumpers in Shenandoah County.

- A. Radios, Maps and Books
 - 1 – Mounted county fire freq. radio
 - One portable radio for every two riding positions. in “Front Line” Engine.
 - 1 – County map book, Laptop, or iPad
 - 1 – ERG book
 - 1 – NIOSH book

- B. Safety Equipment
 - Safety vests (one for each riding position)
 - 12 – Traffic cones, 18” minimum W/ reflective stripe.
 - 10 – Safety road flares, Fusee or electronic type.
 - 2 – wheel chocks
 - 2 – 45-minute SCBA
 - 3 – 45-minute spare SCBA cylinders
 - Red passport for accountability tags
 - First Aid Kit & AED recommended.
 - Decontamination bucket W/ brush, hose/fittings, trash bags, wipes, and Dawn soap

- C. Pump
 - 1250 GPM or larger

- D. Tank
 - 750 gallons or larger for wagons and engines
 - 1000 gallons or larger for pumpers

- E. Supply hose
 - Minimum of 1000’ 3” or larger

- Minimum of 2-10' sections suction hose w/ Barrell strainer rated to the unit's pump capacity

F. Attack hose

- Minimum of 2-200' lengths of attack lines with the capability of flowing a minimum of 150 gpm.
- Minimum of 1- 200' length of attack lines with the capability of flowing a minimum of 200 gpm.
- 1 Master Stream device
- 1 High Rise pack W/ 2 ½" pony sleeve, gated wye, 100' 1 ¾", 150 GMP nozzle, Spanner wrench, & gate wheel or wrench.

G. Ladders

- 1 – 24' extension ladder
- 1 – 14' roof ladder
- 1 – Attic ladder

H. Portable Extinguishers

- 1 – 2 ½ gallon water extinguisher
- 1 –15LB Dry powder extinguisher

I. Hand Tools

- 1 – Flat head axe
- 1 – Pick head axe
- 1 – 8' pike pole
- 1 – Halligan bar
- 1 – Hydrant wrench
- 2 – Brush rakes
- 4 – Spanner wrenches, 2 Standard, 2 Storz
- 1 - Shovel

J. Adapters

- 1 – 2 ½" double male
- 1 – 2 ½" double female
- 1 – 2 ½" gate valve
- 1 - 4" Storz to 2 ½" NST adaptor
- 1 – 2 ½" X 1 ½" reducer
- 1 – 6" X 6" double female
- 1 – 4" Storz X 4 ½" female
- 1 – 2 ½" discharge wye

K. Miscellaneous Equipment

- Hand light for every riding position
- 1 – 5 gallon bucket of grease/oil absorbent
- 2 – wheel chocks for stabilization
- 1 – Thermal imaging camera
- 1 – 4 gas meter
- 1 – Knox Box (front line engine)
- 1 – Chain saw W/ safety equipment
- 1 – Toolbox with assorted hand tools

- 1 – 12” minimum ventilation fan
- 1 – Chimney bucket W/ shovel and mirror

L. Lighting

- 2 – Scene lights, portable or fixed

Shenandoah County Department of Fire and Rescue
Standard Operating Guidelines

Section #/Title: **Section 6 Apparatus and Equipment**

Article #/Title: **6.6 SCBA Repairs/Air Management Team**

Effective Date: **September 8, 2020**

Applies To: **Volunteer Career Both**

Purpose: **To establish uniform procedures for repairing and maintenance of SCBA's and related parts.**

I. Shenandoah County's Air Management Program is program designed to ensure all of Shenandoah County's Self-Contained Breathing Apparatus (SCBA) is in good working condition and to maintain the SCBA's per the manufacturer. An Air Management Team has been established to maintain oversee Air Management Program. The Air Management Team will be comprised of a Deputy Chief and three, county funded FF/EMT's.

II. Team Responsibilities

- A. Over seeing the Shenandoah County's Air Management Program.
- B. Inventory all SCBA related equipment and supplies.
- C. Fit testing of new personnel and annually as needed/requested and maintains all fit testing equipment and related supplies.
- D. Perform minor repairs as trained and authorized by the manufacturer.
- E. Ensure all SCBA cylinders are hydrostatically tested with dates recommended by the manufacturer and NFPA.
- F. Serve as the central point of contact for any performance problems, warranty issues, or necessary repairs of County owned SCBA's and RIT kits. This also includes performance issues of county or department owned masks.
- G. Ensures all SCBA's are flow tested annually.
- H. Works directly with the manufacturer to ensure necessary upgrades are addressed.
- I. Keep inventory and supplies and parts necessary to perform repairs locally.
- J. Maintains files on all County owned SCBA's to account for all records of repair, flow test results, etc.
- K. Coordinate acquiring SCBA masks and related equipment as needed.
- L. Maintain Air and Light 1 (AL-1) and coordinate training of use of AL-1.

III. SCBA problems

- A. Anytime there is a problem with SCBA packs, cylinders, or masks they should be placed out of service immediately.

- B. An electronic **Request for SCBA Repair Form (Attachment A)** shall be filled out to include date of problem, company # that SCBA, cylinder, or mask belongs at, pack/cylinder #, and description of the problem.
 - 1. A copy of the Request for SCBA Repair Form can be found on the Shenandoah County Fire and Rescue website in the "FORMS" section.
 - C. An email, to include the completed **Request for SCBA Repair Form**, shall be sent to the SCBA Air Management Team at shencountyscba@gmail.com. A copy of the **Request for SCBA Repair Form** shall also be printed out and attached to item needing repair. The Team can then coordinate repair of the packs, cylinders, or masks at the station or get them to the proper place for repair. ~~Units~~ Packs, cylinders, or masks requiring repairs may be taken to SCFR Headquarters and placed in the office with the mailboxes with proper paperwork attached.
 - D. The Air Management Team will test and repair items, if possible. If repair is beyond what has been authorized, the team will contact the proper authorized repair Technician.
 - E. Once completed, the Air Management Team will document repairs on the **Request for SCBA Repair Form**, update the maintenance record, and make provisions to get the pack, cylinder, or mask back to the proper station.
- IV. The Air Management Team will coordinate all yearly and semi-annual maintenance, including semi-annual battery replacement and annual flow testing.
- V. SCBA batteries should only be replaced by authorized personnel using the type of battery the manufacturer recommends. Any repairs that are made due to unauthorized battery replacement **shall** be the responsibility of the company using the pack at the time of the malfunction.
- VI. Masks or cylinders that are in need of repair or replacement due to non-standard use **may** be the responsibility of the company using the mask or cylinder at the time of the defect (i.e. RIT training that scrapes the coating off the cylinder, mask lens gets spalled during burn building live burns).



Shenandoah County

Department of Fire and Rescue

600 N. Main Street, Suite 109

Woodstock, VA 22664

(540) 459-6167 voice

(540) 459-6192 fax

Request for SCBA Repair Form

Date: _____

Company: _____

Pack/Bottle: _____

Description of problem:

Date Repaired: _____

Repair performed by: _____

Description of repair:

Shenandoah County Department of Fire and Rescue
Standard Operating Guidelines

Section #/Title: **Section 6 Apparatus and Equipment**

Article #/Title: **6.7 Minimum Equipment List for Tankers**

Effective Date: **January 9, 2024**

Applies To: **Volunteer Career Both**

Purpose: **To establish minimum equipment inventory to be carried on Tankers**

- I. The following is the minimum equipment to be carried on all Tankers in Shenandoah County:
 - A. Radios, Maps and Books
 - a) 1 – Mounted Shenandoah Co. fire/rescue frequency radio
 - b) 1 – Portable Shenandoah Co. portable radio for every two riding positions
 - c) 1 – County map book, Laptop, or iPad with mapping software
 - d) 1 – ERG book
 - e) 1 – NIOSH book
 - B. Safety Equipment
 - a) Safety Vests (One for each riding position)
 - b) 4 – Traffic cones, 18” minimum with reflective stripe
 - c) 10 – Road Flares, Fusee or electronic type
 - d) 2 - Wheel chocks
 - e) 1 - 45-minute SCBA’s with spare cylinders
 - f) Red passport for accountability tags
 - C. Pump
 - a) 1250 or larger
 - D. Tank
 - a) 2000 gallons or larger
 - E. Dump Tank
 - a) To match capacity of the unit its on
 - b) 1 – 2 ½ “ dump tank supply line holder
 - c) Recommended – protective tarp of Dump tank.
 - F. Supply Hose
 - a) Minimum 300’ of 3” or larger
 - b) Minimum 2 10’ sections suction hose with Barrel and Low-level strainer rated to pump capacity

G. Attack Hose

- a) Minimum of 1 – 200' lengths of attack lines with capability of flowing a minimum of 150 gpm.

H. Portable Extinguishers

- a) 1 – 15lb Dry Powder Extinguisher

I. Hand Tools

- a) 1 – Set of Irons
- b) 2 – LDH spanner wrenches
- c) 2 – Regular spanner wrenches

J. Adapters

- a) 4" Storz to 2 ½" NST adaptor
- b) 1 – 2 ½" double female
- c) 1 – 2 ½" double male
- d) 1 – 2 ½" gate valve
- e) 1 – 2 ½" to 1 ½" reducer
- f) 1 – 6" X 6" double female
- g) 1 – 4" Storz X 4 ½" female
- h) 1 – 2 ½" cam lock adaptor set

K. Miscellaneous Equipment

- a) Hand light for every riding position
- b) 1 – Toolbox with assorted hand tools
- c) 2 – Direct fill inlets in rear

L. Lighting

- a) 2 – Scene lights, portable or fixed

Shenandoah County Department of Fire and Rescue
Standard Operating Guidelines

Section #/Title: **Section 6 Apparatus and Equipment**

Article #/Title: **6.8 Use of Cellular Telephones**

Effective Date: **April 20, 2005**

Applies To: **Volunteer Career Both**

Purpose: **To establish the policy governing the use of cellular
phones by apparatus operators**

At no time will a driver, while driving an emergency vehicle use a cellular phone.
(ie. Emergency and non-emergency operation)

Shenandoah County Department of Fire and Rescue
Standard Operating Guidelines

Section #/Title: Section 6 Apparatus and Equipment
Article #/Title: 6.9 Portable Radios
Effective Date: December 18, 2006
Applies To: Volunteer Career Both
Purpose: To establish the policy outlining portable radio use by emergency responders

Emergency incidents can pose a threat to any and all emergency responders. In order to provide our personnel with a level of safety, this SOG shall be enforced for all fire and rescue apparatus and crews operating in emergency situations.

Every emergency vehicle shall be equipped with a portable radio for every 2-member crew responding on the unit. (example: a transport unit will have a minimum of one portable radio ; a pumper that seats 8 will have a minimum of 4 portable radios).

All portable radios are recommended to have an on board charger for each radio. If on board charger(s) are not available on the apparatus, each radio will be required to have a spare charged battery maintained in a state of readiness on the apparatus.

Shenandoah County Department of Fire and Rescue
Standard Operating Guidelines

Section #/Title: Section 6 Apparatus and Equipment
Article #/Title: 6.11 Reporting Out of Service Apparatus
Effective Date: December 20, 2010 Revised October 10, 2023
Applies To: Volunteer Career Both
Purpose: To outline management and documentation of “Out of Service Apparatus”

Scope

It is important for all operational officers and providers to be aware of the status of apparatus throughout our department. This guideline is developed to outline the management of those units that are deemed not available for service.

A. Placing Units out of Service

1. When a unit is placed out of service, a department officer or their designee will be responsible for notifying ECC and the on-duty Shift Commander. ECC will maintain a list of out of service apparatus and report this list during morning and evening announcements.
2. In addition to notifying ECC and the on-duty Shift Commander, the unit will have an 8 X 10 neon green sign with the wording “Out of Service” placed under the windshield wiper on the driver’s side of the affected unit. This signage will remain in place until the unit is returned to service.
3. Apparatus that are designated reserve units that are not stocked with minimum required equipment compliment shall also have this neon green sign placed under the windshield wiper on the driver’s side. These units do not have to be reported to ECC as out of service units.

Shenandoah County Department of Fire and Rescue
Standard Operating Guidelines

Section #/Title: **Section 6 Apparatus and Equipment**

Article #/Title: **6.12 Apparatus Reflective Striping**

Effective Date: **August 21, 2017**

Applies To: **Volunteer Career Both**

Purpose: **The purpose of this guideline is to establish a standard outlining the minimum amount of reflective striping required on all Fire and EMS vehicles.**

I. Scope and Intent:

- A. This policy is intended to outline the minimum amount of reflective striping required on all Fire and EMS vehicles in Shenandoah County. It shall apply to all apparatus except UTVs.

II. Striping Requirements:

- A. Retro-reflective stripe or stripes shall be applied to at least 50% of the cab and body length on each side of the vehicle, excluding the pump panel areas, and at least 25% of the width of the front of the apparatus. Each stripe shall be a minimum of 4 inches in width.
- B. Any door of the apparatus designed to allow persons to enter or exit the apparatus shall have at least 96 square inches of retro-reflective material applied to the inside of the door to call attention to the door when it is opened.
- C. At least 50% of the rear facing vertical surface, visible from the rear of the apparatus, not including any pump panel areas but including bumpers and hose bed covers, shall be outfitted with retro-reflective striping in a chevron pattern sloping downward and away from the center-line of the vehicle at 45 degree angles. Each stripe shall be 6 inches wide.

III. Exemption

- A. All units placed in service before August 21, 2017 shall be exempt from this requirement. However, any unit that undergoes a comprehensive rehab should meet this standard.

Shenandoah County Department of Fire and Rescue
Standard Operating Guidelines

Section #/Title: **Section 6 Apparatus and Equipment**

Article #/Title: **6.13 Equipment Markings**

Effective Date: **October 16, 2017**

Applies To: **Volunteer Career Both**

Purpose: **To establish a color code for marking equipment**

I. To ensure equipment used by fire and rescue agencies in Shenandoah County is properly identified the following color code system will be used to mark all hand tools and other portable equipment:

- Company 5: Light Green
- Company 9: Yellow
- Company 10: Black and Orange
- Company 12: White
- Company 13: Black
- Company 14: Black and Yellow
- Company 15: Gold
- Company 18: Blue
- Company 21: Hunter Green
- Company 23: Red
- Company 25: Purple
- Company 51: Orange

Shenandoah County Department of Fire and Rescue
Standard Operating Guidelines

Section #/Title: **Section 6 Apparatus and Equipment**

Article #/Title: **6.14 Personnel Radio Designations**

Effective Date: **February 9, 2021**

Revised Date: **April 9, 2024**

Applies To: **Volunteer Career Both**

Purpose: **To establish a county radio designation for personnel using the county radios.**

I. Scope and Intent:

- A. This policy is intended to assist with radio designations for personnel and shall be utilized within the county to reduce confusion.

II. Co. 10 Designations

- A. Car 100 – Shenandoah County Fire Chief
- B. Car 101 – Shenandoah County Deputy Chief of Operations
- C. Car 102 – Shenandoah County Deputy Chief of Training
- D. Car 103 – Shenandoah County Shift Supervisor
- E. Car 104 – Shenandoah County Training Captain
- F. Car 105 – Shenandoah County Training Captain
- G. Car 110-299 – SCFR Shenandoah County Company Officers/Acting Staff Duty Officers

III. Fire Marshal Designations

- A. FM 1 – County Fire Marshal
- B. FM 2 – Senior Assistant Fire Marshal
- C. FM 3 – Assistant Fire Marshal
- D. FM 4 – Assistant Fire Marshal
- E. FM 5 – Assistant Fire Marshal
- F. FM 6 – Assistant Fire Marshal
- G. FM 7 – Assistant Fire Marshal
- H. FM8 – Assistant Fire Marshal

IV. Other Designations

- A. Chief 12 – Chief Woodstock Fire Department
- B. Frederick Chief 12 – Chief Middletown Fire and Rescue
- C. Frederick Battalion 10 – Frederick County Shift Supervisor

D. Rockingham Duty Officer 90 – Rockingham County Shift Supervisor

- V. Anytime units from another jurisdiction respond into Shenandoah County they shall use their jurisdiction in the prefix. (Ex. Rockingham Ambulance 913, Page Tower 1)
- VI. Anytime units from Shenandoah County respond to another jurisdiction they should use our jurisdiction in the prefix. (Ex. Shenandoah Ambulance 25-1, Shenandoah Engine 23)

Shenandoah County Department of Fire and Rescue
Standard Operating Guidelines

Section #/Title: **Section 6 Apparatus and Equipment**

Article #/Title: **6.15 Air & Light 1 (AL-1) Operations**

Effective Date: **August 10, 2021**

Applies To: **Volunteer Career Both**

Purpose: **To establish guidelines for operators, mobilization, and continued maintenance of the County Air and Light unit (AL-1).**

I. Scope

- A. This policy is intended to establish requirements for operators, the mobilization, response guidelines, and weekly and yearly maintenance of Shenandoah County's Air and Light unit.

II. Operator Requirements

- A. All operators must at minimum:
1. Possess EVOC Class II Certification
 2. Have completed initial in-service training and completed the release program managed by the Air Management Team.
 3. Must be a released driver within Shenandoah County's Fire and Rescue system
 4. Appear on an agency's annual list of approved drivers.

III. Mobilization

A. Working Incidents

1. AL-1 shall be mobilized anytime a working incident advances beyond the initial box assignment or at the discretion of the Incident Commander.
2. Once the incident has been upgraded beyond the initial box assignment, Dispatch will activate the "AL-1 Tone" for AL-1 and activate Active 911.
3. Qualified responding personnel available to mobilize AL-1 shall:
 - a) Contact Station 21 to inform personnel at the station they are enroute to mobilize the unit.
 - b) Once staffing is secured to respond the unit, Station 21 shall announce to ECC over the primary channel that staffing has been secured. Ex. "Dispatch AL-1 will respond momentarily" or "Dispatch AL-1 will respond in 5 minutes."
 - c) Any station that has personnel available to mobilize AL-1, shall announce over the primary channel that staffing is enroute.

B. Fire Investigations

1. The on-call Fire Marshal shall make arrangements with available staff/Assistant Fire Marshals to mobilize and deploy AL-1.

C. Mutual Aid Requests

1. AL-1 is available for mutual aid responses for air or for Fire Marshal investigation assists.
2. A qualified operator or a Fire Marshal shall respond with the unit and stay with the unit until operation of the unit are no longer needed.
3. Career staff at station 21 should not mobilize the unit to mutual aid areas unless the station remains staffed for emergency incidents.

IV. Response Guidelines

- A. AL-1 shall respond non-emergency to all incident scenes unless the Incident Commander or Fire Marshal requests otherwise.
- B. Personnel responding to Station 21 to mobilize AL-1 when Station 21 is unstaffed, shall access the apparatus via the Knox Box at the A/D corner of the engine bay (near the flagpole).

V. Maintenance

- A. Personnel assigned to Station 21 shall perform a weekly preventive maintenance check to include but not limited to:
 1. Exercising the generator and lighting equipment.
 2. Operate the compressor to top off air supply levels in all cylinders.
 3. Ensure all daily maintenance items are addressed.
 4. Ensure all cordless batteries are operational and charged.
 5. Ensure any expiring items are within date.
- B. The Air Management Team will ensure that periodic air sampling is performed for quality control.

Shenandoah County Department of Fire and Rescue
Standard Operating Guidelines

Section #/Title: **Section 6 Apparatus and Equipment**

Article #/Title: **6.16 Fire Hose Repair**

Effective Date: **June 13, 2023**

Applies To: **[] Volunteer [] Career [X] Both**

Purpose: **To establish a Hose Repair System**

- I. Station 21 has the tools and equipment to recouple 1 ¾", 2 ½", 3", and 4" hose. All other size hose will have to be sent to another source for repair or recoupling.
- II. When sending hose for repair to station 21, the attached hose repair form must be completed and sent with the hose.
- III. Procedures for filling out the repair form:
 - A. Date, station number, Contact name.
 - B. Hose ID
 - C. Hose size
 - D. Length of each section delivered.
 - E. Defective area
 - F. Comments
 - G. At the bottom name and date of whom and when defective hose was delivered.
- IV. Upon hose being repaired an email or phone call will be made to have the repaired hose picked up from station 21.
- V. Hose that does not have identification markings, should be marked before sending to station 21 for repairs.
- VI. The suggested marking for hose is Station number, dash, and section number. If stations prefer a size of the hose can be added either before or after of the section number. Example for 2 ½ hose is: 16-01, or 16-2.5-01 or 16-01-2.5.
- VII. Utilize the door on the South side of the engine bay and contact the staff in the station for drop off and pickup. If staff on duty is not available, contact the on-duty Shift Commander. Station 21 will have a designated location for the hose for drop off and pickup.



Shenandoah County Fire Rescue Hose Repair

Date: _____ Station #: _____ Contact Name: _____
Contact email and/or Phone # _____

Hose ID #	Size	Length	Defective Area	Comments

Date hose delivered: _____ Receiving person: _____

Date hose repaired: _____

Repairs completed by: _____

Date representative contacted after repairs: _____

Email form to MJRF.hoserepair@gmail.com
and print a copy to leave with hose.

Shenandoah County Department of Fire and Rescue
Standard Operating Guidelines

Section #/Title: **Section 7 Operations**

Article #/Title: **7.1 Operating Emergency Vehicles**

Effective Date: **August 13, 2019**

Revised Date: **June 13, 2025**

Applies To: **Volunteer Career Both**

Purpose: To establish a guideline to help manage risks associated with operating emergency apparatus and to define safety procedures for all operators of emergency vehicles.

I. Scope

This standard defines guidelines for emergency and non-emergency response, guidelines for driving during a response, age requirement for drivers, driver responsibilities, defines violations, and requires an acknowledgment form to be signed by all drivers of emergency apparatus.

II. Driver Safety

The first priority of emergency vehicle operators in Shenandoah County is to convey the apparatus, equipment, and personnel entrusted in their care to the scene of an emergency in a safe manner.

Driver/operators should at all times operate emergency vehicles while considering the safety of other responders and the public. They shall be ultimately responsible for the safety of the vehicle.

III. Response Modes

The two categories of response shall be Emergency and Non-Emergency. The officer shall ultimately be responsible for selecting the mode of response based on the incident type, direction from the apparatus officer/incident command, road conditions, and other factors. This policy is designed to provide guidelines for response.

A. Emergency:

Any incident that poses a risk to life or property. Emergency response requires the use of audio (siren and air horns) and visual (lights) warning devices. These

devices must be in use unless the response is downgraded to a non-emergency by a competent authority (dispatch, incident commander, company officer).

B. Non-Emergency

Those incidents that do not pose a risk to life or property. Audio and visual warning devices shall not be used during non-emergency responses unless ordered by a competent authority (dispatch, incident commander, company officer) to upgrade the response to emergency status. Apparatus engaged in non-emergency response shall obey all applicable traffic safety rules and regulations including posted speed limits.

IV. Driving Guidelines

- A. Drivers shall obey all traffic laws and traffic control devices when driving any vehicle in non-emergency mode. Any driver observed breaking any traffic laws or driving any vehicle in an aggressive manner will be subject to disciplinary action including, suspension of driving privileges.
- B. Apparatus and vehicles engaged in an emergency response shall obey Article 46.2-920 of the Virginia Criminal and Vehicle handbook.
- C. During any response, drivers must use “due regard.”
- D. All apparatus should stop when:
 - 1. When directed by a law enforcement officer
 - 2. At Stop signs
 - 3. At Red traffic signals
 - 4. At Negative right-of-way intersections
 - 5. At Blind intersections
 - 6. When the driver cannot account for all lanes of traffic in an intersection
 - 7. When other intersection hazards are present
 - 8. When encountering a school bus with flashing warning lights.
- E. Drivers shall proceed through an intersection only after accounting for all lanes of traffic in the intersection.
- F. Drivers shall bring their vehicles to a complete stop at all stop signs, red traffic lights, and unguarded rail-road grade crossings and shall not cross the tracks until determining that it is safe to do so.
- G. Persons riding on emergency vehicles will be seated in approved riding positions and secured by seat belts whenever the vehicle is in motion. The driver and person riding in the officer position shall verify that all personnel are properly seated and in seat belts before the vehicle is moved.

- H. Riding on tail steps, sidesteps, running boards or any other exposed position on a vehicle is **strictly prohibited**. See section IX for parades, citizen ride along events, and similar public relations events.
- I. It is recognized that backing emergency vehicles is hazardous. Whenever possible drivers should avoid backing as the safest way to back up a vehicle is not to back it up at all.
- J. When it is necessary to back up a vehicle all drivers **SHALL** follow one of the following:
 - 1. Before any vehicle is backed, a spotter shall be in place near the rear of the vehicle to assist with backing. The spotter should be positioned so that the emergency vehicle driver can see them at all times. If at any time the emergency vehicle driver loses sight of the spotter, they shall stop immediately until the spotter is visible again.
 - 2. If conditions exist that make use of spotters impossible, all drivers, before attempting to back up a vehicle, shall walk a circle of safety around the vehicle to see that; no person or persons are directly behind the vehicle or in its intended path of travel; all equipment is secured and that all compartment doors are securely closed; any physical obstructions are moved out of the way. The driver should also note all potential obstructions in the intended path of travel.
- L. When any member responds to the station or to the scene of an emergency in his/her private vehicle, each member must strictly adhere to all applicable motor vehicle laws. Privately owned vehicles are not provided with the same exemptions that are provided to emergency vehicles. No member of any department will be permitted to violate any motor vehicle laws, including but not limited to:
 - 1. Speed limits
 - 2. Going through traffic control devices
 - 3. Passing in an unsafe manner

While it is recognized that timeliness in response to an emergency is important, it is imperative that all drivers understand that their **private vehicles are not emergency vehicles and therefore are not afforded any exemptions or special privileges under state law.**

V. Driver Appointment

- A. Driver / Operators shall be appointed by the chief operational officer of each agency.
- B. Drivers must be a minimum of 18 years of age or older depending on individual agency requirements.
- C. All individuals wishing to become released drivers:

1. Must have successfully completed EVOC
2. Must have completed a minimum of 10 hours of documented behind the wheel training for each class of vehicles.

VI. Driver Responsibilities

- A. Drivers shall be responsible for the safe operation of the vehicle.
- B. When a driver is under the direct supervision of an officer or the attendant in charge, the officer or attendant shall be responsible for immediately correcting any unsafe condition.
- C. All driver operators must maintain a valid Virginia State Operator's license.
- D. Motor vehicle records (MVR) for all drivers should be reviewed annually. And a review of all trainees' MVRs must be done before initial entry into their training phase.
- E. Any driver who fails to meet the following requirements shall be utilized in a non-driving capacity until such time as the driver's record meets the minimum requirements. In addition, before being reinstated as a vehicle driver, they shall be re-certified to operate an emergency vehicle through successful completion of their organization's driver training program.
 1. For operators 21 years or older - Not more than two (2) Class B violations and no Class A violations in a three (3) year period. (see section VII for definitions of Class A and Class B violations)
 2. For operators below the age of 21 – No moving violations.

VII. Violations (Reference VFIS guidelines)

A. Class A Violations

1. An individual who has a Class A violation within the past three (3) years normally receives a license suspension from the Department of Motor Vehicles that issued the license. In addition, VFIS guidelines call for suspension of driving privileges for anyone convicted of a Class A violation for a minimal period of two (2) years.
2. Examples of Class A violations are:
 - a. Driving while intoxicated or under the influence of drugs
 - b. Negligent homicide arising out of the use of a motor vehicle (gross negligence)
 - c. Operating during a period of suspension or revocation
 - d. Using a motor vehicle for the commission of a felony
 - e. Operating a motor vehicle without the owner's authority
 - f. Permitting an unlicensed person to drive

- g. Reckless driving
- h. Hit and run driving

B. Class B Violations

1. Class B violations are any moving violations or point carrying violations not considered Class A.
2. An Individual who has a combination of two (2) Class B violation convictions and/or at-fault crashes in a three (3) year period will be issued a warning letter from the organization.
3. An individual who has a combination of three (3) moving violation convictions and/or at-fault crashes in a three (3) year period will be issued a suspension of driving organization vehicles and POV's driven on behalf of the organization for response to the station or incident for a period of ninety (90) days.
4. An individual who has three (3) moving violation convictions or three (3) at-fault crashes or any combination of more than three (3) formerly stated violations in a three (3) year period will be issued a suspension of driving organization vehicles and POVs on behalf of the organization for response to the station or incident for a period of one (1) year.
5. Examples of Class B violations are:
 - a. Speeding
 - b. Failure to obey traffic control device, stop sign, or stoplight
 - c. Seat belt violation
 - d. Failure to maintain lane control
 - e. Failure to yield right of way
 - f. Following too close
 - g. Operating a vehicle while using a phone

- C. Unusual circumstances with individual cases would be evaluated on a case-by-case basis.

VIII. Acknowledgement

- A. All drivers shall sign an acknowledgement that they have received a copy of this Standard Operating Guideline and understand the items and instructions contained in it. They will also acknowledge that they understand the importance of safe operation of the department's vehicles and will abide by all of the tactical and administrative operating guidelines contained in this SOG.
- B. A copy of this acknowledgement shall be made part of each driver's personnel file and shall remain in effect as long as the member maintains driver status.

IX. Parades, Citizen Ride Along Programs, and Public Relations Events

- A. VFIS acknowledges these types of events provide great opportunities for emergency service organizations to promote their organization. During these events, there may

be instances where non-members are allowed to ride in department vehicles. There are inherent risks associated with ride-along events.

- B. Non-members shall be properly seated and utilizing a seat belt. Non-members shall NOT be allowed to ride on the tailboard, hose beds, or any other area outside of the cab.
- C. Do NOT allow non-members to ride along in emergency situations unless prior authorization is provided.
- D. If someone is going to be riding on tail boards, hose beds, or any other area outside of the cab, they shall ONLY be OPERATIONAL members of the organization. The event should limit the exposure to the planned event only.

Shenandoah County Department of Fire and Rescue
Standard Operating Guidelines

Section#/Title: **Section 7 Operations**

Article#/Title: **7.1A Member Acknowledgement**

Effective Date: **December 1, 2003**

Applies To: **Volunteer Career Both**

Purpose: **Supplement to 7.1 – SOG Acknowledgement**

I _____ have received a copy of SOG 7.1, understand the instructions contained in 7.1, and understand the importance of safe operation of the department's vehicles and will abide by all of the tactical and administrative operating guidelines contained within 7.1.

_____ Signature

_____ Date

* Supplement to 7.1 to remain on file with individual station.

Non-member Riding Policy

RELEASE AND INDEMNIFICATION AGREEMENT

I, _____, fully understand that riding in an ambulance/fire apparatus is a dangerous activity which can result in personal injury and property damage. I realize that the risks inherent in riding in an ambulance/fire apparatus and observing emergency procedures include, but are not limited to, injury from collision, the administration of medical treatment to ambulance patients, firefighting activities and the proximity to medical ailments. I expressly assume all risks, including all personal injury and property damage, which may occur.

In consideration for permitting me to ride in the ambulance/ apparatus, I hereby release _____, its directors, officers, shareholders, employees, agents, successors and assigns from any and all rights, claims, demands, action and causes of action of any nature whatsoever, whether arising in law or in equity, by reason of any matter, cause, happening, thing, act or omission and, in particular, but without limiting in any way the generality of the foregoing, I do hereby release _____ its directors, officers, shareholders, employees, agents, successors and assigns from any liability for personal injuries or property damage suffered or sustained by me, whether caused by the inherent risks involved in riding in an ambulance/ apparatus or caused either wholly or in part by the intentional or negligent act of its volunteers, employees, agents or representatives.

Furthermore, in consideration of permitting me to ride in the ambulance/fire apparatus, I agree to indemnify, defend and hold harmless _____ for all liability caused either wholly or in part by me which results in personal injury or property damage including all losses, costs and attorney's fees, claims and judgement. In addition, I agree to indemnify, defend or hold harmless _____ its directors, officers, shareholders, employees, volunteers, agents, successors and assigns for all liability for any acts of omissions which result in personal injury or property damage including all losses, costs, attorney's fees, claims and judgments whether committed either wholly or in part by the intentional or negligent acts or omissions of agents of _____ or any other person. I also agree to pay all costs and attorney's fees incurred in enforcing the terms of the release and indemnity agreement.

This release and indemnity agreement shall be binding upon me, my assigns, heirs and successors.

(Signature)

(Printed Name)

(Date)

Shenandoah County Department of Fire and Rescue
Standard Operating Guidelines

Section#/Title: **Section 7 Operations**

Article#/Title: **7.2 Incident Command**

Effective Date: **July 1, 2004**

Revised Date: **April 9, 2024**

Applies To: **Volunteer Career Both**

Purpose: **Description of NIMS as the Incident Management
System for Shenandoah County Department of Fire and
Rescue**

- I. NIMS has been established to create a uniform system of incident management throughout Shenandoah County. If all public safety agencies work together under this management system, incident operations will certainly be enhanced and together we will create a much safer operation for all public safety personnel and to those who entrust in our care. Therefore, we shall commit ourselves and organizations to follow this system in all operations.

- II. Shenandoah County Incident Management Manual is NIMS compliant and will be used by all.

- III. To properly implement the NIMS system, departments will need to train on both an individual company level as well as countywide.

Shenandoah County Department of Fire and Rescue
Standard Operating Guidelines

Section #/Title: **Section 7 Operations**

Article #/Title: **7.3 Incident Command Vest Systems**

Effective Date: **November 16, 2004**

Revised Date: **April 9, 2024**

Applies To: **Volunteer Career Both**

Purpose: **To establish a guideline for use of Incident Command Vests**

I. Scope

This is the standard that all companies will use and purchase the same type and color of the Shenandoah County Incident Command Safety Vest System. The Incident Command and Safety Vest System will be used at a minimum of when two or more companies are responding to the same incident.

II. Officers and Color Codes for Safety Vests

Incident Commander	White in color
Operations	Red in color
Safety Officer	Florescent orange
Staging Officer	Lime Green in color
Water Supply	Navy in color
EMS vest	Royal Blue in color
Hazmat Officer	Yellow in color
Divisions and Groups	Red w/ white trim, (No Letters)

III. All Shenandoah County departments will carry at least one set of officer, safety officer, and incident command vests on one or more specified emergency vehicles. Each vest will have the officer's position on the Scotchlite on the back of the vest.

Shenandoah County Department of Fire and Rescue
Standard Operating Guidelines

Section #/Title: **Section 7 Operations**

Article #/Title: **7.5 Mayday Operations**

Effective Date: **May 19, 2014, updated April 11, 2023**

Applies To: **[] Volunteer [] Career [X] Both**

Purpose: **To address the inherent dangers of firefighting activities by establishing a procedure to handle lost, trapped or distressed firefighters.**

I. Responsibility

All fire and rescue officers are responsible to comply with and ensure that all operational personnel under their supervision are adequately trained, understand fully, and comply with this guideline.

All operational providers have equal responsibility to learn, understand and follow this guideline when faced with a Mayday situation.

All officers and providers shall utilize proper terminology identified in this guideline when dealing with a Mayday situation.

II. Definitions

Emergency – Used to halt all radio transmissions in order to report immediate hazards or problems that could adversely affect operations or pose safety risks.

Mayday – Used to halt all radio transmissions in order to report a lost, missing, trapped or disoriented provider. A Mayday can be used in the following situations.

By a provider who is lost, trapped, injured, disoriented or in distress.

By any officer who is serving in the capacity of IC, Group or Division leader or Company officer that cannot locate or account for provider(s) assigned to their supervision.

By a provider who witnesses a lost, trapped, disoriented, or distressed provider.

III. Guideline

A. Provider Responsibilities

- Transmit over the radio **Mayday, Mayday, Mayday**, Followed by the unit/apparatus assignment.
- Be prepared to provide the following information to the IC

LUNAR

- Location or last known
- Unit number
- Name(s)
- Air
- Resources
- The Provider, if available, shall activate the orange Emergency Activation Button (EAB or “Hot Button”). If the radio is on a TAC (non-repeated) channel it will switch to the matching OPS (repeated) channel.
- The mic will stay open for 10 seconds.
- Lunar can then be transmitted.
- Once the mic closes after the EAB activation it will go back to the channel the radio was originally on.

B. Tactical Recommendations for Provider Experiencing Mayday

- Self-evacuate, if possible.
- Manually activate the pass device.
- If possible, the crew shall remain intact.
- Direct hand lights towards the ceiling in multiple directions.

C. Command Responsibilities

- Acknowledge the Mayday transmission.
- Record LUNAR information
- Request an alternate channel for fire operations. The Mayday incident shall remain on the original channel.
- Assign either the Mayday event or Operations to another command officer.
- Deploy the RIT team to the last given location for recon.
- If the situation warrants, evacuate the building and conduct a PAR check on remaining resources. Do not abandon fire suppression in the area of the provider(s) in jeopardy.
- Request additional resources as needed:
 - Additional suppression companies
 - Additional EMS transport unit(s)
 - Technical Rescue
 - Heavy equipment or specialty equipment

Shenandoah County Department of Fire and Rescue
Standard Operating Guidelines

Section #/Title: **Section 7 Operations**

Article #/Title: **7.6 Emergency Evacuations**

Effective Date: **May 19, 2014**

Applies To: **Volunteer Career Both**

Purpose: **The purpose of this guideline is to establish procedures for implementing emergency evacuations.**

Emergency Evacuation Procedure

Whenever emergency personnel are in imminent danger of injury or death because of, but not limited to, structure collapse, increased fire behavior or burn over, extremely hazardous atmosphere or severe wind change, back draft or flashover condition, or immediate change of tactical conditions, and the situation requires an immediate evacuation of personnel, the IC or their designated Supervisor or Safety Officer shall follow these procedures:

1. Announce **"EMERGENCY TRAFFIC"** on the tactical channel which shall be met with **Radio Silence** with no exceptions. They shall continue to broadcast critical scene information in clear text to emergency personnel operating in area requiring evacuation or retreat such as **"All Companies Evacuate the Building"**.
2. All apparatus on the fire ground shall to sound the **Evacuation Signal** using their air horn in conjunction with the verbal announcement. The **Evacuation Signal** will consist of repeated short blasts of the air horn for approximately 10 seconds, followed by 10 seconds of silence. This sequence of air horn blasts for 10 seconds followed by a 10 second period of silence will be done at least three times.
3. The IC, or their designee shall also request Dispatch to transmit the **"Emergency Evaluation Tone"** (standard warble tone) on the designated tactical channels followed by a clear text verbal notification that identifies the incident and states **"All Companies Evacuate the Building"**.
4. The IC their designee shall then request the Safety Officer to conduct a PAR check immediately and ensure that everyone has evacuated and/or retreated and that all personnel are accounted for.

Shenandoah County Department of Fire and Rescue
Standard Operating Guidelines

Section #/Title: **Section 7 Operations**

Article #/Title: **7.6 Emergency Evacuations**

Effective Date: **May 19, 2014**

Applies To: **Volunteer Career Both**

Purpose: **The purpose of this guideline is to establish procedures for implementing emergency evacuations.**

Emergency Evacuation Procedure

Whenever emergency personnel are in imminent danger of injury or death because of, but not limited to, structure collapse, increased fire behavior or burn over, extremely hazardous atmosphere or severe wind change, back draft or flashover condition, or immediate change of tactical conditions, and the situation requires an immediate evacuation of personnel, the IC or their designated Supervisor or Safety Officer shall follow these procedures:

1. Announce **"EMERGENCY TRAFFIC"** on the tactical channel which shall be met with **Radio Silence** with no exceptions. They shall continue to broadcast critical scene information in clear text to emergency personnel operating in area requiring evacuation or retreat such as **"All Companies Evacuate the Building"**.
2. All apparatus on the fire ground shall to sound the **Evacuation Signal** using their air horn in conjunction with the verbal announcement. The **Evacuation Signal** will consist of repeated short blasts of the air horn for approximately 10 seconds, followed by 10 seconds of silence. This sequence of air horn blasts for 10 seconds followed by a 10 second period of silence will be done at least three times.
3. The IC, or their designee shall also request Dispatch to transmit the **"Emergency Evaluation Tone"** (standard warble tone) on the designated tactical channels followed by a clear text verbal notification that identifies the incident and states **"All Companies Evacuate the Building"**.
4. The IC their designee shall then request the Safety Officer to conduct a PAR check immediately and ensure that everyone has evacuated and/or retreated and that all personnel are accounted for.

Shenandoah County Department of Fire and Rescue
Standard Operating Guidelines

Section #/Title: **Section 7 Operations**
Article #/Title: **7.7 Signal 1**
Effective Date: **May 19, 2014 updated Sept. 12, 2023**
Applies To: **[] Volunteer [] Career [X] Both**
Purpose: **To establish the proper use and execution of Signal 1**

SCOPE

Signal 1 is a voice transmission on the radio that is a designation to ALL units to clear radio traffic and providing the caller with the highest priority for radio traffic of sending emergency voice message to request immediate response of law enforcement and other assistance as needed.

The goal of this policy is to help the Fire and Rescue personnel with immediate assistance. However, overuse of this special statewide code will result in its ineffectiveness. Signal 1 announcement is for a situation that is a life-threatening situation to a responder(s). *Virginia Statewide PSA 911 Center Standards*

I. DEFINITIONS AND USE

- A. Life Threatening Situation: A situation where the lives of fire and rescue personnel are in immediate danger and there is a need for an immediate police response.
- B. Signal 1: The code for broadcasting an alert to Dispatch when personnel need the police for a life-threatening situation.
- C. Fire and rescue personnel sometimes find themselves in a situation where their lives are in danger. During these times, they need the ability to rapidly alert the Emergency Communications Center (Dispatch) of their situation.
- D. The term “Signal 1” will be used to allow fire and rescue personnel the ability to rapidly notify Dispatch of a responder life-threatening situation. This term will alert the 911 Center that a top priority police response is required.
- E. Fire and EMS responders who find themselves on scene of a situation requiring an immediate law enforcement presence should utilize the Signal 1 code in their radio transmission to indicate they are in a dangerous/hostile situation. The Signal 1 code is common language terminology used to request a police response without tipping-off an aggressor who poses a threat to responders.

II. PROCEDURE

A. Personnel on any unit that is in a life-threatening situation shall use one of two options:

1. Announce their unit number to Dispatch on the operations (OPS 2, 4, 6 or 8) channel assigned, then state "Signal 1."

Dispatch will acknowledge receipt of the Signal 1 transmission by stating the unit designation.

OR

Push the orange Emergency Activation Button (EAB or "Hot Button") on the radio. The mic will remain open for 10 seconds. Personnel then state "Signal 1."

2. Give a brief statement of the situation, if possible. "Subject with a gun."
 - a. A brief statement of the situation will help ensure appropriate resources are dispatched from Law Enforcement.
 - b. If you are unable to give a brief situation, your unit number and "Signal 1" will be sufficient.
 - c. If you are in a location other than the exact location dispatched, you should also advise your exact location.
3. Responder requesting Signal 1 will remain on the OPS Channel. (If the responder is on an alternative channel, the system will revert back to a monitored channel.)
 - Fire/Rescue Units marking up to assist the unit requesting Signal 1 will use the same OPS channel. Law Enforcement does not have the Ops channels. Dispatch may patch them together, depending on the situation.
 - Units should keep radio traffic to a minimum so the unit requesting the emergency can have the channel if needed.

Example:

- *Transmit unit radio designation: example "Ambulance 3"*
 - *Announce "Signal 1"*
 - *Announce location, situation, or pertinent information if possible*
- Dispatch will acknowledge receipt of the Signal 1 transmission by stating the unit designation.

- Upon receiving a Signal 1, Dispatch will dispatch the additional resources according to the Signal 1 response guidelines.
4. A “Signal 1” is the highest priority call for Law Enforcement response for first responder assistance. It is equal to a law enforcement “Signal 1” officer-in-trouble event. It should only be used when the situation is truly life-threatening requiring law enforcement.

Shenandoah County Department of Fire and Rescue
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Section #/Title: **Section 7 Operations**

Article #/Title: **7.8 Standard Apparatus Response Guide**

Effective Date: **May 15, 2017**

Revised Date: **January 13, 2026**

Applies To: **[] Volunteer [] Career [X] Both**

Purpose: **To standardize responses throughout the Fire and Rescue system by dispatching the following apparatus and companies to the identified incident types**

I. First Alarm Response

First alarm or standard response will consist of the following companies and apparatus for the individual event type.

- A. **EMS Local** – 1 EMS Company,
 - All EMS emergencies
 - Public Service (with possible patient transport)
 - Add Engine Company & EMS 1
 - Cardiac Arrest
 - Manpower Needed
 - Add Engine Company & Duty Officer
 - Any Shootings
 - Stabbings
 - Suicide Completed (Possible Cardiac Arrest)

- B. **Vehicle Accident** – (delete Extrication Piece if caller can confirm no entrapment)
 - Motor vehicle accidents - 1 EMS Company, 1 Engine Company, 1 Extrication Piece & EMS 1
 - Pedestrian Struck (Add EMS 1)

- C. **Fire-EMS Local** – 1 Engine Company, 1 EMS Company
- Vehicle fire
 - EMS Emergency along roadway
 - Lock Out with Life Hazard (Building or Vehicle)
 - Animal Rescue (Add Duty Officer)
 - Trail Rescues / Missing Person (Add ATV/UTV, Duty Officer, EMS 1)
- D. **Rescue Box** – 2 EMS Companies, 1 Engine Company, 2 Extrication Pieces, Duty Officer, EMS 1 (Place Helicopter on Stand-by)
- Plane crash
 - Train crash
 - Industrial accident with entrapment
 - Construction accident with entrapment
 - Multi-passenger vehicle accident with entrapment
 - Farm machinery accidents with entrapment
 - Building Collapse
- E. **Fire Local** – 1 Engine Company
- Outside fires
 - Fire Alarms
 - Outside gas leak
 - Dumpster fire
 - Trash/Rubbish fire
 - Power lines/ transformer
 - Smoke Investigations
 - Outside fuel spill
 - Lock out, no life hazard
 - Fill in
 - Mulch fire
 - Broken Water Pipes / Leaking
 - Elevator Rescue
 - CO Alarm
 - Public Service (with no [atirnt])
- F. **Fire Box 1** – 3 Engine Companies, 1 Truck Company, 1 EMS Company, Duty Officer, & EMS 1
- Residential, commercial, or multi-family residential building fire
 - Smoke in a structure
 - Building Explosion – Add Extrication Piece
 - Hospital / Institution / Nursing/Industrial Home Fire

- G. **Fire Box 2** – 2 Engine Companies, 1 EMS Company, 1 Truck Company, Duty Officer, & EMS 1
 - Chimney Fire
 - Appliance Fire
 - Electrical arcing inside a structure
 - Vehicle into a building (Add Extrication Piece)
 - Inside gas leak/smell of gas inside a structure

- H. **Fire Box 3** – 2 Engine Companies, 1 EMS Company, & Duty Officer
 - Small shed or outbuilding fire
 - Large Vehicle Fire (i.e. Tractor Trailer) add Tanker
 - CO Alarm with health complaints

- I. **Fire Box 4** - 2 Brush Units, 1 Tanker, 1 Engine, 1 EMS Company, Duty Officer
 - Outside fire threatening a structure (add Engine)
 - Large Outside Fire (approximately 5 acres or more)

- J. **Interstate 81 Box** - Any and all calls on Interstate 81 will have their own special dispatch.
 - Auto Accidents – 2 Engine Companies, 2 EMS Companies, 1 Extrication Piece (remove if calls confirm no entrapment), & Duty Officer
 - Vehicle Fire – 2 Engine Companies, 1 EMS Company.
 - Tractor Trailer Fires (T/T) – 2 Engine Companies, 1 EMS Company, 1 Tanker, & Duty Officer
 - Brush / Grass fire – 2 Engine Companies, 1 EMS Company
 - EMS Emergencies - 1 Engine Company, 1 EMS Company, & EMS 1
 - Multi-passenger Accidents (i.e. Busses) – 2 Engine Companies, 2 EMS companies, 2 Extrication Pieces, Duty Officer, & EMS 1

II. Greater Alarm Response

Additional apparatus and companies may be summoned to an event either as a single requested resource(s) or as a Task Force assignment. Predetermined Task Force assignments are identified as outlined in this section.

- A. **Working Fire Dispatch** (added automatically if fire is declared by initial responding/arriving units or by incident commander)
 - 1 Engine Company
 - 1 EMS Company
 - 1 Truck if Institutional/Nursing Home/Hospital/Industrial

- B. **2nd Alarm**
 - 2 Engine Companies
 - 1 Truck Company
 - 1 EMS Company
 - ***Automatic Condition Red and Station Fills***

- C. **Tanker Task Force**
 - 2 Tankers
 - 1 Engine

- D. **Brush Task Force**
 - 2 Brush Trucks
 - 1 Tanker
 - 1 Engine

- E. **EMS Task Force**
 - 3 EMS Transport Units
 - 1 Extrication Piece
 - Mass Casualty Unit (By request of Command)

- F. **Extrication Task Force**
 - 2 Extrication Pieces

- G. **ALL WATER RESCUES SEE SOG 8.5**

Shenandoah County Department of Fire and Rescue
Standard Operating Guidelines

Section #/Title: **Section 7 Operations**
Article #/Title: **7.9 Apparatus Response on Box Alarms**
Effective Date: **April 18, 2005**
Applies To: **Volunteer Career Both**
Purpose: **To outline the standard apparatus response on Box Alarms**

Standardize apparatus response on Box Alarm Assignments are:

Rescue Box:

1st due rescue company – permission to respond full compliment of apparatus

1st due engine company – 1 engine

2nd due rescue company – 1 transport

2nd due engine company – 1 engine

*If 1st due rescue company does not have squad, 1st due engine company or 2nd due companies will be responsible for getting squad on assignment.

Fire Box:

1st due engine company – permission to respond full compliment of apparatus

2nd due engine company – 1 engine and/or specialty unit if 1st due cannot provide

3rd due engine company – 1 engine and /or specialty if 2nd due cannot provide

- Specialty Unit Definition – Tanker, Truck
- IC may request a special response to enhance the box alarm assignment at any time.

EOC and not ECC for all issues. Stations shall communicate with ECC via radio only.

7. Example of when Condition Red is implemented:
 - Natural Disasters, Hurricanes, Major Floods, Tornados, etc.
 - When 75% of all Shenandoah County Fire and Rescue companies are engaged in emergency calls.
 - Significant Event
 - Commercial Airplane Crash
 - Large working incident
 - Multiple working incidents being managed simultaneously.

D. Condition Blue

1. Defined as a period of time when the call volume depletes staffed and/or available EMS resources. During Condition Blue, all EMS providers including First Responders, are requested to respond to their station to staff additional EMS licensed apparatus.
2. EMS transport units shall voice their unit's identifier and their level of EMS care to ECC on a dispatch channel when they become operational or via phone. First responder units shall also voice their availability along with their staffing levels to ECC via the dispatch channel.
3. During Condition Blue, personnel staffing the EMS units should anticipate and prepare to move up and or cover multiple areas from a central location based on other available resources.

IV. Changing Conditions

- A. The Shift Commander and/or the on duty ECC Communications Officer shall determine when Operations Conditions need to change.
 1. The "All Call" tone will only be activated when the conditions change to Red or Blue.
 2. The "Attention Signal" will be utilized when conditions change to Yellow.
 3. The change will be announced over the Fire-Rescue dispatch channels using the following format:

ECC – Alert Tone and All Call Tone activated, ECC announces: ***Dispatch to all Fire and Rescue Agencies, ECC is now operating in Condition _____***. Under conditions Red and Blue ECC will request that all available personnel respond to their station to staff units.

4. ECC will also send out an alert on Active 911 as conditions change.
- B. The Shift Commander or available Senior Staff will report to duty during conditions Red and Blue to assist ECC in managing resources.

- C. When it is anticipated the conditions may change due to weather conditions, the Shift Commander will make it part of the morning and/or evening announcements. ECC will also send out an alert via Active 911 when the condition change has been made.
- D. When it has been deemed appropriate to return to Condition Green, after operating for a period of time on condition Yellow, ECC shall utilize the "Attention Signal" and announce it over the radio. And it shall be made part of the daily morning / evening F/R announcements.
- E. When it has been deemed appropriate to return to Condition Green, after operating for a period of time on condition Red or Blue, ECC shall utilize the "All Call" and announce it over the radio.
- F. This procedure shall be followed every time the operating conditions changes.

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Section #/Title: **Section 7 Operations**
Article #/Title: **7.11 Helicopter Operations**
Effective Date: **February 24, 2014**
Revised Date: **June 11, 2024**
Applies To: **[] Volunteer [] Career [X] Both**
Purpose: **To outline the procedures for utilizing helicopters for medical transport**

- I. Requesting Medevac
 - A. If the AIC, IC, or ECC determine that, based on dispatched information that a medivac may be needed, a pre-alert of available medevac helicopter(s) is strongly suggested.
 - B. When the AIC (Attendant in Charge) determines that a medevac is needed to transport a patient the following procedure will be utilized for making the request.
 - C. The AIC shall make their request to the Incident Commander if one has been established. If “Command” has not been established the request will be made directly to ECC.
 - D. The IC/AIC will request an additional “Engine Company” as needed to be dedicated solely to the Helispot (LZ - Landing Zone).
 - E. ECC will request the closest Medevac Helicopter to the scene.
 - F. The AIC/IC shall also request from ECC an alternate radio channel for helicopter operations.

- II. Establishing a Helispot (*Landing Zone*)
 - A. The Helispot (*Landing Zone*) location will be determined by the Incident Commander or the OIC of the engine company dispatched to establish the Helispot. The Helispot location will be relayed to ECC as soon as possible.
 - B. Each suppression agency in Shenandoah County Fire and Rescue will be responsible for establishing pre-determined Helispot locations for their

assigned district. These locations will be documented on a SCFR-305 Form. The completed forms will be distributed and maintained by all operational companies and ECC.

- C. Whenever possible, a pre-determined Helispot will be utilized for medivac purposes.
- D. If an alternate (non pre-determined) helispot is used the following criteria will be used for determining location:
 - 1. The Helispot (*Landing Zone*) needs to be located in an area that will accommodate a clearing at least 100' X 100'. This area also needs to be obstruction free 45 degrees from the perimeter of the 100' X 100' area in all directions.
 - 2. The area chosen should be level solid ground with no more than a **5 DEGREE** slope is recommended and no more than **10 DEGREES** is acceptable.
 - 3. Area should be at least 200 feet away from patient care area.
 - 4. Consider the terrain over which crews will have to maneuver the stretcher. **A thorough check of the area is required. Obstructions can be marked to be avoided and brought to the attention of the pilot or pick a new a new Helispot. Sometimes the least obvious obstruction can be the most dangerous. (ie Overhead Wires)**
 - 5. Consider the wind carefully as helicopters land and take off into the wind. Whenever possible, pilots must "BALANCE" wind direction and approach path obstacles. Consider obstacles up to ½ mile away due to approach to the Helispot.
 - 6. LZ's on roadways should only be utilized as a last resort.
- E. SCBA and a charged attack line(s) are **NOT** required for Helispot crews because they need to be ready to move quickly in case a crash happens away from Helispot. Full PPE is required for the Helispot crew. Helmets and eye protection are required for all personnel within 100 ft. of the Helispot.
- F. The Helispot engine company is responsible managing all pedestrian and citizen vehicle traffic. Keep all public a minimum of 200 feet away from the helispot. Law enforcement may be summoned to assist as needed.
- G. Keep all Fire/Rescue personnel and apparatus a minimum of 100 feet away from the helispot.
- H. One Fire/Rescue member shall be assigned to maintain surveillance on the Tail Rotor. The Tail Rotor is located on the rear of the aircraft. This fire rescue

member will position themselves to view the Tail Rotor while maintaining vision of the pilot.

- I. The patient loading and unloading of the helicopter will be at the direction of the flight crew.
- J. Marking the Helispot (*Landing Zone*)
 - 1. Markings need to be located in the corners of the 100' X 100' clearing.
 - a. Day operations
 - 1. Traffic cones are preferred. Be careful that they may blow away.
 - 2. Never use loose objects such as air panels, sheets or fire coats.
 - b. Night Operations
 - 1. Use of lights and/or flares instead of cones is preferred.
 - 2. Make sure portable lights are weighed down.
 - 3. Spotlights and Floodlights are an excellent means of defining the Helispot. Use caution to ensure all bright white lights are angled down so they will not affect the pilot's vision.
 - 4. Red flashers and strobes do NOT affect night vision and are an effective means of identifying the Helispot. White lighting should be kept to a minimum.
 - 5. Road flares are commonly used, very effective and easily seen from the air at night. CAUTION: Road flares are a source of ignition and must be closely managed. They can blow away in rotor wash.
 - 6. Other light sources should be used if available to mark obstacles when possible.

III. Communications with Incoming Aircraft

- A. Communications between the Helispot Group supervisor and the pilot are vital for safe landings and departures. When possible, the Helispot Group supervisor and the helicopter should be assigned an alternate communications channel.
- B. When directing the Helicopter to your location use the Clock Code based on the "NOSE OF THE AIRCRAFT". The Helispot Group Supervisor shall give directions to the helicopter based on the pilot's view and not the view of the supervisor. (ie. The supervisor must give directions to the pilot based what the pilots sees from his seat.) Right and Left versus South and North should be used.

- C. In the event, the landing needs to be waved off for any reason the following term shall be used by fire and rescue personnel to alert the helicopter.

ABORT, ABORT, ABORT

- D. Once the aircraft reaches altitude and the issues causing the aborted landing are corrected, the process of landing the aircraft may resume.

IV. Helispot Briefing

- A. The Helispot Group Supervisor shall prepare a briefing and give when requested by the responding Helicopter. Briefing will include but not be limited to:

- General description of the area
- Size
- Topography (Surface features)
- Obstacles
 - Wires, Poles, Towers, Trees
- Wind Direction
- Helispot Markings
- Location in relation to incident site
- Any other pertinent information

VI. Providers will use Lord Fairfax EMS protocols as a guide for requesting medivac.

- A. The ground transport unit shall provide the following information when requesting Pre-Hospital Air Medical Transport:

1. The EMS Agency Name, Unit Number, and the name of the person communicating with the 9-1-1 / Emergency Communications Center.
2. The number of patients requiring Pre-Hospital Air Ambulance Transport.
3. General information concerning the condition of the patient(s). Include Glasgow Coma Scale and Trauma Scores when applicable.
4. Report on the location of the incident (route numbers, cross streets, mile markers, etc.), time needed to extricate patient, estimated transport time to hospital, landing zone location and availability, and environmental conditions.

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Section#/Title: Section 7 Operations

Article#/Title: 7.12 Requesting VDOT

Effective Date: August 13, 2019

Reviewed Date: March 6, 2024

Applies To: Volunteer Career Both

Purpose: To establish guidelines for requesting Virginia Department of Transportation (VDOT) resources to assist Fire/Rescue and Law Enforcement on private roadways

- I. When circumstances prevent vehicles from getting to a Fire, EMS or Law Enforcement emergency on a private road or driveway, it may be advantageous to call for assistance from VDOT to assist in gaining access. When doing so the Incident Commander (IC) should be guided by the following:
1. IC should request a VDOT supervisor through ECC
 2. IC or designee shall meet VDOT personnel at the intersection of the private road and the public roadway and brief the VDOT personnel on situation and access problems.
 4. IC must be prepared to show VDOT as much of the roadway as can be accessed.
 5. IC and VDOT will then confer on proper course of action and determine if VDOT can provide resources to assist.

IC should consider the following:

- Other resources that may be available to assist with access
- Time for VDOT resources to arrive on scene versus alternative methods
- Severity of incident.
- Risk to personnel and equipment
- VDOT personnel will not be familiar with road width, slope, surface or availability of space to turn around.

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Section#/Title: Section 7 Operations

Article#/Title: 7.13 Marking Abandoned Vehicles

Effective Date: February 21, 2005

Reviewed Date: July 3, 2024

Applies To: Volunteer Career Both

Purpose: To establish a procedure for identifying abandoned vehicles

- I. Occasionally vehicles may be left along the roadway following an accident because circumstances prevent them being moved immediately following the incident. This has caused repeated dispatches following the incident because other motorist/callers are not aware that responders have checked the incident, or responders' arriving on the scene not realizing this is a past incident.
- II. To help avoid repeated dispatches to vehicles that may be left along the roadway or in the medium for an extended period to time:
 1. Wrap barrier tape around the vehicle from bumper to bumper.
 2. Notify dispatch of vehicle location and that it has been flagged.
 3. Inform Law Enforcement that the vehicle will be flagged and why. The IC may determine from Law Enforcement that flagging may not be necessary if they plan to move vehicle in a reasonable amount of time or they plan to remain on the scene until the vehicle is removed.

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Section #/Title: **Section 7 Operations**

Article #/Title: **7.14 Staging Apparatus**

Effective Date: **February 21, 2005**

Reviewed Date: **July 3, 2024**

Applies To: **Volunteer Career Both**

Purpose: **To establish guidelines for response to staging areas to assist law enforcement**

I. Scope

A. This guideline outlines the procedures when Fire and Rescue units are dispatched to assist law enforcement and are asked to stage.

II. Fire and Rescue units assigned to the incident are to select the staging area. The staging area shall be no less than one-quarter mile from incident and no more than one-half mile from incident. Staging area selection should be done prior to response to avoid un-necessary radio traffic.

A. Units responding from different stations may each need to select a staging location. At no time shall units pass by the incident.

B. Staging location must be out of view of incident.

C. Incident location will be broadcast with initial dispatch.

D. Response to staging location shall be non-emergency.

E. Once units have arrived at the selected staging area, address of staging location to be communicated to dispatch and then relayed to law enforcement.

F. No personal vehicles shall respond to the staging area with the exception of IC or Medic.

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Section #/Title: **Section 7 Operations**

Article #/Title: **7.15 Shift Commander**

Effective Date: **February 1, 2013 updated July 11, 2023**

Applies To: **[] Volunteer [] Career [X] Both**

Purpose: The purpose of this guideline is to outline the duties and responsibilities of the “Shift Commander”.

- I. The Shift Commander will serve as the department’s operational response coordinator.

- II. The Shift Commander role can be filled by an Operational Senior Staff member, Shift Commander, Station Captain, or in last resort a Lieutenant.

- III. Shift Commanders will be dispatched by ECC to working incidents and incidents that appear to be significant in nature. The Shift Commander will make the determination on whether their response is warranted based on the dispatch information. Examples of expected responses by the Shift Commander include:
 - Hazardous Materials Incidents
 - Structural Fires
 - Multi Company fire incidents
 - Industrial Accidents
 - Mass Casualty Incidents
 - (3 or more patients)
 - Specialized Rescue Incidents
 - Incidents Involving Unified Command
 - Weapons of Mass Destruction Events
 - Airplane Crashes
 - Train Crashes
 - Accidents with Injury Involving Fire and Rescue Apparatus
 - Exposures
 - Accident or Injury to Career or Volunteer personnel
 - Safety Issues
 - Suspicious Fires
 - Events Requiring CISD

- IV. The Shift Commander will serve as the contact for Fire and Rescue when determining operating conditions for ECC during severe weather and extreme call volume time periods. The Shift Commander may authorize changes in operating conditions.

- V. The Shift Commander will be automatically dispatched to events listed in Section III. If the Shift Commander is requested on an event not listed in Section III, the following procedures will be used by ECC for activation.
 - A. Contact ECC with your request for the Shift Commander.
 - B. ECC will contact the on-duty Shift Commander
 - C. Requestor should prepare to supply contact information, phone #, cell #, or radio channel.
 - D. Requestor should prepare to supply the Shift Commander with the basic information when contacted by the Shift Commander.

- VI. Responses
 - A. The Shift Commander shall make themselves available for responses at all times while on duty.

- VII. Daily Duties
 - A. The Shift Commander shall be responsible for developing the morning and evening announcement for ECC which includes the tracking of out of service apparatus.
 - B. The Shift Commander shall be responsible for the 06:45 morning conference call.
 - C. Maintain contact with the Shift Commander cell phone.

- VIII. Phone Number
 - A. The Shift Commander cell phone number is 540-519-3919.

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Section #/Title: **Section 7 Operations**

Article #/Title: **7.16 Ride-A-Long Program**

Effective Date: **January 14, 2008**

Revised Date: **June 11, 2024**

Applies To: **[] Volunteer [] Career [X] Both**

Purpose: **To outline the Ride-A-Long program with Shenandoah County
Department of Fire and Rescue**

- I. The SCFR Ride-A-Long program will fall into three broad categories. These categories are training, observation and operational.

- II. All person(s) desiring to ride must:
 - Be a minimum of 16 years of age
 - Be in good health
 - Complete a Ride-A-Long Program form SCFR- 605

- III. Those persons meeting these requirements stated above may be scheduled to ride with fire and rescue personnel as scheduling allows.
 - A. Students required to ride-a-long as a requirement of their instruction will be granted preferential treatment in the schedule.

- IV. Training
 - A. Those persons who are students involved in training classes will be allowed to perform skills and procedures as indicated by their individual guidelines with local protocols.

- V. Observation
 - A. These persons will be required to complete Section A on the SCFR-605 form.

 - B. These persons will not be allowed to participate in any capacity other than observation.

VI. Operational Description

- A. Person(s) desiring to perform operational tasks with SCFR personnel must be an active member of at least one volunteer fire-rescue agency within Shenandoah County.

VII. Discipline and Termination

- A. Those person(s) who are granted permission to ride-a-long will fall under the guidelines of discipline set by Shenandoah County Department of Fire and Rescue.
- B. Shenandoah County Department of Fire and Rescue shall reserve the right to revoke permission to ride-a-long and administer discipline as necessary to maintain agency standards.

Shenandoah County Department of Fire and Rescue
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Section #/Title: **Section 7 Operations**

Article #/Title: **7.17 Marking Staffing with Response**

Effective Date: **April 21, 2008**

Reviewed Date: **March 6, 2024**

Applies To: **Volunteer Career Both**

Purpose: **The purpose of this guideline is to establish procedures for announcing staffing with apparatus response.**

I. Scope

To better inform companies of resources responding to emergency events, the following procedure will be followed when units mark responding.

II. Procedure

- A. As a suffix to the responding unit's radio identifier, the individual marking the unit responding will indicate the number of qualified providers on board the apparatus followed by the number of non-qualified and/or junior members on board the apparatus.
- B. The unit officers must exercise judgment based on the nature of the call and the type of apparatus they are responding with.
 - 1. Suppression apparatus responding to structural calls should identify their SCBA qualified providers first followed by their non-qualified providers and/or junior members.
 - 2. Apparatus responsible for extrication duties responding to incidents should identify their extrication trained providers first followed by their non-qualified providers and/or junior members.
 - 3. EMS units should indicate when they are responding to events with additional certified EMS providers above what is required by VA OEMS.

III Examples

A. Structural Event

Wagon 3 is responding to a house fire with a qualified driver, officer, two SCBA qualified providers and one junior member.

Dispatch, Wagon 3 responding with 4 plus 1

B. MVA w/ Entrapment

Rescue Engine 6 is responding to a MVA with a qualified driver, officer, three qualified providers and two non-qualified providers.

Dispatch, Rescue Engine 6 responding 5 plus 2

C. EMS Incident

Ambulance 4 is responding to a medical emergency with three EMT-Bs on board.

Dispatch, Ambulance 4 responding plus 1

Shenandoah County Department of Fire and Rescue
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Section #/Title: **Section 7** **Operations**

Article #/Title: **7.18** **What 3 Words**

Effective Date: **September 9, 2025**

Reviewed Date:

Applies To: Volunteer Career Both

Purpose: To outline the definition and use of What3Words app in relation to emergency incidents

I. Scope

A. This guideline outlines, but not limited to, when Fire and Rescue units in conjunction with the Shenandoah County Communications Center, will utilize the What3Words app.

II. What3Words App can be utilized, but not limited to, the following emergency scenarios:

- a. Lost Person/s (Ex. Hikers, Horseback Rider, ATV, etc.)
- b. Swiftwater Incident/s
- c. Missing Person/s (Ex. Project Life Saver)
- d. MVC of unknow location

III. Shenandoah County ECC can provide What3Words information on the following basis:

- a. Caller calls 911 direct – What3Words is automatically given to dispatch along with rapid location, a radius, Lat/Long and altitude
- b. Text 911 – They will receive the same information as calling 911
- c. Non-emergency line
 - i. ECC dispatcher will attempt to have another party call 911 to get the current location

- ii. ECC dispatcher will attempt to assist caller on how access What3Words from their internet browser (training to be provided)
- iii. If both prior options are unable to be completed, ECC dispatcher will have another dispatcher ping the caller's phone number (under exigent circumstances), to gain the location of the caller, as to not lose communication with caller

IV. When requesting the necessary information for What3Words from Shenandoah County ECC, you will need to request the following:

- a. "Dispatch, can you provide me with the caller's What3Words?"
- b. You will utilize the app and plug the words into the app, and the location will be provided

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Section #/Title: **Section 7 Operations**

Article #/Title: **7.19 POV Response**

Effective Date: **July 19, 2010**

Applies To: **Volunteer Career Both**

Purpose: **The purpose of this guideline is to outline POV response to incidents.**

No POV will respond to emergency calls on roadways, unless the call is along the route to the station or at the request of the OIC.

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Section #/Title: **Section 7 Operations**

Article #/Title: **7.20 CHEMPACK Deployment**

Effective Date: **December 17, 2012**

Applies To: **Volunteer Career Both**

Purpose: **The purpose of this guideline is to outline the procedures for requesting and the deployment of CHEMPACK cache.**

Preface

The CDC established CHEMPACK, which is a forward placement of a sustainable resource of Nerve Agent antidotes throughout the United States where they can be made rapidly available to state and local emergency responders.

A large scale event involving Nerve Agent would require immediate pharmaceutical intervention and may require long term care follow up. The ability of Emergency Medical Personnel to begin the immediate treatment of individuals exposed to Nerve Agents may directly affect a casualty's ability to survive the exposure.

CHEMPACK caches can be found in two types. These types are described as Hospital and EMS. The hospital cache is designed primarily to be used by hospitals as they are stocked with multi-use vials for use by physicians. The EMS cache on the other hand is stocked with single use auto-injectors for both adult and pediatric patients.

Shenandoah Memorial Hospital has been assigned an EMS CHEMPACK cache. Additional CHEMPACK caches located in our area include a Hospital CHEMPACK cache at Winchester Medical Center and an EMS CHEMPACK cache at Rockingham Memorial Hospital.

Activation of the Cache

To activate the EMS cache located at Shenandoah Memorial Hospital, the following procedure is recommended:

- 1) The Incident Commander determines that the incident is a WMD event involving chemical nerve agents.

- 2) The Incident Commander or their designee will contact Medical Control to determine the need for the CHEMPACK cache. If the cache is needed, the incident commander or their designee and Medical Control will determine the amount of antidote needed at the incident scene based on the number of exposed persons.

- 3) SMH personnel will gain access to the CHEMPACK cache. The cache container weighs in excess of 500# and is fairly unwieldy. Moving the cache to a loading dock at SMH will be difficult and transporting the entire cache including the container will require 6-8 individuals. Consideration should be given to accessing the cache in its current location and transporting just the supplies needed by hand truck or cart to the loading location

- 4) Hospital Staff will contact Shenandoah County ECC to determine transportation needs to get the supplies from SMH to the incident which may be accomplished by:
 - Available fire and/or rescue units
 - Available law enforcement units
 - Available SMH staff

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Section #/Title: **Section 7 Operations**

Article #/Title: **7.21 Significant Incident Reporting**

Effective Date: **December 8, 2020 updated July 2021**

Applies To: **[] Volunteer [] Career [X] Both**

Purpose: **To outline a policy and process for notifying the Fire Chief when lifesaving measures contribute towards a positive outcome**

- I. In an effort to keep the Fire Chief informed of significant incidents, where the lifesaving contributions of fire and rescue personnel resulted in a positive outcome, the following guideline shall be utilized.

- II. Following the completion of an incident where a victim’s life was saved, as a direct result of the delivery of fire suppression, rescue, or emergency medical services, a Significant Incident Notification Form shall be completed and forwarded to the Fire Chief.

- III. Significant Incident Notifications Forms can be accessed one of three ways:
 1. They may be downloaded from the SCFR website at <http://www.scfr.net/permitsforms.html> and may be forwarded electronically to the Fire Chief’s e-mail account address.
 2. Forwarded via in paper form to the Fire Chief.
 3. Or via the “Peer Review Escalation/Significant Incident Form.” Click “Yes” under the “Was this a Significant Incident” section of the form.
 - It shall be the responsibility of the Attendant-In-Charge, Incident Commander, or the Peer Reviewer to facilitate this process, utilizing the one of the mechanisms above within 24 hours of the incident.

- III. Prudent judgment on behalf of the AIC or Incident Commander will normally aid in establishing the criteria of a save or significant incident. The following may serve as a list of potential incidents which may be considered significant incidents worthy of notification:
 - Resuscitation of a Victim(s) of Sudden Cardiac Arrest
 - Working Structural Fires with Removal / Rescue of Entrapped Occupants
 - Incidents Resulting in a RIT Team Activation
 - Victims of Significant or Multiple System Trauma
 - Victims of Acute Myocardial Infarction or CVA
 - Unconscious Victims of Unknown Etiology
 - Victims Exposed to Hazardous Materials
 - Entrapped / Stranded Victims Requiring Extrication or Technical Rescue

IV. Investigation and Follow Up

It shall be the responsibility of the Fire Chief to investigate the circumstances surrounding all Save Notifications received, and to forward the results of his/her findings to the appropriate authorities, or as requested. Every effort shall be made to maintain the confidentiality of those victims involved in an incident resulting in a save notification. A record of all Save Notifications shall be maintained by Shenandoah County Department of Fire and Rescue.

Attachment: Significant Incident Notification Form

Significant Incident Notification Form

Date: _____ Incident Number: _____

Location: _____

Incident Type: _____

Responding Agency(s): _____

Responding Personnel: _____

Nature of Incident: _____

Pre-Arrival Civilian Rescue Efforts: _____ Yes _____ No (check one)

_____ CPR? _____ AED? _____ First Aid? _____ Fire Extinguisher?

Name(s) of Civilian Rescuers: _____

Reporting Officer: _____

Shenandoah County Department of Fire and Rescue
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Section #/Title: **Section 7 Operations**

Article #/Title: **7.22 Personal Protective Clothing**

Effective Date: **May 19, 2014**

Applies To: **Volunteer Career Both**

Purpose: **The purpose of this guideline is to outline and define Personal Protective Ensemble for Fire and Rescue Personnel.**

I. General

This policy outlines the minimum personal protective ensemble for fire and rescue personnel engaged in the following types of events.

II. EMS Calls

- A. Gloves will be worn on EMS calls.
- B. When body fluids or airborne particles may be present, eye protection will also be required.
- C. When overwhelming body fluids or other needed circumstances, gowns should be worn.
- D. When communicable airborne diseases are known, respiratory protection should be considered.

III. AUTO Crashes

- A. For patient care, appropriate BSI protection is required. Also some type of reflective garment must be worn.
- B. During vehicle extrication, persons actively participating in the extrication, will have complete turnout gear, extrication coveralls or NFPA equivalent with proper head and eye protection and steel toe boots and proper gloves.
- C. Drivers of apparatus staging with apparatus, helmet and reflective garment are required.

IV. Grass & Wildland Fires

- A. Grass fires – NFPA approved structure turnout gear can be used but is not recommended. Helmets, eye protection, boots, non-flammable (non synthetic) pants, long sleeve shirt and gloves are recommended.

- B. Wildland fires – NFPA approved structure turnout gear will not be used. Safety helmet, eye protection, boots, non-flammable pants, long sleeve shirt and gloves are required.

V. ALL OTHER FIRE RELATED INCIDENTS

- A. NFPA approved helmet, turnout coat, jump pants, gloves, steel toe boots, and eye protection will be mandatory and worn when actively participating in the incident.
- B. Drivers will not be required to wear turnout gear but will be required to wear helmet and reflective type garment when staging with apparatus.
- C. Water rescue, a personal flotation devise is required.
- D. When ATV type vehicles are used by Fire/Rescue personnel, DOT approved helmets shall be worn.

VI. Helmet Colors

The following colors have been adopted for use by all Shenandoah County Fire and Rescue Agencies as the standard colors to signify officers and providers.

White	All officers (Chief thru Lieutenant)
Black	Suppression providers
Blue	EMS Providers
Red	Non- Qualified providers

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Section #/Title: **Section 7 Operations**

Article #/Title: **7.23 PPE for Controlled Burns**

Effective Date: **September 17, 2003**

Revised Date: **June 11, 2024**

Applies To: **Volunteer Career Both**

Purpose: **To establish a guideline to minimize risk when conducting controlled burning operations**

1. Full structural or forestry PPE shall be worn by anyone working in the hot zone.
2. A charged hand line shall be available at all times, and shall be manned when anyone is in the hot zone.
3. The OIC shall appoint one or more person(s) as necessary to act as Safety Officer. This person shall assist the OIC maintain the scene, and personnel safety.
4. The OIC shall establish a “hot zone” around the fire. This zone shall include the immediate area of the fire, and shall extend a distance deemed safe by the OIC.
5. There shall be no highly volatile substances, i.e. gas, diesel, kerosene, etc. used to start the fire.
6. No personnel shall apply accelerant after the ignition of the controlled burn.
7. It is not recommended that the fire department personnel light the controlled burn.

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Section #/Title: Section 7 Operations

Article #/Title: 7.24 Response Guideline for EMS Permitted Vehicles

Effective Date: April 20, 2015

Reviewed Date: July 3, 2024

Applies To: Volunteer Career Both

Purpose: To establish a policy outlining the minimum staffing and training credentials for responding to EMS incidents with OEMS permitted apparatus

A. VA Office of EMS Permitted Non-transport Units

This vehicle classification identifies emergency apparatus, designed specifically for providing any emergency service function other than facilitating the transportation of sick or injured patients, but may contain equipment and personnel capable of rendering assistance for emergency medical incidents. Examples of non-transport units may include, but are not limited to the following types of apparatus: engines, aerial ladder trucks, Special Emergency Response Vehicles (SERVs), squads, pumpers, wagons, tankers, units designed to carry additional manpower (Mobiles), and/or off road specialized vehicles. Those vehicles identified by the owner / department and the licensed EMS agency, as being an asset to the response of EMS incidents, may be permitted through the VA Office of EMS to provide non-transport service delivery under the following provisions:

1. **Minimum Equipment Requirements** – permitted non-transport vehicles shall maintain an inventory of EMS equipment and supplies, as outlined by VA OEMS Regulation 12VAC5-31-860 – Section A, in an operational state of readiness. In addition, any vehicle permitted to provide Advanced Life Support (ALS) must also be equipped under Section D of the same code section, specific to the level of ALS being provided.
2. **Minimum Staffing Requirements** – any permitted non-transport unit responding to a call for Emergency Medical Service, for the purpose of rendering or assisting with the provision of patient care*, shall maintain staffing requirements as outlined in VA OEMS Regulation 12 VAC5-31-1210. At a minimum, the permitted vehicle shall be staffed with at least one (1) licensed operator who has successfully completed an approved EVOC course, AND at least one (1) Attendant-in-Charge provider who is certified at the First Responder, Emergency Medical Responder, or Emergency Medical Technician level, and has been released by the

agency Operational Medical Director to practice independently. At a minimum, one person may satisfy both staffing requirements to permit a driver-only response.

- a.) Any person serving in the capacity of a required staffing position (driver and/or AIC), must be at least 18 years of age as outlined in 12VAC5-31-1200.

*Permitted vehicles responding for the purpose of providing assistance with labor intensive EMS incidents (i.e. cardiac arrest, search and rescue, lifting and moving of patients that exceed the capabilities transport unit's crew) may respond the unit provided at least one (1) member of the crew has completed training in an approved EVOC course AND at least (1) crew member has completed training in an approved First Aid and CPR course.

B. VA Office of EMS Permitted Transport Units

This vehicle classification identifies emergency apparatus, designed specifically for facilitating emergency medical care and/or transportation of sick or injured patients. These vehicles shall be identified based on the level of care they are staffed and equipped to provide as follows:

- a.) Ambulance Level – Basic Life Support (BLS), Attendant in Charge certificated at the Emergency Medical Technician (EMT) level.
 - b.) Rescue Level – Most basic level of Advanced Life Support (ALS) ground transportation, Attendant in Charge certified at the EMT-Enhanced or the Advanced EMT level.
 - c.) Medic Level – Highest level of ALS ground transportation . Attendant in Charge certified at the EMT- Intermediate or EMT-Paramedic level.
1. **Minimum Equipment Requirements** – permitted transport vehicles shall maintain an inventory of EMS equipment and supplies, as outlined by VA OEMS Regulation 12VAC5-31-860 – Section B, in an operational state of readiness. In addition, any vehicle permitted to provide Advanced Life Support (ALS) must also be equipped under Section D of the same code section, specific to the level of ALS being provided.
 2. **Minimum Staffing Requirements** – any permitted transport unit responding to a call for Emergency Medical Service, for the purpose of providing patient care and/or transportation, shall maintain staffing requirements as outlined in VA OEMS Regulation 12 VAC5-31-1230. At a minimum, permitted transport vehicle providing BLS service shall be staffed with at least two (2) qualified personnel - one (1) licensed operator who has successfully completed an approved EVOC course, AND at least one (1) Attendant-in-Charge provider who is certified as an Emergency Medical Technician and has been released by the agency Operational Medical Director to practice independently. An Advanced Life Support

ground transport units shall meet the minimum staffing requirements as outlined in 12VAC5-31-1250 in addition to those mentioned above.

a.) Any person serving in the capacity of a required staffing position (driver and/or AIC), must be at least 18 years of age as outlined in 12VAC5-31-1200.

Shenandoah County Department of Fire and Rescue
Standard Operating Guidelines

Section #/Title: **Section 7 Operations**

Article #/Title: **7.25 Mandatory Recall for Staffing**

Effective Date: **DRAFT**

Applies To: **[] Volunteer [X] Career [] Both**

Purpose: **To establish a policy for filling operational staffing vacancies which require the mandatory recall of personnel.**

- A. As standard practice, shift vacancies are normally filled by available part time providers or full time providers who voluntarily cover the shift at an overtime compensation rate. Part Time as well as Full Time Personnel who are available to cover shift vacancies are solicited monthly by the staffing coordinator and are identified on the schedule as “Available Staff”.

- B. When circumstances arise that the staffing coordinator is unsuccessful in filling operational staffing vacancies voluntarily, as previously described, the following policy may be implemented to require personnel to be recalled to duty beyond defined work hours:
 - 1. For an AM shift vacancies (06:00 hrs. – 18:00 hrs.) the employee with the least amount of seniority currently working on the “off going” shift shall be held over for a period of 12 hours.

 - 2. For a PM shift vacancies (18:00 hrs. – 06:00 hrs.) the employee with the least amount of seniority working the following shift or working the current AM shift (daylight employee) shall be recalled 12 hours earlier than their regularly scheduled shift or be held over from their daylight shift.

 - 3. The Staffing Coordinator shall exercise discretion in filling operational staffing vacancies to avoid the use of personnel beyond 36 continuous hours.

- C. It is the Staffing Coordinator’s responsibility to make the notification to the employee that may be held over or called in as soon as possible. If an employee is completely unable to be held over due to extreme circumstances, it is up to the Staffing Coordinator’s discretion to select the next senior employee to be held over / recalled to duty.

- D. Once an employee is used for mandatory recall, they will be placed on a list ensuring that they will not be used again until the list expires. A rotating recalled personnel list shall be maintained to ensure each field level employee will be equally impacted.

Shenandoah County Department of Fire and Rescue
Standard Operating Guidelines

Section #/Title: **Section 7 Operations**

Article #/Title: **7.26 Out-of-County Transfer / Fill-In Requests**

Effective Date: **May 15, 2017**

Reviewed Date: **July 3, 2024**

Applies To: **[] Volunteer [] Career [X] Both**

Purpose: **To establish a policy for facilitating out-of-county requests for fill-in or transfer assignments**

- A. As a standard practice, fill-in or transfer assignments are normally facilitated by available volunteer, part time, and/or full-time personnel when resources are available to be shared with neighboring jurisdictions. This assignment should be facilitated while maintaining the minimal capabilities to provide fire / rescue services locally.

- B. Fill-in or transfer assignments occurring outside of Shenandoah County will only be facilitated when minimal staffing and apparatus crew(s) are readily available to respond (from the station) to emergencies within the defined service district of the department providing the fill-in / transfer assignment.
 - 1. For an agency providing EMS services in Shenandoah County, the station must be able to maintain the minimum staffing and resources (a qualified driver, released Attendant in Charge, and emergency vehicle), to provide emergency medical services, prior to facilitating a fill-in or transfer request outside of Shenandoah County.
 - 2. For an agency providing suppression services in Shenandoah County, the station must be able to maintain the minimal staffing and resources (a qualified driver, IDLH firefighter, and emergency vehicle), to provide minimum fire suppression capabilities, prior to facilitating a fill-in or transfer request outside of Shenandoah County.
 - 3. For an agency providing suppression and EMS services in Shenandoah County, the station must be able to maintain the minimal staffing resources (as referenced in Section B1 and B2) to provide both services locally prior to facilitating a fill-in or transfer request outside of Shenandoah County.

- C. In the event an agency is dispatched more than once, and is unable to generate additional resources to facilitate the fill-in or transfer assignment, the following should occur:

1. Shenandoah County ECC shall notify the Shift Commander after the agency's second tone. The Shift Commander should make contact with the station's head operational officer to determine if resources are available to facilitate the fill-in / transfer assignment.
 2. If the station remains unstaffed, and unable to facilitate a fill-in / transfer assignment, the Shift Commander shall contact the jurisdiction's ECC, who is making the transfer request, to make them aware of the situation and to determine if subsequent agencies should be dispatched.
- D. In the event that a fire and rescue unit is requested to an incident scene, and is requested to remain in service on the scene (for the purpose of responding to subsequent calls for service outside of Shenandoah County), the Company Officer shall contact the Shenandoah County station to determine if adequate resources are available to maintain minimal service level(s).
1. If the Shenandoah Co. station does not have adequate resources to maintain minimal service levels, the Company Officer should notify the Incident Commander (IC) as such and advise the IC that they will be returning to Shenandoah County and they will monitor their calls for service from the station of origination.

Shenandoah County Department of Fire and Rescue
Standard Operating Guidelines

Section #/Title: **Section 7 Operations**

Article #/Title: **7.27 MCI Operations**

Effective Date: **July 16, 2019**

Applies To: **[] Volunteer [] Career [X] Both**

Purpose: **The purpose of this guideline is to provide a standardized action plan that will assist in management of any Mass-Casualty Incident (MCI)**

- I. Scope: This plan is intended to be an all hazards plan that outlines a basic action plan to be followed in the event of any Mass Casualty Incident.

- II. The following are the primary goals of Mass Casualty Incident Management:
 - a. Do the greatest good for the greatest number
 - b. Make the best use of resources
 - c. Do not relocate the disaster

- III. For additional guidance on handling Mass Casualty Incidents providers should reference the Lord Fairfax Emergency Medical Services Council Mass Casualty Incident and Disaster Response Plan.

- IV. The safety of providers and patients should always be the first consideration in any MCI of any level.

- V. For the purpose of this SOG, a Mass Casualty Incident shall be defined as any incident where there is a potential for three or more patients to be present at an incident. MCI incidents shall be divided into three levels:
 - a. MCI Level 1: 3-10 patients
 - b. MCI Level 2: 11-20 patients
 - c. MCI Level 3: 21 or more patients

- VI. It shall be the responsibility of the first arriving unit or Prehospital provider to declare a MCI. First due units or command officers may also declare an MCI before arriving on location or ECC may upgrade any response to an MCI based on information provided by initial callers.

VII. Resources:

- a. Upon declaration of an MCI, the following resources should be added to the initial alarm assignment.
 - i. MCI Level 1: EMS Task Force, Duty Officer
 - ii. MCI Level 2: 2x EMS Task Forces, 1 Engine Company, Duty Officer and MCI Unit
 - iii. MCI Level 3: 3x EMS Task Forces, 2 Engine Companies, Duty Officer, and MCI Unit
- b. Additional units may also be added at the discretion of first arriving units, command staff, or ECC.

VIII. Arriving units shall, if possible, assume the following duties:

- a. Initial EMS Unit:
 - i. Assess scene safety
 - ii. Conduct a Scene Size-Up
 - iii. Begin to triage victims
- b. Initial Engine Company or Squad Company
 - i. Establish Incident Command
 - ii. Establish Triage, Treatment, Transportation, and Staging Areas
 - iii. Request necessary resources

NOTE: If the MCI requires fire suppression activities and/or extrication operations, the Squad Company dispatched as part of the initial EMS task force should assume responsibility for task II unless otherwise directed by command

- c. Command Staff
 - i. Assume Incident Command if necessary
 - ii. Fill necessary branch level positions including Medical Branch, Staging, Triage, and Treatment
 - iii. Notify hospitals via ECC
- d. Additional units should report to staging unless otherwise notified by command

IX. MCI Scene Set Up:

- a. General Layout
 - i. An initial triage area should be established at the incident scene
 - ii. A treatment area should be established for providers to administer emergency medical care.

- iii. A transport area should be established as a place for loading of EMS transport units
 - iv. A staging area should be established for additional resources. The staging area should be well clear of the incident scene
 - b. It is important to establish an orderly flow of patients from the incident scene through to the transport area. The scene should be organized based on this flow and other factors including scene security, location, terrain, weather, and number of patients.
- X. Triage, Treatment, and Transport
 - a. Initial triage should begin where patients lay. Providers should conduct triage in a rapid but methodical way that ensures all victims are triaged using the START and JumpSTART methods. Triage personnel should utilize the appropriate color-coded triage ribbons.
 - b. Secondary triage is the first step in patient treatment. It requires an in depth reassessment of all patients and is based on the judgment of the triage provider. Every patient should be brought to the single point, secondary triage area. The priority in which they are moved is dependent on the priority assigned in initial triage. During this process a Virginia Triage Tag should be applied to all patients.
 - c. All prehospital treatment should be conducted in the treatment area after patients have been processed through the secondary triage point. If necessary, an incident morgue should be established in an area adjacent to, but isolated from, the treatment area.
 - d. Transport should be conducted by licensed EMS vehicles if at all possible. In the event the number of patients overwhelms resources available, non-traditional transport vehicles may be used. The transport group leader will be responsible for vehicle tracking. All patients on the scene should be tracked by the transportation officer or group.
- XI. The following nine (9) worksheets and forms, provided as part of the Lord Fairfax Emergency Medical Services Council Mass Casualty Incident and Disaster Response Plan, should be utilized to assist with an MCI.
 - a. Patient Count and Distribution Worksheet
 - b. MCI Patient Tracking Form
 - c. Incident Commander Checklist
 - d. Medical Branch Supervisor Check List
 - e. Staging Area Supervisor Checklist
 - f. Triage Area Supervisor Checklist
 - g. Treatment Area Supervisor Checklist
 - h. Transport Area Supervisor Checklist
 - i. Mass Casualty Patient Flow form and diagram

Shenandoah County Department of Fire and Rescue
Standard Operating Guidelines

Section #/Title: **Section 7 Operations**

Article #/Title: **7.26 Out-of-County Transfer / Fill-In Requests**

Effective Date: **May 15, 2017**

Reviewed Date: **July 3, 2024**

Applies To: **[] Volunteer [] Career [X] Both**

Purpose: **To establish a policy for facilitating out-of-county requests for fill-in or transfer assignments**

- A. As a standard practice, fill-in or transfer assignments are normally facilitated by available volunteer, part time, and/or full-time personnel when resources are available to be shared with neighboring jurisdictions. This assignment should be facilitated while maintaining the minimal capabilities to provide fire / rescue services locally.

- B. Fill-in or transfer assignments occurring outside of Shenandoah County will only be facilitated when minimal staffing and apparatus crew(s) are readily available to respond (from the station) to emergencies within the defined service district of the department providing the fill-in / transfer assignment.
 - 1. For an agency providing EMS services in Shenandoah County, the station must be able to maintain the minimum staffing and resources (a qualified driver, released Attendant in Charge, and emergency vehicle), to provide emergency medical services, prior to facilitating a fill-in or transfer request outside of Shenandoah County.
 - 2. For an agency providing suppression services in Shenandoah County, the station must be able to maintain the minimal staffing and resources (a qualified driver, IDLH firefighter, and emergency vehicle), to provide minimum fire suppression capabilities, prior to facilitating a fill-in or transfer request outside of Shenandoah County.
 - 3. For an agency providing suppression and EMS services in Shenandoah County, the station must be able to maintain the minimal staffing resources (as referenced in Section B1 and B2) to provide both services locally prior to facilitating a fill-in or transfer request outside of Shenandoah County.

- C. In the event an agency is dispatched more than once, and is unable to generate additional resources to facilitate the fill-in or transfer assignment, the following should occur:

1. Shenandoah County ECC shall notify the Shift Commander after the agency's second tone. The Shift Commander should make contact with the station's head operational officer to determine if resources are available to facilitate the fill-in / transfer assignment.
 2. If the station remains unstaffed, and unable to facilitate a fill-in / transfer assignment, the Shift Commander shall contact the jurisdiction's ECC, who is making the transfer request, to make them aware of the situation and to determine if subsequent agencies should be dispatched.
- D. In the event that a fire and rescue unit is requested to an incident scene, and is requested to remain in service on the scene (for the purpose of responding to subsequent calls for service outside of Shenandoah County), the Company Officer shall contact the Shenandoah County station to determine if adequate resources are available to maintain minimal service level(s).
1. If the Shenandoah Co. station does not have adequate resources to maintain minimal service levels, the Company Officer should notify the Incident Commander (IC) as such and advise the IC that they will be returning to Shenandoah County and they will monitor their calls for service from the station of origination.

Date: ___ / ___ / ___ **Incident Number:** _____ **Unit Number:**

Incident Address:

I have been made aware and fully understated that forcing entry/gaining access to my property may result in damages that include, but are not limited to; paint transfer, scratches, dents, broken glass, tears, chipped paint, broken doors, sprung doors, broken door frames, broken window frames, and broken locks.

Acknowledging and understanding the above statement and warning, I hereby request that personnel of (Unit Number) _____ proceed with efforts to force entry/gain access to my owned/rented property. Furthermore, I will assume the risk of such damage and release the County of Shenandoah, Virginia, volunteer fire and rescue agencies which are a part of the county's official safety program, and their respective officers, employees, and agents from any and all liability for damage to my property which results from such efforts.

Vehicle Information

Make _____ Model _____ Year _____
Plate _____ State _____

Owner/Custodian Information

Name _____
Address _____ City _____
State _____ Zip Code _____ Phone _____
DOB _____

OIC/AIC Name: _____ Signature:

Owner/Custodian Signature: _____

Witness Name: _____ Signature:

Shenandoah County Department of Fire and Rescue
Standard Operating Guidelines

Section #/Title: **Section 7:** **Operations**

Article #/Title: **7.28** **Responses to Lockout Services**

Effective Date: **May 14, 2019**

Reviewed Date: **July 3, 2024**

Applies To: **[] Volunteer [] Career [X] Both**

Purpose: **To establish a uniform guideline to address Lockout Services that require gaining entry to structures and/or vehicles**

I. A “Lock Out Service” shall be considered any call for service, that is received by the ECC and is dispatched for fire and rescue services, that require gaining entry to vehicles and/or structures.

II. Dispatch & Response

1. When a Lock Out Service call is received by the ECC, fire and rescue units will be dispatched as outlined in S.O.G 7.8 *Standard Apparatus Response Guide*. If the call for service is called into the station, personnel shall notify the ECC so a call can be generated. Units shall only be dispatched/respond if there is an actual/potential life safety issue or hazardous/potentially hazardous situation
2. When this type of call is dispatched, ECC shall also dispatch the closest Law Enforcement unit. If the call involves any animal, ECC shall dispatch an Animal Control unit if they are available.
3. The mode of response by fire and rescue apparatus shall be the discretion of the units OIC/AIC and based on the supplemental information given by the ECC.

III. Operations

1. Personnel shall only force entry or gain access if there is an actual/potential life safety issue or hazardous/potentially hazardous situations. Examples of life safety issues/hazardous situations include, but are not limited to the following situations:
 - a. A person is locked inside a vehicle
 - b. A person is separated from essential medication or medical equipment
 - c. A hazardous situation is occurring inside a locked structure that requires immediate access (i.e. food on the stove).

2. Personnel shall not force entry or gain access for the purpose of obtaining keys or other material items.
3. Prior to gaining access to a structure or vehicle, the owner, operator, or responsible party shall be made aware that the fire and/or rescue department is not responsible for any damage that may occur during the operation and that there is a possibility for this to occur.
4. The OIC/AIC shall complete an attached "Lock Out Service Waiver Form" for all Lockout Service incidents. This should be completed before forcing entry to the vehicle or structure unless the OIC/AIC determines there is a life safety risk that necessitates immediate action. This form shall be filed, along with a copy of the NFIRS/EPCR report, in the station of the company that performed the lock out service.
5. When possible, personnel shall utilize the least destructive method to gain access to the structure or vehicle. If there is an immediate life safety issue, the OIC/AIC may use their discretion to pursue a more destructive means of gaining entry.
6. Unless a significant and immediate life safety issue is the reason for the call, personnel shall wait for the arrival of law enforcement to force entry or gain access to the structure or vehicle.

Lock Out Service Waiver Form

Date: ___/___/___ **Incident Number:** _____ **Unit Number:**

Incident Address:

I have been made aware and fully understated that forcing entry/gaining access to my property may result in damages that include, but are not limited to; paint transfer, scratches, dents, broken glass, tears, chipped paint, broken doors, sprung doors, broken door frames, broken window frames, and broken locks.

Acknowledging and understanding the above statement and warning, I hereby request that personnel of (Unit Number) _____ proceed with efforts to force entry/gain access to my owned/rented property. Furthermore, I will assume the risk of such damage and release the County of Shenandoah, Virginia, volunteer fire and rescue agencies which are a part of the county's official safety program, and their respective officers, employees, and agents from any and all liability for damage to my property which results from such efforts.

Vehicle Information

Make _____ Model _____ Year _____
Plate _____ State _____

Owner/Custodian Information

Name _____
Address _____ City _____
State _____ Zip Code _____ Phone _____
DOB _____

OIC/AIC Name: _____ Signature:

Owner/Custodian Signature: _____

Witness Name: _____ Signature:

Shenandoah County Department of Fire and Rescue
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Section #/Title: **Section 7 Operations**

Article #/Title: **7.29 Daily Staffing Announcements**

Effective Date: **June 19, 2017**

Reviewed Date: **July 3, 2024**

Applies To: **Volunteer Career Both**

Purpose: **To establish a policy for communicating response capabilities of
staffed fire / rescue stations**

- A. Shenandoah County Fire and Rescue recognizes that, through assignment of career personnel or through volunteer duty crews, individual departments may have continuous staffing.

- B. During hours when fire and rescue stations are continuously staffed, personnel shall contact Shenandoah County ECC to report staffing capabilities in the following manner:
 - 1. For shifts beginning in the morning hours, the station officer (or senior operational provider) shall contact Shenandoah Co. ECC (via the non-emergency number) prior to 07:00 hrs. to report staffing level / capabilities. This information shall be communicated by ECC personnel, over the primary Fire / Rescue dispatch frequency, as part of the morning announcements. When reporting station staffing to ECC, the highest level of emergency medical service capability should also be communicated. For example, if Station 21 has two EMTs and a Medic-level provider providing staffing until 18:00, they should report to ECC – “Station 21 is staffed with three, Medic-level, until 18:00 hrs.”

 - 2. For shifts beginning in the evening hours, the station officer (or senior operational provider) shall contact Shenandoah Co. ECC (via the non-emergency number) prior to 19:00hrs to report in their staffing level / capabilities. This information shall be communicated by ECC over the primary Fire / Rescue dispatch frequency, as part of the evening announcements. When reporting station staffing to ECC, the highest level of emergency medical service capability should also be communicated.

 - 3. For stations staffed on a 24-hour basis, the on-coming station officer (or senior operational provider) shall contact Shenandoah Co. ECC (via the non-emergency number) **only ONCE** prior to 07:00 hrs. to report in their staffing level / EMS capabilities for the day. This information shall be communicated

by ECC over the primary Fire / Rescue dispatch frequency, as part of the morning and evening announcements.

- a. In the event that EMS levels / capabilities change in the course of a 24 hour shift (i.e. sickness, details out of operations, etc), the station officer or senior operational provider shall contact ECC prior to 19:00 hrs. to have that staffing change noted as part of the evening announcements.
- C. ECC personnel shall maintain a status board of staffed stations, within the ECC, to identify the service capacity of all stations reporting their daily staffing.
- D. ECC personnel shall make daily station staffing announcements in the following format examples:
1. For morning announcements, "The following stations are staffed BLS until 18:00hrs.: Station 21, Station 25, and Station 18". "The following stations are staffed Rescue Level until 18:00 hrs: Station 23, Station 10". " The following stations are staffed Medic Level until 18:00: Station 5".
 2. For evening announcements, "The following stations are staffed BLS until 06:00hrs: Station 13 and Station 25". "The following stations are staffed Rescue Level until 18:00 hrs: Station 23 and Station 18". "The following stations are staffed Medic Level until 18:00: Station 5 and Station 10".

Shenandoah County Department of Fire and Rescue
Standard Operating Guidelines

Section #/Title: **Section 7 Operations**

Article #/Title: **7.30 Supply/Equipment Reimbursement for MVC's/Haz-Mat Incidents**

Effective Date: **June 14, 2022**

Applies To: **Volunteer Career Both**

Purpose: **To establish a policy for reimbursement of supplies and/ or equipment utilized at motor vehicle crashes and or incidents involving hazardous materials.**

I. Scope:

During emergency incidents involving motor vehicles or hazardous materials, departments may utilize equipment or absorbents materials to mitigate the incident. Department equipment may also become negatively impacted or inoperable due to the nature of the incident.

II. The persons responsible for the transportation of hazardous materials are legally responsible for paying the full costs of cleanup and disposal operations- including all equipment and supplies utilized.

III. To get reimbursement for supplies and/or impacted equipment, every effort should be made to acquire the owner and driver information from the vehicle(s) involved.

A. The incident commander (IC) of the incident will need to make contact of with the owner/driver of the vehicle(s) involved to obtain contact information.

B. If the IC is not able to make contact with the owner/driver, contact will have to be made with the officer investigating the incident.

C. The attached form letter will need to be completed and sent via certified letter to the responsible party for reimbursement.

D. If several departments are involved in the incident, the jurisdiction in which the incident takes place will be responsible for completing and mailing the letter for reimbursement.

IV. For major incidents reference SOG 5.3 - Incident Restitutions.

V. Example letter

Forestville Crossroads Volunteer Fire Department
235 Quicksburg Road
Forestville, VA 22842

Dear Sirs,

The Forestville Crossroads Volunteer Fire Department responded to an incident involving equipment owned or operated by **Unlucky Trucking, LLC on the date of March 31, 2022.** The incident required the use of materials and/or equipment to mitigate the incident. According to Shenandoah County Fire and Rescue SOG 7.30, "The persons responsible for the transportation of hazardous materials are responsible for paying the full costs of cleanup and disposal operations. Including all equipment and supplies used." We are asking to be reimbursed for the use of the following:

1. _____ Cost \$ _____
2. _____ Cost \$ _____
3. _____ Cost \$ _____

Please remit payment to:
Forestville Crossroads Volunteer Fire Department
C/O Treasurer
235 Quicksburg Road
Forestville, VA 22842

Sincerely,

Bobo Buckshot
Chief
Forestville Crossroads Volunteer Fire Department

Shenandoah County Department of Fire and Rescue
Standard Operating Guidelines

Section #/Title: **Section 7 Operations**

Article #/Title: **7.31 Rescue Task Force(RTF) – Warm Zone Medical Operations**

Effective Date: **July 2023**

Applies To: Volunteer Career Both

Purpose: **The purpose of this SOG is to outline the requirements for participation, training, and operations for the Rescue Task Force in Warm Zone medical operations.**

I. Scope

- A. The RTF’s main focus is response to active shooter type situations, in conjunction with Law Enforcement, to provide rapid primary triage and treatment of life-threatening injuries in potentially hostile environments. The equipment and training available to members can be utilized for a number of other situations once a unified command structure has been established.

- B. This SOG applies to all credentialed fire and rescue personnel authorized to provide Emergency Medical Services within Shenandoah County.

II. Organizational Structure

- A. The Rescue Task Force (RTF) is considered a part of Shenandoah County Fire and Rescue’s Tactical Medicine Program and is overseen by a RTF Program Manager, under the direction of Shenandoah County’s Operational Medical Director, and in collaboration with the Shenandoah County Sheriff’s Office.

III. Membership

- A. All certified and released EMS providers (BLS and ALS), affiliated with an agency within Shenandoah County, are welcome and encouraged to participate in RTF training and drills.

- B. Shenandoah County Fire and Rescue opens participation to all members willing and able to complete the training and participation requirements. This is similar to Law Enforcement approach of training all officers and no longer relying on a specialty team to make entry.

- C. There is no specific physical training requirements. However, members should expect increased physical demands including movement, lifting, and carrying of patients without standard equipment.

IV. Participation

- A. All members are welcome and encouraged to participate in training and drills, but not obligated to participate.
- B. Basic restrictions on participation in a real-life active shooter event:
 - 1. Members must be a cleared provider (EMT, Advanced EMT, EMT-Intermediate, EMT-Paramedic, Physician).
 - 2. Members must have completed initial RTF training (classroom and practical).
 - 3. Junior and un-cleared probationary members are not permitted to enter the warm zone in a real incident but are welcome to train with the group.

V. Training

- A. All members wishing to participate in RTF will complete an initial training course organized and approved by the RTF Program Manager or their designee.
- B. The two phases are as follows:
 - 1. Classroom – Terms, Law Enforcement integration, active shooter theory, primary assessment, medical treatment, RTF operations, safety considerations.
 - 2. Practical – Equipment familiarization, triage, treatment, Casualty Collection Point (CCP) operations, movement, patient extrication.
- C. Additional trainings (lecture, practical, tabletop exercises, and full-scale exercises) will be conducted as frequent as practical. Trainings will focus on the observed needs of participating personnel and be directed by the RTF Program Manager or their designee.
- D. Outside agencies will be invited to participate as appropriate and may include guest instructors from Law Enforcement agencies.
- E. Training EMS alone is not sufficient in being able to implement forward medical care in the warm zone. It requires training and familiarization with local Law Enforcement who will be on scene during a real incident. They need to understand the concepts of RTF as well as how to establish and secure a Casualty Collection Point (CCP) and provide security for RTF members inside.

VI. Equipment

- A. Ballistic protection – Ballistic vests will be NIJ rated IIIa or equivalent. No additional ballistic protection (helmet, shield, etc) will be provided due to reduced mobility and relative low risk of operation in warm zone.

- B. Vest Carrier – Molle plate carrier designed to properly fit ballistic vest panels will be utilized. Carriers will prominently display “FIRE / RESCUE” on both sides of the vest and shall not be removed or obstructed. This is to provide easy visual identification by Law Enforcement and eliminate confusion between RTF and Law Enforcement/SWAT Medical Personnel.
- C. Supplies – Equipment bags will be attached to the vest carrier as needed to contain triage (colored flagging tape) and treatment equipment readily accessible to the provider. Layout of equipment on each vest will be consistent to allow interchangeable operations with stock equipment (not individually issued). Any major changes to vest configuration or equipment will require notification of the members trained to use it as well as hands-on demonstration at the next RTF training.
- D. Resupply Bag – An RTF equipment resupply bag will be available for drop at the CCP containing PPE and extra medical supplies to restock vest supplies as they are used.
- E. Firearms – Excluding credentialed law enforcement officers permitted to operate in Shenandoah County, Rescue Task Force members should not carry or possess any firearm while operating in the warm zone. Your armed security is provided by Law Enforcement escorts. This policy is to reduce role confusion by EMS and Law Enforcement as well as to reduce the chances of being incorrectly identified as a threat by Law Enforcement upon entry.

VII. Deployment

- A. Shenandoah Co. Dept. of Fire and Rescue utilizes staff vehicles issued to the Fire Chief, the Deputy Chief of Operations, the Deputy Chief of Training, and the Deputy Chief Fire Marshal. Additionally, SCFR has two vehicles utilized by on-call Assistant Fire Marshals and a Shift Commander vehicle that is staffed 24 hours a day / 365 days a year.
- B. Most volunteer agencies have vehicles identified as a “SERV” or “Mobile” which serve the same purpose. These vehicles may also function as a forward command post during the start-up of an MCI as well as to deliver needed equipment to the scene (triage tarps, MCI vests, equipment, etc).
- C. Vests – One tote containing 5 ballistic vests is located in Shift Commander vehicle (C-103). Additional totes will be developed and strategically placed as equipment becomes available.
- D. Resupply Bag – Staged at various rescue stations, with other MCI equipment, to be picked up by units responding from the station to a known or suspected MCI.
- E. This deployment strategy provides for rapid availability of protective equipment with attached medical and triage supplies. One SCFR Senior Staff vehicle is officially on-duty and will be the first to respond outfitting a team of 4 members.

- F. For a larger incident, subsequent apparatus would arrive providing additional equipment.

VIII. Operations

A. Notification

1. Initial notification is done by voice alert pager/radio by 911 Shenandoah Co. ECC, per dispatch protocol for MCI incidents.
2. If the SCFR Staff Duty Officer (SDO) / Shift Commander feels a RTF is needed, ECC should redispach the incident using the "All Call" tone and send cellular phone notifications, via mobile phone applications for text alerting, to notify any RTF members who did not hear the initial dispatch.

B. Response

1. During any MCI, members are advised to respond to their normally assigned station (not the scene) and respond with proper identification to the designated staging location, if one has been established, or stage at the station until requested/directed by Unified Command.
2. RTF trained members follow the same response guidelines initially but may be moved to an alternate staging location or called in before other resources to prepare for entry.
3. When possible, teams of trained RTF members should collect at the station and respond together as a designated RTF unit.

C. Staging

1. As designated by Unified Command, a specific number of RTF members may be requested to prepare for entry.
2. This may be done at a forward staging location, as the RTF equipment is likely already on scene with the command vehicle.

D. Incident Command

1. All law enforcement and fire/rescue personnel who may be tasked with managing a large-scale EMS incident should be familiar with Unified Command, the RTF concept, and their integration into the incident command structure.
2. As soon as possible, Law Enforcement and Fire / Rescue Branch Supervisors should collaborate to determine the need for RTF and the establishment of Unified Command.
3. If applicable, the Fire/Rescue Branch Director should coordinate or delegate the coordination of RTF and their preparation for entry.
4. It is imperative to have good communication with the Law Enforcement Branch Director to accomplish this.

- a. *Unified Command is an authority structure in which the roll of incident commander is shared by two or more individuals, each already having authority in a different responding agency. When established, RTF would communicate with the Fire / Rescue Branch Director (or representative) who is part of the Unified Command structure.

E. RTF Group Supervisor

1. It is imperative to designate one RTF member as “RTF Group Supervisor.”
2. While any trained member can fill this role, it is generally assigned to a Fire Marshal, Assistant Fire Marshal, or a more senior member with experience and good communication skills and a good working relationship with Law Enforcement.
3. This person does not provide direct triage or treatment but instead coordinates all RTF activities within the structure.
4. They are responsible for member accountability and communication with Unified Command.
5. They will routinely update UC (or designee) to the status inside, patient count, and team needs.

F. Accountability

1. Any time one or more RTF teams are deployed on an incident, accountability shall be maintained utilizing the RTF Accountability Passports carried in each RTF Tote.

G. Communication

1. It is extremely important that RTF have clear communications with Unified Command or their designee.
2. A specific radio channel should be designated prior to RTF entry that will be used only for RTF operations/communication with command. This may be their life-line!
3. Under normal operations, the RTF Group Supervisor inside the structure will remain in the CCP and handle all communications for RTF.
4. As with any Mass Casualty Incident (MCI), plain language will be used on the radio.
5. As RTF and UC are communicating directly the title “RTF” or “RTF Supervisor” is acceptable as well as the use of triage colors indicating patient conditions and other standard accepted MCI and ICS terms.

H. Initial Entry

1. No entry will be made until a warm zone has been secured by Law Enforcement and they have requested RTF entry through Unified Command.

2. Once requested, the RTF Group Supervisor should confirm with Law Enforcement that a warm zone is secure and that security will be provided for them at all times while inside the warm zone.
3. Whenever possible and practical a member of the Fire Marshal's Office should facilitate the role of RTF Supervisor and coordinate security presence with law enforcement.

IX. Initial Goal and Casualty Collection Point (CCP)

- A. The initial goal is to establish a Casualty Collection Point (CCP). This will ideally be established near an exterior entrance/exit to allow patient evacuation by non-RTF personnel.
- B. The CCP may already be established by Law Enforcement prior to EMS entry.
- C. If not, the RTF Supervisor should work with Law Enforcement to establish this.
- D. Law Enforcement is instructed to bring all living wounded patients to the CCP.
- E. Law enforcement shall search all casualties brought to the CCP to ensure victims are free of any weapons.**
- F. Non-injured patients should NOT come to the CCP and should be contained / escorted out by Law Enforcement.

X. Casualty Collection Point (CCP) Expectations

- A. Triage – As patients arrive, they are evaluated using START Triage and assigned a color ribbon tied securely around their wrist.
- B. Treatment – Patients with life-threatening injuries will be treated in accordance with protocols, training, and Tactical Emergency Casualty Care (TECC) guidelines. Minor and non-life threatening injuries will be deferred to the exterior treatment area.
- C. Patient Evacuation – Patients will be evacuated from the CCP to the exterior triage/treatment area in order of priority as directed by RTF Command or their designee. When the CCP lies on the boarder of the warm zone and cold zone, non-RTF personnel can be utilized to move patients. If the CCP is deep inside the warm zone, RTF and Law Enforcement personnel will be utilized to move patients out to the cold zone. A secondary CCP may be established if needed.
- D. Triage Exception – To maintain the operational effectiveness of all Law Enforcement and rescue personnel on scene, it is understood that injured emergency response personnel take priority in treatment and evacuation, regardless of initial triage. Doing so allows the uninjured emergency personnel to maintain focus and continue caring for others.

XI. Integration with SWAT Medics/LE Medics

- A. Some Law Enforcement personnel on scene may have advanced medical training or may function in a dedicated medical role (SWAT Medic).
- B. These personnel can be very helpful in providing information and assistance but it is important to understand their roles are different than RTF and they may be tasked accordingly.
- C. When possible, SWAT Medics will help triage patients as living or non-living/non-viable and aid Law Enforcement in prioritizing patients being brought to the CCP.

XII. Expansion

- A. Over time, Law Enforcement will secure more and more of the structure and the interior warm-zone will expand.
- B. As need and resources permit, RTF may be asked to push deeper into the structure.
- C. It is important to maintain a presence at the CCP which should not be sacrificed to expand the operation.
- D. In the event interior RTF elements are split, it will be the responsibility of the RTF Supervisor to split the groups and notify UC of the radio designations (generally RTF Alpha, RTF Bravo, etc...).
- E. Any RTF team will have a minimum of two members at all times.
- F. Members should never be alone! Each team must also always maintain Law Enforcement security.
- G. Members should not split away from the group or be re-allocated without the knowledge and consent of the RTF Group Supervisor.

XIII. Re-purposing/Disbandment

- A. Interior operations with RTF are usually the first to be complete, as all patients will eventually be removed from the warm zone and enter the triage/treatment area.
- B. As such, the RTF Group Supervisor should notify Unified Command as soon as all patients have been removed so those members can be re-assigned.
- C. It is generally recommended to keep a small RTF contingent operational even after the structure is cleared as a quick reaction team if more patients are discovered or the incident evolves.

XIV. Flexibility

- A. The dynamic nature of an active shooter situation requires the ability to remain flexible and to adjust to the environment and situation.

- B. This document serves as a guide for idea operation but it is understood that the situation dictates the operations and RTF members and command must be ready to adjust as needed.

XV. Safety

- A. The safety of our members is paramount.
- B. While we do not enter the warm zone until it has been secured by Law Enforcement and security is provided, there is still inherent risk.
- C. No member is required to operate in this area and may leave the area if they feel it is unsafe.
- D. They must notify the RTF Supervisor prior to leaving to ensure they are accounted for and security is provided for them.
- E. If at any time the RTF Supervisor feels the scene is not safe, they can request whatever resources needed to make it safe or have the team evacuate the scene.
- F. If at any time the incident changes and the warm zone is no longer safe for EMS, members should work with their Law Enforcement security team to evacuate or shelter in place, whatever is deemed safer.

XVI. Definitions

- A. SOG: Standard Operating Guideline
- B. RTF: Rescue Task Force
- C. CCP: Casualty Collection Point
- D. Hot Zone: Area where a direct and immediate threat exists or that has not been secured by Law Enforcement. This is very dynamic and can change without warning. Also Called "Inner Perimeter" by Law Enforcement.
- E. Warm Zone: Area where a potential threat exists, but the threat is not direct or immediate. This area has Law Enforcement security present but the area has not been completely cleared and deemed safe for all members. May also be called "Inner Perimeter" by Law Enforcement. Only trained and equipped rescue task force members should operate in this zone. Porters may come to the edge of this zone to remove patients.
- F. Cold Zone: Area where no significant danger or threat can be reasonably anticipated. This area has been secured and cleared by Law Enforcement or achieved by distance or geography. May also be called "Outer Perimeter" by Law Enforcement. All non-RTF operations (treatment, triage, transport, staging, etc.) occur in this zone.

G. TECC: Tactical Emergency Casualty Care

H. SWAT: Special Weapons and Tactics. Refers to any Law Enforcement specialty response team. Also known as Tactical Team, Emergency Response Team, etc.

I. BLS: Basic Life Support

J. ALS: Advanced Life Support (Advanced EMT, EMT- Intermediate, EMT-Paramedic, Physician)

K. MCI: Mass Casualty Incident

L. IC: Incident Command

M. UC: Unified Command

XVII. Attachment – RTF Member Accountability Passport

XVIII. References

A. START Triage, JUMPSTART Triage – Western VA EMS Council protocol reference pages WVEMS Protocol www.wvems.org

B. U.S. Fire/EMS Operational Considerations and Guide for Active Shooter and Mass Casualty Incidents, September 2013 - FEMA
http://www.usfa.fema.gov/downloads/pdf/publications/active_shooter_guide.pdf

XIV. Acknowledgements

A. Captain David English – Blacksburg Volunteer Rescue Squad

Shenandoah County Department of Fire and Rescue
Standard Operating Guidelines

Section #/Title: **Section 7 Operations**

Article #/Title: **7.32 Medication Exchange Procedures**

Effective Date: **April 15, 2025**

Revised Date: **September 9, 2025**

Applies To: **Volunteer Career Both**

Purpose: **To establish a uniform guideline for required procedures specific to exchanging or restocking medications carried on permitted EMS vehicles.**

I. Storage and Access of Medications

- A. Medications shall be replaced as soon as possible and practical following prehospital administration. Medications shall be retrieved from the closest storage site based upon the location of the transportation destination, medivac transfer point, or incident scene. Medication storage sites are located at the following locations:
 - 1. SCFR Headquarters – 600 N. Main St. – Suite 109 Woodstock, VA
 - 2. Strasburg Vol. Rescue Squad – 156 E. Washington St. Strasburg, VA
 - 3. Mt. Jackson Rescue and Fire – 6155 Main St. Mt. Jackson, VA

- B. Medications shall be stored / retrieved from the Pyxis Tower storage cabinet located at one of the storage site locations. Access to the room(s) designated for medication storage shall be gained through a programmable key card which has been assigned to each drug bag. Access cards shall be visually accounted for daily and shall be documented as accounted for utilizing the Station Log Book. The Shift Commander and the Medication Exchange Program Manager shall be notified immediately any time the key card is unaccounted for.

- C. Medications shall be stored on permitted vehicles in a secured location and be maintained within a temperature range of 54 to 78 degrees Fahrenheit. Temperature logs shall be maintained for each permitted vehicle and archived for remote storage each month.

- D. All medication rooms are under video camera surveillance and motion sensors 24-7. To deactivate motion sensors there is a universal 4-digit pin that will

need to be entered. Once you are done getting medications/supplies the system must be rearmed before leaving the room. Same 4-digit pin is used to activate the system. You will have 60 seconds to leave the room after activating the alarm system.

II. Daily Procedures

- A. All remaining medications not administered to a patient must be wasted in the presence of second health care provider (preferably NOT a nurse) and documented appropriately in the patient care report. This includes Schedule II through IV medications as well as saline products.

III. Monthly Inventory Procedures

- A. To account for all medications in the current inventory of medication bags carried on licensed apparatus, and to identify medications that are due to expire, monthly drug bag inventory forms shall be completed on the first day of each month. Per SOG 8.3 Durg Box Policy
- B. Drug bag inventory forms shall be electronically to the Medication Program Manager at the beginning of each month to the designated email address or designated phone number provided.

IV. Replenishing Expired or Damaged Medications

- A. When replacing expiring medications from the pyxis, please enter expired meds and the bag number the medications came from under Patient Name field. (Does not matter how you enter if it is first name or last name both fields need to be filled out to get the medication).
- B. Only paramedics will be able to replace expiring narcotic medications.
- C. All expired medications shall be placed in the black mailboxes that are hung in each medication storage room.
- D. Expired and /or damaged medications shall be segregated and clearly marked for return to the responsible party. Any vial discovered unsuitable for patient administration shall be returned to the return box for disposal, located at each medication exchange room, with a form completed.

V. Medication Waste Policy

- A. Any time that a medication in liquid form is drawn up from the vial of origination, it must be wasted and properly disposed of. To that end, providers are to waste residual medications in one of the following methods:
 - 1. EMS personnel who are transporting to area hospitals are to waste residual medications within the emergency room or area(s) of the facility designated for this procedure.

- a. EMS personnel shall utilize disposal container systems designated to receive / deactivate residual medication – do **NOT** waste medications in the sink or a drain connected to the sanitary sewer system. If you are not familiar with the location or type of medication disposal system, please request help from ER Personnel.
 - b. The wasting of any narcotic medication shall be done in the presence of *another certified EMS provider* and be properly documented by both parties on the patient care report. Please do not utilize hospital nurses or staff to witness the wasting of residual medication(s). Non-narcotic medication should be wasted in the presence of a witness, as described, whenever possible.
 - c. After the residual medication is wasted, the needle / syringe containing the wasted medication, **AND** the vial originally containing the medication, shall be immediately disposed of in a sharps container or a tamper-proof container designated for this purpose.
2. For incidents resulting in a patient refusal, medivac transfer, or non-transport situation, EMS personnel are to waste residual medications at one of the three designated locations established for medication exchange (Station 21, SCFR Headquarters, or Station 25), utilizing the following procedure:
- a. EMS personnel shall secure any/all items containing unused medications in the designated medication storage compartment, while traveling from the incident scene to one of the three designated locations for medication exchange.
 - b. EMS personnel shall utilize the disposal container system, designated to receive / deactivate residual medication, provided at each of the three medication exchange locations.
 - c. The wasting of any narcotic medication shall be done in the presence of another certified EMS provider, within one of the medication exchange rooms, and be properly documented by both parties on the patient care report. Non-narcotic medication should be wasted in the presence of a witness, as described, whenever possible.
 - d. After the residual medication is wasted, the needle / syringe containing the wasted medication, **AND** the vial originally containing the medication, shall be immediately disposed of in the designated sharps container provided in each medication exchange room.

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Section #/Title: **Section 7: Operations**

Article #/Title: **7.33 Two In – Two Out IDLH Response Policy**

Effective Date: **October 14, 2025**

Applies To: **[] Volunteer [] Career [X] Both**

Purpose: **To establish a standard guideline and procedures that will serve to provide a safe working environment for first responders and reduce risk of injury or death during responses to incidents involving IDLH.**

I. Background

- A. This guideline will apply to operations where IDLH conditions exist or potentially exist in the following situations:
 - a. The uncontrolled release(s) of a hazardous substance(s)
 - b. Interior structural firefighting beyond incipient stage fire conditions

II. Two In – Two Out Requirement

- A. The following requirements are to be followed when one or both incident conditions listed in I. A. exist:
 - a. An engine and a crew of at least four qualified personnel are necessary prior to entering an IDLH atmosphere. These four personnel shall be in addition to the pump operator.
 - b. It is the responsibility of the incident commander (IC) to assure that Rapid Intervention Team(s) members are qualified and assigned.
 - c. The team entering the hazardous atmosphere must maintain crew integrity and ensure SCBA PASS devices are operational.
 - d. Two qualified personnel (RIT) must maintain a position out of the IDLH atmosphere and be readily available, and be able to don the proper level of protective clothing, to enter the hazardous atmosphere to rescue the interior team as directed or requested. In addition, they should be equipped with, or have readily available, a charged hose line, forcible entry tools, hand lights, and a RIT bag equipped with supplemental air supply.

- B. If the initial entry team requires rescue or calls a Mayday, the requirement to have two personnel remain outside of the IDLH environment no longer applies as the incident transitions to rescue mode.

III. Operations with Three or Less Personnel

- A. When a company arrives with less than four qualified personnel, interior operations cannot be initiated in an IDLH atmosphere. In anticipation of the arrival of a fourth firefighter, the crew may initiate exterior actions in preparation for an interior attack. These exterior actions may include, but are not limited to:
 - a. Investigation and scene size-up.
 - b. Establishment of a water supply.
 - c. Control of utilities.
 - d. Placement of ladders.
 - e. Deployment of attach line(s)
 - f. Exposure protection.

IV. Rescue Exception to Two In – Two Out Policy

- A. If, upon arrival at the scene, personnel find an imminent life-threatening situation where immediate action may prevent the loss of life or serious injury, such action shall be permitted with less than four personnel on the scene.
- B. Some common examples where it is permitted to operate in an IDLH with less than four personnel on the scene include but not limited to:
 - a. One or more victims are visibly in danger
 - b. Civilian advises that someone is inside the hazardous atmosphere or area
 - c. The 911 call was received from someone inside the IDLH environment
 - d. Someone can be heard inside the hazardous atmosphere
- C. Live saving actions may be initiated only in rare and extraordinary circumstances when, in the company officer's professional judgement, the specific instance requires immediate action to prevent the loss of life or serious injury. If personnel are going to initiate actions that involve entering the hazardous area because of the imminent life-threatening situation and four personnel are not on the scene, the officer in charge must carefully evaluate the level of risk that the crew would be exposed to by taking such actions.
- D. When the company officer decides to initiate interior operations with less than four qualified personnel, the ECC shall be advised as such. This radio transmission will be considered "Priority Traffic" and must include the presenting situation and location of the structure where crews will be operating.

E. Any incident in which actions are initiated using this exception shall be documented in the narrative section of the fire report. Due to the potential for legal / liability issues, the narrative section of the fire report shall include the following:

- a. A description of the conditions encountered
- b. The reasons for initiating actions with less than four personnel
- c. The actions which were taken during this stage of the incident.

V. Operations with at Least Four Personnel

- A. Once four qualified personnel are on the scene, interior operations may commence in an IDLH environment.
- B. Two of the four qualified personnel can initiate interior operations while the other two must maintain positions outside of the hazardous atmosphere. One of the two personnel assigned to exterior operations may be involved in support functions to include the following:
 - a. Incident Command
 - b. Accountability
 - c. Stretching of back up or additional hose lines
 - d. Feeding the attack line into the structure
 - e. Controlling utilities
 - f. Placement of ladders
- C. The two outside personnel must maintain radio communications with the interior team, and assure constant attention to the location of the interior team, at all times. Upon arrival of the scene, the outside crew shall don full protective clothing as soon as possible and be prepared to perform a rescue of the interior team if the need arises.
- D. Should the interior team call a **MAYDAY** or has trouble that requires immediate assistance or rescue, the outside crew should develop a rescue plan to include a risk/ benefit assessment, survivability profile, and determining viable points of entry. The outside crew may enter the hazardous atmosphere and proceed with the appropriate rescue actions (without any further personnel or assistance) and follow the MAYDAY Guideline.

VI. Definitions

- A. IDLH (Immediately Dangers to Life or Health): an atmospheric concentration of any toxic, corrosive, or asphyxiant substance that poses an immediate threat to life or would interfere with an individual's ability to escape for a dangerous atmosphere. (29 CFR 1910.120)
- B. Incipient Stage Fire: A fire which is the initial or beginning stage and can be controlled or extinguished by portable fire extinguishers, Class II standpipes, or small hose systems without the need for protective clothing or breathing apparatus.

- C. Qualified Personnel: Personnel who have been trained to VA Department of Fire Program Firefighter Level I.
- D. Rapid Intervention Team: A team consisting of a minimum of two qualified personnel designated to provide rescue of an attack crew operating in an IDLH environment should the need arise.

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Section #/Title: **Section 7 Operations**

Article #/Title: **7.34 EMS Supervisor**

Effective Date: **September 12, 2025**

Applies To: **Volunteer Career Both**

Purpose: **The purpose of this guideline is to outline the duties and responsibilities of the EMS Supervisor.**

- I. The EMS Supervisor program is designed to assist volunteer and career EMS personnel with Advanced Life Support, program management, and extraordinary needs,

- II. SCFR will maintain a schedule of selected personnel to serve as the EMS Supervisor, which will be assigned to each operational shift.

- III. EMS Supervisors will be dispatched by ECC to the following events. The EMS Supervisor will make the determination on whether their response is warranted based on the dispatch information.
 - Automobile Accidents with Entrapment and/or Ejection
 - Working Structural Fires
 - Cardiac Arrest Incidents
 - Mass Casualty Incidents
 - Wilderness Rescue Incidents (ATV / UTV, Hiking, Hunting related)
 - Incidents resulting in significant / severe trauma
 - Specialized Rescue Incidents
 - Active Threat / Shooter Incidents
 - Weapons of Mass Destruction Events
 - Mass Transportation Crashes (Bus, Train, Airplane)
 - Industrial Accidents
 - Infection Control Issues
 - Exposures to Hazardous Materials
 - Events Requiring Critical Incident Stress Management
 - Incident resulting in Medivac Pre-Alert, Activation, or Launch

- IV. The EMS Supervisor will serve as the contact for managing EMS resources when operating under Operating Conditions other than “Condition Green”.

V. The EMS Supervisor will be automatically dispatched to events listed in Section III. If the EMS Supervisor is requested an event not listed in Section III, the following procedures will be used by ECC for activation.

- A. Contact ECC with your request for the EMS Supervisor.
- B. ECC will contact the on-duty EMS Supervisor.
- C. Requestor should prepare to supply contact information, phone #, cell #, or radio channel.
- D. Requestor should prepare to supply the EMS Supervisor with the basic information when contacted by the EMS Supervisor.

VI. Phone Number

A. The EMS Supervisor can be contacted at the following phone numbers:

- 1. Office Phone: 540-459-5306
- 2. Cell Phone: 540-615-2902

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Section #/ Title: **Section 8 Suppression, EMS, Haz-Mat, Tech. Rescue**

Article #/ Title: **8.1 Structure Fires**

Effective Date: **January 25, 2016**

Applies To: **[] Volunteer [] Career [X] Both**

Purpose: **This standard establishes procedures for basic structure fire operations.**

I. Scope

Structure fires pose an immediate threat to the safety of both civilian and fire and rescue personnel. Structure fires can also produce a high degree of confusion as units arrive on location of the event. This guideline is established to standardize assignments based on the arrival of each unit on the scene.

II. Apparatus Placement, Predetermined Assignments, Staffing

- A. Proper apparatus placement is necessary to facilitate an organized fire ground and fosters an affective incident action plan.
- B. Units arriving on the scene will assume the following positions and duties unless ordered differently by the IC.
- C. Quick Reference Guide will be used to assist in knowing placements and fire ground responsibilities. Each apparatus will have a card placed in it.
- D. The officer on the first due engine should work to ensure adequate manpower is present at the scene.

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Section #/Title: **Section 8 Suppression, EMS, Haz-Mat, Tech. Rescue**

Article #/Title: **8.2 EMS Operations**

Effective Date: **July 18, 2016**

Applies To: **Volunteer Career Both**

Purpose: **The purpose of this guideline is to establish a department wide policy outlining Emergency Medical Response.**

I. Regulations

A. All county EMS agencies are required to abide by regulations set forth by Virginia Department of Health, Virginia Emergency Medical Services.

II. Protocols

A. All county EMS personnel are required to provide pre-hospital care in accordance with protocols approved by the Lord Fairfax Emergency Medical Services Council and those endorsed by local medical direction.

III. Agencies

A. The following departments and agencies within Shenandoah County are licensed EMS agencies:

066	Mt. Jackson Rescue and Fire Department
065	Woodstock Volunteer Rescue Squad
064	Strasburg Volunteer Rescue Squad
1243	Orkney Springs Fire and Rescue
768	Conicville Fire Department
1042	Fort Valley Fire Department
1162	Shenandoah County Department of Fire and Rescue

IV. EMS Personnel

A. All EMS providers wishing to provide EMS care within Shenandoah County must be affiliated with at least one of the departments or agencies listed in Section III. This affiliation may either be primary or secondary. EMS providers must abide by the following rules, regulations, policies, protocols and directives.

1. Adhere to all regulations established in Section I
2. Provide pre-hospital care as outlined in Section II

3. Adhere to all department SOGs
4. Adhere to directives established by the agency OMD which include but not limited to:
 - a. Protocol review training
 1. Required for initial certification
 2. Required as directed by OMD
 - b. Skills reviews
 1. Annual ALS skills review
 2. Annual BLS skills evaluation

B, All licensed EMS agencies within Shenandoah County will maintain an updated roster of EMS providers which include the level of certification of each provider on file within their station and the Shenandoah County Fire Rescue Administrative office.

V. Dispatch

- A. EMS emergencies will be dispatched according to Fire-Rescue SOG 7.8 titled Standard Apparatus Response Guideline.
- B. The first due EMS agency will be dispatched to all initial medical calls received within their district.
- C. The second due EMS agency will be dispatched along with the first due agency to all secondary medical calls within a district when the first due agency has not cleared from the previous event.
- D. The third due EMS agency will be dispatched along with the first and second due agency to all subsequent medical calls within a district when the first and second due agencies have not cleared from previous events.

VI. Response

A. Normal Operating Response

EMS agency responses are outlined in Shenandoah County Administrative Policy titled Standard Response Protocol.

1. EMS agency responses require that an appropriately staffed EMS transport unit respond when dispatched.
2. EMS agencies who are dispatched to first due calls, who do not have sufficient staffing available to staff a transport unit may respond with first responder unit within their primary EMS district.
3. EMS first responder units who are dispatched may respond outside of their first due district only if no other EMS transport units are available or upon special request.

4. EMS first responder units that are staffed with ALS may respond to emergencies as outlined in the Add-Ons section of this guideline.

B. Add-Ons

It shall be permissible, for EMS providers, who are in compliance with Section IV of this guideline to add on (Add on is defined as: “respond without being dispatched”) to medical emergencies as a first responder without their affiliated agency being dispatched under the following guideline:

1. Individual BLS providers may only add-on if they are located within the same suppression district as the medical emergency.
2. Individual ALS providers may add-on if they are located within the same suppression district as the medical emergency, or to other districts upon request of the responding EMS transport unit.
3. Staffed BLS transport units may add-on if it is deemed that they are closer to the location of the medical emergency than the agency being dispatched for the particular incident.
4. Staffed ALS transport units and first responder units staffed with ALS may add-on if it is deemed that they are closer to the location of the medical emergency than the agency being dispatched for the particular incident as well as any emergency deemed ALS in nature.

VII. Move-Up / Expanded Coverage

- A. When certain response districts become saturated with calls for service and available EMS resources become depleted, available EMS resources located in unaffected districts of the county may relocate their EMS resources as they deem appropriate to provide centrally located EMS coverage.
- B. EMS agencies that perform Move-Up / Expanded Coverage transfers may do so without prior approval provided the transferring unit notifies ECC via the fire-rescue radio.

Shenandoah County Department of Fire and Rescue
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Section #/Title: **Section 7 Operations**

Article #/Title: **7.32 Medication Exchange Procedures**

Effective Date: **April 15, 2025**

Revised Date: **September 9, 2025, November 11, 2025**

Applies To: **Volunteer Career Both**

Purpose: **To establish a uniform guideline for required procedures specific to exchanging or restocking medications carried on permitted EMS vehicles.**

I. Storage and Access of Medications

A. Medications shall be replaced as soon as reasonably possible following prehospital administration. Medications shall be retrieved from the closest storage site based upon the location of the transportation destination, medivac transfer point, or incident scene. Medication exchange may be assisted or facilitated by the EMS supervisor. Medication storage sites are located at the following locations:

1. SCFR Headquarters – 600 N. Main St. – Suite 109 Woodstock, VA
2. Strasburg Vol. Rescue Squad – 156 E. Washington St. Strasburg, VA
3. Mt. Jackson Rescue and Fire – 6155 Main St. Mt. Jackson, VA

B. Medications shall be stored / retrieved from the Pyxis Tower storage cabinet located at one of the storage site locations. Access to the room(s) designated for medication storage shall be gained through a programmable key card which has been assigned to each drug bag. Access cards shall be visually accounted for daily and shall be documented as accounted for utilizing the Station Log Book. The Shift Commander, the Medication Exchange Program Manager, and the EMS Supervisor shall be notified immediately any time the key card is unaccounted for.

C. Medications shall be stored on permitted vehicles in a secured location and be maintained within a temperature range of 54 to 78 degrees Fahrenheit. Temperature logs shall be maintained for each permitted vehicle and archived for remote storage each month. Transport of medications for restock and/or exchange is permitted by the EMS supervisor. Medications transported by the

EMS Supervisor shall never be left unsecured and shall be maintained in the temperature range noted above.

- D. All medication rooms are under video camera surveillance and motion sensors 24-7. To deactivate motion sensors there is a universal 4-digit pin that will need to be entered. Once you are done getting medications/supplies the system must be rearmed before leaving the room with the door shut. Same 4-digit pin is used to activate the system. You will have 60 seconds to leave the room after activating the alarm system.

II. Daily Procedures

- A. All remaining medications not administered to a patient must be wasted in the presence of second health care provider (preferably NOT a nurse) and documented appropriately in the patient care report. This includes Schedule II through IV medications as well as saline products.

III. Monthly Inventory Procedures

- A. To account for all medications in the current inventory of medication bags carried on licensed apparatus, and to identify medications that are due to expire, monthly drug bag inventory forms shall be completed on the 15th day of each month. Per SOG 8.3 Durg Box Policy
- B. Drug bag inventory forms shall be submitted electronically to the Medication Program Manager on the 15th of each month to the designated email address or designated phone number provided.

IV. Replenishing Expired or Damaged Medications

- A. When replacing expiring medications from the pyxis, please enter expired meds and the bag number the medications came from under Patient Name field. (Does not matter how you enter if it is first name or last name both fields need to be filled out to get the medication).
- B. Only medic level providers will be able to replace expiring narcotic medications.
- C. All expired medications shall be placed in the black mailboxes that are hung in each medication storage room.
- D. Expired and /or damaged medications shall be segregated and clearly marked for return to the responsible party. Any medication discovered unsuitable for patient administration shall be returned to the return box for disposal, located at each medication exchange room, with a completed form.

V. Medication Waste Policy

A. Any time that a medication in liquid form is drawn up from the vial of origination, it must be wasted and properly disposed of. To that end, providers are to waste residual medications in one of the following methods:

1. EMS personnel who are transporting to area hospitals are to waste residual medications within the emergency room or area(s) of the facility designated for this procedure.
 - a. EMS personnel shall utilize disposal container systems designated to receive / deactivate residual medication – do **NOT** waste medications in the sink or a drain connected to the sanitary sewer system. If you are not familiar with the location or type of medication disposal system, please request help from ER Personnel.
 - b. The wasting of any narcotic medication shall be done in the presence of *another certified EMS provider* and be properly documented by both parties on the patient care report. Please do not utilize hospital nurses or staff to witness the wasting of residual medication(s). Non-narcotic medication should be wasted in the presence of a witness, as described, whenever possible.
 - c. After the residual medication is wasted, the needle / syringe containing the wasted medication, **AND** the vial originally containing the medication, shall be immediately disposed of in a sharps container or a tamper-proof container designated for this purpose.

2. For incidents resulting in a patient refusal, medivac transfer, or non-transport situation, EMS personnel are to waste residual medications at one of the three designated locations established for medication exchange (Station 21, SCFR Headquarters, or Station 25), utilizing the following procedure:
 - a. EMS personnel shall secure any/all items containing unused medications in the designated medication storage compartment, while traveling from the incident scene to one of the three designated locations for medication exchange.
 - b. EMS personnel shall utilize the disposal container system, designated to receive / deactivate residual medication, provided at each of the three medication exchange locations.
 - c. The wasting of any narcotic medication shall be done in the presence of another certified EMS provider, within one of the medication exchange rooms, and be properly documented by both

parties on the patient care report. Non-narcotic medication should be wasted in the presence of a witness, as described, whenever possible.

- d. After the residual medication is wasted, the needle / syringe containing the wasted medication, **AND** the vial originally containing the medication, shall be immediately disposed of in the designated sharps container provided in each medication exchange room.

Shenandoah County Department of Fire and Rescue
Standard Operating Guidelines

Section #/ Title: **Section 8 Suppression, EMS, Haz-Mat, Tech. Rescue**

Article #/ Title: **8.4 Extrication Rescue Operations**

Effective Date: **July 18, 2016**

Applies To: **[] Volunteer [] Career [X] Both**

Purpose: **This standard establishes procedures for basic
extrication rescue operations**

I. Scope

This guideline provides fire and rescue personnel with guidelines for extricating victims from vehicles and for minimizing the risk to personnel involved. The guideline does not address the medical treatment of patients or operations at incidents that do not involve entrapment.

II. Apparatus Placement

Upon arriving on the scene of a vehicle crash, each apparatus's officer and driver shall ensure their unit is placed in accordance with the "Safety Zone" guidelines established in SOG 8.6.

III. Size Up

The first arriving EMS and Fire units shall size up the situation and relay that information to dispatch. They should evaluate the following:

- The number of vehicles involved
- Number of persons injured or trapped
- Type and number of vehicles involved
- Presence of fire
- Stability of vehicles involved
- Involvement of electrocution hazards such as electrical power lines and other external hazards
- Involvement of any hazardous materials
- Any decision to restrict traffic

While conducting their size up, units should determine if additional resources are needed.

IV. Scene Preparations

Upon their arrival, the first arriving fire unit, company officer, or staff officer shall establish command or pass it to other arriving units if necessary. This officer shall survey the scene for possible hazards and to analyze the extent of entrapment.

The following steps should be completed before any extrication operations commence. The first arriving Engine Company shall assume primary responsibility for these tasks.

- Eliminate all ignition sources from the area. Vehicle batteries should be disconnected if possible.
- Deploy a hoseline or fire extinguisher for fire suppression
- Stabilize the vehicle (upon the arrival of the squad company, they should assume responsibility for this task)
- Remove interior plastic trip to locate hazards
- Establishment of a tool resource staging area if necessary

Once these objectives have been completed, if possible, appropriate EMS personnel shall be able to make contact with trapped individuals and initiate patient care in accordance with established policies.

V. Extrication Process

The squad company shall assume primary responsibility for completing stabilization and extrication. If necessary, an Extrication Officer should be appointed to oversee operations. This position should be filled by the squad company's officer if possible.

The extrication officer and incident commander should ensure all steps within Section IV, especially stabilization, are completed before extrication begins. They should also ensure that appropriate resources, including trained personnel, tools, and apparatus, are available to complete the extrication. If additional resources are needed, the Incident Commander should not hesitate to request additional units.

VI. Safety

The Incident Commander is responsible for the safety of all individuals working at the emergency scene. If he/she feels it is appropriate, a safety officer can be appointed for any extrication incident.

All personnel on the scene shall wear the suitable protective clothing. This includes, but is not limited to, gloves, helmet, and eye protection.

Shenandoah County Department of Fire and Rescue
Standard Operating Guidelines

Section / Title: **Section 8 Suppression, EMS, Haz-Mat, Tech. Rescue**

Article / Title: **8.5 Water Rescue Operations**

Effective Date: **May 14, 2019**

Revised Date: **September 9, 2025**

Applies To: **[] Volunteer [] Career [X] Both**

Purpose: **This guideline is to serve as a guide for Water Rescue Operations in Shenandoah County**

I. Scope

Water rescue emergencies, whether from flood waters or normal flowing streams, rivers or tributaries, quarries or any body of water that presents emergency crews with dangerous environment in which they operate. This guideline defines the combination of the Shenandoah County Water Rescue Team and standardizes the operations, personnel qualifications, training requirements and equipment of the team.

The Strategy and Tactics shall consist of the basic strategy, action plan, and tactics shall closely follow those that are nationally adopted and accepted through training programs. Under no circumstance shall any team member perform duties beyond their level of training or certification, regardless of the situation.

Swiftwater is defined by the National Fire Protection Association (NFPA) as **water moving at a rate that exceeds one knot or approximately 1.15 miles per hour (mph)**

II. Team Make Up

- A. All members wishing to respond to, and function in the “Water Rescue” discipline within Shenandoah County shall do so under the **Water Rescue Team**.
- B. The county wide team will be named “Shenandoah County Water Rescue Team”.

- C. The Shenandoah County Water Rescue Team will be led by a single officer designated by the county Fire Chief. This person will be responsible for the overall management of the team and its personnel. This person shall report directly to the county Operations Chief.
- D. The team will be made up of two categories of members: "Operational members" and "Land Based Support Members".
- E. Operational Team Members
 - 1. Shall be those members who utilize the rescue boats or enter waterways for the rescue efforts.
 - 2. Shall have successfully completed at a minimum, a swift water rescue operations course. (Rescue3 Int'l, PA Department of Game and Inland Fisheries, Rescue3VA, VDFP or equivalent which meets NFPA standards).
 - 3. Shall respond to the first due fire station unless otherwise noted during an incident when the team is activated.
 - 4. Boat Operators shall be certified as "Operational Members" as well as certified in boat operations. Must also have Virginia Boater Operators License.
 - 5. Can also fulfill the role of Land Based Members.
 - 6. Each member must attend a minimum of 2 Shenandoah County Water Rescue training per year to be an active member of the team.
 - 7. All certifications of team members must be kept in a file with the Swift Water Coordinator and Fire & Rescue Headquarters.
- F. Land Based Team Members
 - 1. Members that support the team members on land using rope and other devices.
 - 2. Shall have successfully completed at a minimum of Swift Water Awareness course.
 - 3. Shall have successfully completed a Rope Rescue course, or Introduction to technical rescue , and have a working knowledge of rope operations.
 - 4. Shall not respond as a team member to any incident outside of their department's first due area.

III. PPE

- A. No personnel operating on the scene of a water rescue emergency shall wear any part of their structural PPE
- B. All personnel operating within 10' of the water's edge, or the "HOT ZONE" designated by the Incident Commander shall wear a USCG Type III PFD preferably equipped with a whistle and fixed blade knife capable of cutting a ½" kernmantle rope. They shall also wear an approved water rescue style helmet.
- C. No member shall ever have a rope tethered to them unless utilizing an approved quick release strap

IV. ICS Operations

- A. The Water Rescue Team shall work only on incidents where ICS management has been implemented.
- B. The "Rescue Group" Officer and the "Rescue Group" Safety Officer shall be filled only by members of the Water Rescue Team.
- C. If ICS has not been established upon arrival, the Water Rescue Team shall establish ICS filling AT MINIMUM the following positions.
 - Incident Commander
 - Safety Officer
 - Rescue Group Officer
 - Downstream Safeties at a ratio of 1:1 for number of members in the water. (Can be filled by Land Support Members.)
 - Upstream Spotters- minimum of one with a preference of two. (Can be filled by Land Support Members.)
 - Rescue Team
 - Back-Up Team

V. Basic Team Rules

- A. Any member working within 10' or Hot Zone designated by IC of the waterway shall use the appropriate water rescue protective equipment.

- B. Fire suppression turnout gear may be utilized by personnel in the staging area only. Fire suppression gear shall not be worn within a 50' area of the waterway.
 - C. Once the situation is determined to be a body recovery, the team will be recalled from the incident. The incident shall then be turned over to the appropriate law enforcement authority.
 - 1. The team may remain on scene to provide surface support for the appropriate law enforcement dive team.
 - 2. The team will not conduct further water operations until conditions improve to ensure minimal risk to the team members.
 - 3. If at any point a member of Law Enforcement needs to travel in a boat/raft, they must be equipped with a minimum USCG Type III PFD and a helmet. They must be accompanied by at least a boat operator and 2 water rescue technicians.
 - D. Two (2) Operations level members shall be in the boat whenever a boat/raft is deployed into any water.
 - E. Aluminum "Jon" boats are not to be used in any "swift" water operations.
 - F. Personal kayaks are not to be used in any "swift" flood waters or night operations.
 - G. During any night operations, designated, colored glow sticks shall be used on every member involved in operations.
 - Green- Starboard side of all boats
 - Red- Port side of all boats
 - White- Visible from all sides of all boats
 - Blue- All rescuers working in or near the water
 - Orange- Attached to all victims
 - H. All members operating in the water or in the boats shall be equipped with proper PPE.
 - I. No Rescuer shall enter the water by themselves in a single rescuer capacity
 - J. Members entering the water must have a radio for communication purposes, 1 per person if possible or 1 per 2-person team if not enough radios available.
- VI. Dispatching the Water Rescue Team
- A. When ECC is notified of a water rescue event, the Shift Commander shall be notified to determine which resources shall be dispatched. If unable to reach Shift Commander, ECC will dispatch

the incident using the “ALL CALL” and the following resources. As well as all call ECC will send out a command text to all WRT members.

1. 1st due Squad/ Rescue Engine (Responds to the scene)
 2. 1st due Ambulance (Responds to the scene)
 3. 1st due Engine Company to the scene and stage out of the way of priority apparatus pertinent to water rescue operations.
 4. 1st due Truck Co. (Responds to the scene or designated scene proximity staging location.)
 5. 1st due Boat (Responds to the scene)
 6. 2nd due Ambulance (Responds to the staging area, Dedicated unit for team members)
 7. 2nd due Boat (Responds to the scene)
 8. SCFR Shift Commander responsible for command and resource management to assist command.
- B. All Water Rescue Team members (Respond to the first due Fire Station)
- C. The staging area will be determined by the IC or a member who arrives at the scene during the initial phase of the rescue.
- D. All POV responses shall report to the First Due Fire Station for shuttle.
- E. A qualified member is to establish the role as the “Staging Officer” to begin delegating tasks as soon as possible.
- F. If the Water Rescue Team has been requested to assist LE for a Search or a Mutual Aid Department, or Body Recovery. ECC shall contact the SCFR Shift Commander to determine specific needs. Once information is known the Shift Commander will call the WRT Coordinator or designer to coordinate needs and tasks.
- G. ECC will send out a mass text message to all team members calling them to the staging area.

VII. Staffing the Water Rescue Team

In the event of predicted flooding, the Fire Chief, Operations Chief, will coordinate with WRT Coordinator to determine the need to up staff the team for the duration of the incident. Up Staffing will be divided into three (3) phases. When upstaffing occurs emails will be sent to daily announcement email to let all station contacts know of upstaffing occurring

and where resources are located.

A. Phase 1 or the “Alert” phase of up staffing.

This will be implemented at any time where there is expected flooding in the area. Under the “Alert” Phase

1. The Team Commander or designee will contact team members and alert them of impending flood waters.
2. On Duty staff will be responsible for preparing personal water rescue equipment, checking boats and ensuring operational readiness.
3. M10 will be assigned to Boat 25 as the priority the team coordinator or designee will decide the assignment for the duration of the expected weather and subsequent flooding, either utilizing Mobile 25/ Boat 25 or Squad 18/ Boat 18.
4. The Team Commander or designer will prepare a list of available personnel to respond for the operational periods expected to experience flooding.

B. Phase 2 or the “Partial Staffing” phase of up staffing.

Phase 2 may be implemented when the river is expected to exceed 10,000cfs, when the local rainfall is expected to exceed 4 inches in a 24-hour period or 6 inches in a 48-hour period or when the National Weather Service declares that flooding in Shenandoah County is expected or imminent. Under the “Partial Staffing” Phase.

1. All responsibilities of the “Alert Phase” will be met.
2. The Team Commander will assemble a team of 4 personnel dedicated to water rescue operations.
3. A Team will consist of at minimum 1 Team Leader; 1 Boat Operator; and 2 Operational rescue staff.
4. The Team’s assignment will be in M10 and Boat 25.
5. The Team will be assigned to a dedicated station by the Team Commander in collaboration with the “Staff Duty Officer” depending on expected incidents.

C. Phase 3 or “Fully Staffed” phase of up staffing.

This phase may be implemented when the river is expected to exceed 15,000cfs, implemented when the local rainfall is expected to exceed 6 inches in a 24 hour period or 8 inches in a 48 hour period, when the National Weather Service declares that major or catastrophic flooding in Shenandoah County is expected or when A Category 1 or higher Hurricane is predicted to make a direct impact on the Shenandoah Valley. Under the “Fully Staffed” Phase

1. All responsibilities of the “Alert Phases” will be met.
2. The Team Commander will assemble two (2) teams of six (6) personnel each, dedicated to water rescue operations.

3. Each team will be assigned to a strategic location(s) in the county for county wide response.
4. Each team will consist of at minimum 1 Team Leader; 1 Boat Operator; 2 Operational rescue staff and 2 support or “land based” personnel.
5. The Northern Team’s assignment will utilize M10 and Boat 25.
6. The Southern Team’s assignment will be coordinated with Station 18 officers in collaboration with the WRT Coordinator.
7. The Teams will be assigned to a station or location by the Team Commander in collaboration with the Shift Commander depending on expected Incidents

Shenandoah County Department of Fire and Rescue
Standard Operating Guidelines

Section #/ Title: Section 8 Suppression, EMS, Haz-Mat, Tech. Rescue

Article #/ Title: 8.6 Highway Operations

Effective Date: June 8, 2021

Applies To: [] Volunteer [] Career [X] Both

Purpose: To establish procedures for highway operations

I. Scope

Highway emergencies present emergency crews with an extremely dangerous environment in which to operate due to moving civilian vehicular traffic. Therefore, this policy shall be strictly enforced while fire and rescue crews conduct operations on highways.

II. Personal Protective Equipment

A. All personnel engaged in operational roles on highway incidents shall abide by SOG 7.22 titled Personal Protective Equipment.

B. Fire and Rescue personnel not actively engaged in operations shall either continue to wear full PPE or a reflective traffic safety vest. This includes command officers, EMS providers, apparatus operators and staff personnel. There will be no exceptions!

III, Responders should use the TIM (Traffic Incident Management) program to protect motorists and responders while minimizing the impact on traffic flow.

IV. Apparatus Placement for Motor Vehicle Crashes

A. Proper apparatus placement is necessary to facilitate a "Safety Zone" around the crashed vehicles. To facilitate this "Safety Zone" the following positions are suggested:

1st Arriving Engine - Position the apparatus depending on the makeup of compartmentation and the position of the crashed vehicles involved in the crash. The Engine Officer and Driver should collaborate on the best position for the apparatus to assist in creating the "Safety Zone." This position shall be considered the "Blocking Position". The position taken

shall protect the crashed vehicle(s) from approaching traffic. Rule of thumb will be to take the lane of travel the crashed vehicle is in and the equivalent of one additional lane to serve as a safety buffer for fire and rescue personnel. Position the “blocking” engine to allow a minimum of 50’ between the blocking engine and the crash.

If the 1st Arriving engine is an equipped Rescue Engine and assumes the extrication role for the event it will assume the “Key Forward” position as needed to perform extrication duties.

This situation is extremely dangerous if there is a gap between the arrival of the first and second engine and the scene will be vulnerable due to the absence of a blocking engine. When this occurs, it is paramount that the 2nd arriving engine assumes the “Blocking” position.

2nd Arriving Engine – Position where the IC request. If no position assignment is given the 2nd arriving engine will position on the traffic side, parallel to the 1st arriving engine with approximately 40’ of buffer area between them.

The 2nd arriving engine may be required to assume the position of the 1st arriving engine to block for the incident if the 1st arriving engine is an equipped rescue engine and assumes extrication duties.

If the 2nd arriving engine is an equipped rescue engine it may be assigned as the extrication unit. When this occurs, the 2nd arriving engine will assume the “Key Forward” position as needed.

All EMS Units – Position ahead of the crash whenever possible. These units shall park close to the edge of the road on the affected side of the highway.

Extrication Unit – Position to perform extrication duties. This unit shall be afforded the “Key Forward” position whenever possible.

Staff and Command Vehicles – Position out of the way of assigned apparatus and EMS units. Position off the roadway either prior to or aft the incident. Park vehicles on the “blocked” side of the road.

- B. The “Safety Zone” will be identified as the area inside the perimeter of the engines, extrication unit and the EMS units.
- C. Apparatus operators shall facilitate the creation of a “Safety Zone” by placing cones and/or flares as necessary to keep traffic flowing in the proper direction away from the incident.

- D. Once the Safety Service Patrol or equivalent apparatus have arrived on location and have created a safety buffer, apparatus may leave and go back in service at the discretion of the Incident Commander Apparatus arriving **AFTER** Safety Service Patrol, or equivalent apparatus have arrived on location, shall **NOT** position in a manner that obstructs a previously constructed Safety Zone.
- E. Personnel should check with the Incident Commander before leaving the incident scene.

V. Apparatus Placement for Motor Fires and outside Fires

- A. Proper apparatus placement is necessary to facilitate a “Safety Zone” around the incident. To facilitate this “Safety Zone” the following positions are suggested:

1st Arriving Engine - Position on an angle with the operators panel facing the incident (when possible). This position shall be considered the “Blocking Position”. The position taken shall protect the incident scene from approaching traffic. Rule of thumb will be to take the lane of travel the fire is located and the equivalent of one additional lane to serve as a safety buffer for fire and rescue personnel. Position the “blocking” engine to allow a minimum of 50’ between the blocking engine and the fire.

2nd Arriving Engine (if applicable) – Position where the IC request. If no position assignment is given the 2nd arriving engine will position on the traffic side, parallel to the 1st arriving engine with approximately 40’ of buffer area between them.

EMS and Command Vehicles – Position out of the way of assigned suppression apparatus. Position units off the roadway prior to the incident within the “Safety Zone.” Park vehicles on the “blocked” side of the road. These vehicles should not pass the incident if deemed unsafe. Operators and officers should use common sense when positioning apparatus.

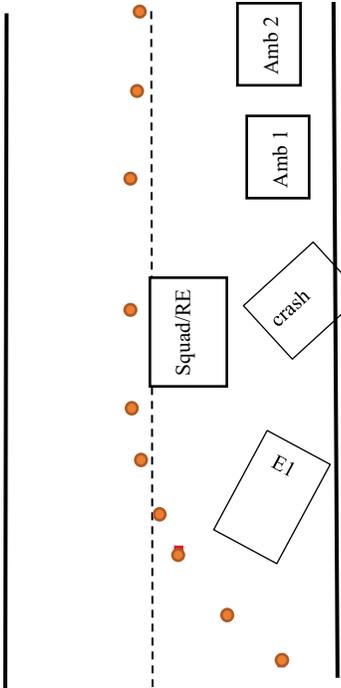
Brush and Attack Units – Position as instructed by the IC.

- B. Once the Safety Service Patrol or equivalent apparatus have arrived on location and have created a safety buffer, apparatus may leave and go back in service at the discretion of the Incident Commander. Apparatus arriving **AFTER** Safety Service Patrol or equivalent apparatus have arrive on location, shall **NOT** position in a manner that obstructs a previously Safety Zone.
- C. Personnel should check with the Incident Commander before leaving the incident scene.

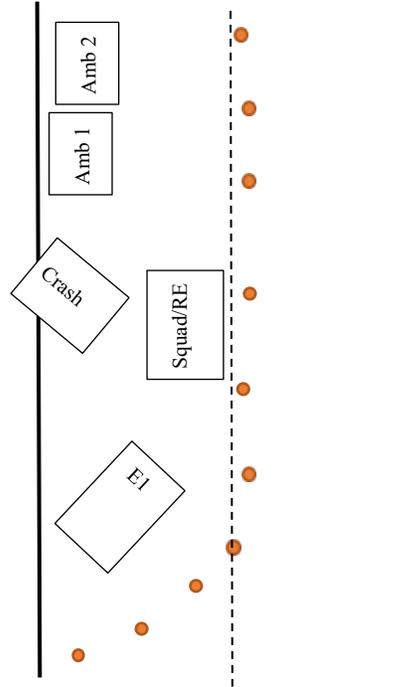
VI. Directing Traffic

- A. Cones, flares and alternate warning equipment shall be used to direct traffic.
- B. If apparatus is equipped with traffic control devices, they shall be operated in a manner consistent with the direction traffic is being directed.
- C. All clear warning and scene lights shall be directed away from oncoming traffic or turned off.
- D. No fire and rescue personnel shall turn their back on moving traffic outside the "Safety Zone".

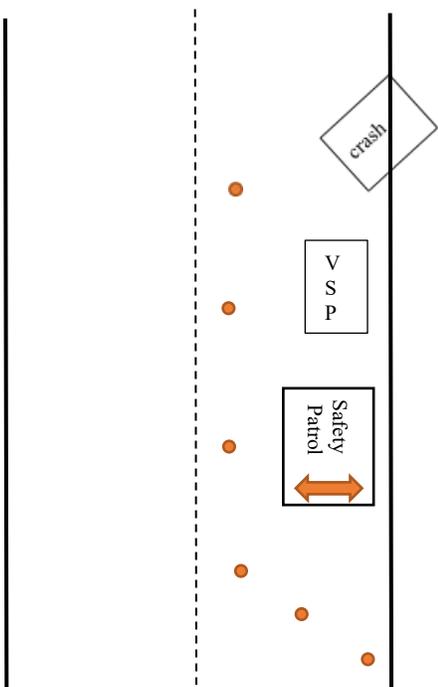
VII. See pages 4 & 5 for examples of the safety zones for vehicle accidents.



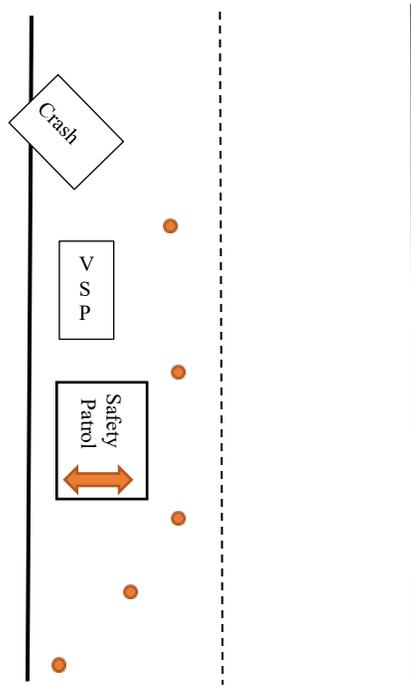
Example: Accident on right side of road with extrication Before Safety Patrol arrives



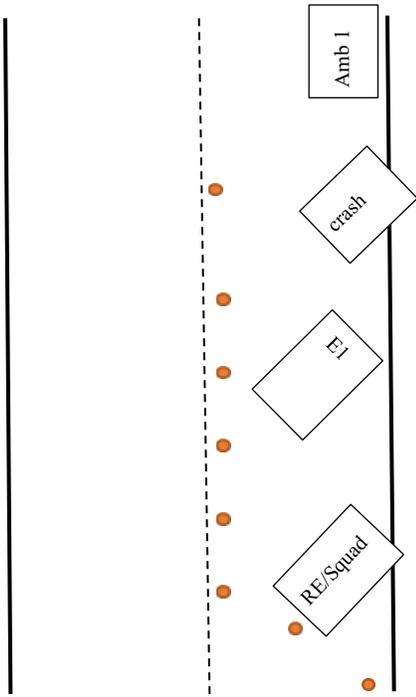
Example: Accident on left side of road. with extrication Before Safety Patrol arrives.



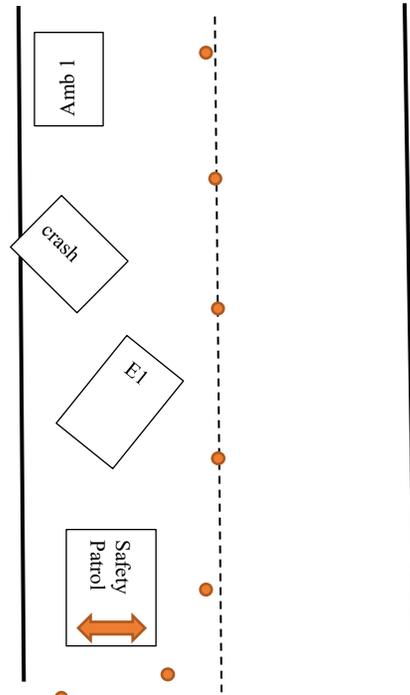
Example: Accident on the right side of road. After Safety Patrol arrives.



Example: Accident on left side of road. After Safety Patrol arrives.



Example: Accident on the right side of road without extrication.



Example: Accident on the left side of road without extrication and after Safety Patrol arrives.

Shenandoah County Department of Fire and Rescue
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Section #/Title: **Section 8 Suppression, EMS, Haz-Mat, Tech Rescue**

Article #/Title: **8.7 Wildland/Outside Fires & Team Operations**

Effective Date: **March 10, 2020**

Applies To: **Volunteer Career Both**

Purpose: **This guideline is to serve as a guide for all wildland fire operations
 in Shenandoah County**

I. Scope

Wildland and outside fire incidents can range from small grass fires to major wildfires that encompass large areas which may pose a significant threat to the lives and property of Shenandoah County residents. The larger of these incidents could also pose significant challenges for fire and rescue personnel. This guideline will establish and define the Shenandoah County wildland/outside fire operations and a team designed to augment suppression forces when weather conditions for outside fires increase.

II. Spring Fire Season – Burn Ban

In conjunction with the Commonwealth of Virginia, Shenandoah County adheres to the spring open fire burn ban that bans outside fires from February 15 through April 30 during the hours of 12:00 am and 16:00 pm. For all illegal burns that occur during these time periods the following guideline will be followed.

- ECC will initially dispatch VDOF and the SCFR “on duty” Fire Marshal
- If VDOF is available to respond, they will respond to the incident in collaboration with the SCFR “on duty” Fire Marshal
- The purpose behind this action is simply that this situation constitutes more of a violation of the law rather than an emergency suppression issue
- Suppression companies will only be dispatched if the fire is reported out of control or upon request of the VDOF or SCFR officer.

III. Specialty Team Make Up

- A. Any member wishing to function in the capacity of a wildland firefighter under a newly designed “Shenandoah County Wildland Team” shall do so under these guidelines.
- B. The Shenandoah County Wildland Team will be coordinated by a single person designated by the Fire Chief. This person is responsible for the overall management of the team and its personnel.
- C. The team will be made up of two categories of members: “Operational members” and “Support members”.

- a. Operational Team Members
 - Shall be those who operate during direct and indirect fire attack on wildland fire incidents
 - Shall have successfully completed at minimum a wildland firefighting course. (S-130- Basic Wild Land Firefighter, S-190- Intro to Fire Behavior.
 - Can also fulfill the role of the Support Team Member.
- b. Support Team Members
 - Members that support the team's needs during incidents
 - Shall have Firefighter II certification
 - Shall be capable of scouting possible water sources, staging areas and structural triage during extensive wildland events

IV. Personal Protective Equipment

- A. Structural gear is approved but not recommended for wildland incident Clothing meeting NFPA 1977, Standard on Protective Clothing and Equipment for Wildland Fire Fighting is recommended i.e. Clothing constructed of fire-resistant material like Nomex.
- B. Long sleeve shirt, long pants and closed toed boots (does not have to be steel toe) required at minimum for wild land firefighting.
- C. An approved wildland helmet is to be worn during wildland operations. Structural helmets are acceptable.
- D. Operational members shall be equipped with a fire shelter when actively deployed in wildland firefighting operations. This is to include personnel detailed to structural protection with an active fire front.

V. ICS Operations

- A. The Wildland Team shall only work on incidents where ICS management has been implemented.
- B. If ICS has not been established upon arrival, the Wildland Team shall establish ICS filling AT Minimum the following positions
 - Incident Commander
 - Safety Officer (Look-Out)
 - Staging Officer
 1. Designate a staging area
 2. Account for resources responding

VI. Basic Team Rules

- A. Any member working on a wildland fire shall wear appropriate PPE. For those operating in the Hot and Warm zones, a fire shelter is also required.

- B. Once the situation is determined to be an extensive wildland fire the team may become supplemental support to the Virginia Department of Forestry and/or the US Forest Service.
- C. When an engine is assigned to structural protection, personnel must maintain a minimum of 250 gallons of tank water available for self-protection in an emergency retreat situation.

VII. Standard Upgraded Responses

- A. The Fire Chief will appoint a coordinator trained in wildland fire suppression tactics to serve as the Shenandoah County Wildland Team coordinator.
- B. On days when VDOF determine the Forest Fire Class Rating as 3 or greater, all outside fire responses will be upgraded to 2 engine companies and 1 brush unit as standard 1st alarm response.
- C. On days when the forecasted weather predicts a high class 3 or greater threat, SCFR may determine that additional resources may need to be assembled for outside fire responses. The decision to increase staffing and or preparation will fall under the discretion of the Fire Chief, Deputy Chief of Operations or the on duty SCFR Staff Duty Officer.

VIII. Up-Staffing Guide and Levels

The following phases of up staffing will be used as a guide.

- A. Phase 1 or the "Alert" mode.
 - 1. The Team Coordinator or designee will prepare a list of available personnel to respond for the operational periods when a class 3 or higher day is forecasted
 - 2. The Team Coordinator or designee will contact team members and alert them of impending hazardous fire weather conditions and determine availability
 - 3. On duty staff or crew members will be responsible for operational check of the apparatus and ensuring operational readiness.
- B. Phase 2 or the "Partial Staffing" mode.
 - 1. Phase 2 may be implemented when the state issues a class 3 or higher weather day
 - 2. This phase may be implemented when a local fire incident is occurring that would commit on duty crews to the incident for an extended period
 - 3. This phase may also be implemented at the discretion of the Fire Chief, Deputy Chief of Operation or Staff Duty Officer if call volume or extenuating circumstances exist.
 - 4. Actions of Phase 2 include:

- A team of 4 personnel dedicated to wildland suppression will be assembled
- The team will consist of a Team Leader; 1 Engine operator, and 2 Firefighters
- Team assignments may be adjusted at the discretion of the Fire Chief, Deputy Chief of Operation or Staff Duty Officer
- The Team will utilize Mobile 10 and Pumper 10
- The Team will be assigned to a designated station at the discretion of the Team Leader
- The team leader will stay in contact with the Department of Forestry to coordinate resources

C. Phase 3 or “Fully Staffed” mode.

1. This phase may be implemented when the Department of Forestry issues a class 4 or higher day.
2. This phase may be implemented when a major incident is occurring
3. This phase may also be implemented at the discretion of the Fire Chief, Deputy Chief of Operation or Staff Duty Officer if call volume or exigent circumstances exist.
4. Actions of Phase 3 include:
 - Assembly of two (2) suppression teams of four (4) personnel each or one (1) strike team of six (6), dedicated to wildland suppression operations.
 - Team(s) will be assigned to a strategic location in the county for county wide response. The strike team will be located centrally.
 - Each team will consist of at minimum 1 Team Leader; 1 Sawyer, 1 Engine Operator and 1 firefighter
 - A strike team will consist of at minimum: 1 Team Leader; 1 Sawyer; 1 Engine Operator, 3 firefighters
 - The Teams will be assigned to a station or location by the coordinator depending on expected incidents and staffing availability.
 - The strike team will be centrally located for a better response to remote locations. The crews will utilize M10, Pumper 10 and M2 if needed

Shenandoah County Department of Fire and Rescue
Standard Operating Guidelines

Section #/ Title: **Section 9 Training**

Article #/ Title: **9.1 Training Registration Policy**

Effective Date: **September 16, 2013**

Applies To: **[] Volunteer [] Career [X] Both**

Purpose: **The purpose of this General Order is to establish a policy for registering candidates for fire / rescue training courses conducted in Shenandoah County.**

I. Scope

In order to provide the necessary resources to facilitate fire and rescue training, and stay within budgetary constraints, it is important to establish an accurate head count of students who will be participating. As such, it is equally important to establish a standard transparent process, for candidates to follow to become registered for a training course.

II. Registration Requirements

A. Registration will be required for the following:

1. Certification courses
2. Non-certification courses
3. System-wide EMS continuing education courses

B. In addition to the classifications listed in Section II A, there may be some training classes/courses that will require registration. This requirement will be clearly noted on the training announcement.

III. Registration Process

A. Candidates **not** employed by Shenandoah County will be required to complete all fields of the Training Registration Form (Attachment A), including a signature from an officer or official of the agency endorsing the request.

1. Completed Training Registration Form(s) should be forwarded to the Shenandoah Department of Fire and Rescue office prior to the announced deadline.
 2. Applicable course registration fees must be paid at the time of registration. Payment must be received by cash, check, unless prior arrangements have been made to invoice an agency or locality.
- B. Candidates who are employed by Shenandoah County will be required to complete all fields of the Training Registration Form (Attachment A), including a signature from an officer or official of the agency endorsing the request. Employees of Shenandoah County will also be required to complete all fields of the Professional Development Notification Form (Attachment B).
1. Completed Training Registration Form and Professional Development Notification Forms should be forwarded to the Shenandoah Department of Fire and Rescue office prior to the announced deadline.
 2. Applicable course registration fees must be paid at the time of registration. Payment must be received by cash, check, unless prior arrangements have been made to invoice an agency or locality.

IV. Refund of Course Registration Fees

- A. Candidates who are affiliated with a fire / rescue agency within Shenandoah County may be eligible to have their registration fees refunded upon completion of the training course, provided all attendance requirements have been met.
- B. Course registration fees will only be refunded under the following circumstances:
1. Cancellation of a training course registration made 48 hours prior to the beginning of the scheduled course date.
 2. Unexpected circumstances or unplanned events resulting in an unanticipated absence from a training course will be evaluated on a case by case basis prior to refund of registration fees.
 3. Cancellation of the training course, by the sponsoring agency or locality, for any reason.



SHENANDOAH
COUNTY
FIRE & RESCUE

Training Registration Form

P: 540-459-6167
Deputy Chief Courtney Cave
ccave@shenandoahcountyva.us

Training Class: _____

Name: _____ CSOD ID# _____

Department: _____

Date of Birth: _____

Last Four of Social Security Number: XXX-XX-_____ T-Shirt Size: _____

Contact Information

Home #: _____ Cell #: _____

Email: _____

Emergency Contact Person: _____

Emergency Contact Phone: _____

Chief Signature: _____

Chief Printed Name: _____

By submitting this to Shenandoah County Department of Fire and Rescue you acknowledge, as the student, that you will complete the class. If you do not complete the class you may forfeit the training registration fee or your company will be billed for the amount incurred. The only allowance for this mandate will be for family or personal emergencies upon approval.

Student Signature: _____ Date: _____

-----OFFICE USE ONLY-----

Payment type: Check _____ Cash _____

Check Number _____

Refundable Course: _____ Non-Refundable Course: _____

Payment Received by: _____

Date Received: _____

- Participate in a ten hour* MINIMUM initial driver training program, under non-emergency conditions, with an approved evaluator**.
- Participate in subsequent driver training exercises at a frequency determined by the safety committee, training committee, and/or head operational officer of the agency owning the apparatus.
- Emergency driving will be left to the discretion of each department.

* -Total number of required hours may be altered, at the discretion of the evaluator, based upon the experience and confidence level the individual possesses driving similar apparatus.

** Approved evaluators include head operational officers, EVOC instructors, Driver/Trainers currently certified in the appropriate class of EVOC evaluating.

III. Minimum Operational Qualifications

Candidates for consideration for an Ambulance Driver Operator shall possess the following knowledge and competency as it relates to the primary function of the apparatus.

- Be able to demonstrate familiarity with the location and functionality of portable equipment being carried.
- Be able to demonstrate familiarity with the location and operations of equipment permanently attached to the apparatus (i.e. oxygen lift device, on-board suction units, etc.)
- Be able to demonstrate familiarity with loading and unloading operations specific to the manufacturer of the cot utilized.
- Candidates being evaluated as an Ambulance Driver Operator shall participate in an initial training exercise to demonstrate proficiency in the following: ability to locate items such as the AED, portable suction unit, stair chair, backboard, immobilization equipment, traction splint, and first aid bag. Ability to change the on-board oxygen source. Ability to successfully load and unload the cot. Ability to perform a daily equipment check of the apparatus. Ability to safely operate the vehicle under non-emergency conditions.
- Participate in subsequent in-service training exercises at a frequency determined by the safety committee, training committee, and/or head operational officer of the agency owning the apparatus.

Shenandoah County Department of Fire and Rescue
Standard Operating Guidelines

Section #/Title: **Section 9 Training**

Article #/Title: **9.3 Qualifications Standard for Pumper Driver Operator**

Effective Date: **July 17, 2006**

Revised Date: **November 12, 2024**

Applies To: **Volunteer Career Both**

Purpose: **To develop a consistent process for selecting and evaluating personnel who wish to drive and operate a Class A pumper within Shenandoah County**

I. Standard Defined

For the purpose of this qualifications standard, Class A pumpers shall include, but are not limited to engines, pumpers, wagons, and/or tankers capable of carrying a minimum of 750 gallons of water and have a pump capacity of at least 1250 gallons per minute, and may include any other vehicle specifically designated to support fire suppression activity.

II. Minimum Driving Qualifications

Candidates for consideration for Driver Pump Operator – shall possess the following driving qualifications:

- Be eligible for insurance as determined by the vendor providing insurance to apparatus in consideration. (minimum age, physical capabilities, number of moving violations, etc.)
- Successfully complete an approved Emergency Vehicle Operator Course with the appropriate weight/size endorsement for the apparatus in consideration.
- Be able to demonstrate the capability to safely operate the apparatus in accordance with the standards established by the current insurance vendor.
- Participate in a ten hour* MINIMUM initial driver training program, under non-emergency conditions, with an approved evaluator**.
- Participate in subsequent driver training exercises at a frequency determined by the safety committee, training committee, and/or head operational officer of the agency owning the apparatus.

- Emergency driving will be left to the discretion of each department.

*Total number of required hours may be altered, at the discretion of the evaluator, based upon the experience and confidence level the individual possesses driving similar apparatus.

** Approved evaluators include head operational officers, EVOIC instructors, Driver/Trainer (certified in EVOIC and at least one of the following disciplines: Driver Pump Operator, Driver Operator – Aerial, Rural Water Supply, and/or Basic Pump Operations)

III. Minimum Operational Qualifications

Candidates for consideration for Driver Pump Operator shall possess the following knowledge and competency as it relates to the primary function of the apparatus.

- Be able to demonstrate familiarity with the location and functionality of portable equipment being carried.
- Be able to demonstrate familiarity with the location and operations of equipment permanently attached to the apparatus (i.e. lighting equipment, hydraulic ladder racks, master stream devices etc.)
- Be able to utilize auxiliary power supply sources such as generators, hydraulic pumps (fixed and portable), Compressed Air and Class A/B foam systems.
- Posses a minimum knowledge base of operating fire pumps, friction loss, and water supply operations from one or more of the following courses:
 - DFP – Driver Pump Operator
 - DFP – Basic Pump Operations
 - DFP – Rural Water Supply
 - SCFR Pump Operations Course
- Candidates being evaluated as Driver Pump Operators shall participate in an initial pump operations exercise to demonstrate proficiency in the following: pumping water through two different size attack lines from a pre-connected tank, pumping water from a hydrant via a direct connection and through supply hose and establishing a continuous water supply from a static source.
- Participate in subsequent in-service training exercises at a frequency determined by the safety committee, training committee, and/or head operational officer of the agency owning the apparatus.

Shenandoah County Department of Fire and Rescue
Standard Operating Guidelines

Section #/Title: **Section 9 Training**

Article #/Title: **9.4 Qualifications Standard for Aerial Driver Operator**

Effective Date: **July 17, 2006**

Revised Date: **November 12, 2024**

Applies To: **Volunteer Career Both**

Purpose: **To develop a consistent process for selecting and evaluating personnel who wish to drive and operate an aerial ladder within Shenandoah County**

I. Standard Defined

For the purpose of this qualifications standard, an aerial ladder shall include, but are not limited to straight ladder trucks, tower ladders, ladder towers, tractor-drawn tiller trucks, snorkels, Quints, and may include any other vehicle specifically designated to support fire suppression activity through the use of a permanently mounted ladder.

II. Minimum Driving Qualifications

Candidates for consideration for Aerial Ladder Operator – shall possess the following driving qualifications:

- Be eligible for insurance as determined by the vendor providing insurance to apparatus in consideration. (minimum age, physical capabilities, number of moving violations, etc.)
- Successfully complete an approved Emergency Vehicle Operator Course with the appropriate weight/size endorsement for the apparatus in consideration.
- Be able to demonstrate the capability to safely operate the apparatus in accordance with the standards established by the current insurance vendor.
- Participate in a ten hour* MINIMUM initial driver training program, under non-emergency conditions, with an approved evaluator**.
- Participate in subsequent driver training exercises at a frequency determined by the safety committee, training committee, and/or head operational officer of the agency owning the apparatus.
- Emergency driving will be left to the discretion of each department.

* Total number of required hours may be altered, at the discretion of the evaluator, based upon the experience and confidence level the individual possesses driving similar apparatus. Additional hours might be required for drivers of tractor-drawn tiller trucks.

** Approved evaluators include head operational officers, EVOC instructors, Driver/Trainers (certified in EVOC and at least one of the following disciplines: Driver Pump Operator, Driver Operator – Aerial, Rural Water Supply, and/or Basic Pump Operations)

III. Minimum Operational Qualifications

Candidates for consideration for Aerial Ladder Operator shall possess the following knowledge and competency as it relates to the primary function of the apparatus.

- Be able to demonstrate familiarity with the location and functionality of portable equipment being carried.
- Be able to demonstrate familiarity with the location and operations of equipment permanently attached to the apparatus (i.e. lighting equipment, air cascade equipment, master stream devices etc.)
- Be able to utilize auxiliary power supply sources such as generators, air systems, and hydraulic pumps (primary and emergency back up).
- Posses a minimum knowledge base of the limitations and capabilities of operating aerial ladders, stabilizing aerial apparatus, positioning aerial apparatus, from one or more of the following courses:
 - DFP – Driver Pump Operator - Aerial
 - SCFR Aerial Operations Course
 - BAO – Basic Aerial Operator
- Candidates being evaluated as Aerial Ladder Operators shall participate in an initial aerial operations exercise to demonstrate proficiency in the following: positioning and stabilizing aerial apparatus, abilities to safely operate the aerial, competency in the fundamentals of ladder stress and mechanisms to reduce it, knowledge in securing the moving parts of the aerial, knowledge of the back up the aerial's emergency pump system, and the ability to sustain an elevated master stream using the aerial ladder.
- Participate in subsequent in-service training exercises at a frequency determined by the safety committee, training committee, and/or head operational officer of the agency owning the apparatus.

* Total number of required hours may be altered, at the discretion of the evaluator, based upon the experience and confidence level the individual possesses driving similar apparatus.

** Approved evaluators include head operational officers, EVOC instructors, Driver/Trainers (certified in EVOC and at least one of the following disciplines: Driver Pump Operator, Driver Operator – Aerial, Rural Water Supply, and/or Basic Pump Operations)

III. Minimum Operational Qualifications

Candidates for consideration for Driver Operator – Specialized Apparatus shall possess the following knowledge and competency as it relates to the primary function of the apparatus.

- Be able to demonstrate familiarity with the location and functionality of portable equipment being carried.
- Be able to demonstrate familiarity with the location and operations of equipment permanently attached to the apparatus (i.e. lighting equipment, cascade systems, extrication equipment, winches, etc.)
- Be able to utilize auxiliary power supply sources such as generators, hydraulic pumps (fixed and portable), air compressors, and/or compressed air storage cylinders.
- Posses a minimum knowledge base to correspond with the primary specialty / functionality of the apparatus:

<u>Specialty Type</u>	<u>Minimum Qualification</u>
Extrication	8 hours of Certified Extrication Training

Hazardous Materials -----Haz. Mat. Awareness (Operations)

Light & Air -----8 hrs of SCBA

Water Rescue -----Swift Water Awareness
----- Rope Rescue I

- Candidates being evaluated for specialty apparatus carrying extrication equipment shall participate in an initial extrication training exercise to demonstrate proficiency in vehicle stabilization, and the use of at least two different types of equipment (hydraulic operated tools, electric power tools, air operated tools) carried on the apparatus.
- Participate in subsequent in-service training exercises at a frequency determined by the safety committee, training committee, and/or head operational officer of the agency owning the apparatus.

Shenandoah County Department of Fire and Rescue
Standard Operating Guidelines

Section #/Title: **Section 9 Training**

Article #/Title: **9.6 Attendant-In-Charge (AIC) Release Procedure BLS, ALS, and Experienced EMS Level Provider.**

Effective Date: **August 21, 2017**

Revised Date: **July 12, 2020, June 10, 2025**

Applies To: **Volunteer Career Both**

Purpose: **The purpose of this policy is to establish a uniform, county-wide procedure for EMS providers to obtain the status of Attendant-In-Charge (AIC) within Shenandoah County. The goal is to ensure that all providers with AIC status are fully qualified to manage patient care, lead crews, and make critical decisions in the pre-hospital setting, while adhering to established standards of care and local protocols.**

I. Scope and Intent:

- A. This policy establishes the minimum standards and procedures for releasing certified EMS providers to assume the role of Attendant-In-Charge (AIC). The intent is to ensure that providers are equipped with the necessary clinical, operational, and leadership skills to safely and effectively manage patient care while functioning as the AIC.
- B. This policy applies to all licensed EMS agencies operating within Shenandoah County and includes all levels of personnel who have not yet been released as Attendant-In-Charge.

II. Policy Statement:

- A. EMS providers who have gained certification at the EMT level will need to complete the following process, in chronological order, to become eligible to become released as an Attendant-In-Charge of a BLS crew:
 - 1. Attend an approved LFEMS Council protocol class taught within the region and be at least 17 ½ years old.
 - 2. Serve as a preceptee/intern under the direct supervision of more than one approved preceptor. Approved preceptors will be identified by each agency's top EMS operational officer and/or training officer and must be a certified and released provider at the level they are precepting.
 - 3. Complete your designated precepting manual and the specific calls:

- a) EMT- obtain a minimum of ten (10) precepted emergency calls AS AIC [8 requiring transport to a hospital] to the satisfaction of at least two different preceptor(s) within a 6-month period.
 - b) Advanced EMT - obtain a minimum of twelve (12) precepted emergency calls AS AIC [10 requiring transport to a hospital] to the satisfaction of at least two different preceptors(s) within a 6-month period.
 - c) Intermediate/ Paramedic- obtain a minimum of fifteen (15) precepted emergency calls AS AIC [8 requiring transport to a hospital] to the satisfaction of at least two different preceptor(s) within a 6-month period.
 - d) Experienced Provider BLS/ ALS- obtain a minimum of five (5) precepted emergency calls AS AIC [4 requiring transport to a hospital] to the satisfaction of at least two different preceptor(s) within a 6-month period.) A preceptor form shall be filled out by the preceptor and preceptee for each incident and reviewed with the preceptee. A reference to the patient care report shall be listed on each preceptor form.
 - e) All calls will be documented on the release to practice summary form.
4. Satisfactory completion of a protocol quiz for each level of precepting.
 5. Upon successful completion of the final evaluation, the precepted calls, and the precepting packet, the training officer shall meet with the preceptee to discuss the roles and responsibilities of being released as Attendant-In-Charge. All precepting forms and documentation shall be turned into the agency's training officer in a sealed envelope, where it is to become part of the provider's training file.
 6. At the conclusion of this process, the agency's training officer shall forward a recommendation, to release (or not to release) the provider to practice independently as the Attendant-In-Charge at their certified level, to the agency's EMS Physician. A recommendation to withhold the release shall be accompanied by a remediation plan that is to be communicated to the preceptee, after consultation with the operational EMS Physician.
 7. An experienced EMS provider is one who possesses the necessary knowledge, skills, and clinical competence to perform all required EMS tasks, specific to their level of certification, and has been formally released for AT LEAST one year, by their respective EMS agency or the Lord Fairfax EMS Council. This provider has demonstrated proficiency in both BLS (Basic Life Support) and/or ALS (Advanced Life Support) procedures and has consistently applied these skills in a variety of real-world emergency medical situations.



Standard Operating Guideline

Section #/Title: Section 9 Training

Article #/Title: 9.9 Regional Vehicle Fire Prop Operations

Effective Date: October 17, 2016

Applies To: Volunteer Career Both

Purpose: The purpose of this guideline is to establish regional procedure for instructor to facilitate safe and efficient training utilizing the vehicle fire prop.

I. Scope and Intent:

A. This policy is intended to create an operational standard for the instructor cadre to reference when utilizing the regional Kidde 0-100 vehicle fire prop.

II. Policy Statement:

A. Scheduling of Vehicle Fire Training Prop

1. Requests to schedule and utilize the Kidde 0-100 vehicle fire prop should be forwarded to the Deputy Chief of Training for Shenandoah County Department of Fire and Rescue at least 5 days prior to the date training is scheduled.
2. Requests should be made in writing and submitted electronically (via e-mail) detailing the following information: date and time of training to be held, lead instructor facilitating the training, assisting instructors, location of training, type of training to be performed (i.e. certification course, in-service training, specialty training).

B. Mobilization of Vehicle Fire Training Prop

1. The minimum size vehicle utilized to pull the Kidde 0-100 vehicle fire prop should be a $\frac{3}{4}$ ton pickup truck, equipped with a towing package and trailer brake controller. A 2-5/16" trailer hitch (supplied with the prop) and a round 5-pin electrical connection is required to hook up to the trailer.

2. The trailer has an electric powered jack used to prop the trailer when not attached to a vehicle. The jack is telescopic and can be extended and pinned to preset positions to achieve optimal lift. ***Before mobilizing the trailer, make sure the jack is pinned to the upper most position to avoid damage during travel.***

C. Safety Guidelines for Prop Operations

1. The Kidde 0-100 Vehicle Fire Prop should not be utilized unless there are at least two members of the regional instructor cadre available to facilitate instruction and prop use.
 - a. To afford maximum safety in prop operations, one instructor should be utilized as the control operator and one instructor should be utilized as a safety officer or lead instructor directly supervising the evolutions.
2. Before unloading the prop from the trailer, consideration should be given to the following:
 - a. Wind direction, terrain, and positioning of the attack pumper. If possible, position the trailer up hill and up wind of the prop so the back of the prop can be directly access in a straight line to connect to the LPG tank.
 - b. Extending the electric power jack (while hooked to the vehicle) to lower the rear of the trailer and minimize the angle of the ramps used to off load the prop.
 - c. Selection of a flat, solid (concrete or asphalt) level surface, free of overhead instructions, to conduct the training.
 - d. A reliable water source has been secured to properly cool the prop and to allow for adequate fire flow.
 - e. A 120 VAC electrical power source is available within reach of the provided extension cord (yellow).
3. Once unloaded from the trailer, the propane lines should be arranged in a straight line connecting the prop to the trailer (preferably off the back). The prop should be secured using the metallic wheel chock chained to the prop once unloaded.
4. The trailer winch controller should always be utilized to aid in the loading and unloading of the prop from the trailer. To prevent injury, do not allow the winch to free-spool during unloading.
5. The following safety checks should be performed in chronological order prior to prop utilization:
 - a. Electronic Ignitor / Solenoid Controls Check
 - b. Vapor Gas Hub Inspection (rubber gasket) and Connection to tank

- c. Attach Liquid Control Valve to LPG Tank (Be Sure Valve is Closed)
 - d. Liquid Gas Hub Inspection (rubber gasket) and Connection to tank
 - e. Connection of metallic flexible liquid and vapor tubing from pilot box to the prop
 - f. Installation of aluminum heat shield over rear of the pilot box to protect rubber propane hoses and electrical cords.
6. Once all safety checks have been performed, the burner pan (containing gas plumbing and control valves) and pilot box assembly **MUST** be completely filled with water **BEFORE** performing operational testing.
7. To afford optimal visibility and safety, the prop control operator should be positioned on top of the trailer within arm reach of the LPG tank at all times during prop operations. This will allow for the emergency shut down of LPG tank valves in the event of control failure.
8. An unobstructed line of sight should be maintained between the prop control operator and the lead instructor / safety officer to permit hand signals and communication.
9. Hand signals should be utilized between the prop control operator and the lead instructor / safety officer to ensure the safety of suppression crews working around the prop once gas flow has ceased. This is imperative during evolutions when the hood or doors are being opened after the fire has been “knocked down”.
 - a. At such time, the prop control operator shall maintain a raised hand to signal that controls are active but are intentionally not being utilized while unprotected crew members are in close proximity of the prop.
 - b. When it is safe for the prop control operator to resume normal operations, the lead instructor / safety officer shall give the prop control operator a thumbs up to restore fire to the prop (simulating a flair up of the engine or passenger compartment).
10. When prop control operator wishes to intensify the fire, he / she should press the “Vapor” switch and “Aux” buttons simultaneously, bumping the Aux button for 1 to 2 seconds every 3 to 5 seconds to maintain fire intensity. It is unnecessary to continuously hold down on buttons for an extended period of time to maintain flame intensity. This will help preserve gas consumption.
11. The prop should **ONLY** be continuously fired when crews are immediately ready to begin fire attack (PPE fully donned and attack line deployed). “Light it when you are ready to fight it.”
12. Prop shut down should be conducted in conjunction with performing the last scenario / evolution. **Prior** to performing the final scenario / evolution,

the liquid and vapor gas valves on the propane tank should be closed to allow the remaining product in the supply lines to be bled down in conjunction with the final scenario. It is important to keep prop cooled down during shut down procedures. When prop is cool enough to touch, drain both pans filled with water by removing the drain plugs.

D. Prop Storage, Security, and Maintenance

1. Whenever possible, the Kidde 0-100 vehicle fire prop should be stored in a covered and secured facility to offer protection from the elements and potential theft. The hitch, tool box, and LPG gas tank should be secured with keyed locks whenever the prop is not being used.
2. Wheel chocks should be used to secure the trailer from movement whenever the prop is not in use.
3. The vehicle fire prop trailer has a battery conditioner used to maintain the electrical system. The trailer should be plugged into a 120 VAC power source whenever the prop is not in use.
4. The Kidde 0-100 vehicle fire prop should always be secured to the trailer by attaching front and rear ratchet straps utilizing the exterior eye bolts on each side of the prop. In addition, the prop should remain secured to the trailer using the winch and the attachment point on the rear of the prop. **Once loaded and secured to the trailer, disconnect the trailer winch controller from the winch body to prevent unintended movement throughout transport / storage.**
5. Once the prop has been utilized and is prepared for storage, the LPG tank should be topped off to 80% - Full Capacity by an approved propane vendor. Upon the completion of vehicle fire training, the jurisdiction or agency who last utilized the vehicle fire prop will be responsible for procuring the necessary amount of propane to restore the prop to full capacity.

E. Documentation

1. Following each use of the Kidde 0-100 vehicle fire prop, the lead instructor shall complete the attached Vehicle Fire Prop Usage Log to capture all pertinent information.
2. Copies of the Vehicle Fire Prop Usage Log shall be located as an appendix of the Kidde 0-100 Vehicle Fire Operational Manual and maintained in the toolbox of the prop at all times.

Shenandoah County Department of Fire and Rescue
Standard Operating Guidelines

Section #/Title: **Section 9 Training**

Article #/Title: **9.10 Release to Practice as a First Responder**

Effective Date: **September 8, 2020**

Applies To: **Volunteer Career Both**

Purpose: **To establish a county-wide procedure for providers changing and/or adding EMS affiliation to become a released as First Responder in Shenandoah County.**

I. Scope and Intent:

A. This policy is intended to create a minimum standard procedure to releasing First Responders within Shenandoah County. This policy would apply to all licensed EMS personnel who are not affiliated with a transporting EMS agency within the county and would enable those providers to utilize their EMS skills on SCFR first responder licensed apparatus. This policy is not intended to allow release of EMT-B or higher release transport as Attendant-In-Charge in Shenandoah County. See SOG 9.6, 9.7, and 9.8 for BLS and ALS Attendant-In-Charge release.

II. Policy Statement:

A. For providers who have been cleared to practice independently as an Attendant-In-Charge, at their current certification level in jurisdictions currently operating under the LFEMS Council local protocols, the following will serve as an orientation guide for those providers who may wish to utilize those skills. This procedure will **ONLY** enable that provider to become cleared to serve as a First Responder in Shenandoah County.

1. The provider must contact the jurisdictions Training/EMS Coordinator requesting authority to practice as a first responder.
2. The provider must attend a training/skill performance session established by the Training/EMS Coordinator.
3. The provider must demonstrate skill proficiency by properly completing three (3) skill stations and must complete a written protocol test with a satisfactory score.
4. Upon successful completion of the three skill stations and protocol test, the agency's Training/EMS Coordinator shall forward recommendation, to release (or not to release) the provider to practice independently as a First

Responder within Shenandoah County, to the agency's operational medical director.

B. For providers who have been cleared to practice independently as an Attendant-In-Charge at their current certification level in a surrounding jurisdiction outside of the LFEMS Council local protocols, the following will serve as an orientation guide for those providers who wish to utilize those skills. This procedure will **ONLY** enable that provider to become cleared to serve as a First Responder in Shenandoah County.

1. The provider must contact the jurisdictions Training/EMS Coordinator requesting authority to practice as a first responder.
2. The provider must attend a LFEMS protocol class.
3. The provider must attend a training/skill performance session established by the Training/EMS Coordinator.
4. The provider must demonstrate skill proficiency by properly completing three (3) skill stations and must complete a written protocol test with a satisfactory score.
5. Upon successful completion of the three skill stations and protocol test, the agency's Training/EMS Coordinator and/or training officer shall forward recommendation, to release (or not to release) the provider to practice independently as a First Responder within Shenandoah County, to the agency's operational medical director.

Shenandoah County Department of Fire and Rescue
Standard Operating Guidelines

Section #/Title: **Section 9 Training**

Article #/Title: **9.11 BLS Preceptor/Preceptee Expectations**

Effective Date: **December 8, 2020**

Revised Date: **June 11, 2024, June 10, 2025**

Applies To: **Volunteer Career Both**

Purpose: **To establish county-wide expectations for BLS precepting for the preceptor and preceptor in Shenandoah County.**

I. Scope

A. This policy is intended to create expectations for the BLS and ALS preceptor and preceptee while precepting in Shenandoah County. This policy will also serve to establish preceptor eligibility requirements.

II. Once candidates finish an approved certification course and have successfully completed testing, and gained licensure at their designated level, the EMS provider will then precept per SOG 9.6, to be released as an AIC. EMS candidates shall abide by the expectations set forth.

III. Preceptors -Minimum requirements

A. Minimum year requirement as a released provider, in the LFEMS Council Region as specified:

1. EMT- EMT or above with one (1) year released as AIC.
2. AEMT- AEMT with 1.5 years released at current level or certified at EMT-I/Paramedic level
3. Intermediate- Intermediate or above released AIC for 1.5 years
4. Paramedic- Paramedic released as AIC for 2 years.

B. Provide letter of recommendation from immediate supervisor or equivalent. Any issues or discrepancies with such will be handled by the Deputy Chief of Training.

C. The preceptor must review the Precepting Manual and Guidelines and sign and return the acknowledgement form.

D. Be a released provider in good standing and has attended the latest protocol update as well as periodic preceptor training.

- E. Preceptors will not be permitted to precept immediate family members. This shall include but is not limited to parents, in-laws, siblings, and/or spouse or significant other.
- F. Receive approval for each level of preceptor status from their Agency EMS Physician and Agency Chief Training Officer or their designee.
- G. EMS provider must be on the designated preceptor list.

IV. Candidate/Preceptee Dress Code

- A. The candidate/preceptee will report to the host organization on time and in his/her respective uniform. This should include a student badge or ID.
- B. Have the clinical paperwork readily available.
- C. Per the grooming policy 1.7- moderately applied cosmetics are permitted provided they are conservative in application
- D. The following jewelry is approved: watches, finger rings may be worn but limited to one digit per hand, necklaces that are non-conspicuous worn under the uniform and are break-away, two ear studs per ear lobe.
- E. Fingernail polish and ornamentation is permitted.
- F. Ornamentation shall not be offensive (nudity or violence, sexually explicit or vulgar art, words, phrases; profane language, symbols to incite negative reactions, initials or acronyms that represent criminal or oppressive organizations.
- G. Fingernails may not exceed ¼” beyond the end of the finger.
- H. Artificial nails are not permitted.
- I. All visible tattoos must be covered if they are less than **2** weeks old.
- J. No undergarments shall be visible at any time.
- K. All candidates will be groomed appropriately. Including, but not limited to, clean uniforms, tucked in shirts, and shoulder length hair (or longer) must be secured back (calls for service, training, and educational events). There will be no tolerance for preceptees appearing unprofessional.
- L. Closed toe shoes **ONLY!** A safety toe and steel shank footwear are required.
- M. Candidate/Preceptees may maintain a cellular device on their person, but while with a patient, it should only be utilized to communicate with the receiving hospital.
- N. Candidates/Preceptees who do not meet the above criteria may be sent home and an email will be sent to the Deputy Chief of Training, Company Chief or Captain and/or the preceptee’s instructor.

V. Preceptee Expectations

- A. Precept rotations/ activities shall be scheduled with the appropriate personnel (Shift Commander, Deputy Chief Training, Preceptor, etc.)
- B. Report to the assigned station at least fifteen (15) minutes prior to the shift unless ample notice is given to the preceptor.
- C. Review apparatus and equipment.
- D. The preceptor should present and review their precepting paperwork to the preceptor at the start of the shift.

- E. Rules and operating procedures shall be reviewed with the preceptor, making certain that the preceptee's role is defined and understood by all members of the crew.
- F. The preceptee's objectives shall be reviewed with the preceptor, discussing the activities to be performed/observed under supervision.
- G. Conduct a post-call review with the preceptor after all patient contacts and incidents, specifically discussing the preceptor's performance in areas such as patient assessment, history taking, treatment decisions and priorities, interventions, and operational performance.
- H. Observe and participate in operational duties and activities as directed by the preceptor.
- I. Review with the preceptor all course material and skills as needed.
- J. Fill out the necessary paperwork as needed and obtain signatures. All preceptor evaluation forms must be completed before the end of shift. If the required preceptor evaluation form is not completed, the call and the competencies will not be counted towards your precepting packet. Extensions may be awarded on a case-by-case basis, as approved by Chief Training Officer.
- K. All health care information must be protected in compliance with HIPPA regulations.
- L. Any illnesses, injuries, or exposures shall be reported preceptor, Shift Commander, and their course coordinator immediately.
- M. When a provider is precepting for release to practice the provider needs to perform as the AIC, they will direct patient care, documentation, and reporting, unless the patient requires care at a higher level of care than the preceptee's certification. The preceptee will transfer patient care directly to a higher level provider and document their findings; simply riding in the back of an ambulance does not satisfy requirements.
- N. Complete all competencies and requirements outlined within precepting packet at designated level and submit all required paperwork to Deputy Chief of Training.
 - 1. Release to practice summary form
 - 2. SCFR Preceptor Program Evaluation.

VI. Safety

- A. Candidate/Preceptee safety is the utmost concern during clinical rotations. Candidates should exercise caution and comply with all facility requirements concerning safety.
- B. Candidates/Preceptees experiencing an illness should carefully consider their ability to safely provide patient care, keeping in mind they may be interacting with immunocompromised patients. If a candidate/preceptee feels it is necessary to stay home from a precepting opportunity, he/she should advise the precepting coordinator and the preceptor as soon as possible.
- C. In the event of an injury being sustained during field rotations, candidates/preceptees should obtain necessary and appropriate medical care and contact the on duty Shift Commander and precepting coordinator as soon as possible.
- D. In the event of an exposure to bodily fluids (i.e., needle stick) or airborne infection (i.e., tuberculosis, meningitis, etc.), the candidate should immediately obtain necessary and appropriate medical care. The infectious disease officer should be notified immediately.

VII. Preceptor Expectations

- A. Preceptors need to stay abreast on current standards of EMS and ~~you~~ should be familiar with the candidate's ~~skills~~ scope of practice for the certification levels ~~you~~ being evaluated in accordance with Regional Patient Care Protocols. Please realize that the candidates may be from other jurisdictions Therefore, may not be completely familiar with local protocols, adjust your evaluation accordingly.
- B. All preceptors will complete the required preceptor paperwork to include, but not limited to, release to practice summary form, BLS/ ALS Preceptor Incident review, and appropriate Precepting Manual. Paperwork shall be completed before the end of your shift.
- C. Preceptors have the right to send any candidate home who does not follow these guidelines. If this occurs, notify the course coordinator (for classes), Shift Commander, and Deputy Chief of Training.
- D. The Deputy Chief of Training reserves the right to revoke the Preceptor's status at any time; being a preceptor is a privilege, not a right. If a preceptor is under investigation at any time, the preceptor status shall be immediately suspended and/or revoked pending the outcome for the investigation. If the preceptor is undergoing remediation training, then the preceptor status will be suspended during the time of remediation. The preceptor status may be reinstated at the discretion of the EMS Physician.

* Total number of required hours may be altered, at the discretion of the evaluator, based upon the experience and confidence level the individual possesses driving similar apparatus.

** Approved evaluators include head operational officers, EVOC instructors, Training Officers (certified in EVOC and at least one of the following disciplines: Driver Pump Operator, Driver Operator – Aerial, Rural Water Supply, and/or Basic Pump Operations)

III. Minimum Operational Qualifications

Candidates for consideration for Driver Operator – Tanker shall possess the following knowledge and competency as it relates to the primary function of the apparatus:

- A. Be able to demonstrate familiarity with the location and functionality of portable equipment being carried.
- B. Be able to demonstrate familiarity with the location and operations of equipment permanently attached to the apparatus (i.e. deck gun, dump tank rack)
- C. With assistance, be able to successfully deploy a portable dumptank and deploy / operate a portable pump.
- D. Be able to demonstrate use of large volume dump systems utilizing cab controlled and/or exterior controlled valve control mechanisms.
- E. Be able to demonstrate manual controlled large volume dump systems.
- F. Be familiar with vehicle limitations specific to vehicle height, weight, and direct fill pressure restrictions.