



**Division 06**

**Fire and Rescue Operations**

**Chapter 27 – Prince George's County Fire/EMS Department  
Volunteer Operations Program**

March 2009

**POLICY**

There are many functions within this Department that are performed by volunteer personnel operating outside of their involvement as a member or officer of their individual corporation. Currently, this includes the Volunteer Operations Major, Volunteer Division Chief Program and the Volunteer Safety Officer Program. The purpose of this General Order is to establish the roles and responsibilities of the Volunteer Operations Major, the Volunteer Division Chiefs and Volunteer Safety Officers.

The Volunteer Operations Major shall be responsible for ensuring that the Volunteer Division Chief Program is managed in such a way to achieve the completion of Departmental goals and objectives using established rules, regulations, and procedures.

Each Volunteer Division Chief shall report to the Volunteer Operations Major. The Volunteer Operations Major shall attend regularly scheduled staff meetings and other meetings as appropriate.

The Volunteer Operations Major serves at the discretion of the Fire Chief. Each year he/she will receive a performance evaluation from the EOC Lieutenant Colonel and be reviewed by the Fire Chief. After said review, the Fire Chief may choose to terminate the appointment and select a replacement.

**DEFINITIONS**

N/A

**PROCEDURES**

**1. Volunteer Operations Major**

The Volunteer Operations Major, Division Chief's and Safety Officer's are appointed by the Prince Georges County Fire Chief.

The Volunteer Operations Major is responsible for coordination of the Volunteer Division Chief Program and the Volunteer Safety Officer Program. This position shall report directly to the EOC Lieutenant Colonel. The radio designation for this position will be "Bureau Chief 820." This person will act as a liaison between the divisions, coordinate and disseminate information to and from the Volunteer Division Chiefs, and fill in for other Volunteer Division Chiefs as necessary.

Minimum qualifications for the Volunteer Major are: seven (7) years of experience as a command officer in Prince George's County, Fire Officer III, Emergency Medical Technician certification and CPR.

Operational duties of the Volunteer Operations Major include, but are not limited to:

- Monitor, proceed, or respond to any emergency incident or situation which he/she deems appropriate.
- Ensure that the Volunteer Division Chiefs coordinate and conduct post incident critiques of all significant emergency incidents or situations.



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- Ensure that the Volunteer Division Chiefs prepare and forward an operational report on emergency incidents which involve a significant injury or death of a public safety provider (fire, EMS, police, etc.), significant property loss, or other incident deemed appropriate.
- Provide assistance and advice to the Incident Commander in the mitigation of emergency incidents and assume the command when appropriate. The Volunteer Operations Major has been integrated into the emergency incident chain-of-command at a level equal to a career Major.
- Administrative duties of the Volunteer Operations Major include, but are not limited to, ensuring that all Volunteer Division Chiefs:
  - Participate in vehicle and personal injury accident investigations.
  - Serve as a member of the Volunteer Disciplinary Review Board and ensure that the Volunteer Division Chiefs monitor any recommendation that is required.
  - Ensure that any recommended disciplinary actions are carried out.
  - Investigate citizen complaints regarding the actions of volunteer members and ensure that appropriate corrective action is taken by the individual company or through the Volunteer Disciplinary Review Board.
  - Resolve disputes between two stations or between career and volunteer personnel.
  - Coordinate and attend battalion/division meetings with volunteer officers.
  - Periodically assess the division/Department's operational readiness and make recommendations for change through the chain-of-command.
- Coordinate/conduct incident critiques of all multiple alarm or major incidents.
- Maintain communications with the Volunteer Chief within the respective divisions to stay abreast of upcoming activities and issues.
- Assist in the development and overview of General Orders, Standard Operating Procedures, and Department policies.
- Ensure compliance with established rules and regulations, which may include imposing disciplinary action when appropriate in accordance with the Departmental Disciplinary Policy.

The Volunteer Operations Major may choose, or be asked, to actively participate in the completion of the above if necessary.

The Volunteer Operations Major has the authority to impose various levels of disciplinary action up to and including an operational suspension of a volunteer member when necessary.

### **2. Volunteer Division Chief Program**

The Volunteer Division Chief Program establishes a liaison position between the Volunteer Company Chief and the Prince George's County Fire/EMS Department. These individuals are responsible for assisting with the day-to-day operation of this Department, primarily at night, on weekends, holidays, and other occasion when their knowledge and expertise will help to manage this combination system. There will be eight (8) Volunteer Division Chiefs and two (2) Alternate Division Chiefs.

The Fire Chief's office will maintain a list of qualified applicants to fill vacancies as they occur. Applicants will remain on the list for a



period of two (2) years. A selection committee chaired by the Emergency Operations Command (EOC) Lieutenant Colonel or his/her designee, and comprised of the Volunteer Operations Major, one (1) career Major, and one (1) Volunteer Division Chief who are responsible to review the applicants and conduct oral interviews if necessary, and rank the applicants as well qualified, qualified, or not qualified. This committee will then forward the list to the EOC Lieutenant Colonel or his/her designee with the results of the interviews and any recommendations. When the list expires, applicants must reapply.

Volunteer Division Chiefs are appointed by the Fire Chief and assigned by the EOC Lieutenant Colonel. Each year they will receive a performance evaluation from the Volunteer Operations Major after review by the Fire Chief and the EOC Lieutenant Colonel. During the annual performance review, the Fire Chief may choose to terminate the appointment and select a new appointee.

The Volunteer Division Chief Program is organized into two (2) operational divisions, the Northern Division and the Southern Division. These divisions are divided the same as the career organizational structure.

Each Volunteer Division Chief will be assigned to a shift based on career shift assignments. The on-duty Volunteer Division Chief will act as the Primary Volunteer Division Chief on any incident. The other Volunteer Division Chiefs will assist as necessary.

Minimum qualifications for Volunteer Division Chiefs are: five (5) years of experience as a command officer in Prince George's County, Fire Officer II, Emergency Medical Technician certification, and CPR.

The radio designation for the on-duty Volunteer Division Chief will be "Division Chief 801 or Division Chief 802." Any off-duty personnel will use the prefix of "Division Chief" followed by a pre-assigned number from 803 through 810. The Alternate Volunteer Division Chiefs will use the radio designation of Division Chief 811 or 812.

The Volunteer Operations Major and the Volunteer Division Chiefs will be notified on the following:

- Death/serious injury to Fire/EMS Department member
- Death/serious injury to Fire/EMS Department member's family
- Fire with fatalities
- Fire/EMS Department accident with serious injury or death
- Fire/EMS Department vehicle accident with major damage
- Employee/volunteer walkout/job action
- Minor injury to Fire/EMS Department member on duty
- Serious personnel conflict
- Working structural fire
- Special alarm for greater than three units
- Multiple alarm incidents
- Public transportation fire/injury/death
- Mass casualty incident
- Confirmed explosive device
- Explosive incident with injury
- Serious Haz Mat incident
- Dive incident
- Building/trench collapse incident
- Confined space incident
- High angle incident
- Serious fire at County facility (over \$5000)
- Beltway/major highway shut down over 30 minutes



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- Serious incident with media interest
- Mutual aid request greater than five units
- Significant voids from out-of-service equipment
- Serious breakdown of Public Safety Communication equipment
- Extreme weather hazard
- Major utility failure

The operational duties and responsibilities of the Volunteer Division Chief include, but are not limited to:

- Monitor, proceed, or respond to any emergency incident or situation, which he/she deems appropriate within their area of responsibility as outlined in the Response General Order.
- Coordinate and conduct post-incident critiques of all significant emergency incidents or situations on which he/she participates.
- Prepare and forward an operational report on emergency incidents, which involve a significant injury or death of a public safety provider (fire, EMS, police, etc.), significant property loss, or any other incident deemed appropriate.
- Provide assistance and advice to the Incident Commander in the mitigation of emergency incidents and assume the command when appropriate. The Volunteer Division Chief has been integrated into the emergency incident chain-of-command between the Career Major/Volunteer Operations Major and the First Due Company Chief.
- Participate in vehicle and personal injury accident investigations.
- Serve as members of the Volunteer Disciplinary Review Board as needed.
- Ensure that any recommended disciplinary actions are carried out.
- Investigate citizen complaints regarding the actions of volunteer members and ensure that appropriate corrective action is taken by the individual company or through the Volunteer Disciplinary Review Board. Provide a written narrative of the complaint and resolution.
- Resolve disputes between two stations or between career and volunteer personnel.
- Coordinate and attend battalion/division meetings with volunteer officers.
- Periodically assess the division/Department's operational readiness and make recommendations for changes through the chain-of-command.
- Maintain communications with the Volunteer Chiefs within their respective divisions to stay abreast of upcoming activities and issues.
- Assist in the development and overview of General Orders, Standard Operating Procedures, and Department policies.
- Review actions of Department personnel for possible awards and commendations.
- Ensure compliance with established rules and regulations, which may include imposing disciplinary action when appropriate in accordance with the Departmental Disciplinary Policy. The Volunteer Division Chief has the authority to impose various levels of disciplinary action up to and including an operational suspension of a volunteer member when necessary.

Administrative duties of the Volunteer Division Chief include, but are not limited to the following:



Any time discipline is imposed, the Department Discipline Coordinator will be informed of any action(s) taken.

## 2. Volunteer Safety Officer Program

The Volunteer Safety Officer Program establishes an operational safety program for the department. These individuals are responsible for assisting with the day-to-day operational safety functions of this Department, primarily at night, on weekends, holidays, and other occasions when their knowledge and expertise will help to manage this combination system. There will be eight (8) Volunteer Safety Officers and two (2) Alternate Volunteer Safety Officers.

The Fire Chief's office will maintain a list of qualified applicants to fill vacancies as they occur. Applicants will remain on the list for a period of two (2) years. A selection committee chaired by the Volunteer Operations Major or a Volunteer Division Chief and two (2) Safety Officers (one career and one volunteer) will review the applicants and conduct oral interviews if necessary and rank the applicants as well qualified, qualified, or not qualified. This committee will then forward this list to the EOC Lieutenant Colonel with the results of the interviews and any recommendations. When the list expires, applicants must reapply.

Volunteer Safety Officers are appointed by the Fire Chief and assigned by the EOC Lieutenant Colonel. Each year they will receive a performance evaluation from the Volunteer Operations Major after review by the Fire Chief and the EOC Lieutenant Colonel. During the annual performance review, the Fire Chief may choose to terminate the appointment and select a new appointee.

The Volunteer Safety Officer Program is organized into two (2) operational divisions, the Northern Division and the Southern Division. These divisions are divided the same as the career organizational structure.

Each Volunteer Safety Officer will be assigned to a shift based on career shift assignments. The on-duty Volunteer Safety officer will act as the Primary Volunteer Safety Officer on any incident. The other Volunteer Safety Officers will assist as necessary.

Minimum qualifications for Volunteer Safety Officer are: five (5) years of experience in Prince George's County, Fire Officer II certification, Emergency Medical Technician certification, and CPR.

The radio designation for the on-duty Volunteer Safety Officer will be "Safety Officer 801 or Safety Officer 802." Any off-duty personnel will use the prefix of "Safety Officer" followed by a pre-assigned number from 803 through 810. The Alternate Volunteer Safety Officers will use the radio designation of Safety Officers 811 or 812.

The operational duties and responsibilities of the Volunteer Safety Officer include, but are not limited to:

- Monitor, proceed, or respond to any emergency incident or situation, which he/she deems appropriate within their area of responsibility and as outline in the Response General Order.
- Prepare and forward an operational report on emergency incidents, which involve a significant injury or death of a public safety provider (fire, EMS, police, etc.), significant property loss, or any other incident deemed appropriate.



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- Provide assistance and advice related to operational safety to the Incident Commander in the mitigation of emergency incidents.

Administrative duties of the Volunteer Safety Officer include, but are not limited to the following:

- Participate in significant vehicle and personal injury accident investigations.
- Maintain communications with the Volunteer Chiefs within their respective divisions to stay abreast of upcoming activities and issues.
- Assist in the development and overview of General Orders, Standard Operating Procedures, and Department policies.
- Refer to General Order 06-22 for additional duties and responsibilities.

### REFERENCES

N/A

### FORMS/ATTACHMENTS

N/A