

Agenda
Administrative Operations
Committee **February 11, 2016**
Brambleton Public Safety Center
23675 Belmont Ridge Road
Ashburn, Virginia 20148
Company 609
1930 Hours

1. Call to Order
 - a. Approval minutes of 1/21/16 meeting (attached)
2. Special Presentation
 - a. Cyber Security, Brian Beebe
3. Update on Key Issues
 - a. Update on Executive Committee activity (AC Tobia)
4. Subcommittee Reports
 - a. Background Process Subcommittee Survey Monkey – see attached draft (Jamil Scott)
 - b. LOSAP/Benefits - see attached documents (John Moring)
5. Discussion Topics
 - a. Fund Raising Letter Boundary Language – see attached pre-read (Aaron Kahn)
 - b. Update 3.6.1 Hearing Policy (Jen Ferguson and Aaron Kahn)
 - c. Summary of Plan Provisions (John Moring)
 - d. Chaplain By-Laws, Procedural Manual and SWP (Gary Myers)
6. Action Items
 - a. Approval of Language on Fund Raising Letters (from discussion)
 - b. Approval of Background Process Survey (from discussion)
 - c. Approval of 3.6.1 Hearing Policy
 - d. Approval of By-Laws, Procedural Manual and SWP
7. Information Sharing Across Volunteer Committees and from DFREM
 - a. R&R Committee
 - b. DFREM (Chief Tobia)
 - c. Fire Operations Committee
 - d. EMS Operations Committee
8. Announcements

- a. Confirmation of AOC membership (changes in Company leadership) will be confirmed in January (see below)

9. Adjourn

n.b.: If you are sending a representative to the meeting and intend to have that individual vote on your behalf our By-laws require written authorization from you to the chair. Authorizations already on file for regular meeting attendees previously designed do not require re-authorization.

If there has already been a change in company leadership and representation to this committee will change prior to the January meeting please let the current chair know who that representative will be.

**Administrative Operations Committee
Minutes**

January 21, 2016

The January meeting of the Administrative Operations Committee was held on Thursday January 21, 2016 with Company 8 hosting. Chairman Quin presided and called the meeting to order at 1932 hours. The following were in attendance and introductions were made:

Co. 1	Mark Arend, Rick Etter
Co. 2	Brad Quin
Co. 4	John Moring
Co. 5	John Malone
Co. 6	Carolyn DelGrosso
Co. 7	Jeff Flippo
Co. 8	Eric Shank
Co. 9	JJ Brown
Co. 10	Excused
Co. 11	Andy Gode
Co. 12	Karen Delhi
Co. 13	Jim Cromer
Co. 14	Aaron Kahn
Co. 15	Jen Ferguson
Co. 17	Ed Peters
LCFR:	AC Matt Tobia, Thomas Kane, Christine Langley-Obaugh

Minutes

Motion: Motion made to approve the November 12, 2015 minutes by Jeff Flippo and seconded by John Malone, Company 5.

Vote: Approved with a vote of 13-0-0-2.

Recognition of Executive Liaison by AOC

Update of Key Issues:

Executive Committee Update: Chief Tobia advised that the BOS passed legislation to permit LC-CFRS to begin fingerprinting. OEMS regulations require any individual who intends to serve as an operational individual with an agency that provides emergency medical services which encompasses all of our agencies must submit fingerprints through the State to the FBI for a criminal background check. We had identified that this previous process had been taking 12-18 weeks which was causing a delay in getting people in the system so they could become active and operational. In 2015, the State legislative process permitted localities to submit the fingerprint records directly to the National Criminal repository and receive the results and share the results with OEMS effectively bypassing the long term paper process. In order for Loudoun

County to be able to begin collecting electronic fingerprints, an ordinance was necessary. The ordinance passed two weeks ago. They will now apply for an ORI which will identify our jurisdiction. Chief Tobia submitted that he believes by summertime we may be able to effectively bypass the paper process and begin electronic fingerprinting. It is expected that the fingerprint results could be obtained 72-96 hours after they have been submitted assuming there are not multiple aliases.

In addition, there is enabling legislation that will permit localities, at their discretion, to pay for EAP services. Currently EAP services can be extended to volunteer personnel, however, they must bear the burden of cost. It was voted out of the Senate sub-committee 14-0 in favor. Chief Brower fully expects the companion legislation in the House to pass it. The County is committed to paying for the EAP services as soon as it becomes law. There is a current contract with an EAP provider and each one of your organizations can contract now for your members for an extremely low price. In addition, those services include specific providers familiar with Critical Incident Stress and are trained to help with First Responders. Please contact Beth Gilley who is the contract administrator for the account. Beth can be reached at (703) 444-2254 or emailed at bagilley@lytleap.com.

Chief Tobia also informed regarding the budget and stated that there are no new enhancements in the budget. Specifics will not be realized until a time in which the budget is publicized. A list of enhancements will be provided so that the BOS can consider raising the tax rate. Please be aware that the Board of Education has requested 82 million dollars in additional funding this year with a total operating budget north of 1 billion dollars. They have also requested 440 million dollars in capital improvement projects; the total annual operating budget for Loudoun County is 225 million dollars. Needless to say, Mr. Hemstreet has already advised them that they will not be receiving 100% of the CIP budget. Please be cognizant of the pressures on the budget process. Chief Tobia stated he expects the 3 million dollar capital apparatus funding to remain the same. Chief Tobia stated he expects Capital Improvement projects in the pipeline to remain in the pipeline. The budget will be voted in April.

Regarding the upcoming snow storm, a conference call was held today. Please forward all information that is received including Incident Action Plans. A hotline for responder's families will be established for emergencies. The hotline # is (571) 258-3644 and is for internal use only.

Subcommittee Reports:

None

Discussion Topics

Station Equipment Security SWP (Draft):

According to Chief Tobia, there have been incidents where ambulance and fire apparatus and emergency uniforms have frequently been used to allow individuals to gain access to areas where terrorist activities have occurred. The more common problem here in the US is an ambulance that is stolen because it was left running. Currently, we do not have a set of guidelines in the system that provides responders with expectations about how to safeguard their facilities and their equipment. The SWP is intended to make it harder for those to gain

access to our people and our valuable assets. In addition, there is no way to 100% safeguard a station. One can have a secure facility, however, if someone is intent on breaking in then they will break in. The SWP covers a set of expectations. As an example, Chief Tobia also covered section "M" in that people will bring oddities to a fire and rescue station and those oddities are to remain outside the facility in an area accessible to technicians. Again, this section and this SWP provides guidance to personnel.

Chief Tobia advised the AOC that the EMSOC as well as the FOC have voted to approve this SWP. Chief Tobia stated there was one minor modification, a verb tense issue, which has been corrected.

Discussion ensued and an opportunity for questions was presented. It should be noted that not every company has a PIO. Chief Tobia stressed that operational security policies should not be released, however, if inquiries arise, those should be directed to the PIO. In addition, a question was raised concerning section "L". Concern also arose regarding including bunker gear etc.... Chief Tobia stated that PPE will be added to this section. John Moring inquired on whether there were SWP's on operational security, informational security and personnel security. Chief Tobia submitted there was not. John asserted that perhaps the document title should be altered (Facilities and Apparatus/Vehicle Security and consideration to pulling J, K and L should be discussed). Discussion continued regarding developing a communications security SWP. Aaron Kahn concurred that sections "J" and "K" may be too broad and recommendations for what is secure may want to be added. Lastly, a word change recommendation was made concerning section "M": ordinance to ordnance. Chief Tobia submitted that currently there is no system wide policy, no guiding document to our personnel that provides them with a set of expectations regarding ensuring their security as well as facility and apparatus security. Chief Tobia stated with regard to "J" and "K", there is no way to write a policy that will encompass all situations. Aaron Kahn added that certain sections may have a variety of interpretations attached to them thus, it may lead to everyone doing things differently. JJ Brown stated it may be up to each agency on how devices will be secured. Others discussed sections that should be left up to each station as opposed to LCFR. Chief Tobia stated that the purpose of the SWP is to educate and empower personnel to secure their own security and provide a set of expectations.

Chairman Quin respected all points of view and inquired of the AOC whether there should be a motion to approve at this time and subsequently provide written modifications back to the Executive Committee for consideration.

A motion to approve as written was made from the floor. The motion was seconded. Chairman Quin asked for additional discussion. Aaron Kahn stated he would hope that the EC consider within the next six months additional separate policies to include communications security, information security and personnel security. Jim Moring stated he would support the document once several modifications are made.

Motion passes with no objections.

EMS Cost Recovery Financial Hardship Waiver SWP (Draft):

This is a requirement for Medicare providers. A policy needs to be in place so that if an individual experienced a financial hardship they would have a mechanism in place by which they

could apply for a waiver. This policy mirrors the INOVA hardship waiver policy. This is an administrative policy for the EMS Cost Recovery Manager. Individuals are not referred for collection, but there are individuals that want to pay for services provided, however, they do not have the means to do so and they do not want to have a perception of not being fiscally responsible. The financial hardship waiver actually allows us to formally waive those requests. At this time, there are approximately forty requests for financial waiver.

Chairman Quin will entertain a motion to endorse the policy as written. So moved by JJ Brown. The motion was seconded by Aaron Kahn. Motion carried with no abstentions or oppositions.

Fundraising Letter Boundary Language:

Chairman Quin stated that one company had concerns about how first and second due descriptions were communicated in the solicitation consistent with the FRG (section 5). Chairman Quin advised that consistent with the FRG, Ed Carmichael and he managed to settle the question that had arisen with the two companies satisfactorily. The issue that arose had to do with stations in which no volunteer presence existed. The letter typically indicates priority in terms of due. When a company solicits in these particular areas, it is important that their letters indicate that they are a second due company. We have held up the new distribution of the first due addresses slightly to ensure there was no impact. The addresses will be made available by February 15th. In sum, Ed Carmichael's recommendation is to make a minor change to section 5 in FRG 4.6.1.

Discussion ensued. Recommendation to table this issue one month so modifications can be made. Chairman Quin concurred to table this issue. Aaron Kahn will modify and send the document out so it can be discussed in February.

Chairman Quin also stated that he will need to fill Ed Carmichael's role in the Fundraising Boundaries Committee. Chairman Quin also submitted that we are working with the County to establish a file, a repository for the files. So, the person designated will also have access.

Action Item

Fundraising Letters- Tabled
Background Process Survey – Tabled
SWP's- See above

Special Action Items

Election of Chair, Vice-Chair and Secretary-

Chair-Chairman Quin stated he would like to continue as Chair of the AOC. In addition, Aaron Kahn was nominated by John Moring. Lastly, JJ Brown was also nominated. Each candidate was given time to address the AOC regarding their experience.

Ballots were collected and tallied by Chief Tobia and Christine. Chief Tobia announced the results, in that, President Quin was re-selected as Chair of the AOC for 2016. All ballots were destroyed.

Vice-Chair-Andy Gode nominated Aaron Kahn for Vice Chair. Jen Ferguson nominated JJ Brown.

Ballots were collected and tallied by Chief Tobia and Christine. Chief Tobia announced the results, in that, Aaron Kahn was selected as Vice-Chair of the AOC for 2016. All ballots were destroyed.

Secretary/Treasurer-JJ Brown and Andy Gode are willing to assume this position.

Ballots were collected and tallied by Chief Tobia and Christine. Chief Tobia announced the results, in that, JJ Brown was selected as Secretary/Treasurer of the AOC for 2016. All ballots were destroyed.

Vacancies on Sub-Committees-

Budget Sub-Committee-Dave Short is willing to Chair the Budget Sub-Committee. Aaron moved to accept Dave as Chair of Budget Sub-Committee. Motion carried. No one opposed. Chairman Quin stated that Jimmy had expressed interest in participating on this committee. In addition, Mark volunteered.

Systems Compliance Sub-Committee-Jen Ferguson will remain as Chair and Aaron Kahn will remain as Vice-Chair. Chairman Quin stated Karen is interested. Motion to accept Ed Peters and Glenn Kaupin (both former presidents). Motion carried. No one opposed.

Fundraising Boundaries Sub-Committee-Brad will serve as the interim Chair.

Ad-Hoc Committees-

System Wide Procedures- Andy Gode to remain on committee unless schedule of meetings changes.

LOSAP and Benefits- John Moring to remain on the committee.

Information Sharing Across Volunteer Councils and Committees

Recruitment and Retention Committee-

Rick Etter, R&R chair stated a new website is under development. He stated Answer the Call is over ten years old. They are looking at a system whereby they can control the content. Regarding monthly orientations for new members, Rick stated we may have been neglecting the families of prospective members. Consideration may be given to having family members attend the volunteer orientation. Regarding the new by-laws for the Recruitment and Retention Committee, please advise of your company's representative.

DFREM-

Chief Tobia stated that Chief Salazar will become the DC of EMS effective 2/11/16. Training and EMS will be split. Deputy Chief Shank will become the DC of the Fire and Rescue Training

Academy effective 2/11/16. Deputy Chief Mike Nally will become the DC of Operations effective 2/11/16. Chief Brower will be submitting a reclassification to select a second DC of Operations and those two individuals will go on a 7/12 schedule. If passed by the BOS, that will take effect on or about July 28th.

We are moving forward with the creation of a System-Wide Occupational Health and Wellness Center. The County has purchased property at 751 Miller Drive and we are in the early stages of design.

Elizabeth Bennis did leave the system but not the County. A temporary employee has been hired and will start on January 28th. Karen McQuaid will send the announcement. The temporary employee will be effective for six months.

Announcements-

Contact List-

Chair Quin distributed a contact list. Please advise of any changes.

Special Motion-

Chairman Quin read a special motion:

Chair Quin moved that the AOC acknowledge the contributions to the committee of those members rotating off who have completed their terms as duly elected Company Presidents. The AOC would like to thank the following former members for their service to the committee and to the LC-CFRS. Fenton Simpson from Company 4, Robert Moore from Company 5, Donald Graham from Company 6, Ed Carmichael from Company 8, Roger Payne from Company 9 and Glenn Kaupin from Company 13. Motion to accept the proclamation was made. The motion was seconded. Motion carried unanimously.

Conveyer Belt-

A conveyer belt has been acquired. A second conveyer belt can be donated. Please let Jen Ferguson know, if interested. Useful with chained apparatus so that damage to floors does not occur.

Adjournment

There being no further business to discuss, the meeting was adjourned at 2118 hours.

The next Administrative Operations Committee meeting will be held on Thursday, February 11, 2016 at 1930 hours at the Brambleton Public Safety Center.

Respectfully submitted:

Christine Langley-Obaugh, M.Ed., CVA

Executive Liaison

DRAFT

What is LOSAP? LOSAP stands for Length Of Service Award Program. The plan provides a monthly retirement benefit based on years of volunteer service with Loudoun County volunteer organizations.

How do I enroll? Enrollment is based on submitting your points to the fire/rescue company. In order to participate in the program, you must be an Active Volunteer Member according to the company by-laws, be at least 16 years of age, and earn a year of Service Credit.

How do I earn Service Credit? Service Credit is accrued when a participant earns **80 points** in a given plan year (November 1 – October 31). You can also earn additional Service Credit by earning more than 80 points (see *Excess Points* on reverse side). Points are awarded based on call responses, attending drills, meetings, officer positions, and more. Please see your volunteer coordinator, chief, or company official for specifics on how points are tabulated and how to submit your points.

What is the benefit? The retirement benefit is a monthly payment that is payable for your lifetime. Upon reaching age 55, you may be eligible to begin receiving your award. The award is equal to your total years of Service Credit multiplied by the accrual rate.

Accrual Rate prior to Nov. 1, 2003: **\$10** (per month). Nov. 1, 2003 and beyond: **\$12** (per month)

How do I become vested? Your vesting is determined based on the number of years of Service Credit you have earned. Vesting refers to the portion of your benefit that cannot be forfeited (see *Forfeiture* on reverse side). A vested percentage of 100% means that you cannot lose any portion of your benefit.

Vesting Schedule

Active members who <i>have</i> earned Service Credit since Nov. 1, 2003		Active members who <i>have not</i> earned Service Credit since Nov. 1, 2003	
<u>Vesting</u>	<u>Years of Service Credit</u>	<u>Vesting</u>	<u>Years of Service Credit</u>
0%	Less than 3	0%	Less than 5
20%	3	30%	5
40%	4	50%	6
60%	5	70%	7
80%	6	80%	8
100%	7 or more	90%	9
		100%	10 or more

How much is my monthly retirement benefit?

I have 5 years of Service Credit prior to 11/2003 and 8 years of Service Credit after 11/2003.

Monthly benefit: $[(5 \times \$10) + (8 \times \$12)] \times 100\% \text{ vested} = \146.00

I have 5 years of Service Credit after 11/2003.

Monthly benefit: $[(5 \times \$12)] \times 60\% \text{ vested} = \36.00

I have 8 years of Service Credit prior to 11/2003.

Monthly benefit: $[(8 \times \$10)] \times 80\% \text{ vested} = \64.00

Excess Points – If you earn more than 80 points in a plan year, you can bank those excess points. When you have banked 500 points, you are awarded an additional year of Service Credit. There is no limit of excess points that can be earned – *multiple years of Service Credit can be accrued in any one year!*

Service Credit Maximum – The maximum number of years of Service Credit that can be earned in the plan is 25 years. If the 25-year maximum is reached, any years of Service Credit valued at \$10 can be replaced with years valued at \$12. The maximum monthly retirement benefit is \$300.

Forfeiture – Forfeiture may occur if a participant ceases to be an Active Volunteer Member of the fire/rescue organization. The portion of your benefit that is not vested will be forfeited. Forfeited Service Credit may be restored upon returning as an active volunteer. Forfeiture can also occur if convicted of a felony or if one chooses to waive their participation in the plan.

Payment Commencement – You can begin collecting your accrued vested monthly benefit upon reaching age 55. You must be at least partially vested to collect (cannot be 0% vested). If your monthly benefit is \$25 or less, you will receive a lump sum in lieu of monthly payments. You may choose to defer collecting your monthly benefit in order to continue earning Service Credit and increase your Service Award. Once you apply for payment, you can no longer earn points toward Service Credit in the plan. An application must be completed in order to commence payments. You will be contacted by the plan administrator prior to reaching age 55 about your eligibility for payment.

Death Benefits – If you die prior to collecting your monthly retirement benefit, a lump sum will be made payable to your designated beneficiary. An estimate of the death benefit is disclosed on your annual Participant Statement. If you die after you have started collecting your monthly retirement benefit and prior to collecting for 10 years, your beneficiary is entitled to continue these monthly payments for the remainder of the 10-year period or elect a one-time lump sum. There is no post-retirement death benefit if the participant has collected for more than 10 years.

Disability Benefits – If you become totally and permanently disabled (as certified by the Virginia Workers' Compensation Commission) prior to collecting your monthly retirement benefit, you are eligible to receive an immediate lump-sum payment. An estimate of the disability benefit is disclosed on your annual Participant Statement. An early payout takes place of the regular monthly retirement benefit.

Annual Participant Statement – Upon becoming a participant in the plan, you will receive an annual statement disclosing your Service Credit totals, current monthly benefit, vested percentage, and lump-sum death and disability benefit. This statement also contains important information such as your address and beneficiary designations. It is **VERY IMPORTANT** that the volunteer organization is made aware of changes in address or beneficiaries – *even if you are no longer an active member of the organization!*

More information can be obtained from your fire/rescue company, the Volunteer Program Division Manager, or Loudoun County Government Human Resources. You may also contact Penflex, a third party firm that has been retained to assist in the administration of the plan.

PENFLEX, INC. – (800) 742-1409 – www.penflexinc.com – 50 Century Hill Drive, Suite 3, Latham, NY 12110

Chaplains Committee 'By-Laws'

ARTICLE I –Title

The name of this organization shall be the Loudoun County Public Safety Chaplains Committee (Referred to as “Chaplains Committee” throughout this document).

ARTICLE II –Composition of the Chaplain Committee

1. One member of the Chaplain Committee representing each volunteer company, law enforcement department, or the Department of Fire and Rescue shall be voting members. Where more than one member from a given organization is present, those present shall form a consensus among themselves such that one vote from the organization represents that consensus.
2. The Chaplain Committee shall be made up of station chaplains and response chaplains as defined in Loudoun County Fire and Rescue System Wide Policies. Loudoun County law enforcement agency chaplains may be required to meet additional requirements by their respective departments.
3. The use of a proxy will be restricted to one member of the Chaplain Committee providing their vote on a matter via another member. Proxies may not be borne by a person who is not a member of the Chaplain Committee.
 - a. Such proxy shall be in the form of an e-mail or other written form from the chaplain to the Chairperson and the Secretary of the Chaplain Committee and shall state the exact date the delegate will attend as well as the name of that delegate.
 - b. Delegation by proxy can only be made for one meeting per proxy. Multiple meetings requiring a delegate require a separate proxy notice for each meeting date.
 - c. Delegation may be specific to a particular agenda item(s) in either the affirmative, negative, or abstention, or be granted as a general proxy on all matters presented at the meeting. If not specified, proxies will be considered to be general.

ARTICLE III –Officers

Chairperson:

1. The Chairperson shall preside over all meetings and other proceedings of the Chaplain Committee.
2. The Chairperson shall have and exercise the general supervision of affairs of the Chaplain Committee and the administration of the Chaplain Response Program (CRP).
3. The Chairperson shall represent the Chaplain Committee in front of the Board of Supervisors and other relevant organizations.

4. The Chairperson shall authorize all Chaplain Committee meetings, work sessions and associated agendas.
5. The Chairperson shall establish subcommittees and appoint associated chairpersons and members as necessary.

Vice-Chairperson:

1. In the absence of the Chairperson, the Vice-Chairperson assumes the Chairperson's duties (above).
2. Any other duties as assigned by the Chairperson or by vote of the Chaplain Committee.

Secretary:

1. The Secretary shall keep records of membership, including elected officers.
2. The Secretary shall develop and keep minutes of meetings of the Chaplain Committee.
3. The Secretary shall keep minutes prepared and submitted for any sub-committees, as appropriate, by the scribe for such meetings if not the Secretary himself/herself.
4. The Secretary shall ensure that call reports are completed by the responding chaplain and retained for a period of seven years.
5. Any other duties as assigned by the Chairperson or by vote of the Chaplain Committee.

Treasurer:

1. The Treasurer shall control records and disbursement of County Funding dedicated to the Chaplain Committee.
2. The Treasurer shall receive any other donations made to or collected on behalf of the Chaplain Committee, prepare deposits of same, and make such deposits in the Chaplain Committee accounts.
3. The Treasurer shall assist in the development of a budget for approval by the Executive Committee of the Chaplains Committee.
4. Any other duties as assigned by the Chairperson or by vote of the Chaplain Committee.

Chairman Emeritus

1. An honorary position held for members of high esteem.
 - a. The Chairman Emeritus shall have served a minimum of five years as a chaplain.
 - b. Shall have served as Chairman of the Chaplains Committee a minimum of three years.
2. There shall be only one Chairman Emeritus at any point in time.
 - a. The Chairman Emeritus shall vacate the position at such time as they become inactive with the operations of the Chaplains Committee.

Quartermaster:

1. Orders and procures all equipment needed by CRP members not donated or provided by the stations.
2. Coordinates purchases with (Department of Fire Rescue Emergency Management) DFREM and the Treasurer.
3. Maintains records of equipment issued to chaplains.
4. Any other duties as assigned by the Chairperson or by vote of the Chaplain Committee.
5. The quartermaster is a position appointed by the Chairperson.

Training Officer:

1. Seeks out and develops means of delivering basic and ongoing training to members of the CRP.
2. Maintains training records on all chaplains as they pertain to the CRP.
3. Provides input to the budget process for training needs.
4. Any other duties as assigned by the Chairperson or by vote of the Chaplain Committee.
5. The training officer is a position appointed by the Chairperson.

Scheduling Officer(s)

1. Coordinates the schedules of chaplains to ensure coverage.
2. Provides coverage schedules to the ECC.
3. Acts as liaison to the ECC.
4. Any other duties as assigned by the Chairperson or by vote of the Chaplain Committee.
5. The training officer(s) is a position appointed by the Chairperson.

Executive Committee of the Chaplain Committee

1. The chairperson, vice-chairperson, treasurer, secretary, and chairman emeritus shall constitute the Executive Committee of the Chaplain Committee.
2. The Executive Committee of the Chaplain Committee may convene
 - a. To decide, initiate, review, and guide corrective actions necessary by any chaplain found to be in violation of the Code of Conduct of their respective organization (LCFR or the law enforcement agency).
 - b. To suspend any chaplain from participation in the CRP should they fail to follow corrective actions prescribed until corrective action is undertaken.
 - c. To remove any chaplain from participation in the CRP as appropriate and for cause.
 - i. The actions in items a., b., and c. above shall apply to both response and station chaplains, whether declared or acting in that capacity.

- d. To conduct such business as the chairperson may deem appropriate due to its sensitive nature, provided the nature of the issue is described to convey the necessity for privacy on the matter to other members of the Executive Committee of the Chaplains Committee and the majority of the members concur as to the sensitivity of the matter.

ARTICLE IV –Election of Officers

All Officers described in ARTICLE III shall be elected by a simple majority of the organizations present to vote with the exception of Scheduling Officers, the Training Officer, the Quartermaster, and the Chairman Emeritus.

1. Nominations for officers shall be submitted to the Secretary and made known at the November Chaplains Committee meeting. Nominations from the floor will be accepted during the November meeting. Nominees must state willingness to accept the nomination either in person at the November meeting or via written notice submitted to the Secretary by the evening prior to the November meeting date.
 - a. The Chairperson shall appoint three members to serve as a Nominating Committee whose charge it shall be to verify the nominees qualifications for the office to which they are nominated as outlined below:
 - i. All officers shall meet SWP 1.5.
 - ii. The Chairperson and Vice-Chairperson shall be limited to released response chaplains who have been released a minimum of two years.
 - iii. The Secretary shall be limited to released response chaplains who have been released a minimum of one year.
 - iv. The Treasurer may be either a station or response chaplain who has been an active participant in the Chaplains Committee meetings for a minimum of one year.
2. In December of each year, each organization present shall cast one vote for the candidate of their choice for each office. A candidate must receive a simple majority of the votes cast to be elected to the post. If no candidate receives a majority vote, the organizations present shall vote again, choosing between the two (or more, in the event of a tie) candidates receiving the most votes in the first ballot.
3. Terms of office shall commence on January 1st and run through December 31st.
4. In the event of a vacancy, the chairperson will appoint an interim chaplain to fill the post until the following monthly meeting at which a special election will be held to select a chaplain to complete the vacated term.

- a. In the event of a vacancy by the chairperson, the vice-chair shall serve until a special election to be held at the next monthly meeting. At that time, the vice-chair may offer to remain in the chair's position, if the Chaplain Committee supports by majority vote, and a new vice-chair elected. Alternatively, a new chair may be elected and the vice-chair resume their previous role.
- b. If the vacancy occurs with less than 15 days before the next regularly scheduled monthly meeting, the special election shall take place at the following regularly scheduled meeting.
- c. Any vacancy occurring after October 15th shall not require a special election.
5. With the exception of the chair, officers may occupy more than one role provided they meet the qualifications of the roles.
6. One chaplain may serve as Chairman Emeritus.
 - a. A chaplain may be nominated for Chairman Emeritus not less than 60 days before a special called agenda item to confirm the honorarium.
 - b. To receive the honorary title, an affirmative vote of 3/4 of the organizations represented at the meeting is required.
 - c. A Chairman Emeritus serves for the balance of his or her life, or until such time as they elect to vacate that post.

ARTICLE V –Quorum/Voting of Agenda Items

1. A simple majority of voting organizations in attendance shall constitute a quorum
 - a. A voting organization (fire or rescue corporation, law enforcement agency, or DFREM) is one with an active representative on the Chaplains Committee.
2. Any issue or action by the Chaplain Committee is deemed to have passed if it receives a majority of votes cast other than election of Chairman Emeritus as described in Article IV or an amendment to the bylaws in which case ARTICLE VI applies.
3. Any issue or action shall be considered defeated if a tie vote occurs
4. An issue or action that has been defeated cannot return to the Committee agenda as an action item unless there has been a material change in the issue or action or circumstances that result in it having a better chance of passing

ARTICLE VI –Bylaw Changes

1. Proposed changes to the bylaws must be submitted in writing to the Chairperson, who shall distribute the proposal to all members of the Chaplain Committee no later than fifteen(15) calendar days prior to the business meeting where action on the proposal will be taken
2. Changes to the Bylaws of the Committee shall only be made with an affirmative vote of 2/3 of Chaplain Committee organizations present for the vote.

ARTICLE VII –Sub-Committees

1. The Chairperson shall establish standing and ad hoc sub-committees
2. Unless specifically authorized by vote of the Chaplain Committee, all members of a sub-committee shall be members of the Chaplain Committee
3. All sub-committees established by the Chairperson will themselves have a Chairperson that is a member of the Chaplain Committee

ARTICLE VIII –Parliamentary Procedure

1. For any specific rules of procedure or order not otherwise discussed herein, Robert’s Rules of Order shall control

ARTICLE IX –Non-Discrimination

1. In administering its affairs the Chaplain Committee shall not discriminate against any person on the basis of race, creed, color, national or ethnic origin, religion, sexual orientation, gender, age or disability, in accordance with EEOC regulations governing the workplace.

ARTICLE X –Financial Controls

The Committee shall be responsible for the proper receiving, spending, and accounting of all funds passed to or set aside for the work of the Committee in accordance with the following.

1. For funds designated for the Committee and managed through the Volunteer Programs Section of DFREM:
 - a. For funds set aside for the work of the Committee and managed through the Volunteer Program Section of the DFREM:
 - i. Procurement will occur according to Loudoun County Government procurement policies, executed by Volunteer Staff.
 - ii. A record of starting balance for each fiscal year, purchases made and amounts with supporting documentation, and remaining balance will be maintained by the Treasurer and reported out at the regular Committee meeting.
 - iii. Records will be kept for not less than three years.
 - b. For any other funds, including those that are held by the Committee directly, a set of Financial Control Policies shall be developed and maintained. Said policies will be reviewed on a bi-annual basis to ensure they are applicable and adequate to provide financial accountability.

Loudoun County Public Safety
Chaplaincy
Manual

Procedures and Guidelines

DRAFT

Document Revision History		
<i>Version</i>	<i>Date</i>	<i>Modification</i>
1.0.0	Sept 25, 2014	Initial version created

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This manual is developed and maintained by the Loudoun County Fire and Rescue Chaplains Committee. Its contents are to be considered binding procedures that enable the Chaplain Response Program to be conducted in a manner that is both consistent and beneficial to those the Program is intended to serve.

INTRODUCTION

The Loudoun County Fire and Rescue System (LCFR) established the Chaplains Committee and the Fire and Rescue Chaplain Response Program (CRP). The Committee and the Program have been designed to provide spiritual support for members of the fire and rescue system (both volunteers and employees of the Department of Fire and Rescue Emergency Management, or DFREM), law enforcement, and the community.

CRP Chaplains bring comfort and consolation to all persons in need with special emphasis on those confronted with fire, death, accidents or natural/man-made disasters. The program includes the provision of pastoral care to members of law enforcement and emergency agencies. CRP Chaplains also assist individuals by carefully and knowledgeably referring them to other care providers or agencies.

MEMBERSHIP IN THE CHAPLAIN RESPONSE PROGRAM (CRP)

Membership in the CRP shall be open to any volunteer or career member of the Loudoun County Fire and Rescue System or Loudoun County law enforcement agencies according to the LCFR SWP Operations 1.5 – Chaplain Committee.

Individuals interested in serving as volunteer Chaplains, must complete a formal application and have the endorsement of their congregation and Chief or President as described below. The Chaplain Committee Chairperson will review all applications submitted, giving careful and prayerful consideration to each one. Once the application has been reviewed and the candidate is found to meet the basic requirements, a personal interview may be conducted by the Chairperson and two committee Members.

There are three classifications of chaplains as described below. Only Response Chaplains are authorized to respond to emergency events.

Station Chaplain

This Chaplain is authorized by their chief or president to support the personnel within their station, to include supporting company meetings, company events, and family members as needed, requested, and/or as appropriate. Station Chaplains *do not* respond to emergency incidents.

Response Chaplain

This Chaplain is authorized by their chiefs to perform the duties outlined in Station Chaplains, but also support emergency personnel in other stations throughout the county, to include on-scene support in the field (emergency response), at other company and county meetings, events, and their family members as needed, requested, and/or as appropriate.

Inactive Chaplain

This Chaplain is temporarily unavailable to perform in station duties or to serve as a Response Chaplain either through their own request or by request of the Chairperson of the Chaplains Committee to allow a period of

review of that Chaplain's actions and activity while representing LCFR on a scene, in a station, or among the public.

CRP MEETINGS

The CRP meets on the second Saturday of each month at 9:00 AM. Each meeting shall be conducted along a general agenda outlined below and subject to adaptation by the presiding chair.

- Call to Order
- Significant Events
- Treasurer's Report
- Training Updates
- Old Business
- New Business
- Adjournment followed by Executive Session as needed.

ON-BOARDING OF CHAPLAINS

All Chaplains are required to have completed a background check consistent with System Wide Policy (SWP)* 3.5.1. Chaplains must therefore authorize the release of their background investigation report results to the CRP for review and record keeping.

**(System Wide Policies were formerly referred to as Fire Rescue Guidelines until a revision in the ordinance concerning the governing structure of LCFR was changed and went into effect on July 2, 2014. Where encountered, the terms Fire Rescue Guideline shall be understood to refer to System Wide Policy and FRG to refer to SWP.)*

Company recommendation

Each Chaplain will need a written endorsement from their company chief (to be a Response Chaplain) or president or chief (to be a Station Chaplain). An example of such an endorsement is in Attachment 1.

Faith group recommendation

Each Chaplain will need a written endorsement from their own house of faith, congregational organization, or spiritual leader to be filed with the CRP. An example of such an endorsement is in Attachment 2.

STATION CHAPLAINS

Vetting

Chiefs and presidents are asked to vet the choice of Station Chaplain through the Chaplains Committee due to the name *Chaplain* being associated with the Chaplain Program. The chief and/or president are providing their

personal endorsement, attesting to the individual's good character and conformity with the characteristics of a Chaplain outlined herein. Chiefs and presidents are expected to observe that the Station Chaplain acts in accordance with the characteristics for Station Chaplains outlined herein, to seek compliance from the Station Chaplain as it pertains to this manual, and to refer non-conformance to the CRP Chair for further action, including placement on the Inactive Chaplain list and removal from the CRP if appropriate.

Training

Stations Chaplains will then be required to attend an Orientation for Chaplains that indicate what responsibilities they may and may not attend to, to provide some basic training on how to act inclusively with members of all faiths in their stations, to provide them with a channel for requesting additional help when dealing with different issues within station life, etc.

Release

Station Chaplains that have completed the Orientation for Chaplains will receive a confirmation letter from the CRP Chair indicating same and a copy of the letter will be forwarded to the company president for company records. A copy will be maintained also by the Training Officer of the CRP.

Annual Training Requirements

Station Chaplains are not required to attend annual refresher training unless recommended for same by their chief or president.

RESPONSE CHAPLAINS

Chiefs are asked to make recommendations on Response Chaplains in particular given the degree of risk associated with on-scene response the necessity to ensure the Chaplain has been briefed at a high level on operations. The overall training of the Response Chaplain will be performed by the CRP, so the essence is not for the chief to train the candidate on response procedures, but to make a personal judgment on the individual's capability to serve in a support role while participating in an environment that is engulfed in emergency activities.

Vetting

Chiefs are asked to recommend the choice of Response Chaplain to the Chaplains Committee. The chief is providing his or her personal endorsement, attesting to the individual's good character and conformity with the characteristics of a Chaplain outlined herein. Additionally, chiefs are expressing confidence that the Chaplain candidate is capable of grasping and interacting with the operations on scene. Chiefs and presidents are expected to observe that the Response Chaplain acts in accordance with the characteristics for Response Chaplains outlined herein and to refer non-conformance to the CRP Chair for further action, including placement on the Inactive Chaplain list and removal from the CRP if appropriate.

Training

Response Chaplains shall participate in a basic chaplaincy program. Basic chaplaincy training shall be obtained through certification of ANY of the following programs:

- Basic, Senior, or Master Level Training Credentials from the International Conference of Police Chaplains (ICPC) or similar organizations or programs
- Certificate of Basic or Advanced Fire Chaplaincy from the Federation of Fire Chaplains (FFC)
- Basic or Advanced Level Certification in Critical Incident Stress Management (CISM) or CISM Resiliency Training
- Basic or Advanced Level Certification in Pastoral Crisis Intervention (PCM)
- Certification in Training in Mass Casualty Incidents/Fatality Response
- Industrial and Commercial Ministries Chaplain Seminar
- LCFR Basic Chaplain Training
- Other program with prior approval of the CRP Executive Committee

Release

Response Chaplains shall be released for operations (1) after completion of their basic training, (2) following the recommendation of their preceptor and (3) with the concurrence of the CRP Executive Committee.

Annual Refresher Training

Response Chaplains are required to complete a minimum of 8 hours of ongoing training each year in order to be allowed to continue to respond to incidents. The CRP will ensure that sufficient training opportunities exist such that each Response Chaplain can meet or exceed this minimum.

Training Records

In addition to keeping a copy of the Orientation for Chaplains completion for Station Chaplains, the CRP Training Officer will also keep a record of initial program training and ongoing annual training requirements for all Response Chaplains. The Training Officer shall be responsible for ensuring each Response Chaplain is taking sufficient training to maintain the eight hour minimum in a given twelve month period.

QUALIFICATIONS FOR CHAPLAINS

General Qualifications

- Must be ordained, licensed as clergy, or a layperson acceptable to their church to work as a chaplain in the community
- Must be able to pass a criminal background check.
- Show a God-like compassion, understanding and love for others.
- Maintain faith-based, ethical and moral standards.
- Demonstrate maturity in judgment, emotional stability and personal flexibility.
- Be tactful and considerate in approach, relating easily to all peoples.

- Be familiar with and/or willing to learn the various helping agencies in the community.
- Have a deep concern for the spiritual and emotional well-being of emergency response personnel, their families and the victims of accidents and disasters.
- Be willing to respond to any and all situations where the presence of a Chaplain is required.
- Possess valid driver's license.
- Network with other clergy, i.e. hospital and other area clergy.

Code of conduct

Chaplains are to adhere to the policies contained in SWP 3.0.2 – Code of Conduct – Criminal and Traffic Offenses and SWP 3.0.3– Code of Conduct – Sexual Harassment. All chaplains are expected to demonstrate behavior consistent with the mission of CRP and the congregation they represent. Any ethical concerns should be immediately addressed with the Chairperson of the Chaplains Committee. The CRP is committed to treating all those to whom they minister with respect for their personal dignity, right to privacy and to protect the confidentiality of all personal information shared with the Chaplain.

In addition, Chaplains are expected to be above reproach as it comes to compliance with the law, avoiding the appearance of misconduct. They are expected to be tolerant of the diversity that exists in our community and stations, treating all with fairness and compassion, and standing for professionalism and fairness under the law and policies of the LCFR system. A Chaplain's personal moral convictions are by necessity not laid aside, however in the capacity of a Chaplain, these moral convictions are shared gently and respectfully when shared, and withheld when the party with whom they are shared asks that they not be shared. This does not excuse unethical or even nonprofessional behavior on the part of our members and the Chaplain should report such behaviors to the appropriate company leadership. As part of spiritual support, it is anticipated that Chaplains will share their own faith and beliefs with others *that are receptive to hearing* and if such is not desired on the part of the listener, the Chaplain will respond appropriately so as not to place the listener in a position of feeling they are in a hostile situation.

Inclusion of Faiths and Beliefs

Chaplains are to use non-denominational, inclusive prayers or a moment of silence if appropriate for ceremonies when the primary purpose of the ceremony is not the advancement of religious beliefs. For example, a Christian Chaplain may begin a non-denominational prayer in a diverse audience with the following:

“As a Christian Chaplain, I invite you to pray in your faith, as I pray in the name of the Father, the Son, and the Holy Spirit....”

A Chaplain may preside, preach, or pray in sectarian language with a like-minded individual that has asked for their assistance or a like-minded congregation that has voluntarily assembled.

Confidentiality / HIPPA

Confidentiality will be maintained within the limits of the law. The Chaplain is **NOT** held to confidentiality in the event of current child or elder abuse or neglect, intended suicide/homicide, the threat of bodily injury to self or danger to others. No promises of confidentiality shall be made of potentially serious situations noted above.

Uniforms

Station Chaplains will adhere to the uniform recommendations of their respective companies, however, the CRP recommends that for the most formal of events, the Station Chaplain wear a dress uniform provided by the company or a jacket and tie (male) or appropriate dress attire (female) reflecting the solemnity of the occasion.

Response Chaplains shall:

- Wear clean long pants or slacks when responding to calls. Shorts are not appropriate.
- Carry County identification with them at all times.
- Wear reflective jacket and/or vest on all scenes during emergency activities involving fire-rescue or police response. Post-emergency activities (hospital visit, notifications, follow up, etc) may be done without the reflective wear.
- Will refrain from entering areas where a helmet is deemed necessary unless wearing a helmet unless consent is given by the officer in charge of the scene (i.e. for an extrication for instance). The color of Chaplains' helmets is orange and will bear a rocker that indicates *Chaplain*. Chaplains will not wear other colored helmets on scene unless certified *and available* in the role the helmet signifies (EMT, officer, firefighter).
- Will refrain from entering an Immediately Dangerous to Life or Health (IDLH).
- Will refrain from crossing police lines/tape unless directed to do so by law enforcement.
- Wear Class A Uniform bearing LCFR and CRP patches when attending county functions, funerals for members of the system, station dedications, or other high-honor ceremonies.

The CRP will provide the following to Response Chaplains:

- Chaplain's jacket with reflective materials for response in cooler months (replacement when deemed necessary by the Quartermaster)
- Chaplain's coat with reflective materials for response in cold months (replacement when deemed necessary by the Quartermaster)
- Chaplain's cap (replacement annually unless damaged or lost)
- Chaplain's badge and holder
- Chaplain's polo for wearing at non-ceremonial events and during response (replacement annually unless damaged)
- Reflective safety vest (replaced as needed)
- Response bag

- Reference book with contacts for various services (funeral homes, counseling facilities, etc).
- Blankets for child comforting efforts (replenished as needed)
- One Class A uniform for Chaplains that support high-ceremonial functions including but not limited to funerals, station dedications, memorials, graduations. This shall include all articles of clothing in a quantity of one that constitutes a Class A uniform. (Replacement as deemed necessary by the Quartermaster.) Class A uniforms will be provided only to those chaplains that serve in a role of high-ceremonial function as representation of the Committee and as determined by the Executive Committee of the Chaplain Committee.

The Quartermaster shall keep an accounting for what articles are issued to Response Chaplains and when (for the purposes of determining when a replacement may be provided).

ADMINISTRATIVE DUTIES

Non-Emergency Events

Both Station and Response Chaplains are authorized to support non-emergency activities of the fire and rescue system upon the request of the event organizer or family member. Examples of non-emergency events include:

- Funerals for members of the fire and rescue system
- Hospital visits for members of the fire and rescue system
- Opening or closing ceremonies for fire and rescue events
- Counseling for members of the fire and rescue system
- Station and other fire and rescue facility or vehicle dedication ceremonies
- Requests from other jurisdictions for support to their fire and rescue system exclusive of incident response
- Other events as requested by volunteer fire and rescue companies or the Department of Fire and Rescue Services.
- It is recommended that Chaplains spend as much time as practical visiting stations.

Fire Department Funerals (SWP 1.5.1)

Note that for fire department funerals, specific policies and procedures must be followed by the Chaplain in accordance with SWP 1.5.1. As indicated under *Uniforms*, Response Chaplains are required to wear Class A uniforms when attending or conducting the funeral of a system member. Station Chaplains asked to preside over the funeral of a system member must likewise obtain a Class A uniform, equipped with the LCFR and their company patches, to wear during the funeral. If they will only be attending, a suit and tie or appropriate dress are permitted.

OPERATIONAL DUTIES

Duty rosters

The Scheduling Officer(s) shall ensure that one chaplain is available for emergency response at all times. The Scheduling Officer(s) shall provide the Emergency Communications Center (ECC) with a duty roster for the Chaplain Response Program. The roster can be updated as necessary. In the event of multiple requests for chaplain support, any available chaplain can contact the ECC.

Regional Response

Where appropriate, a Response Chaplain may carry a pager or other notification device (cell phone, etc) in support of a broader territory than one first due, referred to as Regional Response. Such a Chaplain agrees to respond to all calls to which he or she is dispatched to while on duty and providing coverage to anywhere within their Region. If a closer Response Chaplain is able to contact the Regional Response Chaplain, the closer Chaplain may replace the responding Regional Response Chaplain with concurrence from the Regional Response Chaplain and notification to the ECC.. Such notification must be made in a closed-loop fashion. For example:

Closer Chaplain "Loudoun, Chaplain 603. I have been in contact with Chaplain 614B and will be responding in his place for the call at _____." ECC will announce the replacement "Chaplain 603 responding in place of Chaplain 614B for the incident at _____."

Radio operations

Response Chaplains shall receive a radio designation as follows:

"CHAPLAIN XX-YY"

Where "XX" is their volunteer station number and "YY" is a unique identifier associated with the Chaplain. Department members participating in the response program shall use station number "99." The list of radio designations shall be maintained by the Chairperson of the Chaplain Committee and shall be provided to the ECC. Station Chaplains will not receive a radio designation as a chaplain.

Scene Response

Members of the Chaplain Response Program shall be dispatched to the following emergency incidents by the Emergency Communications Center (ECC):

- Cardiac or Respiratory Arrests
- Reported Dead-on-Arrival (DOA) patients
- Deaths cause by accident or illness
- Line of duty deaths or serious injuries to members of the fire and rescue system
- Serious automobile accidents, including those involving fatalities or pedestrians stuck by automobiles
- Other incidents at the discretion of the Incident Commander

Upon the request of a Charge Nurse at any hospital, members of the Chaplain Response Program may respond to support a patient transported by the Loudoun Fire and Rescue System or mutual aid agency, their family, a member of the fire and rescue system, or their family. The hospital shall relay their request through the ECC.

Chaplains shall not respond to the scene of an emergency unless dispatched or requested by the Incident Commander. When requested, Chaplains shall respond non-emergency and shall report to the Incident Commander on arrival, providing accountability tags to the Incident Commander. Responding Chaplains will coordinate actions with Incident Commander.

Responding chaplains shall not participate in other emergency or non-emergency activities during an incident. If it is necessary for the Incident Commander to assign a responding chaplain to other scene duties, a replacement chaplain, if needed, shall be dispatched to the scene by the ECC.

Transporting Others

Use of POV Chaplains shall not provide transportation using privately owned vehicles (POV) unless (1) their volunteer agency or the County provides liability insurance coverage for the chaplain while transporting family using a privately owned vehicle, (2) the chaplain has the permission of their Chief to transport family members in their private vehicles from time-to-time, and (3) the Incident Commander consents to the transport.

Company and County vehicles shall be used whenever possible to transport family members from the scene of an incident, residence, or other location to a hospital or other facility.

Incident Reporting

Chaplains shall prepare an incident report for each incident that they support. The incident report shall be done in accordance with station procedures and a copy forwarded to the CRP Secretary. The form of incident report shall be approved by the CRP and shall be an attachment to this guideline.

Death Notifications

1. Law Enforcement is absolutely responsible for determining the identity of the deceased. LE will be the lead agency in all death notifications, chaplains are only assisting and providing spiritual support. Official death or incident notifications shall not be made by members of the Chaplain Response Program unless requested by a supervisor of the Loudoun County Sheriff's Office, a Virginia State Police Trooper, or a supervisor from a Loudoun County police department. When an official death or incident notification is made by a fire and rescue chaplain, a member of the investigating law enforcement agency shall be present during the notification if possible.
2. Notify in person. Don't call. Do not take any possessions of the victim to the notification. If there is absolutely no alternative to a phone call, arrange for a professional, neighbor, or a friend to be with the next of kin when the call comes.
3. If a large group is to be notified, request additional chaplains.
4. Talk about your reactions to the death with your team member(s) before the notification to enable you to better focus on the family when you arrive.
5. Present credentials and ask to come in.

6. Sit down, ask them to sit down, and be sure you have the nearest next of kin (do not notify siblings before notifying parents or spouse). Never notify a child. Never use a child as a translator.
7. Use the victim's name... *"Are you the parents of _____?"*
8. Inform simply and directly with warmth and compassion.
9. Do not use expressions like "expired," "passed away," or "we've lost _____."
10. Sample script: *"I'm afraid I have some very bad news for you."* Pause a moment to allow them to "prepare." *"Name has been involved in _____ and (s)he has died."* Pause again. *"I am so sorry."* Adding your condolence is very important because it expresses feelings rather than facts, and invites them to express their own.
11. Continue to use the words "dead" or "died" through ongoing conversation. Continue to use the victim's name, not "body" or "the deceased."
12. Do not blame the victim in any way for what happened, even though he/she may have been fully or partially at fault.
13. Do not discount feelings, theirs or yours. Intense reactions are normal. Expect fight, flight, freezing, or other forms of regression. If someone goes into shock have them lie down, elevate their feet, keep them warm, monitor breathing and pulse, and call for medical assistance.
14. Join the survivors in their grief without being overwhelmed by it. Do not use clichés. Helpful remarks are simple, direct, validate, normalize, assure, empower, expressing concern. Examples: *"I am so sorry."* *"It's harder than people think."* *"Most people who have gone through this react similarly to what you are experiencing."* *"If I were in your situation, I'd feel very _____ too."*
15. Answer all questions honestly (requires knowing the facts before you go). Do not give more detail than is asked for, but be honest in your answers.
16. Offer to make calls, arrange for child care, call their clergy, relatives, employer. Provide them with a list of the calls you make as they will have difficulty remembering what you have told them.
17. When a child is killed and one parent is at home, notify that parent, then offer to take them to notify the other parent.
18. Do not speak to the media.
19. Do not leave survivors alone. Arrange for someone to come and wait until they arrive before leaving.
20. When leaving let him/her or them know you will check back the next day to see how they are doing and ask if there is anything else you can do for them.

21. Call and visit again the next day. If the family does not want you to come, spend some time on the phone and re-express willingness to answer all questions. They will probably have more questions than when they were first notified.
22. Let the survivor(s) know you care. The most beloved professionals and first responders are those who are willing to share the pain of the loss. Attend the funeral if possible. This will mean a great deal to the family and reinforces a positive image of your profession.
23. Know exactly how to access immediate medical or mental health care should family members experience a crisis reaction that is beyond your response capability.
24. Debrief your own personal reactions with another chaplain or member of your personal clergy on a frequent and regular basis - don't try to carry the emotional pain all by yourself, and don't let your emotions and the stress you naturally experience in empathizing with the bereaved build into a problem for you.

Motor Vehicle Accidents

1. Park your vehicle away from accident scene and off roadway
2. Report to Incident Commander (IC)
3. Assist as requested by the IC
4. In any situation where there is a possibility of bodily fluid contact, don appropriate protective clothing
5. Do not hesitate to request additional Chaplains as needed
6. In vehicle versus pedestrian situations, particular attention should be paid to vehicle operator
7. Assist in transporting non-injured patients to homes or hospitals with permission of the IC
8. In extended extrication situations, request permission of the IC to comfort patient (even if patient appears to be unconscious they may still hear your words of encouragement and hope)

House Fires

1. Park your vehicle away from scene and off roadway
2. Report to Incident Commander and provide accountability tags
3. Assist as requested by the IC
4. In any situation where there is a possibility of bodily fluid contact, don appropriate protective clothing
5. Do not hesitate to request additional Chaplains as needed
6. Assist in transporting non-injured patients to homes or hospitals with permission of the IC

Cardiac Arrest

1. Park your vehicle away from scene and off roadway
2. Identify yourself to Attendant in Charge (AIC)
3. Assist as requested by the AIC. Note that if you do not know or are not willing to perform CPR, you should stand well back from the patient and out of the way of others that may need to jump in and assist.
4. In any situation where there is a possibility of bodily fluid contact, don appropriate protective clothing
5. Do not hesitate to request additional Chaplains as needed
6. Assist in transporting non-injured patients to homes or hospitals with permission of the AIC

Suicide / Suicidal

1. Park your vehicle away from scene and off roadway
2. Report to Law Enforcement or Attendant in Charge. Do not attempt entry until LE deems it is safe to do so.
3. Assist as requested by LE or the AIC
4. In any situation where there is a possibility of bodily fluid contact, don appropriate protective clothing
5. Do not hesitate to request additional Chaplains as needed
6. Assist in transporting non-injured patients to homes or hospitals with permission of LE and the AIC

Homicide

1. Park your vehicle away from scene and off roadway
2. Report to Law Enforcement. Do not attempt entry until LE deems it is safe to do so.
3. Assist as requested by LE
4. In any situation where there is a possibility of bodily fluid contact, don appropriate protective clothing
5. Do not hesitate to request additional Chaplains as needed
6. Assist in transporting non-injured patients to homes or hospitals with permission of LE
7. Be aware of surroundings including people. You may be asked for your recollection of the crime scene.
8. Do not engage or try to subdue suspects. Bring them to the attention of LE immediately.

9. Do not divulge information heard from LE to the family.

Child / Elder Abuse

1. Park your vehicle away from scene and off roadway
2. Report to Law Enforcement or Attendant in Charge. Do not attempt entry until LE deems it is safe to do so.
3. Assist as requested by LE or the AIC
4. In any situation where there is a possibility of bodily fluid contact, don appropriate protective clothing
5. Do not hesitate to request additional Chaplains as needed
6. Assist in transporting non-injured patients to homes or hospitals with permission of LE and the AIC
7. Be aware of potential domestic situations where parents may become combative with one another or first responders, or where parents that are combative with one another may turn on the first responders in unity.

Substance Abuse

1. Park your vehicle away from scene and off roadway
2. Report to Law Enforcement or Attendant in Charge. Do not attempt entry until LE deems it is safe to do so.
3. Assist as requested by LE or the AIC
4. In any situation where there is a possibility of bodily fluid contact, don appropriate protective clothing
5. Do not hesitate to request additional Chaplains as needed
6. Assist in transporting non-injured patients to homes or hospitals with permission of LE and the AIC
7. LE may ask for you to recall details of what you witnessed, especially as it applies to the presence of paraphernalia or drug manufacturing possibilities
8. Remember that substance abusers may possess super-human strength, hallucinate, feel invincible, or paranoid. Keep a safe distance and follow guidance from LE and AIC closely.

Other Guidelines

- **PRAY**
- Always report to Incident Commander or Staging Officer on arrival at scene

- Keep stuffed animal toys for children
- Keep change of clothing available
- If difficulty in approaching an incident is due to roadblocks or emergency vehicles, contact dispatch and request an escort
- Wear reflective clothing in low light situations
- Always be easily identifiable on the scene
- Keep insect repellent, sunscreen, hat and raingear available for protracted events
- Remember there may not be restroom facilities at the incident scene
- Know your exact destination prior to departure
- Use caution in releasing personal information at the incident scene
- Prior to discussing any occurrence in your role as an CRP Chaplain with a lawyer, contact the Senior Chaplain
- Notify the Senior Chaplain of any negative encounters with Law Enforcement or Emergency Services personnel
- Notify Senior Chaplain if you are requested to write an incident or witness report
- Refer media to the Information Officer for comments
- Keep a list of agency numbers available

Attachment 1 – Sample Station Endorsement

To Chairperson of the Chaplain Response Program:

As President / Chief for Company _____, we would like to endorse _____ as a Station Chaplain for our Company. I am able to make this endorsement personally attesting to _____'s good character and conformity with the characteristics of a Chaplain outlined in SWP 1.5. I will observe that _____ acts in accordance with the characteristics for Station Chaplains outlined in SWP 1.5, to seek compliance from the Station Chaplain as it pertains to SWP 1.5, and to refer non-conformance to the CRP Chair for further action, including placement on the Inactive Chaplain list and removal from the CRP if appropriate.

Signed,

Printed name, title, and date

Attachment 2 – Sample Faith Group Endorsement

To Chairperson of the Chaplain Response Program:

As a member of the leadership of (name of faith group), I would like to endorse _____ as a Chaplain within the Loudoun County Fire and Rescue System and as a servant of the community. I am able to make this endorsement personally attesting to _____'s good character, compassion, and intent. I can attest to the presence of the characteristics that are evidence of _____'s faith consistent with the teachings of our beliefs. I have counseled with _____ and believe that his/her heart is lead to this form of service as part of his/her spiritual walk.

Signed,

Printed name, title, and date



COMBINED FIRE RESCUE SYSTEM SYSTEM-WIDE POLICY (SWP)

SECTION TITLE	Chaplains Committee and Chaplain Response Program
SECTION NUMBER	
APPROVAL DATE	XX/XX/XXXX
SIGNATURES:	
Chief of the System	
Chair, Executive Committee	
Operational Medical Director	

Proposed language revision for SWP 1.5 (replace full content of FRG 1.5 with the following):

Purpose: To establish the Chaplains Committee and guidelines for the operation of the Chaplain Response Program

Guideline:

1. The Loudoun County Fire and Rescue System hereby establishes the Chaplains Committee and the Fire and Rescue Chaplain Response Program (CRP). The Committee and the Program have been designed to provide spiritual support for members of the fire and rescue system, law enforcement, and the community.
2. Membership in the CRP shall be open to any volunteer or career member of the Loudoun County Fire and Rescue System or Loudoun County law enforcement agencies. All Chaplains are required to have completed a background check consistent with System Wide Policy (SWP)* 3.5.1. Chaplains must therefore authorize the release of their background investigation report results to the CRP for review and record keeping.

Chaplains Committee and Chaplain Response Program

3. There shall be two classes of active chaplains.
 - a. *Response Chaplains* - In order to respond to emergency incidents as a member of the CRP, an individual must (1) be authorized to respond to emergency scenes as a chaplain by their volunteer chief or the Chief of the Department of Fire and Rescue Services, head of their police department, or sheriff, (2) be a member of the Chaplains Committee and be approved to respond to incidents by the Committee Chairperson, (3) complete the required chaplain's training program, (4) have completed the Emergency Vehicle Operator's Course (if they will drive an emergency vehicle) and (5) completing the chaplain's preceptor program.
 - b. *Station Chaplains* - Chaplains providing in station activities only and not responding to incidents must (1) be authorized by their president or chief, the Chief of the Department, head of their police department, or the sheriff, (2) be approved for service within their station by the Executive Committee of the Chaplains, and (3) complete a required chaplain's orientation outlining their role and specific responsibilities.
4. Training - The CRP shall require training for response chaplains consisting of (1) a chaplain's orientation for all chaplains, (2) a basic chaplaincy program for all *response* chaplains and (3) an annual refresher program of at least 8 hours for all *response* chaplains.
5. The requirement of basic chaplaincy training shall considered to have been completed through certification of ANY of the following programs:
 - a. Basic, Senior, or Master Level Training Credentials from the International Conference of Police Chaplains (ICPC)
 - b. Certificate of Basic or Advanced Fire Chaplaincy from the Federation of Fire Chaplains (FFC)
 - c. Basic or Advanced Level Certification in Critical Incident Stress Management (CISM) or CISM Residency Training
 - d. Basic or Advanced Level Certification in Pastoral Crisis Intervention (PCM)
 - e. Certification in Training in Mass Casualty Incidents/Fatality Response
 - f. Industrial and Commercial Ministries Chaplain Seminar
 - g. CRP-provided Basic Chaplaincy Training
6. Response chaplains shall be released for operations (1) upon completion of their basic training, (2) following the recommendation of their preceptor and (3) with the concurrence of the Executive Committee of the CRP. Station chaplains shall be released (1) upon completion of their chaplain's orientation and (2) the concurrence of the Executive Committee of the CRP.
7. Duty Roster – Only response chaplains will be listed on duty rosters. Duty Rosters shall be maintained by the CRP and provided to Communications consistent with SWP 1.5.1 Chaplains Response Program Regional Response
8. Radio Designation: Response chaplains participating in the Chaplain Response Program shall receive a radio designation as follows:

"CHAPLAIN XX-YY"

Where “XX” is their volunteer station number and “YY” is a unique identifier associated with the Chaplain. Department members participating in the response program shall use station number “99.” The list of radio designations shall be maintained by the Chairperson of the Chaplain Committee and shall be provided to the ECC.

9. Emergency Incident Support - Members of the Chaplain Response Program shall be dispatched to the following emergency incidents by the Emergency Communications Center (ECC):
 - a. Cardiac or Respiratory Arrests
 - b. Reported Dead-on-Arrival (DOA) patients
 - c. Deaths cause by accident or illness
 - d. Line of duty deaths or serious injuries to members of the fire and rescue system
 - e. Serious automobile accidents, including those involving fatalities or pedestrians stuck by automobiles
 - f. Other incidents at the discretion of the Incident Commander
10. Upon the request of a Charge Nurse at any hospital, members of the Chaplain Response Program may respond to support a patient transported by the Loudoun Fire and Rescue System or mutual aid agency, their family, a member of the fire and rescue system, or their family. The hospital shall relay their request through the ECC.
11. Self-dispatch - Chaplains shall not respond to the scene of an emergency unless dispatched by ECC. When dispatched, Chaplains shall respond non-emergency and shall report to the Incident Commander on arrival. Responding Chaplains will coordinate actions with Incident Commander.
12. Involvement in patient care or rescue activities – Unless first on scene or directed by the incident commander or AIC, responding chaplains shall not participate in other emergency or non-emergency activities during an incident. If put into other forms of service, a replacement chaplain will be dispatched.
13. Additional chaplain resources - A responding chaplain may, at their discretion, request additional chaplain resources via the ECC after notifying the Incident Commander.
14. Death and other notifications - Official death or incident notifications shall not be made by members of the Chaplain Response Program unless requested by a supervisor of the Loudoun County Sheriff’s Office, a Virginia State Police Trooper, or a supervisor from a Loudoun County police department. When an official death or incident notification is made by a fire and rescue chaplain, a member of the investigating law enforcement agency shall be present during the notification if possible.
15. Non-Emergency Event Support – Either response or station chaplains are authorized to support non-emergency activities of the fire and rescue system upon the request of the event organizer or family member. Examples of non-emergency events include:
 - a. Funerals for members of the fire and rescue system

- b. Hospital visits for members of the fire and rescue system (if requested by hospital personnel or for visits to non-system members, shall be treated as a public service call)
- c. Opening or closing ceremonies for fire and rescue events
- d. Counseling for members of the fire and rescue system
- e. Station and other fire and rescue facility dedication ceremonies
- f. Requests from other jurisdictions for support to their fire and rescue system
- g. Other events as requested by volunteer fire and rescue companies or the Department of Fire and Rescue Services.

16. Transportation Using Privately Owned Vehicles (POV) - Chaplains shall not provide transportation using privately owned vehicles (POV) unless (1) their volunteer agency or the County provides liability insurance coverage for the chaplain while transporting family using a privately owned vehicle, (2) the chaplain has the permission of their Chief to transport family members in their private vehicles from time-to-time, and (3) the Incident Commander consents to the transport. Company and County vehicles shall be used whenever possible to transport family members from the scene of an incident, residence, or other location to a hospital or other facility.

17. Operations – Activities of both response and station chaplains will be conducted in accordance the CRP Standard Operating Procedures Manual, which will be maintained by the CRP.

18. Incident Reporting - Chaplains shall prepare an incident report for each incident that they support. The incident report shall be retained by their host volunteer fire or rescue company, law enforcement agency, or the Department of Fire and Rescue Services as applicable. The form of incident report shall be approved by the LCFR CFRS Executive Committee and shall be an attachment to this guideline.