



Carroll County Department of Fire and EMS

EMS Policies and Procedures

Standard Operating Procedure: 3.32	Effective Date: June 8, 2023
Subject: Shift Commander Policy	Section: Emergency Medical Services
Authorized: Michael Stoner, Assistant Chief	Revision Date: N/A

I. PURPOSE

This policy establishes the eligibility standards and position function for those personnel assigned to a Shift Commander position.

The mission of the Shift Commander revolves around these primary functions

1. Daily oversight of all career staffing within Carroll County Department of Fire and EMS
2. Provide command level roles within the incident command structure
3. Assure a continuous and quality relationship between career and volunteer personnel.
4. Provide for medical oversight in the absence of the ALS chase car.

II. DEFINITIONS

None

III. PROCEDURES

A. General

1. The Shift Commander shall be staffed at the ALS level unless approved by the Assistant Chief of EMS
2. Personnel wishing to fill in for the Shift Commander shall meet the fire suppression qualifications of the position and approved by the Assistant Chief of EMS to fill the role.
3. When required those personnel without paramedic may fill the roll with approval of Assistant Chief of EMS.
4. The shift commander shall be the highest-ranking career person assigned to field operations and responsible for all personnel working on that shift.

B. Duties and Responsibilities

1. Responsible for approving all leave and payroll entries into VTI program
2. Responsible for the daily staffing of Carroll County Fire and EMS

3. Provides real time updates to DFEMS administrative staff of all working incidents, political sensitive issues, and other items as determined by DFEMS Staff.
4. Provide emergency medical oversight, expertise, and medical care on medical incidents in the absence of an ALS chase vehicle.
5. Serve as the incident commander or part of the command team as needed.
6. Ensures the completion of performance evaluations for all personnel assigned to shift.
7. Works as a liaison between DFEMS and Carroll Hospital Center to determine re-route and alert statuses.
8. Completes fact finding information for complaints and makes recommendation for all complaints to the Assistant Chief of EMS.
9. Documents any incident that career or volunteer personnel should be recognized for outstanding service.
10. Initiates first line infection control and exposure procedures. Makes notification to the Assistant Chief of EMS of any exposures that occur on the shift with follow up documentation.
11. Conducts shift and battalion assigned duties.
12. Provides for field management and replacement of controlled substances and reports to the Assistant Chief of EMS any discrepancies.

C. Quality Assurance

1. Provides real time Quality Assurance on EMS Incidents.
2. Assist field personnel with prompt patient feedback.
3. Review patient care reports for completeness and accuracy for quality assurance purposes.
4. Identifies and makes recommendations for EMS training and recertification based upon quality assurance review.
5. Delivers real time training to field clinicians.
6. Provides timely notification to Assistant Chief of EMS of sentinel events.

D. Equipment/Supply

1. Participates in the design, evaluation, and specifications of EMS equipment, products, and vehicles.
2. Work directly with the Assistant Chief of EMS to coordinate maintenance and replacement of durable medical equipment.
3. Assure all EMS units are compliant with EMS standardization according to departmental policy.
4. Assures that all suppression apparatus is compliant with EMS Standardization according to department policy.

E. Chain of Command

1. The Shift Commander works directly for the Assistant Chief of EMS.
2. All stations will report directly to the Shift Commander.

F. Emergency Operations

1. The Shift Commander shall be dispatched on calls determined by the department; however, the Shift Commander can add themselves to any call they feel they can be of assistance.
2. The Shift Commander shall monitor the radio and ensure the department is providing the best coverage countywide. The Shift Commander shall have the authority make transfers as needed and relocate Chase Cars and themselves to provide the best coverage countywide.
3. Shift commander shall assume command of all incidents when they arrive if command has not been established. If command has been established the Shift Commander shall report to the command post and assist the incident commander.
4. The Shift Commander shall be the person having authority on all calls while units are responding to the scene, unless one of the first due volunteer chief officers are responding.
5. Shift Commander shall respond to all vehicle accidents or injuries that involve DFEMS employees.

IV. RECISION

This Standard Operating Procedure rescinds all directives regarding Shift Commander Policy or similar content previously issued for personnel of the Carroll County Department of Fire and EMS.