



County of Caroline

Department of Fire-Rescue & Emergency Management

February 11, 2016

Caroline County Fire Rescue Cross-Staffing Guidance Document

On the morning of February 22, 2016, CCFR staff will begin a new response deployment model by cross staffing Fire and EMS apparatus by qualified crews. This change is intended to bring the most efficient resources to the citizens of Caroline County who request our services. No longer will we have staff assigned to Fire or EMS apparatus, but instead will assign staff to stations, allowing crews to determine based on guidance, which apparatus type would best mitigate the incident.

This cross staffing will take place during our existing career fire company staffing hours. That means Ladysmith will cross staff all apparatus Monday through Friday from 0600-1800. The Bowling Green District will cross staff all apparatus Monday through Friday from 0600-1800 and Saturday for 24 hours. Frog Level will continue to cross staff 24 hours per day for fire and EMS response.

Along with this change in deployment, there will come a modification in daily operations and routines at each station. Calls for service will continue to take priority over any other daily activity or assignment. At the start of each shift, staff will be expected to co-locate as early as possible in order to unify the crew and decide on the day's response flow.

Company 2 / Rescue 2

Specifically in Ladysmith's District, the following work flow is expected:

- Crews report to R2 and Co 2 as normal
- R2 will pick up an EMS unit and co-locate at Company 2 by 0615
 - Both perform their daily unit checks and station house keeping duties together at Co 2
 - The remaining two ambulances at Rescue 2 will be checked weekly as per a schedule developed and posted by Operations (Saturday/Sunday).
- The R2 crew will return to the Rescue 2 station at 1800 hours each weekday shift.
 - Rescue 2 Station duties will be completed in the evening - Modified for weeknights.
 - Full station duties will be completed on Saturday and Sunday.
- All other fire apparatus located at Company 2 will be checked Monday/Wednesday/Friday.

Company 1 / Rescue 1

Specifically in Bowling Green, the following work flow is expected:

- Crews will check out the two primary EMS units to be run by staff Monday – Friday.
- Crews will do station house keeping duties on both the fire and EMS side of the house together
- Crews will check ALL EMS and units on Saturday and Sunday.
- All other fire apparatus located at Company 1 will be checked Monday/Wednesday/Friday.

Company 5 / Rescue 5 and Company 6 / Rescue 6

Specifically in the Frog Level and Upper Caroline areas, the following work flow is expected:

- Crews will check out the primary EMS and fire unit to be run by staff Monday – Friday.
- Crews staffing on Saturday/Sunday will complete checks on all additional apparatus.

Crew Communication (All Stations)

- Once the CCFR personnel are together each morning, crews will communicate face-to-face.
- Two portables from R2 will be reassigned to Co 2 for daytime use by cross staffed personnel. These will be placed in a separate, labeled charging area.

Radio Alerting (All Stations)

- Crews will be responsible for monitoring their radios at all times.
 - NOTE – at this time, there are no R1 and R2 station alerting tones available at either Co 1 or Co 2.
- Dispatch will continue to tone Rescue Stations for EMS calls and Fire Stations for Fire calls.

Incident Response Determination (All Stations)

- Crew makeup for responses will be determined by the Senior Career Officer or Staff member assigned to either station for that shift. Seniority will be determined by:
 - Lieutenant – with most time in grade
 - Medic / Firefighter or EMT / Firefighter (full time) – with most time in grade
 - Medic / Firefighter or EMT / Firefighter (part time) – with most time in grade
 - ALS providers should respond to the Priority 1 or 2 calls whenever available.

Volunteer Officers, at any level, **will not** be utilized to determine career crew makeup.

Fire v/s EMS Responses (All Stations)

When call volume prohibits staff from responding with both Fire and EMS units to an incident, staff shall use following response matrix to determine which unit to respond to which incidents:

- MVAs with or without entrapment will receive an EMS response first
- Plane Down / Train Crash will receive an EMS response first
- Medical and Trauma calls will receive an EMS response first
- Hazardous Material Calls, Bomb Threats, Gas Leaks, etc. will receive a fire response first
- Fires and Alarms will receive a fire response first

Apparatus minimum staffing for response shall be two qualified staff members. An Engine and an Ambulance may co-respond with crews of two (or more) to an incident. At no time should staff reduce apparatus staffing below the minimum of two in order to respond in both an Engine and Ambulance.

Other Special Considerations (All Stations)

As with any new initiative, changes to the work flow may occur at any time as areas for improvement are identified. Please consider these other special considerations as expectations within the system based on the best information available at this time:

- If a Volunteer EMS crew staffs during day time hours, they will take the first EMS call and the career crews will handle subsequent calls for service based on incident type.
- Call Swapping will become necessary as multiple units of the same type and status are staffed simultaneously within one station. The unit with the lowest numerical designation will automatically be dispatched and a call swap will need to occur in order for the staff to determine the best resource to respond.
- When EMS-ONLY staff are working (based on certification or release status), that crew must remain an EMS only capable crew and not commit themselves to a fire apparatus with less than 2 certified and released staff. Should a volunteer firefighter be available to fulfill the minimum

staffing of 2 requirement, the EMS only staff member may ride fire apparatus as a “Ride Along” only.

- When calling Communications in the morning to mark staffed and relay portable radio assignments, please specify which apparatus will be cross-staffed. (Example: Lt Southworth and Mike Beasley are at Company 2 today, we have portable Co2-1 and Co2-2 and are cross staffing M214, and Squad 2.)
- The level of EMS supplies kept in the Company 2 inventory will be increased and adjusted to accommodate this change in the coming weeks.