



Virginia Beach Department of Emergency Medical Services



## OPERATIONS

### FIELD SUPERVISION PROGRAM

**PURPOSE:** The Field Supervision Program is established to provide management and leadership for effective operations and support of EMS personnel.

**APPLICABILITY:** This program applies to all members of the Department of Emergency Medical Services.

### DEFINITIONS

**Field Supervisor:** An officer or medic appointed to provide operational oversight and support to on-duty personnel at the first line level for a designated shift or event.

**Shift Captain:** An officer that provides oversight and support to on-duty personnel at the Field Supervisor and middle management level. Serves as a Chief Medical Officer and directs all on-duty personnel engaged in delivering EMS services.

**Command Duty Officer:** A chief officer appointed to act as the on-call senior staff officer and senior Medical Officer in support of all activities of the department.

### GENERAL PROGRAM DESCRIPTION

The EMS Chief or his designee will ensure that effective operational supervision is provided to on-duty resources. This oversight shall include all activities required to maintain effective operational response, quality patient care, strong customer service and good order and discipline. Staffing will be provided by a combination of certified career and volunteer officers.

Minimum shift staffing will be:

- One Command Duty Officer
- One Shift Captain
- One or more Field Supervisors

Supervisors will be assigned scheduled duty shifts via a rotating schedule coordinated by the Division Chief of Operations.

All career officers of the department will serve in a supervisory capacity commiserate with their rank. Career Medics and qualified Volunteer Rescue Squad Members are eligible to participate on a voluntary basis.

## **APPOINTMENT**

Field Supervisor is an appointed position, not a promotion. Continued participation is based on successful completion of training courses, field internship and continued demonstration of the knowledge, skills and abilities.

Career Captains and Brigade Chiefs are expected to maintain all supervisor requirements as a condition of employment.

Members will only identify themselves and function as a Field Supervisor when assigned to scheduled duties or as directed by a chief officer. A Field Supervisor ID card will be issued to the member for on duty use.

All appointed participants will be held to a higher expectation of performance and professionalism when functioning with the department in any capacity. They are expected to set the standard for all members to follow.

## **CREDENTIALING REQUIREMENTS**

### **Command Duty Officer**

- 1) Career Deputy, Division, Brigade Chief; or an EMS Captain with a minimum of three years (3) experience as a Captain assigned to operations within the Department of EMS.
- 2) Complete an orientation defined by the Deputy Chief of Operations
- 3) Complete Acting CDO Check-Off (*Attachment-A*)
- 4) Appointed by Chief of EMS or his designee

## **Shift Captain**

- 1) Career Chief Officer or Career Captain.
- 2) Complete orientation process defined by the Deputy Chief of Operations or his designee
- 3) Successful completion of a formal assessment board consisting of the Deputy Chief of Operations and at least two Command Duty Officers.

## **Field Supervisor**

### **1) Career Medic**

- a. Meet all requirements of the Field Supervisor-Career Medic job description
- b. Application endorsed by the member's chain-of-command up to the level of the member's Command Duty Officer.
- c. Complete the supervisor check-off sheet
- d. Successful completion of an internship experience
- e. Successful completion of a formal assessment board consisting of the Deputy Chief of Operations, one Command Duty Officer and one career Captain.

### **2) Volunteer Rescue Squad Member**

- a. Meet all requirements of the Field Supervisor-Volunteer Medic job description
- b. Application and resume endorsed by the member's chain-of-command submitted to the Volunteer EMS Supervisor Team Captain
- c. Approval by the Team Captain
- d. Complete the supervisor check-off sheet
- e. Successful completion of an internship experience
- f. Successful completion of a formal assessment board consisting of the Deputy Chief of Operations, one Command Duty Officer and one career Captain or Volunteer Field Supervisor.

## **ON DUTY PROCEDURES**

The Command Duty Officer will staff based on a rotating schedule published by the Department's Scheduling Officer. He/she will log on with the dispatcher at the start of their assigned shifts. They will remain on call for incidents or issues that require command level attention. The Command Duty officer will perform other duties assigned by the Deputy Chief of Operations. He/she will serve as the senior on duty member of the department.

The Shift Captains will staff based on a rotating shift schedule. Shift change time and location will be established by the Deputy Chief of Operations or his designee(s). He/she will direct the activities of all on duty EMS personnel and perform related duties as assigned. All subordinate Field Supervisors will operationally report to the Command Duty Officer.

Career Medics functioning as a Field Supervisor will be assigned as required by their supervisor.

Volunteer Field Supervisors will staff based on a pre-determined schedule published by the Team Captain.

Shift change times and locations for all supervisory officers will be established by the Deputy Chief of Operations.

All Field Supervisors, career or volunteer, are empowered to function at the first line supervisor level with the authority of a Captain. Officers with appointed or permanent ranks of Brigade Chief or above always retain the authority of their position. Career Captains acting as Command Duty Officers will exercise the authority of a Brigade Chief while acting in that capacity.

Vehicles will be designated for use by all supervisors by the Deputy Chief of Operation or his designee(s). These vehicles may not be used for any other purpose without permission from the Command Duty Officer or Deputy Chief of Operations.

## **VOLUNTEER TEAM ADMINISTRATIVE PROCEDURES**

The Volunteer Supervisor Program will be coordinated by a Captain appointed by the EMS Chief or his designee. Team members will administratively report to this Captain. All supervisors will report to the Command Duty Officer while on duty.

Personnel will stand a minimum of two (2) duties monthly as a supervisor. This requirement is above requirements established in the EMS Duty Policy for patient care providers.

The Team Captain is empowered to execute disciplinary action with any team member. He/she will also recognize administrative/corrective actions levied by the member's rescue squad. No volunteer member may operate as a Field Supervisor while on leave from their rescue squad. When appropriate, the Team Captain may recommend that a member's supervisor credentials be revoked by the Deputy Chief of Operations.

Once qualified, a department uniform will also be issued for wear when on duty. Rescue Squad uniforms are not to be worn while on duty as a supervisor. Additional equipment, individual PPE, etc. will be issued as practical.

Uniforms, vehicle equipment and supply procurement will be coordinated via the Team Captain's administrative chain-of-command. The Operations Division Chief will ensure the vehicle primarily used by the volunteer team is integrated into the fleet maintenance and replacement cycle along with other supervisor vehicles.

**ORDERED:**



**1/31/2018**

EMS Chief

Date

**CHIEF DUTY OFFICER  
QUALIFICATIONS CHECK-OFF AND COMPETENCIES  
(Field Supervisor Program Attachment-A)**

Name: \_\_\_\_\_

Date Commenced: \_\_\_\_\_

Any person authorized to function as a Chief Duty Officer, unless otherwise indicated, can sign all signatures.

Knowledge Factors

1. Be familiar with and able to discuss the following policies:

- a. ADMIN- Equal Opportunity Policy \_\_\_\_\_
- b. ADMIN - Media Relations Policy \_\_\_\_\_
- c. ADMIN - Organization Structure Policy \_\_\_\_\_
- d. ADMIN - Personal Appearance and Uniform \_\_\_\_\_
- e. ADMIN - Professional Conduct Policy \_\_\_\_\_
- f. HR- Disciplinary Policy Career \_\_\_\_\_
- g. HR- Disciplinary Policy Volunteer \_\_\_\_\_
- h. HR- Employee Assistance Program \_\_\_\_\_
- i. HR- Leave Policy-Uniformed Staff \_\_\_\_\_
- j. HR- Return to Duty Policy \_\_\_\_\_
- k. MEDDIR- Medical Incident Review Policy \_\_\_\_\_
- l. MEDDIR- Patient Refusal/Transport \_\_\_\_\_
- m. OPS- Air Ambulance Launch Policy \_\_\_\_\_
- n. OPS- Constant Staffing Policy \_\_\_\_\_
- o. OPS- EMS Duty Policy \_\_\_\_\_
- p. OPS- EMS Duty Physician Policy \_\_\_\_\_
- q. OPS- Field Supervision Program \_\_\_\_\_
- r. OPS- Hire-back and Recall of Career \_\_\_\_\_

**Field Supervisor Program  
Attachment-A**

- s. OPS- Marine Medic Policy \_\_\_\_\_
- t. OPS- Medical Emergency Custody \_\_\_\_\_
- u. OPS- Response Policy \_\_\_\_\_
- v. OPS- Vehicle Sharing Policy \_\_\_\_\_
- w. OPS- Weapons Policy \_\_\_\_\_
- x. REF- Social Media Directive \_\_\_\_\_
- y. REF- Department of EMS Strategic Plan \_\_\_\_\_
- z. REF- Field Operations Procedures \_\_\_\_\_
- aa. SOG- Body Armor \_\_\_\_\_
- bb. SOG- CDO and EMS Working Incident \_\_\_\_\_
- cc. SOG- EMS Field Supervisor Captain Exp. \_\_\_\_\_

2. Demonstrate familiarity with the EMS Response Plan.

\_\_\_\_\_  
Field Brigade Chief

3. Discuss the role of the Chief Duty Officer with regards to the following call types.
- a. Chesapeake Bay Bridge Tunnel (response both bridge and water based calls for service)
  - b. Mass Casualty Incident
  - c. Multi-Alarm Fires
  - d. Drowning
  - e. Boat in Distress
  - f. Plane Crash
  - g. SWAT Call-Out
  - h. Cruise Ship Intercept/Marine Medic Response
  - i. Search and Rescue

\_\_\_\_\_  
Division Chief-Operations

**Field Supervisor Program  
Attachment-A**

4. Discuss the role and responsibility of the department public information officer and what is expected of you should you be representing the department on an incident.

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Department PIO

5. Discuss the role of the Oceanfront/Sandbridge lifeguards including response and EMS affiliation and the Chief Duty Officer's responsibility to the beaches and supervision

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Division Chief- Operations

6. Discuss the response matrix for critical call response (cardiac arrest, active threat, RSI)

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Field Brigade Chief

7. Explain how you will handle MVA's involving City vehicles with injuries to employees, civilians and rescue squad members, including those that result in deaths.

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Field Brigade Chief

8. Explain the process when loss of CAD occurs.

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Field Brigade Chief

9. Discuss the procedures for properly reporting child/elderly abuse cases and further explain who is required to notify Adult Protected Services.

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Division Chief- Pro Services



**Field Supervisor Program  
Attachment-A**

**Practical Factors**

1. Demonstrate the ability to complete department paperwork for end of shift CDO report.

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Field Brigade Chief

2. Demonstrate the ability to monitor and complete department standards for staffing requirements and assignments in OSCAR. Explain the hire back requirements to meet minimum staffing

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Field Brigade Chief

3. Explain the roles and responsibilities that the Chief Duty Officer will have while working a large scale active situation. Explain how notification of other Chief Officer's is made. Where in the ICS structure that the CDO falls.

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Division Chief-Operations

**Releasing Requirements**

1. Successfully complete an Assessment Board.

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Deputy Chief of Operations