



**Fire Chief's Policy & Management Controls**

**Our Mission...**

Pioneer Fire Protection District strives to provide cost effective, professional, quality emergency service response for the protection of life, property and the environment.

**We will accomplish this by...**

Delivering exceptional service and compassionate solutions as a cohesive **team** with dedication, vigilance and pride.

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**Part-I, Fire Chief's Rules of Conduct Policy for District Employees/Volunteers**

**Purpose:**

To set forth rules of conduct to safeguard the interest of the District, the community at-large and the employees/volunteers.

**Procedures:**

Employees/volunteers are expected to conduct themselves in the manner prescribed by specific District rules and regulations and recognition of commonly accepted social and organizational standards.

Observed infractions of the rules of conduct are to be reported by any observer to their immediate supervisor or appropriate authority.

Infractions of the rules of conduct shall be cause for corrective disciplinary action. The following list does not limit the District's right to take appropriate corrective action on other than obvious infractions which are not specifically included.

**Rules of Conduct Infractions:**

1. Excessive or unjustified absences or tardiness. Failure to inform supervisor promptly by telephone or other means when unable to report for work.
2. Un-authorized possession or use of firearms or explosives.
3. Deliberate or careless damage to District or community property.
4. Refusal to obey supervisor or other officers of proper authority.
5. Inefficient or careless performance of duties, including failure to maintain reasonable standards of workmanship or productivity.
6. Disorderly conduct such as fighting, practical jokes, horseplay, etc.
7. Possessing, drinking, or being under the influence of alcohol or drugs on duty or any district operation.
8. Falsifying employment applications or any District required documents.
9. Gambling on District property.
10. Loitering on District property.
11. Failure to observe safety rules and guidelines.
12. Un-authorized solicitation on District property.
13. Initiating, distributing or posting of literature, handbills or petitions on District property unless specially authorized by the fire chief.
14. Smoking in violation of District, State or Federal controls.
15. Un-authorized use of District telephones.
16. Theft
17. Falsifying payroll records.
18. Leaving assigned position without proper permission.
19. Working on un-authorized projects on District premises.
20. Un-authorized use of District badges or I.D. cards or permitting any other person to use badge or I.D. card.
21. Profanity or foul language.

22. Failure to observe District and other traffic regulations and guidelines.
23. Immoral or indecent conduct.
24. Sleeping on the job during working hours.
25. Un-authorized removal of District property or documentation from District premises.
26. Altering or falsifying records.
27. Possession, distribution or reproduction of obscene or lewd literature or pictures on District property.
28. Initiate, author or send threatening or anonymous letters regarding any employee/volunteer, the District or its activities.
29. In-subordination.
30. Use of abusive or threatening language to supervision or peer personnel.
31. Criminal acts, on or off duty, which adversely affect the District or impair the employee's ability to perform his/her job.

## **Part-II, Fire Chief's Sexual Harassment Policy**

### **Purpose:**

This District shall actively discourage any form of sexual harassment

### **Justification:**

Title-VII of the Civil Rights Act of 1964 provides that it shall be unlawful discriminatory practice for any employer, because of the sex of any person, to discharge without cause, to refuse to hire, or otherwise to discriminate against that person with respect to any matter directly or indirectly related to employment. Harassment of an employee on the basis of sex violates this federal law.

### **Definition:**

To help clarify what constitutes sexual harassment the Federal Equal Employment Opportunity Commission and the State of California Fair Employment and Housing Commission have issued guidelines on the subject. Those guidelines state that un-welcome sexual advances, request for sexual favors, and other verbal or physical conduct of a sexual nature or visual forms as derogatory posters, cartoons, drawings, or pictures of a sexual nature, will constitute unlawful sexual harassment when:

- A. Submission to sexual conduct is an explicit or implicit term or condition of an individual's employment; or
- B. The submission to or rejection of sexual conduct by an individual is the basis for any employment decision affecting that individual; or

- C. When sexual advances, request for sexual favors, or other verbal or physical conduct of a sexual nature or visual forms such as derogatory posters, cartoons, drawings, or pictures of a sexual nature have the purpose or the effect of unreasonably interfering with an individual's work performance or creates an intimidating, hostile, or offensive working environment.

**Reporting:**

- 1. This District encourages employees to report acts of sexual harassment.
- 2. Reporting of sexual harassment shall follow this District procedure for filing a grievance.

**Disciplinary Action:**

Any person found to be engaging in sexual harassment shall be disciplined IAW with local, state and federal Statues.

**Part-III, Fire Chief's Use of District Vehicles Policy**

**Definitions:**

- A. **Apparatus:** Apparatus vehicles are those vehicles designed mainly to be utilized by field personnel to accomplish the primary tactical missions of the fire district. Examples of apparatus are engines, squads, water tenders and utility/support vehicles.
  - B. **Civilian:** For this policy, any person not considered to be an employee as defined below.
  - C. **Employee:** Any person employed and paid by the Pioneer Fire Protection District, or any active Volunteer Firefighter of the Pioneer Fire Protection District.
  - D. **Staff Vehicle:** Staff vehicles are those vehicles owned and operated by the District which are assigned to specific individuals or used mainly for support functions. Examples of staff vehicles are Chief Officer vehicles and Utility/Support vehicles.
- 1. As a general rule, the use of District owned vehicles shall be restricted to official District business. Examples of exceptions would be personal use of staff vehicles by Chief Officers who are expected to respond to incidents, or use of District owned vehicles for personal transportation for employees who are out-of-town on District business or training.
  - 2. Drivers of District vehicles shall have a current California Drivers License valid for the type of vehicle they are operating.

**General Requirements for Staff or Utility/Support Vehicle Operation:**

- A. No record of conviction or driver license suspension for driving under the influence of alcoholic beverages or intoxicating drugs within the past four (4) years.
- B. Possession of a valid California Class C Drivers License.

**General Requirements for Apparatus Operator Certification:**

- A. No record of conviction or drivers license suspension for driving under the influence of alcoholic beverages or intoxicating drugs within the past four (4) years.
- B. Possession of one of the following:
  - 1. A valid California Class B Firefighter Drivers License.
  - 2. A valid California Class B Commercial Drivers License with air brake, tank and hazardous materials endorsements.
  - 3. Possession of a valid Medical Examiners' Certificate or DMV Health Questionnaire, whichever is appropriate.
  - 4. Personnel may only drive and operate apparatus for which they are certified.
  - 5. All personnel **shall adhere** to District's "Standard Operating Guideline (SOG) Manual", SOG-37 Driver/Pump Operators; SOG-38 Maintenance of Apparatus & Equipment; SOG-39 Accidents to Apparatus & Motor Vehicles and SOG-40 Drivers Training. \*Noted SOG's can be located on the District's website: [www.pioneerfire.org](http://www.pioneerfire.org)

**Transporting Civilians in District Vehicles:**

- A. Only District employees (as defined in this policy) shall drive or operate District vehicles except in emergency situations without the approval of District Fire Chief or his/her designate.
- B. Civilians shall not normally be transported in District apparatus.
  - 1. Situations may occur where the transport of civilians on District apparatus can be justified by an urgent situation in existence at the time. Company Officers, Acting Company Officers and the Chief Officer have the authority to make such decisions on a case-by-case basis. Such incidents shall be documented.
  - 2. The district Fire chief or his/her designate may authorize civilians to ride on District apparatus for special events such as parades.
- C. Citizens may be transported in District owned staff vehicles when it is in the District's best interest or with the approval of the District Fire Chief or his/her designate.

**Part-IV, Fire Chief's Private Vehicle Insurance Verification Policy**

**Purpose:**

Pioneer Fire Protection District relies on the services of response personnel to respond to an emergency scene or the station via their own personal vehicles. Recent court rulings have determined that employers can be sued for employee commuting accidents. It is important to ensure that all District personnel have adequate liability insurance on their private vehicles.

Pioneer Fire Protection District **shall annually** verify that individual personnel have personal auto liability insurance with appropriate liability limits which protect not only individual but the District. This shall be achieved by obtaining a

copy of each individual's insurance certificate **annually**, or by having their insurance agent submit a certificate to the District to be filed. This shall be done in conjunction with other annual requirements, such as verifying driver's licenses.

#### **Part-V, Fire Chief's Progressive Discipline Policy**

##### **Purpose:**

To establish policy, define responsibilities, and set forth procedures for administering corrective disciplinary action.

##### **Definitions:**

**Discipline** shall mean corrective action taken with respect to employee/volunteer violations of conduct guidelines that are serious enough to warrant verbal (documented) reprimand, written reprimand, revocation of privileges, disciplinary time-off, demotion or discharge.

**Employee** shall mean any active career, part-time, or volunteer employee of the Pioneer Fire Protection District.

**Immediate Supervisor** shall mean the first level officer having immediate jurisdiction over the employee.

##### **Rules, Regulations & Enforcement:**

Rules are established to determine the rights of employees, and to ensure the attainment of organizational objectives through orderly processes. The rules, regulations, and policies covered under this article are those of the Pioneer Fire Protection District, and El Dorado County Service Area #7. Accordingly, though training and/or a available published documentation, employee should know:

- Their specific duties-
- What standards of conduct and performance are expected-
- How they are accomplished-
- The results of their efforts-

The supervisor must continually strive for uniformity of enforcement. The cardinal principle must be honest and consistent application of the rules to ALL employees. Inconsistency in the application and severity of disciplinary action will result in resentment. Failure to enforce disciplinary action will result in both of respect and low morale among conscientious employees.

##### **Progressive Discipline:**

Management at all levels shall maintain standards of conduct and work performance with the best interest of the District and of personnel assigned to their shift/group in mind. These standards shall apply to ALL employee/volunteer activities on District property and on District business away from District property.

Disciplinary action shall reflect the seriousness with which the District views the specific violation and shall, whenever possible, be directed at rehabilitating rather than punishing the employee/volunteer.

- The corrective disciplinary action process shall observe the following guidelines:

- It must be administered without bias or discrimination and in a manner consistent with similar cases previously encountered.
- The **involved** employee/volunteer must be given full opportunity to tell his/her side of the incident.
- All information received from witnesses must be thoroughly investigated and verified.
- All other pertinent evidence must be obtained and recorded.
- The prior performance of the employee/volunteer must be reviewed and considered.

The progressive disciplinary system is not simply a set of procedures for invoking punitive action. It is a structured system for changing employee on-the-job behavior. Positive reinforcement measures are an integral part of the system, such as promotions, salary step increases, and commendations. In order for the disciplinary system to be effective, work rules and the consequences of violating the rules should be well publicized.

The following is a description of the "Progressive Disciplinary System" used by the Pioneer Fire Protection District.:

**Verbal Warning:** Minor isolated infractions and violations. Can usually be handled successively by a discussion with the employee in private. Documentation of the warning and the behavior for which it was issued should be noted and placed in the employee's/member's personnel file. The supervisor giving the warning shall sign and date warning form or other document. This action is generally handled by the employee's immediate supervisor.

**Written Warning:** Either used as a follow-up with an employee who has been previously warned about his/her work performance or conduct, or to discipline an employee who has violated a specific rule deemed serious by the District. This warning should include a description of the employee's/member behavior, what change is needed of the employee/member and what consequences the member may face if the undesirable behavior continues. Generally both the employee/member and the supervisor sign the written warning, which is then placed in the employee's/member's personnel file. A signed warning by the employee/member does not admit fault, but rather acknowledges the fact the warning was received. The employee/member has the right to respond in writing to the warning and to have this response included in the personnel file as well. Copies of the written warning must be distributed to the District Fire Chief, the employee, and the employee's personnel file. This action can be performed by the immediate supervisor or the District Fire Chief.

**Suspension or Revocation of Privileges:** To be used in cases of serious offenses or written warning fails to obtain job performance improvement. A flagrant violation, repeated violations, continued lack of improvement in job performance or threats to the safety of employees or the public justify the use of suspension. This may be paid or unpaid. The length of suspension should match the severity of the wrongdoing or policy violation. Suspension will not generally exceed sixty (60) calendar days. This action is generally performed by the District Fire Chief or his/her designate.

**Demotion:** This disciplinary action of demotion in classification is primarily used when employees are unable or fail to perform the duties of their job classification safely, satisfactorily, effectively, or efficiently. Permanent employees **shall not** be demoted to a job classification they have not previously held within the District. Employees who have not completed their promotional probationary period are returned to their former position if they fail to satisfactorily perform their new job. This action is performed by the District Fire Chief.

**Discharge (Dismissal):** The disciplinary action of discharge is reserved for very serious offenses or as the final step after seeking improvement in an employee's conduct or job performance through the disciplinary process. This action could warrant bypassing lesser disciplinary steps and result in immediate termination. It may include, (but not limited to) criminal acts, willful disobedience, violence, destruction of property and intoxication. This action is performed by the District Fire Chief.

**Pre-Disciplinary Procedure:**

Before any discipline action is taken, the following must be determined:

What rule, order, regulation, policy, guideline, or directive was violated-

Who was involved-

When it occurred-

Where it occurred-

Identity of witnesses-

Past record of violating employee-

**Documentation:**

Complete records of corrective counseling and more serious disciplinary action must be kept. Generally, records should include a description of any discussion and investigation, the facts discovered, the action taken, and the results of that action.

Examples of documentation to be obtained for disciplinary purposes include (as applicable):

Logs of employees time sheets; Documents of counseling sessions; employee performance evaluations and written warnings ;current job description; written performance standards; documentation of supervisors personal observations; rules, regulations, and/or orders violated and incident reports, police reports, audit reports, and independent investigation summaries.

**Pre-Disciplinary Safeguards:**

Suspensions, demotions, or discharges require that the employee be accorded certain procedural rights before discipline becomes effective. The employee/member must receive:

Notice of proposed disciplinary action to be taken-

Reason(s) for the action being taken-

Right to respond within a reasonable time, either orally or in writing, to the charges-

Right to representation-

Right of discovery-

Supervisors shall notify the District Fire Chief or his/her designate prior to taking disciplinary action beyond a verbal warning, except where a clear threat to the safety of employees, the public, or property exists.

Extraordinary circumstances may arise where the immediate suspension of an employee is essential in order to avert harm to the District or public.

**Procedure:**

If, after full consideration of established guidelines, corrective disciplinary action is required, the involved supervisor shall:

Complete any necessary documentation and route as indicated by policy. The District Fire Chief or his/her designate shall be notified of any disciplinary action.

Take progressive disciplinary steps as appropriate to the seriousness of the violation (s).

Comply with the following procedure for "Written Notice of Proposed Disciplinary Action" (involving suspension, revocation of privileges, demotion, or discharge):

1. The employee must be served either personally or by certified mail of the type of proposed discipline.
2. Include proposed effective date of the discipline.
3. Clearly state the reason(s) for the proposed action, i.e. the rule violated, the causes or grounds of the action.
4. Include a detailed statement of the circumstances upon which the action is based. Include past disciplinary actions which may have a bearing on the present action or which may support the severity of the penalty.
5. Inform the employee/member that he/she may have access to and review ALL written materials which the employer has compiled which support the proposed action.
6. Inform the employee/member that he/she shall be given the opportunity to respond either orally or in writing or both. State the specific time period within which the employee/member has to respond prior to effective date of the discipline. This period may vary depending on the circumstances as long as the time period is reasonable. The time period should not normally exceed thirty (30) days. The time period may be waived by mutual agreement of the employee/member and management.
7. Inform the employee/member he/she has the right to be represented.
8. If personally served on the employee/member, the employee/member should sign for a copy of the Written Notice. If the employee/member declines to sign, ask him/her to do so in the presence of another supervisor. If the employee/member still refuses, the employee's/members' supervisor must write "employee/member refused to sign" in the presence of both the employee/member and the other supervisor. Both supervisors must then place their time-dated initials next to the statement.
9. Upon request of the employee/member, set a specific time and place for the employee/member to present a response to the person who can effectively recommend action to be taken.

Procedure for Notice of Disciplinary Action (involving suspension, demotion, or discharge):

1. After the employee's/member's response period has elapsed, or after considering his/her response, a determination is made to take disciplinary action either as originally proposed or in a lesser form. A written notice of discipline must be given to the employee/member.
2. The contents of the letter will be the same as in the "Procedure for Written Notice of Proposed Disciplinary Action" except that the action will no longer be "proposed". It is now FINAL.
3. The notice must state the employee's/member's appeal rights.
4. The notice must be served on the employee/member either personally or by certified mail.
5. If personally served on the employee/member, the employee/member should sign for a copy of the memo. If the employee/member declines to sign, ask him/her to do so in the presence of another supervisor. If the employee/member still refuses, the employee/member supervisor must write "employee/member refused to sign" in the presence of both the employee/member and the other supervisor. Both supervisors must then place their time-dated initials next to the statement.

Procedure for circumstances where there is a need for immediate disciplinary action:

1. An employee/member may be ordered off the job with pay where conduct imperils the safety or welfare of the public, other employees/members, the employee/member (i.e., drunkenness, violence, gross insubordination) or property.
2. Generally, the District Fire Chief or his/her designate should be the person to take an immediate suspension action. Situations may occur, however, where a Chief Officer is not available. In such a case, a duty Company Officer or Acting Company Officer may have to make the suspension. If such action is taken, the Company Officer must notify the District Fire Chief or his/her designate as soon as possible and submit written documentation of the circumstances leading to the suspension and the reasons the action was actually taken.
3. **Probationary Employees/Members**, have no property right in employment, so they may be dismissed without a showing of cause. Where an allegation of misconduct is raised, an employee/member is entitled to a hearing to clear the probationary employee/members name prior to action being taken.
4. The District Fire Chief or his/her designee will consult with counsel regarding the action as soon as possible.
5. All disciplinary action processes shall be in accordance with current district labor agreements/MOU within the Pioneer Fire Protection District.

## **Part-VI, Fire Chief's Minimum Staffing Policy**

### **I. Overview:**

This policy encompasses guidelines for district coverage by district career fire/rescue personnel of the Pioneer Fire Protection District. It is recognized that extreme situations may occur when a district officer may make exceptions to the minimum standards outlined herein.

### **II. General:**

- A.) A District Company Officer or employee designated as **qualified** as an Acting Company Officer **shall always** be on duty. When suppression staffing exceeds two fire/rescue personnel per-company (i.e., qualified career firefighters, qualified resident firefighters or qualified volunteer firefighters), the Company Officer may respond in a staff vehicle.
- B.) A minimum of **two** career employees of the District shall be on duty **at all times**. Exceptions can only be authorized by the District Fire Chief, or his/her Designate.

**III. Company/Duty Coverage:**

- A.) Daily **minimum** staffing at PIO Fire Station-38 (District Headquarters) shall consist of **two** career District fire/rescue personnel. One Company Officer (i.e., a Fire Captain/EMT or a **qualified** Acting Company Officer/EMT), and one Firefighter/Paramedic or Firefighter/EMT.
- B.) During designated **Red Flag** periods, or other significant high potential periods for emergencies, career suppression crew (s) may be split to staff two separate companies. In such cases, qualified resident/volunteer fire personnel shall be used to bring apparatus staffing up to two personnel for each company staffed in this manner.
- C.) Staffing may be depleted to one person **only** if not doing so would cause the District to fail at fulfilling its mission (i.e., sending a firefighter on the medic unit to the hospital).
- D.) **Note:** This section does not apply to instances when a suppression crew is responding two pieces of apparatus as a single company, or when District personnel are ferrying apparatus.

**Part-VII, Fire Chief's Documentation of Training Policy (\*FIREHOUSE)**

E.) **I. Overview**

- F.) One of the most important missions of the district is its training program. We have a moral and legal obligation to provide the best training to our people that we can. In addition, we need to document that training as it occurs so that we can prove proper performance when the need arises. The following procedure applies to all relevant training received by district personnel.

G.) **II. Procedure**

- H.) A. The goal of the district is to ensure that all training received by all personnel is documented in the district computerized training data base.
- I.) B. Company officers shall enter all training occurring on their shifts into the data base (firehouse) prior to the end of each shift.
- J.) C. All personnel shall attempt to have individual training received outside of normal drill schedules entered into the data base. Personnel receiving such training can have it entered into the system by one of the following methods:
- K.) 1. Give some form of written documentation of the training received to the shift Captain (Pioneer training report, date, hours, instructor and type of training).
- L.) 2. If the individual is trained in using the computer program, he or she may enter the training.

**Part-VIII, Fire Chief's District N.F.I.R.S. Reports Policy (\*FIREHOUSE)**

**I. NFIRS** (National Fire Incident Reporting System) reports are required for the following situations:

- A. Any incident within the Pioneer FPD boundaries which has been assigned an incident number.
- B. Any incident within the Pioneer FPD boundaries which has not been assigned an incident number, but which should by its nature be documented. In such cases, the officer in charge shall request an incident number from dispatch.

## **II. Responsibility for Reports**

- A. The on duty Captain for an incident is responsible for ensuring that the NFIRS report is completed.
- B. All NFIRS reports will be completed by the person responsible for the report prior to that person going off-shift. If the person responsible for the report is not on shift, or is not a shift employee, the report shall be completed within 48 hours of dispatch. Other exceptions will be made on a case by case basis.
- C. Exceptions will be made for incidents occurring where the person responsible for the report does not clear the incident scene prior one hour before shift change. In such cases the report shall be completed within 48 hours of dispatch.

## **II. CFIRS Software.**

Pioneer FPD uses a commercial version of the NFIRS software (FIREHOUSE). Full explanations of the various codes for all entry fields can be found in the Firehouse manual.

## **III. Selected Entry Procedures for All Incidents.**

### **A. Multi-Agency Incident Number.**

- 1. Any incident where mutual aid or automatic aid was given or received requires a Multi-Agency Incident Number.
- 2. Wildland Fires in our district are the responsibility of CDF. Therefore, any wildland fire in our district to which we respond should have an "AEU" designator.

### **B. Fire Reports**

- 1. Only one type of fire can be listed in the "situations found" field.
- 2. If an incident involves more than one type of fire, such as a vehicle in a garage, then one fire is an exposure fire resulting from the first fire.
- 3. Exposure fires are reported as a separate fire utilizing the original incident number with a three-digit extension. As an example using the vehicle in a garage with the vehicle being the first fire, the vehicle would have an incident

number such as 99001542-000. The garage fire would have an incident number of 99001542-001. A second exposure fire, such as another vehicle in the garage, would have an incident number of 99001542-002.

#### **IV. Incident Narrative Procedures.**

A. General. Always use complete sentences. Avoid abbreviations unless they are universally known by people who are not in the Fire or EMS field.

B. Response. Identify the type of incident to which you were originally dispatched. It is often not what you actually find when you arrive. Other response information will be by exception. Describe your response if it was from a location other than your duty station and/or other than code 3. Example: Engine 38 responded code 2 from Station 38.

C. Arrival. Describe what you actually found when you arrived. Be as specific as possible so that the reader can picture what was actually occurring

D. People. Include the names and ages or birth dates of people described in the incident. Describe their condition if it is appropriate.

E. Actions. Describe what you and your fellow employees did at the scene. Actions can be described by individual or company, whichever is most appropriate.

F. Assisting Agencies. Identify any assisting agency representatives on scene who might have written a report on the incident.

G. Investigation Results. We are required by law to investigate the cause of all fires in our district. Detail the results of any fire cause investigation.

H. Ending. End the narrative. If you responded to another incident from the existing incident or did not return to quarters, state that fact.

#### **Part-IX, Fire Chief's Equipment and/or Apparatus Failure Policy**

**Policy:** Fire District members shall promptly identify and track any equipment and/or apparatus failures.

**Purpose:** The purpose of the policy is to ensure that failure of equipment and/or apparatus is reported promptly and that a tracking process exists to assist in identifying trends/problems.

#### **Procedure:**

1. Written documentation of all equipment and/or apparatus failure shall be completed within **12-hrs** using the Unit/Equipment Failure Report.
2. If the failure affected patient care or resulted in delay in patient care, appropriate EMS Agency incident reporting shall be completed in addition to the Unit/Equipment Failure Report.
3. Broken or non-functioning equipment shall be clearly marked and removed from service. Arrangements for

immediate repair of broken or non-functioning equipment shall be made as soon as possible.

4. Information regarding the equipment failure shall be shared as soon as possible with other fire district members and the JPA Administrative Office.

#### **Part-X, Fire Chief's Emergency Medical Service Continuous Quality Improvement (CQI) Committee Policy**

**Policy:** The El Dorado County **EMS Agency** establishes and facilitates a system-wide comprehensive quality assessment and improvement program. The program will include, but is not limited to the following activities:

1. Each Agency will participate in monthly Continuous Quality Improvement meetings. A peer- level representative from each El Dorado County fire agency will attend the monthly meetings.
  - A. Membership to include all provider level Pre-hospital ALS responders, emergency medical dispatch and Base Hospitals EMS Staff/personnel.
  - B. Invited participants to include all BLS first responders and air medical service providers.
2. Each agency will comply with reporting and other quality assessment requirements as specified or determined by CQI processes and/or EMS Agency.
3. Each agency will submit their individual plan to the El Dorado County EMS Agency for approval by **October 1<sup>st</sup> 2010**.
4. Each agency shall conduct an annual review of their own individual QA/CQI Plan and submit any changes to the EMS Agency for approval.
5. The EMS Agency will evaluate the implementation of each agency's plan **annually** and request appropriate revisions as needed.
6. Patient and provider confidentiality **will be strictly maintained at all times** during the CQI process. A Confidentiality agreement will be signed at the beginning of each meeting by **all** participants.
7. A CQI Chairperson will be appointed by the CQI Committee. The **term of service** will be one year. The position will be equally rotated through all participating agencies.

**Authority:** California Health & Safety Code, Division 2.5, Sec. 1797.204; and California Code of Regulations, Title-22, Sec. 100146

**Definition:** Continuous Quality Improvement (**CQI**)

A **peer-based process** that conducts a clinical review of selected cases each month based on strict confidentiality and shared commitment to excellent pre-hospital care. CQI reveals potential areas for improvement of the EMS system, suggest training opportunities, highlights outstanding clinical performance, audits compliance with treatment protocols and reviews specific illness or injury along with associated treatments. These efforts contribute to the continued success of our emergency medical services through a systematic process of review, analysis and improvement.

### **Pre-Hospital First Responder ALS and BLS Provider Agencies Roles:**

1. Provide and ensure participation in **initial** orientation, continuing education opportunities and other training as specified by the EMS Agency through policy or contractual obligation.
2. Appoint a CQI representative to facilitate education, consultation and actively participate in system wide CQI committee activities. Provide availability for participation of field training officers/supervisors for CQI activities.
3. Develop performance standards for evaluating the quality of care provided.
4. Design system for monitoring identified problems and/or trend analysis.
5. Design training plans for individual pre-hospital medical provider deficiencies.
6. Establish a guideline for evaluation of pre-hospital medical providers utilizing performance standards through direct observation.
7. Participate in on-going committee discussions, audits, field research and studies.
8. Develop a process for retrospective review and analysis of field care utilizing patient care records, audio tapes and other applicable documentation.
9. Identify, analyze and evaluate trends in the quality of patient care to include but not limited to: clinical assessment and treatment rendered, critical skills, protocol compliance, documentation and excellence in performance.
10. Participate in the incident review process.

### **Reporting/Feedback:**

1. Recommend training/education, policy and guideline revision for quality improvement based on case review analysis and trending.
2. Provide documented feedback to system participants for loop closure to allow for performance improvement.
3. Implement approved changes to internal policies and guidelines.

### **Model, CQI Review Process:**

Peer Review & Focus Studies-  
Collaborative Learning-  
Change Implementation-  
Better Practices- (\*Clinical, \*Operational, \*Organization)

This policy **defines the process** used to identify and report variations in practice from the El Dorado County EMS protocols, policies or procedures, assessment/treatment guidelines, documentation standards and recognition of excellence for exceptional assessment, treatment and superior documentation of patient care.

1. Pioneer Fire Protection District shall review their cases for the indicators defined above.
2. The reporting agency or individual **will summarize the issue or concern** on the “**CQI Medical Event Report Form**” and submit to appropriate agency CQI representative or Base Hospital Coordinator.

3. Personnel involved will review the case, the pertinent protocol, policy or procedure, complete the "CQI Medical Event Report Form" with a written response or explanation of the variation, sign and submit to their Agency CQI representative within fifteen (15) days.
4. CQI representatives will follow their agency's policy and guideline for obtaining the information requested. It is the responsibility of the CQI representative to document and report their findings and actions taken to improve performance to the CQI Committee.
5. The CQI Committee will review these cases and make recommendations for improvement or recognition of excellence. All identifying patient and provider information **shall be redacted from the CQI copy** of the PCR.
6. Failure to participate in the CQI incident review process may result in disciplinary action.
7. All incidents will be documented by the CQI Committee **with the following items to be reflected** in the meeting minutes.
  - A. Cases Reviewed-
  - B. Findings, Recommendations and Actions Taken-
  - C. Trends Analyzed and Monitored-
  - D. Protocol, Policy and Procedure Evaluation and Revision-
  - E. Education and Training Opportunities-
8. Reports will be secured for one year by each reporting agency as part of the CQI process, therefore protected under California State Evidence Code-1157.
  - A. Pioneer Fire Protection District will make their records available for audit by the El Dorado county EMS Agency Medical Director.

**\*Note:** A "Master Copy" of the "EMSA CQI Medical Event Report" is **attached** as page-17 of this document, **located** in the District's SOG Manual for **compliance** with this policy, in the Captain's Office and the Fire Chief's Office @ Station-38.

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“EMSA’s CQI Medical Event Report Attached”

**\*\*PIO Fire's CQI Representatives:** F/C-EMT-P Dusty LaChapelle, F/C-EMT-P Justin Andrews and Res F/F-EMT-P Aaron Todd.

**Confidentiality Notice:** The functions of the Continuous Quality Improvement (CQI) Committee include the evaluation and improvement of the quality of medical care provided in the emergency medical system. Accordingly, the proceedings, records, and files of the El Dorado County EMS CQI Committee are confidential by law and further are neither discoverable nor admissible in any proceeding arising from the matters that are being reviewed and evaluated pursuant to California State Evidence Code-1157.

**Part-XI, Fire Chief's Additional Duty Roster**

<b>*Duty:</b>	<b>*Personal:</b>
Re-Supply Water Systems	Gill / Andrews / King / LaChapelle / Selig
Back-up Power Generator & Air Compressor	Andrews / King / LaChapelle / Selig
River Rescue Equipment	A. Todd / Rogers / K. Kauhaahaa / Felcher
EMS Instructors	Gill / Andrews / LaChapelle / K. Kauhaahaa
Facility Managers	Gill / Andrews / King / LaChapelle / Selig
Facility Safety	Gill / Andrews / King / LaChapelle / Selig
Haz Mat. Equipment	Gill / Selig / LaChapelle
Hose Testing	Andrews / King
Infection Control Monitors	Andrews / King / LaChapelle / Selig
Ladders	Andrews / King / Selig
Medical Supplies	Andrews / LaChapelle / A. Todd / Rennert
Power Tools	A. Todd / Rogers / Hinds / Felcher
Pre-fire Plans	Gill / Andrews / King / Selig / Rennert
Fleet Pump Test	Gill / Daniels / Rennert
Communications	Gill / King / Rennert
Respiratory Protection	Gill / Daniels / LaChapelle / Rennert
Security Officers	Gill / Andrews / King / LaChapelle / Selig
Supply	Selig / Rennert
Local-4586 Union Representatives	Daniels / LaChapelle
Vehicle Control Officers	Gill / Daniels
Safety Officers	Gill / LaChapelle
Management Controls & SOG's	Gill / Daniels / LaChapelle / Rennert
District Training & CICC'S	Gill / LaChapelle / Rennert

**Robert L. Gill, Fire Chief/CEO**

Pioneer Fire Protection District, Somerset, California 95684-0128

Admin: (530) 620-4444      FAX: (530) 620-4317

Agency's Website: [www.pioneerfire.org](http://www.pioneerfire.org)

Authored: **07/29/2009**

\*Amended: **01/11/2010**

Since 1980, providing service to the communities of Mt. Aukum; Fair Play, Outingdale; Grizzly Flats; Omo Ranch & Somerset!

Cc: Admin, and IAFF Local-4586