

Virginia Beach Department of Emergency Medical Services

Operations

**Command Duty Officer, Duty Chief (EMS ECH 10) and Field  
Brigade Chief Expectations**

**PURPOSE:** The purpose of this Standard Operating Guideline (SOG) is to establish definitions and provide direction to all members regarding the notifications and expectations of the Command Duty Officer, Duty Chief and Field Brigade Chiefs.

**APPLICABILITY:** This Standard Operating Guideline shall apply to all personnel supporting the EMS Field Supervisor program to include all career officers, Assistant Chiefs, Squad Commanders and Assistant Squad Commanders

**DEFINITIONS:**

**Command Duty Officer (CDO):** All career Division Chief officers within the Department of Emergency Medical Services. This position will serve as the highest-ranking officer on-call to support street operations and act as the proxy for the Chief of EMS or his designee.

**Duty Chief (ECH10):** All career Brigade Chief officers within the Department of EMS and career Captains who are qualified to act in the position. This position will be staffed around the clock with field Brigade Chiefs/Captains working daily from 0700-1900 and staff Brigade Chiefs/Captains on-call daily from at 1900-0700.

**Field Brigade Chief:** Career Brigade Chiefs assigned to the Operations Division whose primary responsibility is to manage the “street operations” for the Department of EMS and to serve as the overall schedule coordinator, personnel manager and operations supervisor for their respective shift.

**GUIDELINES:**

**Command Duty Officer Expectations and Notifications**

The Command Duty Officer (CDO) is not expected to respond to incidents unless specifically requested and will be signed onto the computer aided dispatch (CAD) system using their predesignated Chief number. The position is expected to

serve as the **policy decision maker** with limited operational oversight but has the ability and authority to make decisions that are outside of the scope of the Duty Chief and EMS Supervisors. It is expected that the CDO is notified via phone call (primary) or through CAD dispatching when needed. The CDO should be notified of the following situations:

- Any significant injury to EMS personnel while on duty that requires evaluation at a hospital
- CDO is preferred PIO in absence of Department of EMS PIO
- Any significant incident with EMS related media inquiries (school bus accidents even without ALS patients)
- Any critical injury or significant incident involving ERS personnel (police involved shootings)

### **EMS Duty Chief Expectations and Notifications**

Duty Chief (ECH10) will not be automatically dispatched to incidents. It is expected that ECH10 use sound judgement and respond as appropriate to incident types. ECH10 is expected (when needed) to perform the following tasks:

- Senior Officer supervision of administrative issues, logistics support, command and control
- Unified command in complex incidents
- Public Information Officer (if CDO is not available)
- Senior leadership notifications

The notification of ECH10 for incident types relies on the assigned EMS supervisor. The EMS supervisor (EMS1/2/3) shall request that ECH10 be notified/dispatched to any of the following incidents through a direct phone call or by CAD dispatch:

- There are no EMS supervisors available for an estimated prolonged period (i.e. EMS1/2/3 are all committed to other incidents that are complex in nature).
- Accidents with complex, extended extrications and/or multiple critically wounded.
- Extended maritime EMS operations (i.e. cruise ship patient retrieval)
- Multiple patient incidents with three or more critical ALS patients.
- Active (confirmed) drowning cases (or prolonged searches)
- Any EMS involved MVC resulting in ambulance transport of personnel or towing of an EMS vehicle and/or ambulance involved in MVC while transporting a patient.
- Any significant incident with EMS related media inquiries (school bus accidents even without ALS patients)
- Any critical injury or significant incident involving ERS personnel (police involved shootings)



- Any other time as deemed necessary by the EMS supervisor.

### **Field Brigade Chief Expectations**

The Brigade Chiefs/Captains assigned to field operations will staff the position of Duty Chief every day from the hours of 0700-1900 and on the third day of their rotation they will complete a twenty-four (24) hour shift with twelve hours (12) being “on the street” and twelve (12) hours in an “on-call” status within the scheduled rotation from 0700-0700. In addition to Duty Chief responsibilities, they will function as the overall operations manager for their respective shifts.

The duties will encompass, but are not limited to the following:

- Overall command and control of shift operations
- Overall accountability for EMS field operations
- Respond to supervisor level calls when no other EMS supervisor is available
- Performance accountability for EMS captains and volunteer EMS Supervisors
- Overall performance responsibility for assigned paramedics
- Overall performance responsibility for on-duty volunteer members
- Administrative accountability for assigned captains, career paramedics, and non-rescue affiliated volunteers
- Logistics accountability for their assigned shift
- Professional development responsibility for their assigned career captains and paramedics
- Finance and payroll responsibility for their assigned captains and paramedics
- Health and wellness responsibility for their assigned captains and career paramedics
- Health and wellness monitoring responsibility for all on-duty members

This Standard Operating Guideline shall become effective upon the approval of the Deputy Chief of Operations.

**APPROVED:**



2/17/2020

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**EMS Deputy Chief**

**Date**

**Originated**  
2/17/2020

**Revised**