



Carroll County Department of Fire & EMS

EMS Policies and Procedures

Standard Operating Procedure: 3.25	Effective Date: June 8, 2023
Subject: EMS Officer Policy	Section: Emergency Medical Services
Authorized: Michael Stoner, Assistant Chief	Revision Date: N/A

I. PURPOSE

The purpose of this Standard Operational Procedure is to establish the policies and procedures related to the responsibilities of the EMS Officer for Carroll County Department of Fire and EMS.

II. DEFINITIONS

A. EMS Officer - Administers the overall Emergency Medical Services (EMS) functions of the Department of Fire and EMS. Oversees the daily operations of the EMS delivery system throughout Carroll County and assures operational readiness through staffing and availability of resources. Manages EMS credentialing and practice in compliance with state and national requirements and consensus standards. Serves as the departmental Quality assurance Officer and Infection Control Officer and assures an effective EMS quality assurance and infection control program consistent to applicable laws and regulations.

III. PROCEDURES

A. Duties:

1. Perform supervisory responsibilities in accordance with the current Carroll County Personnel Ordinance, County Policies, and applicable laws.
2. Work with Director/Fire Chief to develop and implement departmental goals, budget, policies, programs, and procedures.
3. Coordinate and manage all elements of the EMS quality assurance program in compliance with COMAR 30/MIEMSS regulations.
4. Compile and produce reports and maintain applicable report as required by management or governmental agencies.
5. Oversee the maintenance of all EMS resources and related equipment, supplies and logistics.
6. Work with partner agencies, participate in meetings and share information with the community regarding programs and services offered by the Carroll

County Department of Fire and EMS.

7. Assign duties and evaluate work for precision, neatness and compliance with applicable laws and standards.
8. Evaluate and standardize procedures to improve efficiency and assure fiscal compliance and appropriate service delivery.
9. Develop and administer the department's infection control program consistent to the OSHA regulation CFR 29: 910.1030
10. Maintain an effective liaison with the departmental medical director, local and regional medical facilities, and applicable local, regional, state and national entities relative to the delivery of EMS.
11. Perform related duties as to specific assignments.
12. Any employee may be identified as Essential Personnel during emergency situations.
13. Provide effective customer service by answering questions, providing information, making referrals, and assuring appropriate follow-through and/or resolution of issues.
14. Communicate with managers, supervisors, co-workers, students, citizens, and others, maintains confidentiality; and represents the County.

B. The EMS Officer shall ensure timely notification to the Director / Fire Chief on any of the following incidents/events

1. Any significant working incident (incidents where units are operating for longer than 60 minutes).
2. Major structural fires, often referred to as multiple alarm fires, where additional units are needed to contain the fire. The use of additional units to fill the balance of the assignment or supplement staffing shortages does not constitute a major structural fire.
 - a. Serious injury or fatality to a county employee that occurs while the employee is at work.
 - b. Fire involving County-owned or rented buildings or other County property.
 - c. Any incidents thought to be politically sensitive or that will generate media attention,
 - d. Significant incidents that result in large dollar loss, citizen death(s), or serious injuries, displacement, or requiring long-term evacuation.
 - e. Significant passenger or freight rail, aircraft, or mass transit accident/events.
 - f. Activation of a specialty team responding to a jurisdiction outside the County.
 - g. Incidents with, or having, the potential for significant environmental damage or impact on essential services/transportation routes including declared Major Highway Emergencies.
 - h. Injuries to DFEMS personnel or mutual aid partners that occur on an incident scene and require transportation to the hospital.
 - i. Incidents or suspected incidents of terrorism or weapons of mass destruction.
3. The EMS Officer may be tasked by the Director/Fire Chief with notifying the appropriate appointed and elected County Officials and Volunteer Command

Staff regarding any of the above incidents. The EMS Officer will ensure that these notifications are made in a timely manner to assist with the coordination and support of emergency incidents, as well as ensuring accurate information flow. The EMS Officer should first make every effort to reach the Director/Fire Chief. In the event the EMS Officer is unable to contact the Director/Fire Chief in a timely manner they should begin appropriate notifications without delay.

4. Upon notification of a serious illness, injury, or death of a DFEMS member or their immediate family, the EMS Officer will notify the Director/Fire Chief in a timely and appropriate manner.
5. The Director/Fire Chief must also be notified if a county employee or elected official is treated or transported by DFEMS. The notification will state only the individual that was treated and/or transported to a medical facility but no information that would be protected under HIPAA will be provided.

IV. RECISION

This Standard Operating Procedure rescinds all directives regarding EMS Officer Policy or similar content previously issued for personnel of the Carroll County Department of Fire and EMS.