

Rules of Conduct

3.0 Department of Public Safety Rules of Conduct

Purpose Rules of Conduct are necessary for Fire / EMS staff to provide quality service to the citizens of Franklin County. Providers must be prepared to respond to emergency calls at all times. Quality service is dependent on personnel that provide EMS, Fire, Animal Control and Emergency Management service in a safe and reliable manner as these function in themselves are often hazardous. Teamwork is necessary to insure that all hazards are handled safely without subjecting providers to further risk.

3.0.1 General

1. All employees shall all times abide by the rules contained in the County of Franklin, Employee Manual.
2. All members of the Franklin County Department of Public Safety shall conduct themselves in a professional manner at all times when representing the department.
3. Any confrontation or discussions involving the actions of members of the department shall not be discussed or handled in a public venue.
4. Members of any agency may file a complaint to their immediate supervisor regarding the conduct of any member.
 - a. Upon receipt of the complaint, the supervisor shall cause an investigation to be conducted into the matter.
5. Members will not use or be under the influence of drugs, alcohol, or other intoxicating substances while representing the department.
6. Employee harassment, sexual or otherwise, of other employees of this department will not be tolerated. Complaints received regarding such conduct shall be handled in accordance to County policy, State, and Federal Laws.
7. Any member who leaves a department under suspension or is terminated, shall not be eligible for membership in any other Franklin County public safety department.
8. Employees must report to their assigned duty post (i.e. station, administrative or animal control) and prepared to respond by the beginning of the shift. All leaves will be granted in accordance with the County personnel manual unless otherwise stated.
 - a. *Sick Leave:* The member requesting leave will notify their supervisor as soon as possible, no later than two hours prior to the beginning of a shift, which they will not be able to report to work due to an illness. Employees who become ill while on duty will notify their supervisor prior to leaving.
 - b. *Annual / Vacation / Compensatory Leave:* All request for annual or vacation leave must be made in writing and no less than two weeks prior to the requested day off.

9. Members of this department who do not report for scheduled duty or are late for their assigned shift will be considered to have violated this guideline. The Director will be notified electronically or in writing of any violation of this policy.
10. Disciplinary action shall be brought against any employee who does not report on time and fit for duty.
 - a. Disciplinary actions shall be as follows:
 - 1) First Violation: Written notice of violation and effect of future violations.
 - 2) Second Violation: If within one year of first violation, two days off without pay.
 - 3) Third Violation: Three violations of this guideline within one year will result in termination.
11. Electronic mail (email) is an official method of communication. Employees should make every effort to check their email inbox at the beginning and end of each shift for official notices.

3.1 PERSONNEL RESPONDING TO CALLS

3.1.1 Only authorized personnel may respond to emergency calls. Those personnel are employees of the Department of Public Safety, volunteer members of any department recognized by Franklin County ordinance, or other departments requested to provide mutual aid.

1. Students may ride-along for training purposes provided a ride-along waiver is submitted. Such requests shall be made in writing and approved by the Operations Captain or Chief of the department.
2. Employees and Volunteer members who are precepting students or *conducting* other training are responsible for all aspects of patient care and fire suppression.
2. Responders shall notify dispatch when responding to each call.

3.1.2 Personal Vehicles

1. Volunteer providers using personal vehicles to respond to emergency calls do so at their own risk.
2. Personal vehicles that are utilized shall be titled to the responding volunteer operating the vehicle and shall be operated in accordance with state law.
3. Vehicles used to respond to any emergency scene shall be parked in a manner to not restrict traffic flow. Any impoundment fees incurred as a result of improper parking shall be the responsibility of the operator.
4. The County of Franklin shall not be responsible for damages that occur to any personal vehicle while on the scene of any call.

3.1.3 Personal Watercraft Operations

1. Definitions

- (a) "Personal watercraft" means a motorboat less than sixteen feet in length which uses an inboard motor powering a jet pump, as its primary motive power and which is designed to be operated by a person sitting, standing, or kneeling on, rather than in the conventional manner of sitting or standing inside, the vessel.

2. Operation of personal watercraft

2.1 No Department of Public Safety employee or volunteer may operate a personal watercraft unless the following conditions are met:

- (a) The operator shall be is at least eighteen years of age. Passengers may be less than 18 years of age and must be an active member of any Franklin County Department of Public Safety, Fire, or Emergency Medical Service agency.
- (b) Operators of any personal watercraft must have successfully completed a boating safety education course approved by the Director and carries on his person, while operating a personal watercraft, proof of successful completion of such course. For the purpose of this section, the completed boating safety course may not be web based or taken as an online course of instruction.
- (c) Operate a personal watercraft unless each person riding on the personal watercraft is wearing a type I, type II, type III, or type IV personal floatation device approved by the U. S. Coast Guard.
- (d) A cut-off switch lanyard is attached to his person, clothing, or personal flotation device, if the personal watercraft is equipped with a lanyard-type engine cut-off switch.
- (e) Personal watercraft shall not be operated on the waters of the Commonwealth between sunset and sunrise.
- (f) Personal watercraft shall not be operated while carrying a number of passengers in excess of the number for which the craft was designed by the manufacturer.
- (g) Personal watercraft shall not be operated in excess of the slowest possible speed required to maintain steerage and headway within fifty feet of docks, piers, boathouses, boat ramps, people in the water, and vessels other than personal watercraft. Nothing in this section shall prohibit a personal watercraft from towing a person with a rope less than fifty feet in length.
- (h) Personal watercraft shall be operated with all required safety equipment onboard according to 29.1-735 of the Code of Virginia.
- (i) Personal Watercraft shall only be used to respond to emergency calls for service and for approved training.

3.1.4 All Terrain Vehicle Operations

1. Definition

- (a) An off road vehicle for the purpose of this policy shall mean an all terrain vehicle, motorcycle or bicycle.

2. Operations

- (a) No employee will operate an ATV, motorcycle or bicycle without having completed a basic course of training approved by the Department.
- (b) An employee operating or riding an ATV, motorcycle or bicycle will wear a helmet provided by the Department and eye protection.
 - (i) The use of ATVs, motorcycles and bicycles by single operators on remote areas is discouraged. Normally, ATVs and bicycle use should be by teams of at least two employees.
- (c) Before using an ATV, motorcycle or bicycle in a remote area, the employee must provide a travel plan to either his or her supervisor, or the dispatch office. Upon completion of travel the employee(s) shall notify either his or her supervisor or the communications center.
- (d) All Department of Public Safety ATVs, motorcycles and bicycles will be visually inspected and function checked according to Department of Public Safety approved protocol before each use.

The individual utilizing the equipment is responsible for conducting this inspection and function check. Additionally, ATVs and motorcycles shall be visually inspected and function checked according to Department approved protocol at least every 60 days. This 60-day inspection and function check is the responsibility of the employee to whom the ATV or motorcycle is assigned.

- (i) All Department ATVs, motorcycles and bicycles will be serviced by an authorized dealer according to the manufacturer's maintenance schedule. This shall be the responsibility of the department to which the ATV, motorcycle or bicycle is assigned.
- (e) Before utilizing any ATV, motorcycle or bicycle the employee preparing to use it will conduct a basic safety check on the ATV, motorcycle or bicycle, helmet and any other equipment used in conjunction with the ATV, motorcycle or bicycle.
- (f) Any Public Safety employee or volunteer who observes any deficiency on an ATV, motorcycle or bicycle is responsible to report the deficiency to the agency that has been assigned the equipment.
- (g) Any accessories that are not provided as standard equipment and require after market installation shall not be installed onto any ATV, motorcycle or bicycle unless approved by the Department of Public Safety.
- (h) The use of Department of Public Safety owned ATVs, motorcycles and bicycles for personal use is forbidden.
- (i) The provisions of this policy are applicable for employees utilizing ATVs, motorcycles and bicycles while performing official duties.
- (j) The Department of Public Safety must approve any and all ATV, motorcycle and bicycle training for employees.
- (l) The Director of the Department of Public Safety must approve any deviation from or exceptions to this policy.
- (m) The provisions of the *Code of Virginia* regarding the use of all terrain vehicles, motorcycles and bicycles will be followed by employees and volunteers of the Department of Public Safety without exception.

3.2 FIRE AND HAZARDOUS SCENE RESPONSES (IDLH)

3.2.1 Safety clothing required.

1. Any member at any Incident Dangerous to Life and Health (IDLH) performing functions or located in an area where possible hazards exist shall wear the appropriate protective clothing including but not limited to Bunker pants, bunker coat, Nomex hood NFPA approved gloves, and NFPA approved boots, SCBA, eye protection, hearing protection, fluid resistant gloves, masks, gowns, and respirators as required. Members may dress down with permission of on the scene Incident Commander, ranking officer, or scene safety officer.
2. The commanding scene Operations officer, or their designee, shall be responsible for insuring compliance with section 3.2.1.1 of this policy. Any provider that is out of compliance with this policy should be sent to a safe area, reassigned to a non-hazardous assignment, or sent away from the incident until the appropriate safety clothing is in being worn.

3.2.2 Fire Reporting

1. For each fire call dispatched a NFIRS report will be completed.
2. Fire reports shall be submitted electronically using the Firehouse software to the Department Public Safety for review for accuracy.
3. The Fire Marshal, or their designee, shall determine the cause and origin of each structure fire, vehicle fire, or any other fire deemed suspicious in origin. The report shall be included within the original fire report submitted by the responding agency.

3.3 EMERGENCY MEDICAL SERVICE RESPONSES

3.3.1 Patient Care

1. All patient treatments will be in accordance with the patient care protocols issued by the Western Virginia Emergency Medical Services Council or Franklin County Department of Public Safety protocols approved by the Operational Medical Director. Any variation from these protocols shall only be made after receiving direct orders from on-line medical control. In such cases, the situation as well as the physician ordering the deviation shall be documented on the patient care report.
2. Providers will not attempt any procedure that they have not been properly trained and authorized to perform.
3. The Attendant in Charge (AIC) will have authority over all patient care and response issues.
3. The Operational Medical Director will set patient care policy.
4. Providers shall take necessary precautions to prevent contacting bloodborne pathogens. Bio-hazardous waste shall be disposed of in accordance with Centers for Disease Control guidelines in accordance with Department policy.

3.3.2 Reporting

1. For each call dispatched, the Attendant in Charge shall submit a state PPCR or electronic record to the Department of Public Safety for review for accuracy. Completed reports shall be submitted within 72 hours of the completion of the call received.
2. All reports containing patient information shall be stored in a manner to safeguard the patient 's personal Information and medical history in accordance with the Virginia Office of Emergency Medical Service Regulations and federal HIPPA guidelines.
3. Written reports shall be stored in a locked container. Electronic reports shall be password protected.

3.3.3 Transportation of Patients

1. Franklin County Public Safety personnel will only transport patients to an approved acute care hospital in vehicles properly licensed and equipped for patient transportation.
2. The transportation of patients to non-hospital type facilities will be prohibited (i.e. Doctors offices, urgent medical care centers, clinics etc.)
3. The destination hospital shall be the closest appropriate facility capable of handling the

patient's illness/injury. The following is a list of the approved acute care hospitals:

- a. Carilion Franklin Memorial Hospital,
 - b. Carilion Roanoke Memorial Hospital,
 - c. Carilion Community Hospital,
 - d. Lewis-Gale Hospital,
 - e. Martinsville Memorial Hospital
 - f. Bedford Memorial Hospital
3. Special circumstances may require transportation of patients to an acute care hospital not listed above because of extenuating circumstances. Extenuating circumstances may include but not be limited to proximity of another acute care hospital, traffic considerations, weather, MASS casualty incidents, disaster situations, etc. The Operations Captain shall be notified of the special circumstance.
 4. All patients requiring transport to an acute care hospital shall be taken to the facilities Emergency Department unless they are a direct admit to a specialty unit such as Coronary Care, Intensive Care, Labor/Delivery, etc... The Attendant in Charge has the discretion of providing other direct admits if they feel that patient care would be affected. The Operations Captain shall be notified of all direct admit requests.
 5. If requested by a Doctor's office to take a patient to an acute care hospital for direct admission to a non-specialty unit, the doctor's office MUST provide a room number and accepting physician prior to transport of the patient. Once arriving at the receiving hospital, if the room is not available within 10 minutes, the patient will be transferred to the care of the emergency room staff.
 6. Franklin County Public Safety personnel shall have the discretion to take ALL patients to the emergency department if the patient is medically compromised and needs immediate emergency care.
 7. In certain cases patients will insist that they be taken to private physicians offices. The attendant in charge shall make all reasonable attempts to persuade the patient to go to the emergency department. In the event the patient refuses transport to an appropriate acute care hospital, the attendant in charge should complete the appropriate documentation for a patient refusal on the PPCR. The Operations Captain should be contacted and advised of the situation.
 8. When providing mutual aid ALS responses the Attendant in Charge shall have sole discretion to decide which ALS transport vehicle will be utilized for transport.
 9. Department personnel should attempt to contact the receiving medical facility if time permits and patient care will not be compromised.