

Agenda
Administrative Operations Committee
May 12, 2016
801 Sycolin Road

1930 Hours

1. Call to Order
 - a. Approval minutes of 4/14/16 meeting (attached)
2. Update on Key Issues
 - a. Update on Executive Committee activity (AC Tobia)
3. Subcommittee Reports
 - a. Budget Subcommittee – update on changes for FY 17 data collection (Dave Short)
4. Discussion Topics
 - a. Social Media Draft SWP (attached)
 - b. Use of Personal Electronic Devices Draft SWP (attached)
 - c. Awards and Recognition Draft SWP (attached)
5. Action Items
 - a. Budget Subcommittee changes to the FY 17 Allocation Process
 - b. Social Media SWP
 - c. Use of Personal Electronic Devices SWP
 - d. Awards and Recognition SWP
6. Information Sharing Across Volunteer Committees and from DFREM
 - a. R&R Committee
 - b. DFREM (Chief Tobia)
 - c. Fire Operations Committee
 - d. EMS Operations Committee
7. Announcements
8. 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.

**Administrative Operations Committee
Minutes**

April 14, 2016

The April meeting of the Administrative Operations Committee was held on Thursday, April 14, 2016 in the DTCL Large Conference Room at 801 Sycolin Road. Chairman Quin presided and called the meeting to order at 1930 hours. The following were in attendance:

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|--------|-----------------------------------------|
| Co. 1 | Absent |
| Co. 2 | Brad Quin |
| Co. 4 | John Moring, Ted Spara |
| Co. 5 | John Malone |
| Co. 6 | Jimmy Olveson |
| Co. 7 | Bernie Boteler |
| Co. 8 | Eric Shank |
| Co. 9 | Jay J Brown |
| Co. 10 | Bob Akers |
| Co. 11 | Andy Gode |
| Co. 12 | Karen Dehli |
| Co. 13 | Absent |
| Co. 14 | Aaron Kahn, Amanda Palmieri |
| Co. 15 | Jen Ferguson |
| Co. 17 | Absent |
| LCFR: | AC Matt Tobia, Christine Langley-Obaugh |

Minutes

Motion: A motion was made to approve the March 10, 2016 minutes with one correction on page 2. The motion was seconded by Bernie Boteler, Company 7.

Vote: The motion was approved with a vote of 12-0-0-3.

Update of Key Issues:

Executive Committee Update:

Chief Tobia shared that the Executive Committee passed SWP 201.1, Suspensions and Dismissals of Volunteers (which used to be FRG 3.6.1). Chief Tobia thanked Aaron Kahn and Jen Ferguson for their hard work.

Chief Tobia shared that the SWP will reflect which FRG it is replacing. Chief Tobia stated additional items will be forthcoming by the SWP AD-Hoc Committee.

Subcommittee Reports:

Budget Sub-committee:

Chief Short participated via conference call and thanked everyone on the sub-committee for all of their hard work. Chief Short reviewed the AOC proposals offered by the Budget sub-committee which were also included in the AOC packet as a handout.

Recommendation #1: Conversation ensued about a three year average for consideration for planning purposes using FY13, FY14 and FY 15 actuals for the 'first cut' on the annual data collection. Chief Short explained the draft number would be provided at the June, 2016 AOC meeting. Chief Short stated that the final allocation will be calculated using FY14, FY15, and FY16 actuals with the final number being provided at the August, 2016 AOC meeting.

Chairman Quin reiterated one of the advantages of this proposal would be that the budget sub-committee would not need to field requests for estimates of final FY 16 income and expenses for the 'first cut' which proved to be problematic for some companies. President Quin reminded the AOC members that a table of allowable income and expenses had been created over the past four to five years. A three year average may result in a better number than how previous estimates were garnered. President Quin clarified that funding would be based on the actual data. Chief Tobia explained that if in a given single year funding is cut by their local jurisdiction, for example, the negative impact of that large cut would be minimized because the analysis is based on a three year average versus a single year.

Recommendation #2: Conversation took place regarding Capital Assets (apparatus). The proposal includes increasing the replacement costs for several apparatus, decreasing the service life expectancy for some apparatus, no longer funding for reserve apparatus, removal of the fast/slow company discriminator. The net impact of this proposed change is on actual reserve figures for each company is expected to be minimal.

Recommendation #3: Discussion occurred surrounding Safety Center payments and a request for breakdowns of what it is included in monthly rent. (Hamilton, Purcellville and Sterling have been part of the discussion.) The subcommittee is continuing this discussion and will meet again on April 24 to finalize a process for evaluating safety center expenses and how they impact 'rent' figures reported by companies occupying safety center managed facilities.

Recommendation #4: Discussion ensued of the Capital Assets (Buildings) reserve figure currently in the algorithm and its derivation. Chief Short suggested the possibility of exploring this area using a cost per square footage estimate. Companies are being requested to supply an estimated measurement of living space to include parking lots, living space and roof size.

Further discussion occurred regarding having all companies provide this data. Aaron Kahn raised the question of counting the expense data twice. Chief Tobia stated that potentially one may count the data twice, however, it would be dependent upon whether the safety center includes replacement costs of key systems. Chief Tobia clarified by stating that if the rent is only intended to cover the mortgage, then the answer would be "no". If, however, alternately, the safety center's monthly charge to the company does include a factor for capital replacement of key systems, then "yes", potentially, it would. Chief Tobia explained that at this point, it is unknown regarding what is included in safety center payments.

Discussion also took place regarding if two companies share a safety center, would they split the square footage to report 50/50. The answer to this questions was “yes”. Chief Tobia suggested that Presidents should communicate with one another. The numbers have been requested as soon as possible.

Chair Quin stated that the number that is presently in the algorithm was the budget committee’s best estimate of a placeholder figure. It was adjusted, only slightly, within the first three years. According to President Quin, there was not a good measure for this expense in the past and the subcommittee will evaluate the suggestions noted above in an effort to find a better way to estimate the costs driving the estimate.

Recommendation #5: The proposal includes considering EMS billing income as an income source for FY16.

The next Budget Sub-Committee meeting will be held on April 24, 2016 at Station 6. (Rescheduled from April 23, 2016).

Discussion Topics

Social Media Draft SWP and Use of Personal Electronic Devices Draft SWP

Chairman Quin stated that the AOC is not under obligation to make decisions regarding these SWP’s tonight as they will not return to the EC until May.

Chief Tobia stated that the Social Media Draft SWP and the Use of Personal Electronic Devices were both developed at the direction of Chief Brower. Chief Tobia advised that, currently, a County policy does not exist. Further, Chief Tobia stated that a number of companies have created their own social media as well as use of personal electronic devices policies. Tobia shared that these two policies were developed out of research conducted by Matt Schultz as part of his Bachelor’s program and capstone project. Chief Tobia relayed that Matt spent two years looking at issues relating to the use of social media and personal electronic devices and their impact on fire and emergency services.

Chief Tobia stated without question, we are all at risk. Chief Tobia explained that we are all instrumentalities of the County. We are all equally responsible in sharing in the protection of our collective reputations. There are numerous examples whereby individuals sought to destroy the reputation of their organization on social media. Chief Tobia asserted that many members in the system are millennials and they have lived according to electronic devices. Chief Tobia stated that it was perfectly natural for them to think they can use their personal electronic devices to capture protected health information and then reference back to it when they are completing their patient care report. Chief Tobia explained that problem is that they are taking HIPAA sensitive information and they are carrying it with them wherever their phone goes. In addition, Chief Tobia stated that oftentimes, organizations do not have policies and procedures or expectations about the manner in which those individuals control, delete and protect that information. Beyond reputation issues, Chief Tobia submitted there are very real financial implications when lawsuits are brought with regard to HIPAA violations.

Chief Tobia shared feedback he received regarding a recommendation that will be incorporated to include business appropriate uses for personal electronic devices (ex. Epocrates or Mapping).

According to Chief Tobia, over the past year, there have been several instances in which system members have conducted themselves in a way that is out of concert with the expectations of the system. Chief Tobia stated that the reality is that system members are actually very good about policing the conduct that they find to be completely out of the expected code of conduct.

Chief Tobia explained that the intent is not to prevent any company from creating a policy that is more restrictive. As a system, however, a common set of expectations needs to be established. Chief Tobia stated that oftentimes, there are individuals who conduct themselves in a way that is completely blind to them in terms of what is and what is not acceptable from a protected health information standpoint. Likewise, these policies do not seek to restrict anyone's ability to highlight the very good work of their companies (ex. training, fundraising, community outreach activities).

If, for example, Chief Tobia explained, you have a company photographer who goes to the scene of a call and stands where the public is standing and where the public has access, then there is no restriction on that individual's ability to take photographs. However, if the photographer arrives on the scene, identifies himself as a member of the system and gets access to the scene that the members of the public do not have access to, then the intent would be that the policy would be applicable. Photographs can be forensically evaluated for metadata to evaluate where the call was and identify the location, time and date of the incident that could subsequently be used to identify the patient that was involved in the incident. Tragically, Tobia stated that families have learned of the death of their loved ones through social media because emergency responders have posted the photograph of the scene. Chief Tobia explained that we can control that we do not become the source of that information.

Chief Tobia stated that feedback has already been received and any suggestions are welcome. The policies will not be operationalized without training. Guidance regarding the intent of the policies will be provided.

It should be noted that there is a mechanism by which, for example, you want to take pictures at the scene of a motor vehicle collision to provide mechanism of injury information. Chief Tobia stated that the recommendation in this case would be that the companies provide a department issued/company issued digital camera and that the digital camera is an official device for which official purposes are used only. The device could then be used to transmit the information to the physicians at the hospital and then those photographs can then be destroyed/deleted. Chief Tobia clarified that there is an archival process as well. Chief Tobia explained that if a photograph is taken with a personal device then that device can become "FOIAable". Further, anything that occurred during that emergency incident for which you used that personal device could be "FOIAable".

Discussion ensued regarding the contradiction between the two policies. The question was posed, Does there need to be two separate policies or can these two be combined? Aaron Kahn also noted that Company 14 finds the policies far too restrictive and show a lack of recognition in regard to how the volunteer companies operate. Aaron Kahn stated that if we are truly a

combination system, then it would have been helpful to have volunteer input when this policy was first being drafted as opposed to seeing the drafts as completed drafts. Aaron stated there may be a lot less work in the long term if there was some understanding of how the volunteer companies that are part of LC-CFRS view these issues.

Aaron Kahn stated that the way LC-CFRS is defined, it includes all member organizations so in theory, Company 14 is not authorized to utilize social media for even non-emergency capacities. Any other social media accounts are considered personal use, according to Aaron. Aaron stated 14 has twitter, Facebook, and a blog and Aaron disagrees with those being personal use. Aaron clarified by stating they are not LCFR use, but they are certainly not personal. Chief Tobia brought Aaron's attention to section 12 in the social media policy which talks about system affiliated entities who operate their own social media platforms. Chief Tobia stated inherent in that statement is the ability to have the social media platforms in the first place. Aaron stated there was a contradiction between section 12 and sections 2 and 3. Chief Tobia validated Aaron's point. Aaron states that he finds the social media policy to be more troublesome because many of the companies, if not all, utilize social media. Aaron stated that having LCFR regulate the use and personal use of social media makes him uncomfortable. Chief Tobia shared that there needed to be a starting point. Chief Tobia stated that Matt Shultz has been in the system for over 18 years and as a Volunteer Chief and as a Volunteer Rescue Squad Member speaks to the fact that he wasn't speaking blindly about the impact this policy would have on system organizations.

Discussion also took place regarding on duty versus off duty, the enforcement of the policy, patient care, HIPAA Violations and free speech.

Chairman Quin believes there will be a good deal of angst, in his company, regarding how this will play out amongst the members. Chairman Quin recommended that AOC members share the policies with their Boards and membership.

Chief Tobia reiterated to all to send written comments prior to the May AOC meeting so that there is an opportunity to respond and provide feedback. Aaron Kahn suggested that it may be helpful to consider adding additional definitions, such as to define "actual harm or disruption". Questions also arose regarding whether or not the County plans on regulating volunteers like they are employees. Chief Tobia shared that volunteers are already regulated, to some extent, as employees by virtue of being an instrumentality of the County as well as through Workers Compensation.

Chairman Quin asked for written comments to be submitted a week before the next AOC meeting.

Awards and Recognition Draft SWP

Chairman Quin stated that this SWP will not return to the EC until May, 2016.

Chief Tobia pointed out that this SWP does not affect any individual company's policies and procedures with regard to presenting awards at their annual banquets or within their own companies. Chief Tobia stated eventually, an intent will be to hold a medal day or a day of recognition. Chief Tobia shared that there will be an on-line nominating system whereby the

entire process can be done electronically. In addition, there will be opportunities that will be open to both career and volunteer personnel. Chief Tobia stated that, in addition, there will be opportunities for people to receive certificates as opposed to ribbons as acknowledgment of an accomplishment or action. Chief Tobia asserted that the intent for the committee members of the Ad-Hoc Committee will become the members of the review committee.

According to Chief Tobia, the Chamber of Commerce Valor Awards are already in place and nothing changes in regard to that banquet, however, by including it in the SWP, we are recognizing that it has been established. Chief Tobia shared that we just recognized 59 members of our system at the annual Valor Awards Banquet.

Chief Tobia clarified that this SWP is meant to be more comprehensive, system wide and also capture in one place what has thus far what has been pockets of award programs. Eventually, per Chief Tobia, the Deener-Carr Awards may become the Deener-Carr County wide system awards program in which additional awards from the SWP will also be given out. Chief Tobia stated that the hope is that the end result may be just one awards ceremony.

Chief Tobia asked all to share their comments directly with Chief Johnson. Chairman Quin reminded AOC members to share the SWP with their Boards and membership.

Action Item/New Business:

NFPA 1582 Physicals

Chairman Quin motioned that the AOC approve the Volunteer Physicals SWP as written in attachment 5A of the AOC packet. The motion was seconded by Andy Gode. No further discussion ensued. The motion carried.

AOC Meeting Date, Time and Location

Chairman Quin stated 11 out of 16 voted for a central location for AOC meetings. Chair Quin shared that 9 voted for a meeting time of 1900 while 4 voted for a 1930 start time. Chairman Quin advised that the second Thursday of the month received 10 votes. JJ Brown made a motion that the AOC hold meetings at 7pm on the second Thursday of each month at 801 Sycolin Road. The motion was seconded by Andy.

Discussion ensued regarding calling in to the meeting and/or sending representatives. Chief Tobia offered that the motion was centered on time, date and location whereby the other issue that has arisen points to the by-laws of the AOC which defines attendance at meetings. Additional discussion also occurred regarding the start time of the meetings. A friendly amendment to the motion followed to include a start time of 1930. This was seconded by Andy. The motion carried and AOC meetings will be held at 1930 the second Thursday of each month at 801 Sycolin Road.

Chair Quin clarified that we will leave the issue of people calling in wide open. Chief Tobia recommended that the AOC by-laws stand as written and that further, physical attendance of the meeting should occur and one can send a proxy if needed upon written notification. Aaron Kahn reiterated that having a conference call was not an issue, however, voting and having a quorum might be the issue. Aaron Kahn requested that Chief Tobia inquire at the County

Attorney's Office. Chief Tobia stated that until a determination is received by the County Attorney's Office, that the AOC operate according to their by-laws.

Information Sharing Across Volunteer Councils and Committees

Andy Gode inquired about electronic LED signs at stations. Please provide vendor information as he is examining costs.

Philomont Horse show will occur on 4/23/16.

Bernie advised of road changes along route 50.

Chairman Quin congratulated Jen Ferguson on her Valor recognition.

Arcola hosted a Town Hall for Chair Randall and it was very successful. JJ Brown stated the community was supportive.

Company 4 hosted Congresswoman Comstock and Town and County leadership were present. It was a good exchange of information.

Purcellville will be hosting Personal Public Safety Day on the 15th of May.

Purcellville has formally started the process to be a training center for AHA. Aaron Kahn stated it will take a few months to get through their entire review process, but it is their intent to open it to all companies. Aaron stated they will be charging only face value of what the AHA charges them for the electronic cards.

Aaron Kahn stated Purcellville has also started the process to begin their own exchange program. Aaron stated that they have been heavily involved in the VAVRS firefighter exchange program for years. Aaron stated that they only received \$75 from VAVRS to cover expenses for firefighters from Germany for eight days. In addition and according to Aaron, they do not provide anything to Germany for hosting our members. Aaron stated that they have begun talks through the Marshall Foundation regarding establishing their own program. Aaron stated that the intent would be to open it up to any of the volunteer organizations who wish to participate assuming costs are shared.

Aaron stated that he hopes the County is working toward allowing BLS providers to use NARCAN. He stated an incident occurred last week whereby NARCAN was given to a member of the crew by a deputy. The member handed the NARCAN back to the deputy and informed him he had to use it. It should be noted that the deputy was surprised that the member could not give NARCAN and the NARCAN did end up saving the patient's life.

Recruitment and Retention Committee-

Nothing to report.

DFREM-

CIP Apparatus and Facility Requests

Chief Tobia reminded all that capital apparatus and facility requests are due June 1st. If you have a piece of apparatus that is scheduled for replacement and you want to take advantage of the 59/41 funding algorithm, please submit by June 1st. If one should desire a copy of the policy, please let Chief Tobia know. Please ensure your letter covers the components of the policy in terms of what information is being requested. These requests are for FY18.

Budget

Chief Tobia shared that the County passed a budget at \$1.145, a one cent increase over last year. They fully funded the 6.3 million dollars for the County Funding Algorithm. In addition, they fully funded the 3 million dollar CIP which is now being funded through local tax dollars as opposed to bond funding which makes monies available July 1. Chief Tobia stated there were three enhancements that were passed, one being a full time medical director which will be an RFP process. Chief Tobia shared that Dr. Morgan has done a tremendous job and has given us far more than part time hours for many years. Chief Tobia shared that we expect that several medical groups will bid that project and then assign one individual to be the medical director. The theory is that if Dr. Morgan's medical group of physicians would bid it, then Dr. Morgan would be the medical director. Chief Tobia also informed the group that a QA/QI person will be obtained. Currently, according to Chief Tobia, we are "QA-ing" about 5% of our total EMS calls. Ideally, we should be "QA-ing" 100% of the calls. Chief Tobia stated the third enhancement was an HR admin position. Chief Tobia explained that there was no enhancement put forward for staffing of Kirkpatrick Farms due to the fact that it is expected that the station will not operationalize until February of 2018. As a result, it was thought that positions could be hired after July 1st of FY 18 to be able to get those folks through recruit training, out in the field and ready to provide service when the station opens. Chief Tobia relayed that Station 27 will be going out for bid for a construction company at the end of this month.

CAD

Chief Tobia stated that CAD was originally supposed to go live on May 24th, however, it has been delayed. Chief Tobia it may be delayed until the end of summer. Chief Tobia explained that the issue is that Motorola has identified an issue with GPS locating of vehicles when they are inside of stations. The solution will cost some money and the County is prepared to pick up the cost. The solution will involve placing a GPS antenna on every piece of equipment. Chief Tobia shared that the antenna will allow for automatic vehicle locating and appropriate mapping. It also relates to the connectivity of mobile CAD.

Announcements-

Lovettsville will hold their 50th anniversary celebration this year in November.

Arcola's 60th anniversary celebration will occur in January.

Middleburg Celebration

Chief Tobia shared that there will be a celebration of service at Middleburg Volunteer Fire Company on May 7th. The intent is to hold a formal passing of the torch ceremony. There will be a memorialization of the 80 years of service to the community. The dissolution has not been

finalized. Chief Tobia asked that each company send a representative to help them celebrate their lifetime of service.

Adjournment

There being no further business to discuss, the meeting was adjourned at 2149 hours.

The next Administrative Operations Committee meeting will be held on Thursday, May 12, 2016 at 1930 hours at 801 Sycolin Road, DTCI Large Conference Room.

Respectfully submitted:

Christine Langley-Obaugh, M.Ed., CVA
Executive Liaison

DRAFT

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|  | LOUDOUN COUNTY COMBINED FIRE AND RESCUE SYSTEM SYSTEM-WIDE PROCEDURE (SWP) |
| TITLE | Social Media Policy |
| SECTION | |
| SWP# | |
| ISSUED | |
| REVISED | |
| APPROVED | System Chief _____ W. Keith Brower, Jr. |

Scope:

All Loudoun County Combined Fire and Rescue System (LC-CFRS) members

Purpose:

The purpose of this policy is to provide guidance to LC-CFRS members by identifying the appropriate use of social media by System personnel, and acknowledge that the inappropriate use of social media may lead to actual harm and disruption to the System. This may include, but is not limited to, negatively impacting the public's perception of the organization and its willingness to render services to them. For example, if a member of the LC-CFRS makes negative stereotypic comments on social media about a protected class, religious group, or race of people, citizens in such groups may avoid calling 9-1-1 due to that member's stated beliefs. Engaging in social media and social networking activities is a form of speech. Nothing in this policy is intended to unlawfully restrict a member's right to discuss, as a private citizen, matters of public concern.

Definitions:

- **Social media** is a Web- or mobile-based means of mass communication allowing for interaction amongst users, moving information between a news source, an individual and/or a broader community in the form of interaction and dialog. Social media websites are either publicly accessible or accessible to invited guests, in order to create, view or update the content. Social media sites include, but are not limited to, Facebook, Twitter, Instagram, Snapchat, YouTube, Pinterest, LinkedIn, Flickr, Google+, blogs, commenting on online media reports, and other similar communication platforms or channels.
- **Loudoun County Combined Fire Rescue System:** "Combined System" or "LC-CFRS" includes every volunteer fire-fighting and EMS organization recognized pursuant to Chapter 258 of the Codified Ordinances of Loudoun County and authorized by the Board of Supervisors to operate as a fire-fighting and/or EMS organization within the geographic boundaries of Loudoun County, or any of its incorporated towns, as well as the Loudoun County Department of Fire, Rescue and Emergency Management (LCDFREM) and all of its employees.

- **Spokesperson for the System** includes any System member who is authorized to make a statement on behalf of the System in his/her capacity as a member of the System, or in such a way that it may reasonably be attributed to the System, Any such authorization must be given by the Incident Commander, Chief of System or designee.
- **Hate speech** is speech that identifies, in a negative manner, a person or group on the basis of attributes including race, ethnic origin, national origin, skin color, gender (including status as pregnant or nursing), religion, disability, gender identification, age, or sexual orientation, including a level of intolerance or hostility that is incompatible with a commitment to serve all members of the community.

Procedure:

1. System members who identify their affiliation with the LC-CFRS on personal website(s) shall provide a disclaimer on said personal website(s) to explicitly state that their statements are not intended to represent the Combined System. (An example of such a statement is: “The posts, opinions and/or views being expressed on this site are my own and do not necessarily reflect the views of the *Loudoun County Combined Fire and Rescue System (LC-CFRS)*”).
2. LC-CFRS members authorized to utilize social media on behalf of the LC-CFRS in emergency response and non-emergency capacities shall include: the System Chief and designee(s), Staff Duty Officers, Incident Commanders (or designee), and the LC-CFRS Public Information Officer (PIO) (or designee).
3. LC-CFRS maintains official social media platforms (e.g. website, Instagram, Facebook, Twitter). Any other social media accounts are considered personal use, and each individual is responsible and potentially accountable for posted content on such personal sites.
4. System members’ use of social media sites shall be in accordance with all applicable System –Wide policies regarding confidentiality, harassment, and the System-wide code of conduct.
5. No member of the System will, while speaking as a private citizen on a matter of public concern, do so in such a manner as to cause actual harm or disruption to System operations.
6. System members are not usually protected when speaking on matters that are not of public concern. Personal grievances, complaints about conditions of employment, or expressions about other matters of personal interest do not constitute speech about matters of public concern that are protected by the First Amendment, but are matters more immediately concerned with the self-interest of the speaker as an employee.
7. System members shall not engage in speech that is false, deceptive, libelous, slanderous, intentionally misleading, or causes harm to others, including speech that constitutes hate speech, or is harassing in nature; nor shall members discuss or post on a social media site protected or confidential matters of the System, including:
 - a. Investigations (to include, but not limited to: criminal investigations, fire and/or explosive origin and cause investigations, accident or collision investigations);
 - b. Patient Protected Health Information (as defined in the Health Insurance Portability and Accountability Act – “HIPAA”);
 - c. Personnel matters that are protected from disclosure by law;

- d. Protected controlled unclassified information, provided by federal, state, or local government partners, for System operational situational awareness (often labeled FOR OFFICIAL USE ONLY);
 - e. Information protected from public release under a Freedom of Information Act (FOIA) exemption.
 - f. Policies and Procedures of the LC-CFRS that are not for public dissemination (e.g. Station and Personnel Safety and Security; Response to Active Violence Incidents).
8. Violations of this SWP may result in disciplinary action up to and including dismissal from the System, as determined by the System Chief.
 9. The use of personal web and social media while on-duty is prohibited during emergency response which begins at time of initial dispatch and continues through the time the unit returns to quarters. Only authorized personnel as described in #2 herein may conduct social media updates during emergency operations.
 10. Supervisors of System members shall not require personnel under their supervision/management to accept a request to join their social media circle.
 11. When social media impersonation of a System member is discovered, notification shall be made to the member's chain-of-command and reported to the Chief of System as soon as practical, due to potential negative impact on the reputation of the System.
 12. System-affiliated entities (LC-CFRS organizations) who operate their own social media platforms shall not publish content which includes, but is not limited to, the following:
 - a. Matters that are under investigation (to include, but not be limited to: criminal investigations, fire and/or explosive origin and cause investigations, accident or collision investigations;
 - b. Any information that is protected by HIPAA;
 - c. Personnel matters that are protected from disclosure by law;
 - d. Protected controlled unclassified information, provided by federal, state, or local government partners, for System operational situational awareness (often labeled FOR OFFICIAL USE ONLY); and
 - e. CAD Information, protected by Loudoun County Fire and Rescue System Guideline 6.2.1 Confidentiality of CAD Information
 - f. Policies and Procedures of the LC-CFRS that are not for public dissemination (e.g. Station and Personnel Safety and Security; Response to Active Violence Incidents).
 13. Information protected from public release under a Freedom of Information Act (FOIA) exemption. The LC-CFRS name and associated logos are not to be utilized, disseminated, sold or reproduced without permission of the System Chief, or designee.
 14. All System members are responsible for protecting confidential information. System members seeking clarification regarding protected information or experiencing difficulty with that responsibility can seek free, confidential assistance through:
 - a. Direct supervisor, following chain-of command;
 - b. Employee Assistance Program

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|  | LOUDOUN COUNTY COMBINED FIRE AND RESCUE SYSTEM SYSTEM-WIDE PROCEDURE (SWP) |
| TITLE | Use of Personal Electronic Devices |
| SECTION | |
| SWP# | |
| ISSUED | |
| REVISED | |
| APPROVED | System Chief _____ W. Keith Brower, Jr. |

Scope:

All Loudoun County Combined Fire and Rescue System (LC-CFRS) members

Purpose:

To provide guidance to LC-CFRS members by clarifying the boundaries for the personal use of digital devices (including, but not limited to: mobile phones, smartphones, tablets, personal computers and digital cameras) while on duty in the following ways:

- Acknowledging that the inappropriate use of personal digital devices may lead to actual harm and disruption to the LC-CFRS, such as negatively impacting the public's perception of the organization;
- Acknowledging that the inappropriate use of personal digital devices may delay or otherwise adversely impact a member's ability to focus on incident priorities; and
- Acknowledging that the inappropriate use of personal digital devices may inhibit a member's ability to protect patient information and jeopardize the integrity of ongoing investigations. Photos, video, or recordings of any type while on-scene that are inadvertently released publicly, including on personal social media accounts, potentially violate privacy and/or confidentiality laws.

Definitions:

Social media is considered to be a Web- or mobile-based means of mass communication allowing for social interaction, moving information between a news source, an individual and/or a broader community in the form of interaction and dialog. Social media sites are either publicly accessible or accessible to invited guests, in order to create, view or update the content. Social media includes, but is not limited to, Facebook, Twitter, Instagram, Snapchat, YouTube, Pinterest, LinkedIn, Flickr, Google+, blogs, commenting on online media reports, and other similar communication platforms or channels.

Loudoun County Combined Fire Rescue System: "Combined System" or "LC-CFRS" includes every volunteer fire-fighting and EMS organization recognized pursuant to Chapter 258 of the Codified Ordinances of Loudoun County and authorized by the Board of Supervisors to operate as a fire-fighting and/or EMS organization within the geographic boundaries of Loudoun County, or any

of its incorporated towns, as well as the Loudoun County Department of Fire, Rescue and Emergency Management and all of its employees.

Spokesperson for the System includes any System member who makes a statement on behalf of the System in his/her capacity as a member of the System, or in such a way that such statement may reasonably be attributed to the System, as opposed to making the statement as a private citizen. Individuals functioning in this capacity must be authorized by the Incident Commander, Chief of System or designee.

Hate speech is speech that identifies, in a negative manner, a person or group on the basis of attributes including race, ethnic origin, national origin, skin color, gender (including status as pregnant or nursing), religion, disability, gender identification, age, or sexual orientation, including a level of intolerance or hostility that is incompatible with a commitment to serve all members of the community.

Public Record: In accordance with the Virginia Freedom of Information Act, public records are letters, words or numbers, or their equivalent, set down by handwriting, typewriting, printing, photostating, photography, magnetic impulse, optical or magneto-optical form, mechanical or electronic recording or other form of data compilation, however stored, and regardless of physical form or characteristics, prepared or owned by, or in the possession of a public body or its officers, employees or agents in the transaction of public business. Records that are not prepared for or used in the transaction of public business are not public records. [Virginia State Code § 2.2-3701]

A public record is determined by the content of the record, not the device on which it is found; as a result, personally owned devices may hold public records if the user, creator or owner of the record chooses to use such a device to capture or store the record.

Procedure:

1. The use of personal electronic devices while on-duty is prohibited during emergency response which begins at the time of initial dispatch and continues through the time the unit returns to quarters.
 - a. LC-CFRS members authorized to capture photographs, images, videos, and/or audio on behalf of the LC-CFRS during emergency response shall include: the Incident Commander (or designee), Staff Duty Officer(s), Chief of System (or designee), LC-CFRS Public Information Officer (PIO), LC-CFRS Safety Officer, Loudoun County Fire Marshal and/or law enforcement agency, or other investigatory agency or department as permitted under law.
 - b. Personal mobile phone exemption may be allowed for voice communications only, when approved by the Emergency Medical Services (EMS) Attendant-in-Charge (AIC), Fire Unit Officer or Incident Commander in support of scene or incident operations. Examples may include communications with a hospital, poison control center, emergency communications center(s), emergency point(s) of contact for the incident, hazardous material (HAZMAT) reference entity, Federal, state, and/or local government support. Personal calls of an emergent nature may also be authorized by appropriate authority as identified above.

2. Images, photos, videos, and/or audio shall not be recorded while on-duty using personal electronic devices, with the exception of station duties, training, and/or non-emergency documentation. Such images could be subject to release under FOIA if determined to be a public record.
3. Images, photos, videos, and/or audio captured by an authorized on-duty System member at the scene of an emergency call for the purposes of historical record shall forward a copy of the captured media to the LC-CFRS PIO for cataloguing and retention. Once receipt is acknowledged by the PIO, the original captured media on the System members' device(s) shall be destroyed.
4. Images containing identifiable patient information are protected as medical documentation under the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and/or Health Information Technology for Economic and Clinical Health Act (HITECH).
5. No images, video, and/or audio may be shared, transferred or reproduced, unless required for patient care purposes and then only to the medical professionals involved in the care of that patient; as required by law, or for law enforcement activity.
6. No images, video, and/or audio captured by on-duty personnel may be sold or used for private or commercial purposes outside of the System under any circumstances.
7. Off-duty LC-CFRS members shall not use their affiliation to gain access to areas of an emergency scene that the general public is not able to access.
8. Use of personal helmet, dashboard, window, and body cameras are prohibited.

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|-----------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|
|  | LOUDOUN COUNTY COMBINED FIRE AND RESCUE SYSTEM SYSTEM-WIDE PROCEDURE (SWP) |
| TITLE | Awards and Recognition |
| SECTION | |
| SWP# | |
| ISSUED | Final Draft – EC Action Item v2 050516 |
| REVISED | |
| APPROVED | System Chief _____ W. Keith Brower, Jr. |

PURPOSE

To recognize personnel who distinguish themselves in the performance of their duties and who contribute significantly to the achievement of the goals of the Loudoun County Combined Fire and Rescue System. This policy shall apply to all members of the Loudoun County Combined Fire and Rescue System.

BACKGROUND

The Loudoun County Combined Fire and Rescue System (LC-CFRS) provides a variety of services to the citizens of Loudoun County. Occasionally, individual or team performance is worthy of special recognition by the placement of a bar on the Class A, B, C, (or other variation) or civilian employee uniforms (where applicable).

POLICY

It shall be the policy of LC-CFRS to accept recommendations for recognition of significant acts made by its members and private citizens. LC-CFRS will make awards for those deemed qualified. It shall also be the policy to encourage all system members to recognize those actions of any member who deserves recognition in any form. LC-CFRS acknowledges the following category of awards:

- A. Achievement Awards
- B. Specialty Service Recognition
- C. Program Completion Recognition
- D. Valor Awards

E. Agency Specific Awards/Recognition

AWARDS NOMINATION REVIEW COMMITTEE (AWARDS COMMITTEE)

- A. The Awards Committee is appointed by the System Chief of the Loudoun County Combined Fire and Rescue System.
- B. The Awards Committee shall receive all recommendations for awards and recognition with the exception of the Chamber of Commerce Valor Awards. The committee is responsible for reviewing the submitted nominations for awards to confirm that the criteria for the award has been met and the recipient is eligible to receive the award.
- C. The Awards Committee shall consist of nine (9) members in good standing within the LC-CFRS. The members shall include:
- Assistant Chief of Operations or Support Services and Volunteer Administration
 - 3 Career Members - One member must be a civilian employee
 - 3 Volunteer Members - One member must be administrative
 - Member of the Recruitment and Retention Committee
 - Member of the Emergency Communications Center (ECC)
- D. The chair and vice-chairperson will be elected by the committee members.
- E. Membership terms will be two years. Any member may be reappointed by the System Chief.
- F. Any vacancy will be filled as soon as possible by the System Chief.

NOMINATIONS OF AWARD RECIPIENTS

- A. Nominations for the following awards may be submitted by any LC-CFRS member: Civilian of the Year, Distinguished Service Award, EMS Provider of the Year, Fire Instructor of the Year, Firefighter of the Year, Hall of Fame Award, Meritorious Service Award, Officer of the Year, Recruitment and Retention Award, Leo C. Kelly ALS Instructor Award, Robert “Hap” Arnold BLS Instructor Award, System Chief’s Commendation, System Recognition Award, Team Performance Award, and the Unit Citation Award.

- B. Nominations and selection for the Clark J. Deener Memorial Award, John C. Carr, Jr. Memorial Award, and Top Student Awards are nominated and selected by other nomination methods as described within this policy.
- C. The nominator must submit an LC-CFRS *Awards and Recognition Form* electronically via the following awards and recognition link:
<https://lfportal.loudoun.gov/forms/Awards-and-Recognition>

Note: If additional supporting information beyond the narrative portion of the e-form is needed, it shall be submitted electronically via awards@loudoun.gov.

- D. Nominators should recognize that the Awards Committee must determine if an award is appropriate based on the information contained in the e-form's nomination narrative and/or supporting documentation. Therefore, all nominations and narratives should be as detailed and timely as possible including dates, times, location, and incident number (if applicable), names and addresses of any witnesses, newspaper articles, photographs, and any supporting letters or memos, etc.
- E. Nominations for any of the awards and commendations listed in this System-Wide Policy must be in accordance with the description, criteria, and nomination contained for each of the awards.

RECOGNITION OF AWARDS

The Awards Committee in cooperation with the Training Division shall process all awards approved by the System Chief and execute the award ceremonies with the exception of the Chamber of Commerce Valor Awards.

- A. A ceremony to honor recipients of the system awards will be scheduled in the spring of each year. The cutoff date to submit award recipients for inclusion in the spring ceremony will be January 31st of each year for award nominations of the previous year.
- B. The Top Student Awards will be awarded by the Training Division at the conclusion of each EMS and Fire School during graduation
- C. The Chamber of Commerce Awards Committee will arrange an appropriate presentation ceremony for Valor Awards to be held in the spring of each year to present awards for the previous calendar year.

- D. The System Recognition Award that is awarded to a person(s) who is not a member of the LC-CFRS may be coordinated by the Public Information Officer at a time convenient for the person(s) receiving the award.

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CATEGORY OF AWARDS

A. Achievement Awards

A1. Civilian of the Year

- **Description:** This award honors a civilian (non-operational or administrative) member of the system who exemplifies outstanding performance in the day-to-day performance of their duties, and their outstanding service and dedication which are keeping with the highest traditions of the fire and rescue system.
- **Criteria:** Nominee must be a civilian and/or non-operational member of the LC-CFRS.
- **Nomination:** This award is nominated by any member of the LC-CFRS. The Nomination Review Committee will make its recommendation to the System Chief on an annual basis.
- **Recognition:** Annual Award. The recipient(s) will receive a certificate and plaque from the System Chief.

A2. Clark J. Deener Memorial Award

- **Description:** Recognizes an EMS member for their significant contribution to the development of the EMS system in Loudoun County.
- **Criteria:** The nominee is not required to be a member of the LC-CFRS.
- **Nomination:** This annual award is sponsored by the Loudoun County Emergency Medical Service Council, Inc. It is a closed invitation process in which the former recipients choose the next recipient. The award recipient shall be forwarded to the Nomination Review Committee.
- **Recognition:** Annual Award. The recipient(s) will receive a commendation bar lapel pin, and plaque.

A3. Distinguished Service Award

- **Description:** Recognizes system member's exemplary performance and service either of an operational or administrative nature who has increased their unit, division or department efficiency or effectiveness.
- **Criteria:** Nominee is any member(s) of the LC-CFRS. This performance can occur on an emergency incident(s) or in a non-emergency function such as training, administration, education, prevention, public, and community service.
- **Nomination:** This award is nominated by any member of the LC-CFRS. The Nomination Review Committee will make its recommendation to the System Chief.
- **Recognition:** Ongoing Award. The recipient(s) will receive a certificate from the System Chief.

A4. EMS Provider of the Year

- **Description:** This award honors an EMS provider of the system who exemplifies outstanding performance in the day-to-day performance of their duties, and their outstanding service and dedication, which are keeping with the highest traditions of the fire and rescue system.
- **Criteria:** Nominee must be an affiliated EMS operational member of the LC-CFRS.
- **Nomination:** This award is nominated by any member of the LC-CFRS. The Nomination Review Committee will make its recommendation to the System Chief on an annual basis.
- **Recognition:** Annual Award. The recipient(s) will receive a certificate and commendation bar from the System Chief.

A5. Fire Instructor Award

- **Description:** This award is sponsored by the Fire Operations Committee (FOC) and the LCFR Training Division. It recognizes a fire instructor for their dedication and commitment in fire suppression training. Nominee's activities must include contributions to the fire training process for all system members.
- **Criteria:** The nominee is not required to be a member of the LC-CFRS. He/She must provide fire training for one or more of the LC-CFRS agencies or The Oliver Robert Dubé Fire and Rescue Training Academy.
- **Nomination:** This annual award is nominated by any member of the LC-CFRS. The recipient will be chosen by the Fire Operations Committee (FOC) and LCFR training representatives. The award recipient shall be forwarded to the Nomination Review Committee.
- **Recognition:** Annual Award. The recipient(s) will receive a certificate and plaque from the System Chief and include their name and position/rank engraved on a perpetual plaque.

A6. Firefighter of the Year

- **Description:** This award honors a uniformed member of the system who exemplifies outstanding performance in the day-to-day performance of their duties and their outstanding service and dedication, which are keeping with the highest traditions of the fire and rescue system.
- **Criteria:** Nominee must be a uniformed firefighter or technician operational member of the LC-CFRS.
- **Nomination:** This award is nominated by any member of the LC-CFRS. The Nomination Review Committee will make its recommendation to the System Chief on an annual basis.

- **Recognition:** Annual Award. The recipient(s) will receive a certificate and commendation bar from the System Chief.

A7. Hall of Fame Award

- **Description:** This award is sponsored by the Fire Operations Committee (FOC) and EMS Operations Committee (EMSOC). It recognizes system members for fire, EMS or direct contributors for outstanding achievement for their many years of service and/or outstanding contributions furthering the advancement of the fire and EMS service in Loudoun County. Nominees must show activities to include contributions to the County as a whole and not to a specific station. Nominees may be recognized for achievement, humanitarian and lifesaving actions.
- **Criteria:** Nominee is any member of the LC-CFRS. All nominees must have a minimum of 20 years of service or contribution in Loudoun County to be eligible.
- **Nomination:** This award is nominated by any member of the LC-CFRS. The recipient will be chosen by the FOC and EMSOC committee. The award recipient shall be forwarded to the Nomination Review Committee
- **Recognition:** Annual Award. The recipient(s) will receive a commendation bar, lapel pin and plaque.

A8. John C. Carr, Jr. Memorial Award

- **Description:** The award is sponsored by the Fire Operations Committee (FOC). It recognizes those who have been a member of the LC-CFRS for a minimum of five years and have displayed outstanding leadership and achievements during their service.
- **Criteria:** Nominee must be a member of the LC-CFRS for greater than 5 years.
- **Nomination:** This annual award is a closed invitation process in which the former recipient(s) choose the next recipient(s). The award recipient shall be forwarded to the Nomination Review Committee.
- **Recognition:** Annual Award. The recipient(s) will receive a commendation bar, lapel pin and plaque.

A9. Meritorious Service Award

- **Description:** Previously the LC-CFRS Lifesaving Award. This award recognizes a member or members of the LC-CFRS for conspicuous gallantry and bravery at the risk of life, above and beyond the call of duty, in action involving either fire ground operations or emergency medical services, or under extreme emergency circumstances that directly resulted in the saving of a human life.
- **Criteria:** Nominee is any member of the LC-CFRS, administrative or operational. Lifesaving action may occur on or off duty.
- **Nomination:** This award is nominated by any member of the LC-CFRS. The

Nomination Review Committee will make its recommendation to the System Chief on an annual basis.

- **Recognition:** Annual Award. The recipient(s) will receive a certificate, commendation bar and medal from the System Chief.

A10. Officer of the Year

- **Description:** This award honors an officer of the system who exemplifies outstanding performance in the day-to-day performance of their duties, and their outstanding service and dedication, which are keeping with the highest traditions of the fire and rescue system.
- **Criteria:** Nominee must be a fire or EMS operational or administrative officer of the LC-CFRS.
- **Nomination:** This award is nominated by any member of the LC-CFRS. The Nomination Review Committee will make its recommendation to the System Chief on an annual basis.
- **Recognition:** Annual Award. The recipient(s) will receive a certificate and commendation bar from the System Chief.

A11. Recruitment and Retention Award

- **Description:** Previously the Leadership Award. This award is sponsored by the Loudoun County Recruitment and Retention Committee. It recognizes members of the LC-CFRS who have demonstrated leadership at multi-agencies or County-wide levels and whose impact greatly influenced newer members of the system.
- **Criteria:** Nominee must be a past or present member of the LC-CFRS.
- **Nomination:** This annual award is selected by a panel of representatives from the LC-CFRS Recruitment and Retention Committee and LCFR personnel. The nominee shall be forwarded to the Nomination Review Committee on an annual basis.
- **Recognition:** Annual Award. The recipient(s) will receive a certificate and plaque and include their name and position/rank engraved on a perpetual plaque.

A12. Leo C. Kelly ALS Instructor Award

- **Description:** This award is sponsored by the Loudoun County Emergency Medical Services Council, Inc. with input from the LCFR Training Division. It recognizes an ALS instructor for their dedication and commitment to EMS training including contributions to the training process and program(s).
- **Criteria:** The nominee is not required to be a member of the LC-CFRS. The nominee must provide ALS training at one or more of the combined system agencies, Loudoun County Emergency Medical Services Council, Inc. member agencies or Oliver Robert "O.R." Dubé Fire and Rescue Training Academy.

- **Nomination:** This award is nominated by any member of the LC-CFRS. The recipient will be chosen by the Loudoun County Emergency Medical Services Council, Inc. with input from the LCFR training representatives. The award recipient shall be forwarded to the Nomination Review Committee.
- **Recognition:** Annual Award. The recipient(s) will receive a plaque and lapel pin from the System Chief.

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A13. Robert “Hap” Arnold BLS Instructor Award

- **Description:** This award is sponsored by the Loudoun County Emergency Medical Services Council, Inc. with input from the LCFR Training Division. It recognizes a BLS instructor for their dedication and commitment in EMS training including contributions to the training process and program(s).
- **Criteria:** The nominee is not required to be a member of the LC-CFRS. The nominee must provide ALS training at one or more of the combined system agencies, Loudoun County Emergency Medical Services Council, Inc. member agencies, or the Oliver Robert “O.R.” Dubé Fire and Rescue Training Academy.
- **Nomination:** This award is nominated by any member of the LC-CFRS. The recipient will be chosen by the Loudoun County Emergency Medical Services Council, Inc. with input from the LCFR training representatives. The award recipient shall be forwarded to the Nomination Review Committee.
- **Recognition:** Annual Award. The recipient(s) will receive a plaque and lapel pin from the System Chief.

A14. System Chief’s Commendation

- **Description:** Recognizes a system member who has distinguished themselves by exceptional service and performance during a single act of merit. This award recognizes system member(s) who displayed critical decision-making abilities or engaged in similarly noteworthy actions that contributed to the successful outcome of an incident or project.
- **Criteria:** Nominee is any member of the LC-CFRS
- **Nomination:** This award is nominated by any member of the LC-CFRS. The Nomination Review Committee will make its recommendation to the System Chief on an annual basis. The System Chief or his/her designee will make the ultimate decision of who is the recipient of this award.
- **Recognition:** Annual Award. The recipient(s) will receive a certificate, commendation bar and medal from the System Chief.

A15. System Recognition Award

- **Description:** This award recognizes persons who have made significant contributions to the progress of the LC-CFRS. The nominee’s activities must include contributions or actions to promote the efforts of the fire and rescue system as well as actions, which influence or enhance the efficiency of the system.
- **Criteria:** The nominee is not required to be a member of the LC-CFRS.
- **Nomination:** Anyone inside or outside of the LC-CFRS can submit a nomination. The Nomination Review Committee will make its recommendation to the System Chief on an annual basis.
- **Recognition:** Annual Award. The recipient(s) will receive a certificate and plaque from

the System Chief.

A16. Team Performance Award

- **Description:** This award is intended to recognize members for administrative or non-operational excellence. In special situations where functional units (work groups, sections, etc.) perform a task, special project or other non-emergency incident group activity which, while routine and a normal part of assigned duties, and while the unit's performance does not set it apart from other units with similar duties, the performance of the task(s) is identified as being a key to the successful outcome of the project.
- **Criteria:** Nominees are any members of the LC-CFRS.
- **Nomination:** This award is nominated by any supervisor/officer in the LC-CFRS. The Nomination Review Committee will make its recommendation to the System Chief.
- **Recognition:** Ongoing Award. The recipients will receive a certificate mounted in a plaque with the individual team member's names inscribed on it. The award will be provided by the appropriate chief officer and is intended to be displayed in a prominent location at the fire station or work location. In addition, each member of the group will receive a letter of recognition.

A17. Top Student (ALS, BLS and Fire School)

- **Description:** Recognizes the top student who has excelled in all aspects of school from practical, didactic and physical training. This student stands out in the areas of attitude, dedication, motivation and intelligence.
- **Criteria:** This award is open to system members who complete ALS, BLS, or fire certification school.
- **Nomination:** The training staff will maintain this award and determine each recipient.
- **Recognition:** Presented at the end of each EMS or fire school during graduation, the recipient(s) will receive a certificate and commendation bar from the training staff.

A18. Unit Citation Award

- **Description:** This award is intended to recognize a functional unit that performs in a superior manner on the scene of an emergency incident. The unit must display outstanding execution of duties and performance as to set it apart from other units with similar duties.
- **Criteria:** Nominee is any member of the LC-CFRS.
- **Nomination:** This award is nominated by any member of the LC-CFRS. The Nomination Review Committee will make its recommendation to the System Chief.
- **Recognition:** Ongoing Award. The recipients will receive a certificate mounted in a plaque with the individual team member's names inscribed on it. The award will be provided by the appropriate chief officer and is intended to be displayed in a prominent location at the fire and/or rescue station or other work location. In addition, each member of the group will receive a unit citation certificate.

B. Specialty Service Recognition

The managers (person providing oversight or leading the program) of the following specialty programs will award those who qualify to receive a bar. These are available to all System personnel who meet the criteria.

B1. ALS-Intermediate Service Medal

Must hold an Intermediate level of certification for two years and have completed a preceptorship in Loudoun County. This specialty bar may only be displayed on the Class A, B or C uniform. Employees must forfeit wearing this specialty bar once they are no longer a certified EMT-I. The Battalion Chief of EMS or designee will maintain and disseminate this bar.

B2. ALS-Paramedic Service Medal

Must hold a Paramedic level of certification for two years and have completed a preceptorship in Loudoun County. This specialty bar may only be displayed on the Class A, B or C uniform. Employees must forfeit wearing their EMT-I bar once the level of EMT-P has been obtained. Employees must forfeit wearing this specialty bar once they are no longer a certified EMT-P. The Battalion Chief of EMS or designee will maintain and disseminate this bar.

B3. Hazmat Technician (I)

Must have completed Hazmat Technician level of certification and be an active member of the Hazardous Materials Response Team. This specialty bar may only be displayed on the Class A, B or C uniform as long as the employee's Hazmat Technician certification is up-to-date and the employee is an active member of the response team. The Hazmat Technician response team consists of anyone with an up-to-date Hazmat Technician certification who is able to be utilized in an operational role and is able to contribute during an emergency incident. The Hazardous Materials Team Leader or designee will maintain and disseminate this bar.

B4. Hazmat Technician (II)

Must have completed Hazmat Specialist level of certification and be an active member of the Hazardous Materials Response Team. This specialty bar may only be displayed on the Class A, B or C uniform as long as the employee's Hazmat Technician certification is up-to-date and the employee is an active member of the response team. The Hazmat Technician response team consists of anyone with an up-to-date Hazmat Technician certification who is able to be utilized in an operational role and is able to contribute during an emergency

incident. The Hazardous Materials Team Leader or designee will maintain and disseminate this bar.

B5. Honor Guard

Must be an active member of the Honor Guard. This specialty bar may only be displayed on the Class A, B, or C uniform. System members must forfeit wearing this specialty bar once they are no longer an active member of the Honor Guard. The head of the Honor Guard team or designee will maintain and disseminate this bar.

B6. Swift Water Technician

Must have completed Swift Water Technician, Ice Rescue Technician and the Loudoun County Emergency Boat Operator courses. This specialty bar may only be displayed on the Class A, B or C uniform as long as the employee's previously mentioned certifications are up-to-date and the employee is an active member of the response team. The Swift Water response team consists of anyone with an up-to-date Swift Water Technician, Ice Rescue Technician and Loudoun County Emergency Boat Operator certifications who is able to be utilized in an operational role and is able to contribute during an emergency incident. The head of the Swift Water program or designee will maintain and disseminate this bar.

C. Program Completion Recognition

C1. Chief EMS Officer

Through the Center for Public Safety Excellence (CPSE), the Chief EMS Officer (CEMSO) Designation Program recognizes emergency medical services leaders of fire, private, hospital and third-service providers who have demonstrated excellence throughout their careers. The designation verifies past accomplishments and represents a launching point for continued achievement. The CPSE maintains and disseminates this bar.

C2. Chief Fire Officer

Through the Center for Public Safety Excellence (CPSE), the Chief Fire Officer (CFO) Designation Program was created to recognize fire officers who have demonstrated excellence and outstanding achievement throughout their career. The designation demonstrates that individuals have developed a strategy for continued career improvement and development. The highly competitive CFO designation assures departments that their leaders have the educational and technical competencies necessary to meet the demands of today's society. The CPSE maintains and disseminates this bar.

C3. Chief Training Officer

Through the Center for Public Safety Excellence (CPSE), the Chief Training Officer (CTO) recognizes administrators of training and educational programs in emergency services who

have demonstrated excellence and outstanding achievement throughout their career. The process also assesses what contributions to the emergency services field the Chief Training Officer has made in the way of professional articles, public speaking, teaching and research as well as professional memberships and community and civic involvement. The CPSE maintains and disseminates this bar.

C4. Executive Fire Officer

The National Fire Academy's (NFA) Executive Fire Officer Program (EFOP) provides senior fire officers with a broad perspective on various facets of fire and emergency services administration. The courses and accompanying research examine how to exercise leadership when dealing with difficult or unique problems within communities. The NFA maintains and disseminates this bar.

C5. Fire Marshal

Through the Center for Public Safety Excellence (CPSE), the Fire Marshal (FM) Designation Program recognizes fire prevention leaders who have demonstrated excellence and outstanding achievement throughout their career. The program also assesses contributions to the fire prevention field in the way of professional articles, public speaking, teaching and research as well as professional memberships and community and civic involvement. The CPSE maintains and disseminates this bar.

C6. Fire Officer

Through the Center for Public Safety Excellence (CPSE), the Fire Officer (FO) Designation is open to all company level officers, junior officers and above who have supervisory responsibilities or those who have served in an intermittent acting status for a minimum of twelve months. The CPSE maintains and disseminates this bar.

C7. National Honor Guard Academy

Recognizes personnel who have completed the National Honor Guard Academy (NHGA). The NHGA specializes in providing honor guard training to firefighters, police officers, and EMS personnel. The NHGA maintains and disseminates this pin.

C8. Officer Command School

Recognizes personnel who have completed all requirements of the Loudoun County Fire and Rescue (LCFR) Command School. The Battalion Chief of LCFR Human Resources maintains and disseminates this bar.

C9. Officer Development School

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Recognizes personnel who have completed all requirements of the Loudoun County Fire and Rescue (LCFR) Officer Development School. The Battalion Chief of LCFR Human Resources maintains and disseminates this bar.

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D. Valor Awards

Chamber of Commerce Valor Awards

These awards are sponsored and recipients are chosen by the Loudoun County Chamber of Commerce. These awards honor local heroes, from Public Safety personnel to ordinary citizens, for their courageous, often lifesaving actions. The entire Loudoun County business community is invited to attend these annual award ceremonies often held in April to help honor these dedicated public servants for their selfless acts of heroism and commitment to protecting our families, our neighbors and our community.

The Chamber of Commerce valor awards are selected by their Valor Awards Selection Committee each January. The System Chief will decide the LCFR representative. The Chamber of Commerce committee will review the nominations submitted and determine the degree of risk and proper classification of the award to be presented. This procedure applies to all system members whether they were on or off duty. The nominated acts of valor must have occurred between January 1st and December 31st of the prior year. Nominations are to be received by the date, which is announced each year and submitted on the *Chamber of Commerce Valor Awards Nomination Form*. Members may be nominated for the following valor awards based upon varying criteria (*subject to change by the Chamber of Commerce*):

D1. Gold Medal of Valor

This highest award is in recognition of an act involving the supreme sacrifice or extreme personal risk and heroism, which is clearly above and beyond the call of duty. The recipient will receive a medal, bar, and plaque.

D2. Silver Medal of Valor

This second highest award is in recognition of an act involving the significant personal risk and bravery beyond that which is expected during the performance of duty. The recipient will receive a medal, bar, and plaque.

D3. Bronze Medal of Valor

This third highest award is in recognition of acts involving personal risk and demonstrating unusual judgment, zeal and/or ingenuity during an emergency situation, when such action is beyond that normally expected in the performance of duty. The recipient will receive a medal, bar, and plaque.

D4. Lifesaving Award

Recognition of actions not normally involved in the performance of duties by an individual, which directly result in the saving of a human life. The recipient will receive a medal, bar, and plaque. This award may be presented to a civilian.

D5. Certificate of Valor

This award recognizes acts demonstrating unusual judgment, zeal or ingenuity not normally involved in the performance of duties. The recipient will receive a bar and a framed certificate.

D6. Meritorious Service Award

No longer awarded, however, previous recipients may still wear on appropriate uniform. It was awarded for sustained exemplary performance within the scope of normal responsibilities, but performed in such a manner as to deserve recognition.

D7. Meritorious Civilian Award

Recognition of everyday citizens for their extraordinary acts of courage in emergency situations.

D8. Unit Citation

This award provides recognition of acts by a unit/division/company demonstrating unusual judgment, ingenuity and/or personal risk and bravery during an emergency situation, with such actions beyond those only expected in the performance of duty.

To nominate a member for a valor award, the following must be completed:

- a. The official *Chamber of Commerce Valor Awards Nomination Form* is available to all system members at the following link [-Valor Nominations](#).
- b. Nomination forms must be properly (and fully) completed. In addition to the nomination form, other supporting documentation (newspaper clippings, official records, video footage, and photographs of the incident) should be included.
- c. In order for the selection committee to determine significance of the nomination, please take sufficient time to create a very detailed description of the incident. The narrative should include, but not be limited to the following: summary of the specific act (what the person did to deserve recognition), date of the act, time of day of the act, location of the incident, other participants in the act, persons given aid, injuries to the nominee, equipment used at the scene, equipment used by the nominee, the specific dangers encountered, the nominee's specific actions, describe the incident scene (including hazards, point of rescue, weather conditions, etc.), and other recognition already received by nominee.
- d. Nomination forms submitted from system personnel must be signed by the nominator and their Battalion Chief then submitted through the chain-of-command to

the System Chief. A copy should be sent to the Deputy Chief of Operations or directly to the Chamber of Commerce, Valor Awards Selection Committee.

e. A recent photograph, provided by the department, of the nominee(s) and/or group will be requested for all award winners.

E. Agency Specific Awards (Not all inclusive)

E1. Alex Keepers Award

- **Description:** Recognizes a Loudoun County Fire and Rescue (LCFR) career recruit who has shown the most improvement in academics, physical standards and knowledge of the Loudoun County Department of Fire, Rescue, and Emergency Management core values between the first day of recruit school and class graduation. This recruit also personifies the values of Recruit Training and the attitude to never give up.
- **Criteria:** This award is open to LCFR personnel only.
- **Nomination:** This award is nominated by LCFR training staff and presented at the end of each recruit school.
- **Recognition:** The recipient(s) will receive a certificate and lapel pin from the System Chief.

E2. Baby Delivery (Also known as Stork Award)

- **Description:** Recognizes a system member for a field delivery of a baby on an EMS incident or through emergency medical dispatch pre-arrival instructions. Only the personnel that are directly involved with delivery of the baby (delivery, suctioning, warming, and stimulating, and/or pre-arrival instructions) receive the award.
- **Criteria:** Each agency and/or division will develop its internal criteria for the receipt of this award.
- **Nomination:** Each agency and/or division will develop its own nomination method.
- **Recognition:** The recipient(s) will receive a commendation bar or pin from their respective agencies and/or division. Personnel who have received multiples of this award may receive a numeric pin at specific intervals (i.e. 5, 10, etc.). This will reflect the appropriate number of previous awards.

E3. Top Recruit

- **Description:** This award recognizes the top LCFR recruit who has excelled in all aspects of recruit school to include fire and EMS school from practical, didactic and physical training. This recruit stands out in the areas of attitude, dedication, motivation and intelligence.
- **Criteria:** This award is open to system members who complete LCFR recruit school.

- **Nomination:** The training staff will maintain this award and determine each recipient.
- **Recognition:** Presented at the end of each recruit class, the recipient(s) will receive a certificate and commendation bar from the training staff.

E4. CPR-Life Saving Award (Also known as Walking Heart Award)

- **Description:** Recognizes a system member who provided direct patient care on a cardiac arrest where the patient recovers to the point when they are discharged from hospital care (or other defined criteria). Only the personnel that are directly involved with patient care (performed CPR, ventilations, defibrillation, medication administration, and/or pre-arrival instructions, etc.) receive the award.
- **Criteria:** Each agency and/or division will develop its internal criteria for the receipt of this award.
- **Nomination:** Each agency and/or division will develop its own nomination method.
- **Recognition:** The recipient(s) will receive a commendation bar or pin from their respective agencies and/or division. Personnel who have received multiples of this award may receive a numeric pin at specific intervals (i.e. 5, 10, etc.). This will reflect the appropriate number of previous awards.

E5. Service Year Awards

Each agency may recognize their personnel for service milestones. Service milestones for County employees are typically recognized in the fall of each year. Volunteer agencies may recognize their members governed by their own policies. Typically, volunteer members are recognized at agency installation banquets in the beginning of the year.

Achievement Awards

| | |
|-----------------------------------------------|---------------------------------------------------------------------------------------|
| Clark J. Deener Memorial Award |  |
| EMS Provider of the Year | TBD |
| Firefighter of the Year |  |
| Hall of Fame Award |  |
| John C. Carr, Jr. Memorial Award |  |
| Meritorious Service Award | TBD |
| Officer of the Year |  |
| Robert Hap Arnold ALS Instructor Award |  |
| Robert Hap Arnold BLS Instructor Award |  |
| System Chief's Commendation |  |
| Top Student – ALS |  |
| Top Student – BLS | |

| | |
|--------------------------------------------|--|
| | |
| Top Student – Volunteer Fire School | |

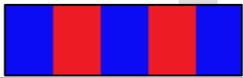
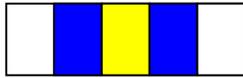
Specialty Service Recognition

| | |
|---------------------------------------|---------------------------------------------------------------------------------------|
| EMT-Intermediate Service Medal |  |
| EMT-Paramedic Service Medal |  |
| Hazmat Specialist |  |
| Hazmat Technician |  |
| Honor Guard |  |
| Swift Water Technician |  |

Program Completion Recognition

| | |
|-------------------------------------|---------------------------------------------------------------------------------------|
| Chief EMS Officer |  |
| Chief Fire Officer |  |
| Chief Training Officer |  |
| Executive Fire Officer |  |
| Fire Marshall |  |
| Fire Officer |  |
| Officer Command School |  |
| Officer Development School |  |
| National Honor Guard Academy |  |

Chamber of Commerce's Valor Awards

| | |
|----------------------------------|------------------------------------------------------------------------------------------------------------|
| Gold Medal |  |
| Silver Medal |  |
| Bronze Medal |  |
| Lifesaving Award |  |
| Certificate of Valor |  |
| Meritorious Service Award | No longer awarded  |
| Unit Citation |  |

Agency Specific Awards/Recognition

| | |
|-------------------------|---------------------------------------------------------------------------------------|
| LCFR Stork Award |  |
|-------------------------|---------------------------------------------------------------------------------------|

| | |
|---------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| LCFR Top Recruit |  A ribbon with a red background, a central cyan section containing the text "T.R." in red, and red sections on either side. |
| LCFR Walking Heart Award |  A ribbon with a red background, divided into three sections: a white section with a white caduceus, a white section with a red heart, and a white section with a blue Star of Life. |

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