

EMS Operations Committee
Agenda
August 9, 2016
1900 hours
DTCI Large Conference Room, First Floor
801 Sycolin Road

1. Call to order
2. Roll Call
3. Approve July meeting minutes (attached)
4. Chairman's Report
 - a. Executive Committee July packet
5. OMD- Dr. John Morgan
6. Reports
 - a. LCFR– DC Jose Salazar
 - i. EMS Billing – Danielle Brosan
 - ii. EMS Training – Michelle Beatty
 - b. Committee reports
 - i. Communications Committee – Chief Bennett
 - ii. Training Committee-Chief Mino/Chief Aycock
 - iii. SWP Committee-Chief Krone
 - iv. Ambulance Standards Committee
 - c. EMS Council –Leo Kelly
 - i. EMS Council Minutes
 - ii. ALS Committee Minutes
7. Old Business
 - a. Physio Lease Option Update
 - b. Medication Security
 - c. Bariatric Response Capabilities
 - d. Rules of Order (Hall)
 - e. Bio-hazard pick ups
 - f. Social Media and Use of Personal Electronic Devices SWP
8. New Business
9. Action Items
 - a. Social Media and Use of Personal Electronic Devices SWP

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10. Stakeholders Comments

11. Committee Member Comments

12. Announcements

**EMS Operations Committee Minutes
July 12, 2016
DTCI- Large Conference Room
801 Sycolin Road
1900 Hours**

Co. 4	Absent
Co. 6	Kevin Piatt
Co. 9	Absent
Co. 12	Absent
Co. 13	Anthony Mino
Co. 14	Sue Johnson
Co. 15	Byron Andrews
Co. 17	Rodney Krone
EMS Council	Absent
LCFR	AC Johnson, DC Salazar, Michelle Beatty and Christine Langley-Obaugh
OMD	Dr. Morgan
StoneSprings	Jamie Stephens
Reston Hospital	Absent
Inova Loudoun	Jaime Wolfin

1. Call to order

Chief Andrews, Chairman, called the meeting to order at 1902 hours.

2. Roll Call

3. Approve June meeting minutes

A motion to approve the June 14, 2016 minutes was made by Chief 17. The motion was seconded by Chief 6. All are in favor with no opposition or abstentions. Motion carried.

4. Chairman's Report

Chairman Andrews advised that the June Executive Committee packet was distributed.

Chairman Andrews reported that he did raise the concern at the Executive Committee meeting regarding the active directory email accounts. Chairman Andrews stated he was asked to submit the item at the July Executive Committee meeting. Chief Andrews explained that the consensus was that most would like to retain their active directory accounts. Chief Andrews stated the intent would be to explore additional options and determine alternative mechanisms.

5. OMD-Dr. John Morgan

Dr. Morgan stated that a few incidents have been brought to his attention whereby complaints were submitted regarding family members requesting a specific facility and they were told no. Dr. Morgan explained that the official policy is that it can happen. If it is not the closest facility, please contact med-control to discuss the matter. Dr. Morgan stated that this has led to some significant frustrations from family members or patients where all their caregivers may be at a particular facility or they may have been just discharged from a particular hospital. So, as much as possible, Dr. Morgan reiterated, please try and be respectful of the wishes of our patients. Dr. Morgan explained the chief concern is their medical situation, but we want to ensure that they are being heard. Dr. Morgan also stated from a resource utilization standpoint, we don't want to take a medic unit or other transport unit out of service for an excessive amount of time. Dr. Morgan submitted that we do acknowledge requests for regional or local hospitals when we can.

6. Reports

a. LCFR- DC Jose Salazar

Ballistic Gear:

Chief Salazar confirmed that vests were placed on Battalion Chief's Vehicles and with EMS Supervisors and Safety Officers. Additional documents will be forthcoming regarding the donning the vests as well as maintenance.

Discussion on helmets ensued. Chief Salazar stated options are being examined, however, reiterated that the helmets were not part of the grant.

For companies that have expressed interest in purchasing additional Ballistic Vests, Chief Salazar stated that it is requested that the same vests be purchased through Velocity in Sterling.

RTF Drill:

Chief Salazar stated that the LCSO will not be able to participate in August. Chief Salazar stated that training, previously developed by the Fire Marshal's Office, will be coming out to include ID recognition and TECC updates which can be done as station drills throughout the month of August.

Bio-hazard Pick-ups:

Chief Salazar stated that there have been numerous conversations with the vendor. Chief Salazar reported that the vendor's contract is up in August and a RFP is pending. It was noted that 14 is currently having an issue with pick-ups.

EZIO Needles:

Chief Salazar reminded all in attendance that if they are used on calls, they should be replaced at the hospitals. Chief Salazar advised that if they are expired needles, then please contact logistics for replacements.

Mannequins:

Chief Salazar reminded all that the EMS Council had previously approved the mannequins. Chief Salazar informed the EMSOC that the adult mannequins are backordered.

i. EMS Billing- Danielle Brosan

No report.

Chief Piatt complimented Danielle on the job she is doing.

ii. EMS Training-Michelle Beatty

Report attached.

Michelle reported that an EMR class was just completed. Another EMR class will be offered this fall and the hope is for a high enrollment.

Upcoming intermediate classes were discussed. ALS interviews will be on August 3rd and August 4th.

Training announcements for 11 classes are circulating. Additional courses were relayed.

According to Michele, Target Solutions is rolling out and expectations and platforms have been reviewed with approximately half of the volunteer agencies, so far. Michelle reported that it is possible that additional active directory sessions may be added. Chief Johnson added that the Target Solutions contract was a significant increase in cost at no cost to any of the companies. Michelle offered to come out to the stations and work with people one on one, as needed.

Chief Piatt asked if any thought has been given to grandfathered EMR people. Discussion ensued.

b. Committee Reports

i. Communications Committee (Chief Bennett)

No report.

ii. Training Committee (Chief Aycock/Chief Mino)

Chief Mino stated that the SWP on Fire and EMS Training Enrollment and Wait Lists went to the EC last month and has now gone to all three sub-committees for review and approval. The SWP will return to the EC in July. Discussion ensued.

Chief Mino stated that the committee continues to work on their next project which will be to examine guidelines for the academy to include student expectations.

iii. SWP Committee (Chief Krone)

Chief Krone stated the meeting is scheduled for next week.

iv. Ambulance Standards Committee

The committee has not met. Chief Andrews stated he will meet with Chief Tobia to discuss some of the philosophies as they relate to the Ambulance Standards Committee.

c. EMS Council

The minutes are attached in the packet for review.

7. Old Business

a. Physio Lease Option

Chief Salazar reminded the EMSOC that there were outstanding questions that needed to be answered. Chief Salazar stated that the biggest question posed has been from those that have invested money on devices they wish to know what they will get in return. Chief Salazar stated when devices are turned in, no funding will be received, but you will be getting a new device. Chief Salazar explained that credit will be given and applied to the lease program which will vary depending upon the age of the device. Chief Salazar stated that nothing prevents a company from selling

the devices on their own, however, it is pertinent to keep in mind that the entire price of the contract will be raised should this scenario occur. Chief Salazar stated machines will be replaced every five years with the specs being the same as what we have now unless Dr. Morgan feels something different is warranted.

Chief Johnson advised that this lease program ensures that every company and every provider has the most up to date technology. Chief Johnson stated that this lease program also guarantees standardization of equipment.

Trade in value of devices was discussed and Chief Andrews offered a suggestion to contact Becky if questions arise.

Chief Salazar also advised that it is his understanding that this will not impact the funding algorithm nor capital assets. Chief Salazar will confirm this with Chief Tobia.

Chief Salazar stated a meeting is desired with Physio once a determination is made if everyone is on board and once all questions and concerns have been received.

b. Medication Security

Chief Salazar advised that a meeting was coordinated with DIT and technical questions arose. Once DIT gets their questions answered, it is anticipated that the green light will be given, according to Chief Salazar.

c. Bariatric Response Capabilities

Chief Salazar stated he is unsure as to if the group has met. Chief Salazar reported that he will touch base with Herb.

d. Rules of Order

Chief Andrews stated that Earl Hall is presently out of town, but a meeting will be scheduled, so they can discuss the rules.

e. Bio Hazard Pick-ups

Previously discussed.

8. New Business

a. Social Media and Use of Personal Electronic Devices SWP

Chief Andrews stated that Chief Hall and Matt Schultz have worked on the draft. Chief Andrews also advised several questions and comments have already been submitted to Chief Tobia.

Chief Johnson offered that a possibility exists to continue to refine the SWP once it is in place, but a policy is necessary. Discussion about the policy followed.

b. Fire and EMS Training Enrollment and Wait Lists SWP

9. Action Items

a. Fire and EMS Training Enrollment and Wait Lists SWP

Motion made to accept the Motion passed with no abstentions.

10. Stakeholder Comments

11. Committee Member Comments

12. Announcements

None

Adjourn: With no other business to discuss, the meeting is adjourned at 2007.

Respectfully submitted:
Christine Langley-Obaugh, M.Ed., CVA
Executive Liaison



Loudoun County Fire and Rescue



The Oliver Robert Dubé Fire & Rescue Training Academy
16600 Courage Court
Leesburg, VA 20175
Phone 703-737-8400 Fax 703-777-0235

TRAINING DIVISION - UPDATE

August 2016

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EMS Training section

Upcoming EMT-Intermediate classes

We have enough applicants for both the day and night/weekend classes. The daytime class currently has 15 applicants and the night/weekend class has 10. Applicants were discussed at the ALS Committee on Monday July 18, 2016. Next steps included ALS interviews, on August 3 – 4 at 1900 hrs. The knowledge pre-assessment was originally scheduled for two evenings, however we rescheduled them to the first day/night of class to eliminate unnecessary details/overtime for the field.

Lt. John Grant is scheduled to be transferred from Operations to the Training Division – EMS Training Section on Thursday, August 25th in preparation for the daytime Intermediate class.

Upcoming BLS Classes

Planning for the fall Hybrid EMT program is underway. Several sessions have occurred in which both career and volunteer instructor cadre have met to revise curriculum order and method of delivery. The class will reach student capacity (30) prior to the close date.

We are planning for the fall EMR initial course. At this time, student enrollment is low. We anticipate that we will receive additional applications over the next two weeks.

TargetSolutions

All Active Directory training sessions have been completed by Thomas Kane. Additional training sessions have been scheduled in August, and notification was sent out by email about dates and how to sign up. There are still volunteers who have not taken the training, and are in need of EMS refresher courses at the EMT and EMR levels.

We have approximately 1,100 users within Target at this time. This is comprised of approximately 500 LCFR and 600 volunteers. The accounts will continue to be monitored for use within the platform. The intent is to minimize accounts for members who are not in an “operational” status. We will need to work closely with volunteer agency representatives to manage this information.

EMS Training is meeting with agency representatives for company rollouts. Platform familiarization, user training tutorials, verification and managements of credentials, reports, and support are topics of discussion for these sessions. Supervisors are initially set up with access based on Target Solutions recommendations, however modifications have been made in some cases, after meeting with agency representatives and gaining a better understanding of their needs. Changes are occurring in the areas of reports and activity monitoring. Supervisor Training has occurred for the following agencies:

- | July: | August: | Outstanding: |
|--|---|---|
| <ul style="list-style-type: none"> • Sterling Fire • Purcellville Fire • Hamilton Fire • Ashburn • Loudoun Rescue | <ul style="list-style-type: none"> • Sterling Rescue • Purcellville Rescue • Hamilton Rescue • Lucketts | <ul style="list-style-type: none"> • Round Hill • Arcola • Leesburg Fire • Lovettsville |

An LC-CFRS IB and a LCFR GO are currently under review for release. Both of these documents explain the implementation of TargetSolutions and how users will gain access, complete a user tutorial, and verify credentials. Once these documents have been reviewed they will be forwarded for release to all system members.

Continuing Education

Virginia OEMS has transitioned to a new classification system for continuing education and recertification. The updates for providers have been completed and are now accessible on the state website as of 7/12/2016. We are working with TargetSolutions so that the new classification can be viewed within the platform as well as mapping courses appropriately for categories. This is important information for EMS Training staff to have so that they can correctly plan and update course information in the upcoming EMT and EMR refreshers for August, as well as all of our fall initial programs.

Upcoming classes at the Training Academy:

- AHA BLS CPR Instructor begins on Wednesday, August 10, 2016
- ALS Challenge – Local Authorization Testing on Saturday, August 13, 2016
- Hybrid EMT Refresher program beginning on Tuesday, August 16, 2016
- Hybrid EMR Refresher program beginning on Thursday, August 18, 2016
- BLS Challenge – Local Authorization Testing on Saturday, August 27, 2016
- Hybrid EMT Initial program beginning on Wednesday, September 7, 2016 (Full)
- EMR Initial program beginning on Tuesday, September 13, 2016
- EMT to Intermediate night/weekend class beginning on Tuesday, September 13, 2016
- EMT to Intermediate daytime class beginning on Thursday, October 20, 2016

Upcoming classes for system members held outside the Academy:

- ALS Training – Atrial fibrillation, Capnography, and Perfusion at Station 606 on Wednesday, August 10, 2016.
- Stroke Presentation for ALS and BLS Providers at Station 25 in Patton Hall Tuesday, August 16, 2016.

LC-CFRS Training Committee
Meeting Minutes-August 2016

Meeting convened August 2, 2016, at 1900 Hours.

Attendees

Committee Chair		LCFREM – Field Reps	
Bernard Gottholm	Present	Troy Gittings	Absent
		Steve Pawliw	Present
Fire Operations Committee Reps		LCFREM – Training Division Reps	
Jim Fazekas– Co 1/20	Present	Scott Brazier	Present
Scott Radcliffe – Co 2	Present	Michelle Beatty	Present
EMS Operations Committee Reps		Guests	
Cheryl Aycock – Co 4	Present	None	
Tony Mino – Co 13	Excused		

Meeting Called to Order at 1900 Hours.

Meeting minutes approved for July 2016.

Old Business

- **Enrollment SWP-** Was submitted and unanimously accepted up through the EXCOM.
-Not sure how, or who sends the approved SWP's out to the system. Although being approved, the Enrollment SWP has not been distributed to the field. **Question:** Will the SWP become effective immediately upon distribution to the field or will there be a “start date” associated with it? This will be important as there are some classes (FF I & II, and EMT) that are currently open for enrollment.....
- **Introduction-** Introduction of the newest member of the Training Committee, FF Steve Pawliw.
- **Training Center General Orders-** Have been worked on by staff and some have been submitted to Senior Staff for review:
 - Inclimate Weather
 - Respiratory Protection
 - Training Maze
 - and No Parking Areas at the Training Center**-Question:** Should these TC GO's be distributed within a TC Code of Conduct document (which is currently being created), through the Active directory to “All Users”, or through another dispersion method?

- **NFPA 1582 Physicals- Question (Aycock):** Although approved and mandated for all new members entering the system, should the Training Committee send an “endorsement” of this policy to the Executive Committee?
Discussion.....
Vote: 6 Yes, 1 Opposed (Passed)
-BC Gottholm will draft this document and send this draft to Training Committee members for review.

New Business

- **Welcome Packet (Draft)-** A document designed to familiarize students and guests with the layout of the academy, the services provided, future plans for improvement, and local amenities within the surrounding community. Draft is almost complete but this is a “first look” by the Training Committee. This document is intended to be sent out to students upon their registration in a class but can also be placed on the Loudoun County Fire and Rescue website, and the “Training Corner”, for public access. This document will accompany the Training Division Annual Course Calendar and the Course Catalog on the website.
- **Upcoming September 2016 Training Committee Meeting-** Originally scheduled for September 6, 2016, the committee voted to skip this meeting in order to utilize this time working on the Training Center Code of Conduct document (see below). Next meeting will be held on October 4, 2016.
- **Code of Conduct-** A document being drafted to provide students and system members guidelines for attending classes at the Oliver Robert Dubé Fire & Rescue Training Academy.
-The goal is to develop a consolidated document so that all system members across the board will be informed of Training Center policies.
-Sections of this draft document will be distributed to each committee member for development and then review and discussion will take place during regular monthly committee meetings. This method of review will expedite the production and development of the final document.
-BC Gottholm will distribute the documents to the committee members for review. With no committee meeting during the month of September 2016, this will allow members the extra time needed to review, and be prepared to discuss these policies at the October 2016 meeting.

Meeting adjourned at 2000 hours.

Next meeting is scheduled for October 4, 2016.

**Loudoun County Combined Fire-Rescue System
TRAINING COMMITTEE
INFORMATION ITEM FOR EMSOC**

SUBJECT: Update

STAFF CONTACT(S): Tony Mino, Chief and Cheryl Aycock, Rescue Chief

Chief Gottholm, the committee chairperson, announced that System Wide Policy (SWP) 801.1 Fire and EMS Training Enrollment and Wait List was unanimously accepted at the July Executive Committee meeting. In an email sent after the meeting, Chief Gottholm confirmed that this new policy is in effect immediately and will affect the upcoming Fall Fire and EMT classes.

The committee voted to support the Executive Committee's initiative to require annual physicals for all system members. This is in the early phases of the process and the EMSOC will have the opportunity to weigh in on this in the future.

The County has produced a number of new training policies (parking, smoking, etc...) that will be in place at the training center. Chief Gottholm is also reviewing a number of General Orders that might be converted into SWPs in the upcoming months, since they will actually apply to all system members.

The County has produced a "welcome packet" for the training center. Since we often have students from outside the county, they thought it would be a good resource to send to folks who register for one of our classes. It will be available at the "Training Corner" section of the website soon.

The committee will continue to work on the training center handbook over the next few months over email.

The committee will not meet in September.

	LOUDOUN COUNTY COMBINED FIRE AND RESCUE SYSTEM SYSTEM-WIDE PROCEDURE (SWP)
TITLE	Social Media and Use of Personal Electronic Devices 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 posted 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.

Another purpose of this policy is to provide guidance to LC-CFRS members on 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.

Nothing contained in this SWP is intended to abridge LCFR Fire Marshal Office (FMO) personnel from conducting any investigatory action commensurate with their position.

Definitions:

- **Social media:** an internet 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+; as well as blogs, commenting on online media sites, and other similar communication platforms or channels.
- **Loudoun County Combined Fire Rescue System:** The "Combined System" or "LC-CFRS" includes every volunteer fire-fighting and EMS organization (also referred to as Company) recognized pursuant to Chapter 258 of the Codified Ordinances of Loudoun County (Chapter 258) 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 Loudoun County Fire and Rescue (LCFR) and all of its employees.
- **Personal Electronic Device:** Includes, but is not limited to: mobile phones, smartphones, tablets, personal computers, digital cameras, personal body cameras, personal dash cameras, personal helmet cameras, and GoPros®.
- **Spokesperson for the System:** Any System member who is authorized to make a statement on behalf of the System Chief 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, System Chief, or designee.
- **Hate speech:** Speech that identifies, in a negative manner, a person or group of people 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:**A. Social Media**

1. All organizations listed in Chapter 258 are permitted to establish and maintain official social media communication platforms for their respective organization.
2. Each organization which chooses to establish and/or maintain an official social media presence shall establish Company level policies and procedures governing the use and administration thereof which shall not be inconsistent with the intent of this SWP.
3. Under the direction of the System Chief, the official LC-CFRS Social Media platforms for Loudoun County Fire and Rescue (LCFR) are the official LC-CFRS Social Media platforms for System-Wide operational activities.
4. Each organization is permitted to have its own Public Information Officer (PIO). Company-level PIOs may speak on behalf of their respective organization for all matters pertaining to the non-operational corporate functioning of that organization (e.g. matters

relating to fundraising, community events, public outreach, public education, annual recognition banquets, etc).

5. System-wide and Operational requests for information shall be directed to the System PIO. Examples of the types of inquiries to be handled by the System PIO are those relating to all emergency and non-emergency calls dispatched by Loudoun County; all potential violations of the System-Wide Code of Conduct; all financial matters pertaining to county funding; and all personnel matters until such time as they are vetted by the System Chief). Likewise, any request for public records in the possession of the System shall be directed to the System PIO for appropriate response under the Virginia Freedom of Information Act (“FOIA”).
6. Each organization is permitted to have its own designated photographer(s). Procedures relating to the security, maintenance and posting of images captured by Company photographers are outlined below.
7. The following individuals are authorized to access and/or utilize LC-CFRS social media platforms during operational incidents to speak on behalf on the Combined System: the System Chief and designee(s), Staff Duty Officers, Incident Commanders (or designee), and the LC-CFRS Public Information Officer (PIO) (or designee).
8. To keep System members and the public safe, and to ensure that all personnel remain situationally aware while engaged in incident operations, the use of social media platforms by System members (other than those listed in #7) is prohibited during emergency response which begins at the time of initial dispatch and continues through the time the unit is placed in service as available and has cleared the scene. This does not include being dispatched in an available status (i.e. station transfer).
9. LC-CFRS organizations and their members who operate official and/or personal social media platforms shall not engage in speech on personal and/or organizational social media platforms 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, explosive and environmental investigations, accident or collision investigations);
 - b. Patient Protected Health Information (as defined in the Health Insurance Portability and Accountability Act “HIPAA”);
 - c. Personnel matters including investigations and disciplinary actions;
 - d. Protected controlled unclassified information, provided by federal, state, or local government partners, for System situational awareness (often labeled FOR OFFICIAL USE ONLY or FOR LAW ENFORCEMENT USE ONLY);
 - e. Information not required to be released to the public under a 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)
 - g. NOVA Operational Manuals
 - h. Public records not required to be released under FOIA.
10. System members' use of personal and/or System organizational social media sites shall be in accordance with all applicable System-Wide policies and procedures regarding confidentiality, harassment, and the System-wide code of conduct.
 11. 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 (e.g. engaging in hate speech by posting comments on social media platforms that have the real or perceived effect of blunting an individuals' likelihood of accessing emergency services when needed).
 12. Supervisors of System members shall not require any System member to accept a request to join their social media circle.
 - a. Example: A Chief/Company Officer cannot require a subordinate member to join the Chief's/Company Officer's social media account; nor can he or she require the member to grant him or her access to the member's social media account.
 - b. Example: A System organization cannot require prospective or incumbent members to provide them access to their social media platform(s).
 13. 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.
 - a. Example: a social media platform is created using the System Chief's name when the System Chief has no such account.
 - b. Example: A member of the System has his or her social media account hacked or hijacked.
 14. The LCFR name and associated logos (including the title of the LC-CFRS) are not to be sold without permission of the System Chief, or designee.
 15. 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. Their direct supervisor, following chain-of command;
 - b. The Employee Assistance Program

B. Use of Personal Electronic Devices

1. The use of personal electronic devices while on an emergency call is permitted for legitimate business purposes (mission related applications). Examples include mapping, accessing medical protocols, and research that supports incident operations. Additionally, personnel may use their personal electronic devices for communication 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 urgent or emergent nature are also permitted, provided they do not interfere with a System member's performance of duties.

2. The use of personal electronic devices outside of emergency calls shall be governed by a member's Company/Department policy, however all information captured by a personal electronic device while on duty may be subject to release under FOIA if determined to be a public record.
3. State laws concerning the use of electronic devices while operating a vehicle apply to all LC-CFRS members.
4. Images, photos, videos, and/or audio recordings that are obtained intentionally or accidentally (including images that are of poor quality) by a System member (including Company photographers) while on a call or performing fire or rescue functions on an incident scene shall become the property of the County and shall not be released, distributed, posted, and/or published in any form without the prior approval of the System Chief. Approval from the System Chief may be obtained through the following steps:
 - a. All images shall be forwarded to the System Chief's PIO¹ immediately after the incident in which there was a collection of photographic/videographic media and/or audio recordings (This can be done electronically or by electronic mail). The name and contact information of the individual who obtained the media must be provided.

The email address is DEPT-FRSERV-FREMPIO@loudoun.gov and the mailing address is:

Loudoun County Fire and Rescue
 Attn: Public Information Officer
 PO Box 7100
 Leesburg, VA 20175

- b. All requests to publish or release submitted records should contain the specific Venue for which a System member is requesting the image, video or audio to be posted or shared (e.g. station website, personal website, training program, etc.).
- c. Once the photographic/videographic media and/or audio recordings have been submitted for review:
 - i. The images, video, and/or audio shall be deleted from the applicable electronic equipment from which it was created.
 - ii. Digital memory cards/DVD's/videotapes shall also have all images, video, and/or audio deleted from the device. If the type of media will not allow the

¹ The LCFR FMO may review images submitted for investigatory purposes and system members who submit images may be contacted by an LCFR Fire Marshal.

images/video/audio to be removed, the media shall be forwarded to the System Chiefs' PIO.

- d. Once received, the PIO will review the media and make a recommendation to the System Chief regarding approval/disapproval.
 - i. The System Chief, or designee, will approve/disapprove all requests for the release of images, video and/or audio recordings.
 - ii. Upon the System Chief's approval/disapproval, the PIO will inform the individual member in writing (email) of his/her decision and any restrictions attendant thereto. Permitted images/audio/video will be returned to the requestor.
5. LC-CFRS members authorized to capture photographs, images, videos, and/or audio inside a controlled area of incident operations (areas not accessible to the general public) shall include: the Incident Commander (or designee(s)), Staff Duty Officer(s), System Chief (or designee), LC-CFRS Public Information Officer (PIO), LC-CFRS Safety Officer, Loudoun County Fire Marshal or Assistant(s) and/or law enforcement agency(ies), or other investigatory agency or department as permitted under law.
6. Images, photos, videos, and/or audio captured outside of the controlled area of incident operations (areas accessible to the public) by off-duty personnel and/or designated photographers are beyond the scope of this SWP.
7. No images may be captured that contain information that is considered to be Protected Health Information (PHI) under HIPAA. For example, photographs of patients taken by EMS providers if the patient can be identified, whether directly or through their features, or indirectly through unique clothing, tattoos or other marking on the patient's body, license plate, or the nature of the particular injury or motor vehicle collision or event. Similarly, a photograph of a medical record, medications, ECG, or other documentation that can be linked to a specific patient are prohibited. Finally, meta-data contained within an image that could identify a patient is also included.
8. 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. Images captured in the provision of EMS must be attached to the patient's permanent medical record.
9. 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.
10. Off-duty LC-CFRS members shall not use their affiliation to gain access to controlled areas of incident operations (areas not accessible to the general public) for the purposes of capturing images, photos, videos, and/or audio of incident operations.
11. Use of personal helmet, personal body cameras and personal dash cameras (e.g. GoPro) are prohibited.

- C. Violations of this SWP may result in disciplinary action, up to and including dismissal as an operational member of the System, as determined by the System Chief in accordance with Chapter 258.

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