



CHARLOTTESVILLE-ALBEMARLE RESCUE SQUAD

STANDARD OPERATING GUIDELINE

TOPIC: Duty Officer Responsibilities	S.O.G. # 1.3a
Approved by: L. Dayton Haugh, Chief	Revised: 04/05/2008 BWS Approved:

I. Purpose

To provide a uniform description of the expectations and responsibilities set forth for the Shift Duty Officer.

II. Responsibilities

- A. The Shift Duty Officer (DO) is an Operations Supervisor who is immediately available to actively manage the operational and administrative issues of the agency while insuring that Emergency Medical Services are provided to the community in the most effective manner.
- B. The Duty Officer shall support the Crew Captain in their role as the supervisor of the on duty crew personnel. Issues pertaining to personnel on a crew shall be dealt with by the Crew Captain who may seek assistance from the Deputy Chief or, if necessary, from the Shift Duty Officer should the situation require immediate action. Situations deemed significant by anyone involved shall generate a Special Incident Report. It is the responsibility of the appropriate Deputy Chief to follow up and insure that all issues involving C-ARS personnel are brought to an appropriate conclusion.
- C. Staffing of on duty crew
 1. Insure that the on duty crew has a minimum of three transport units with two of them staffed with released ALS providers.
 2. Insure that there is Squad Operator coverage for the shift.
 3. If there is a staffing shortfall, assist the Crew Captain in arranging for additional staffing. The Deputy Chief of Day or Night Operations shall be notified so these events are documented.
- D. Respond to all specialty type incidents which include, but are not limited to:
 - Respond to all hazardous materials incidents.
 - Respond to all working fires.
 - Respond to all working cardiac arrests in public view.
 - Respond to all working special operations incidents.
 - Respond to SWAT team activations that require an ambulance.
 - Respond to incidents requiring two or more ambulances.
 - Respond to unusual or prolonged events in the public view (hostage situations, suicide attempts, etc.).
 - Respond to accidents involving CARS personnel, vehicles or equipment.
 - Respond to ECO/TDO incidents.
 - Respond to infectious disease exposures to EMS personnel.
 - Respond to mechanical failures in the field that leave the unit and crew stranded.
 - Respond to handle personnel issues.
 - Respond at the request of the Crew Captain or ambulance crew on scene.
- E. Provide appropriate Incident Management System services at all major incidents as needed. Duties at incidents shall include, but are not limited to:
 - Fulfillment of the EMS Command Function
 - Ensure efficient service delivery.

Last Modified: 6/10/2008



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- Resource management. MBWA = Manage By Walking Around.
- Safety of personnel and patients.
- Initiate apparatus placement, size-up, operational plan, tactical assignments and assess plan and tactics.
- Avoid contact with tools or patients to maintain vigilance of the incident or sector.
- Establish command and assign sector commanders as necessary.
- Is responsible for on-going assessment of the operational plan and the quality of delivery of patient care and extrication. Adjusts tactics and personnel as necessary.
- Record changes and pertinent events on command board.
- Establish and maintain media relations and ensures the media's needs and the organization's public relations goals are met.

F. Insure timely notification of all appropriate Operations Officers and Staff Officers regarding issues with apparatus or any issue requiring the completion of a Special Incident Report.

G. Be a knowledgeable resource

1. SOGs and by-laws
2. Incident command system
3. Radio frequencies
4. TJEMS guidelines
5. CRAT and membership committee operations
6. Important contact people
 - a. Assistant Chief of Operations
 - b. Deputy Chief of Day or Night Operations
 - c. Training Officer
 - d. Membership chair
 - e. Infection Control Officer

Comment:

III. Authority

- A. To affect the responsibilities set out herein the Shift Duty Officer shall have the authority to suspend an on-duty member for the remainder of the shift, and direct that member to leave the squad property. The on duty Crew Captain should be involved in this decision, if possible. A Special Incident Report should be completed by the Shift Duty Officer and the respective Deputy Chief notified.
- B. The on-duty Crew Captain shall be the supervisor of the on-duty crew during the shift. Issues pertaining to personnel on a crew shall be dealt with by the on-duty Crew Captain who may seek assistance from the appropriate Deputy Chief, or if necessary, from the Shift Duty Officer should the situation require immediate action. The respective Deputy Chief shall be immediately notified and the entire incident reduced to writing, by all parties involved using Special Incident Reports.
- C. The Shift Duty Officer shall be responsible for the allocation of resources, to include requesting additional agency responses when the system is overwhelmed and approving or denying special requests to neighboring counties.
- D. The Shift Duty Officer shall be the first line EMS command officer at all operational incidents.

IV. Qualifications

- A. A released ALS provider for a minimum of two years.
- B. IS-700: NIMS, An Introduction
- C. IS-800: National Response Plan, An Introduction

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- D. ICS-100: Introduction to ICS or equivalent
- E. ICS-200: Basic ICS or equivalent
- F. ICS-300: Intermediate ICS or equivalent
- G. ICS-400: Advanced ICS or equivalent
- H. Hazardous Materials Awareness
- I. Vehicle Extrication
- J. Technical Rescue Awareness
- K. Fire Scene Awareness
- L. Ride Along shifts with Senior Duty Officers as directed by the Assistant Chief of Operations.