



Virginia Beach Department of Emergency Medical Services



CASS # 103.01.01

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Operations

EMS DUTY POLICY

PURPOSE: The purpose of this policy is to define a member's status, minimum duty hour requirements and scheduling process.

APPLICABILITY: This policy shall apply to all certified career and volunteer personnel under the auspices of the Department of Emergency Medical Services.

POLICY STATEMENT: It shall be the policy of the Department of Emergency Medical Services to establish minimum duty requirements within a coordinated scheduling process in order to meet the demand for emergency medical services from the community.

I. Definitions of Activity Status

- A. Regular Active Volunteer: Volunteer member with less than ten (10) years of service with the Department of EMS.
- B. Life Active Volunteer: Volunteer member with ten (10) or more years of service with the Department of EMS.
- C. Senior Active Volunteer: A volunteer member with twenty or more years of service with the Department of EMS.

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- D. Tenured Active Volunteer: A volunteer member with thirty or more years of service with the Department of EMS.
- E. Associate Volunteer: An active volunteer member who is assigned a pre-scheduled minimum of twenty-four hours of duty per month to maintain Department certification.

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- F. College Student Volunteer: An active volunteer member who is attending an accredited college with a full college load of at least 12 credit semester hours. A College Student Volunteer must qualify for this status each semester (Fall, Winter and Summer) with a copy of an official college semester schedule or invoice to show courses enrolled with their Squad Commander and the Department of EMS.
- H. Chief Officer Volunteer: Any volunteer designated as a Brigade Chief or higher by the Chief of EMS who is not functioning as an active member of an individual rescue squad.
- G. Inactive Volunteer: A volunteer who is not functioning in their assign membership category as a member of the Department of Emergency Medical Services.
- I. Career Medic: Any staff officer or patient care provider employed full-time by the City and required to hold and actively utilize medical certifications as part of their position description.
- J. Career Administrative Staff: Any member employed full-time or part-time by the City in a clerical or staff position.
- K. Virginia Beach Firefighter: Any member employed full-time as a firefighter in the City of Virginia Beach. Must be certified as an EMT-B or above.

II. Definition of Duties

- A. Patient Care Shifts: All active patient care providers will be assigned to regular shifts in the field staffing an EMS vehicle. The Chief of EMS or his designee will determine shift lengths and type of apparatus assignments are required for each level of certification. In general, volunteer care providers will be assigned to the ambulance as their primary duty obligation.
- B. Administrative Shifts: All active administrative members will be engaged in regular administrative or other support assignments.

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- C. Specialty Shifts: Members may also staff special operations units, supervisor vehicles or event teams. In general, these shifts will be above minimum required duties. Credit toward minimums may be provided on a team or event basis at the discretion of the Chief of EMS or his designee.

III. Volunteer Member Minimum Duty Requirements

- A. Regular Volunteer Active: Minimum of forty-eight hours per month (pre-scheduled).
- B. Life Volunteer Active: Minimum of thirty-six hours per month (pre-scheduled).
- C. Senior Volunteer Active: Minimum of twenty-four hours per month (pre-scheduled).
- D. Tenured Volunteer Active: Minimums to be designated in writing by the Chief of EMS based on the member's certification level and years of service. Duty shifts will be prescheduled regardless of tenure status.
- E. Associate Volunteer: Minimum of twenty-four hours per month (pre-scheduled).
- F. Administrative Volunteer: Minimum of twelve hours per month.
- G. College Student Volunteer: Minimum of twenty-four hours within each semester.
- H. Chief Officer Volunteer: Minimums to be designated in writing by the Chief of EMS or his designee.

IV. Geographic Staffing and Deployment

Volunteers will be assigned duties via a scheduling process coordinated between individual rescue squads and the Department of EMS. Certain stations will be designated as priorities for staffing based on location and

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call demands. The Chief of EMS or his designee will establish staffing policies and priorities.

The Department of EMS recognizes that in order to meet the staffing priorities, members may need to be scheduled for duties outside of their station or membership.

Career medics will augment volunteer staffing as necessary to meet staffing goals.

V. Unit Staffing

The baseline staffing level shall be at least eight ambulances, three quick response ALS units, at least one field supervisor and one citywide shift commander around the clock. Staffed units will meet the following minimum manning requirements and be in an available status for call or relocation:

- A. Ambulance: 1 Operator, 1 Attendant-in-charge, 3rd position used for training; (optional position)
- B. Non-Transport Units:
 - a. Zone Car/Quick Response Vehicle - 1 ALS Provider (serves as operator and attendant-in charge), 2nd position used for training (optional position)
 - b. Squad Truck- 1 Operator, 1 Attendant-in-charge
 - c. Fire Engine – 1 Operator, 1 Attendant-in-charge, 1 or more Attendants
 - d. Special Operations Unit (MRT, SWAT, etc) – 1 Operator
- C. Supervisor: One officer qualified for the designated position in accordance with the Supervisor Policy.
- D. EMS Helicopter: 1 Pilot, 1 Attendant-in-charge, 1 Attendant

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VI. Staffing Procedures

- A. Volunteer ambulance duty assignments
1. At member level, the member shall:
 - a. Submit duty availabilities via the centralized online scheduling program (OSCAR) no later than the 10th of each month.
 - b. Provide as many openings as possible to provide greatest flexibility for schedulers. Regular active members should provide at least six openings.
 2. At Squad Level, the station will:
 - a. Formulate station ambulance duty rosters; and,
 - b. Submit duty rosters, personnel availability rosters, and any additional available personnel to the Department of EMS Scheduling Coordinator for review and modifications by the 17th of the month.
 3. At Department Level, the following will be completed:
 - a. Scheduling Coordinator compares all duty rosters to determine if baseline staffing levels have been achieved;
 - b. Using inputs from OSCAR, the Scheduling Coordinator may modify rosters to achieve minimum staffing by relocating members and augmenting with staff or citywide volunteer personnel;
 - c. Updated schedules will be posted at each station and advertised via the centralized scheduling system;
 - d. The Scheduling Coordinator will continue to work within their membership to increase staffing levels even after the schedules are posted;

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- e. Squad commanders and station scheduling officers will publish all updates and notify the Scheduling Coordinator of staffing changes;
- f. Career paramedics will be assigned to augment ambulance staffing where required based on the rescue squad staffing resources;
- g. Department of EMS staff will compare each active and inactive member to all duty rosters to ensure their status is correct and each member is maintaining individual minimum duty requirements.

B. Volunteer Special Operations duty assignments

- a. Special Operations members will submit their duty availabilities to the appropriate team commander.
- b. Each team will develop their own duty rosters internally.
- c. As feasible, duty rosters will be provided to the department's scheduling coordinator to be included in the master staffing roster.

VII. Corrective Action for Missed Duty

Missing duty shall be considered misconduct and subject to corrective action. The following shall be the minimum corrective action placed against a volunteer provider. The procedure for corrective action within one year is:

- 1. One (1) missed duty.
 - a. Documented oral counseling by provider's supervisor and a reassignment of the missed duty
- 2. Two (2) missed duties.
 - a. Written reprimand by a provider's supervisor.
 - b. Minimum of one (1) make-up duty should be considered.

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3. Three (3) missed duties.
 - a. Increased levels of corrective action up to and including dismissal from the department.

VIII. Refusal to Stand Duty

A member's refusal to stand an assigned duty as outlined above or the willful disregard to stand an assigned duty at a reassigned location will be considered a failure to act and dismissal from the department may occur.

IX. Continuum of Care

It is not the intent of this policy to address the continuum of care or individual provider skill performance. The Department will evaluate individual skill performance, continuum of care and/or other individual activities and adjust duty activities as needed.

X. Exceptions

On a case-by-case basis, the Deputy EMS Chief, or his designee, after consultation with the member and his/her Squad Commander, can grant temporary variances to minimum duty requirements outlined in this policy to any volunteer EMS provider.

This policy shall become effective upon the approval of the Chief of Emergency Medical Services.

APPROVED:



EMS Chief

12/3/2013
Date

Originated
07/6/2008

Revised
12/3/2013