



<b>General Order Number:</b> 01-05	<b>Effective Date:</b> January 2010
<b>Division:</b> Administration and Organization	
<b>Chapter:</b> Notification Procedures	
<b>By Order of the Fire Chief:</b> Marc S. Bashoor	<b>Revision Date:</b> N/A

**POLICY**

This General Order shall provide guidelines and procedural requirements to ensure that this Department is in compliance with Administrative Procedure 504, and that the appropriate personnel are provided timely reporting of events and incidents involving the Prince George's County Fire/EMS Department.

**DEFINITIONS**

**Direct Notification** - immediate person-to-person notification via telephone, pager, or radio (if the message is appropriate).

**PROCEDURES / RESPONSIBILITIES**

**1. General Guidelines**

The Fire Chief is responsible for fire prevention, fire suppression, emergency medical services, fire and rescue communications, research and training activities, and all operational functions of the volunteer fire companies. There are conditions which allow the Fire Chief to delegate this authority; however, the Fire Chief remains ultimately responsible. Therefore, the Fire Chief must be kept completely informed of any incident or significant event that may cause inquiry from the public, other County officials, and the media, etc.

The Fire Chief is also responsible for notifying the Public Safety Director of all significant events and incidents which will have an impact on the citizens of Prince George's County, the Fire/EMS Department, or County Government.

**2. Notification**

The initial notification of an incident or event may come from a variety of sources. It is essential that immediate notification be made to the on duty Major. The information must be as complete and accurate as possible. It will be the responsibility of these duty officers to ensure that the notification procedures are completed.

During the course of normal day-to-day operations, Fire/EMS Department personnel will become involved in significant incidents and noteworthy events that have the potential to affect key personnel in several commands, companies, organizations, etc. It is our goal to make these individuals aware of such issues so that they can continue to manage their area of responsibility effectively.



## PRINCE GEORGE'S COUNTY, MARYLAND FIRE/EMERGENCY MEDICAL SERVICES DEPARTMENT GENERAL ORDER

Attachment #1, "Notifications Procedures," is a one-page chart that identifies parties who are most commonly affected by day-to-day operations and noteworthy events that would require notification of these individuals. The chart identifies who is specifically responsible for completing the notification process.

For example, an incident that involves a "serious injury to a Fire/EMS Department employee/member" of Station 801, (Battalion 804) Personnel should follow the procedure listed below:

- The Duty Major is responsible for making notification to the following individuals:
  - Battalion Chief 804
  - Volunteer Division Chief 801
  - Volunteer Major
  - Emergency Operations Chief
  - Executive Officer
  - Safety Officer
  - Chaplain
  - PGC Volunteer Fire/Rescue Association's President (if injured member is a volunteer)
  - International Association of Firefighters Local 1619 (if injured member is a career employee)
  - Volunteer Chief 801(Order should be established by the officer making the notification)
- The Executive Officer is responsible for making direct notification to the Fire Chief
- The Fire/EMS Operations Center is responsible for notifying the remainder of the Management Team through a group page
- The Fire Chief is responsible for making direct notification to the Public Safety Director
- The on duty Battalion Chief or Duty Major is responsible for completing a Executive and/or Council Summary Form. (Attachment #2)

There may be occasions when the on duty Officers are involved in critical emergency operations or mitigation of an issue. In these cases, it is acceptable for the on duty Officers to have a designee (preferably the Fire/EMS Operations Center) complete the direct notification. However, the ultimate responsibility is with the on duty Officers; therefore, they must ensure that their designee has been completely informed, understands the possible effect, and is prepared to answer inquiries that may be made by the officials in the progressing chain-of-command.

### **Direct Notification**

Direct notification shall start at a level that will enable an officer or official to begin work to resolve or mitigate the incident or event. The information must be timely and complete, but most importantly, accurate. The individual making the notification must be prepared to answer basic who, what, why, when, and where questions, in addition to advising what other notifications have been made, and what actions are being taken by other individuals to address the incident or event.



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After normal office hours, it may be necessary to make individual direct notification to the appropriate personnel. The on duty Major, Division Chief or Battalion Chief making the notification shall attempt to start at an appropriate level; however, additional notifications must not be delayed due to unavailability of someone within the chain-of-command.

During normal office hours, any direct notification shall be made through the chain-of command to the Executive Officer in the Office of the Fire Chief.

The following significant incidents and noteworthy events shall require direct notification to the appropriate personnel. (Refer to Attachment #1):

- Death/serious injury to a public official
- Death/serious injury to an employee/member of the Fire/EMS Department
- Death/serious injury to a Fire/EMS Department employee/member's immediate family
- Death/serious injury to a County employee (on duty or under unusual circumstances)
- Fire with fatalities
- Vehicle Collision involving a Fire/EMS Department vehicle resulting in serious injury or death to an employee/ member or civilian
- Vehicle Collision involving a Fire/EMS Department vehicle with total damages in excess of \$2,000
- Arrest of a Fire/EMS Department employee/member
- Any "walkout", job action, or serious disruption by a Fire/EMS Department employee/member
- Request for fitness for duty testing
- Minor on-duty injury to a Fire/EMS Department employee/member
- Serious conflict between Fire/EMS Department employees/members, between Fire/EMS Department employees/members and the public, or other agencies
- Serious fire at a County facility (over \$5,000 loss)
- Disruptive incident at a County facility (any incident where the Fire/EMS Department is the lead agency and our actions/procedures directly or indirectly disrupt the normal conducting of business)
- Cross burning or any other type of incident that the Fire/EMS Department responds to which appears to be the result of a hate crime
- An incident where it is necessary to shut down the Beltway or major highway for more than 30 minutes
- Serious incident with media interest
- Mutual aid requests that exceed five units, or will create a significant impact
- An inquiry or request from any public official regarding an emergency incident or a significant event
- An inquiry or request from any senior County official regarding an emergency incident or a significant event
- An inquiry or request from media regarding potentially sensitive information or issues



## Command Officer's Log

The Command Officer's Log shall be used for reporting noteworthy events and incidents that are not time-critical. It shall also be used to document significant events and verify that immediate notification was made to the appropriate personnel. The Command Officer's Log shall not be used to communicate confidential information or personnel matters.

The on duty Battalion Chief or responsible party as appropriate shall ensure all significant incidents or noteworthy events under their purview are entered on the Command Officer's Log. The on duty Major is responsible to ensure that the Command Officer's Log is complete. The Command Officer's Log shall be forwarded to the approved mailing list, as determined by the Lieutenant Colonel of the Emergency Operations Command, each morning by 0730 hours by the on duty Major or their designee.

A new Command Officer's Log shall be filled out at the beginning of each shift using the standard format to include:

- The month, day and year entered in the top left corner and completed in chronological order
- The first entry shall list the on duty departmental command officers for the shift including the duty chief, division chiefs, battalion chiefs, EMS supervisors and safety officers. Any on-duty changes shall be indicated at the time of the change, including contacts with volunteer command officers.
- Any significant incident or noteworthy event with the time, incident number and pertinent information shall be entered in accordance with the standard format, to include, but not limited to:
  - Structure fire incidents involving IDLH and the use of 1-1/2" handline or greater to extinguish
  - Fire incidents with civilian injury or death
  - Arson fire incidents
  - Mass or multi-casualty incidents
  - Vehicle collisions or other traumatic events resulting in civilian death
  - Incidents requiring operation of a specialty team to mitigate
  - Fire/EMS emergency vehicle collision
  - Employee/member on duty injury or death
  - Fire station out of service
  - Disputes between Fire/EMS Department personnel and other agencies
  - Inquires by elected officials.

## Public Safety Notification Form

There are many incidents and events that are considered to be sensitive in nature, which require notification to the Public Safety Director, County Council and/or County Executive. The Executive and/or Council Summary (Attachment 2) shall be used to document significant events and verify that immediate notification was made to the appropriate personnel.



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The on duty Battalion Chief or responsible party as appropriate shall ensure an Executive and/or Council Summary is completed as applicable for all applicable events under their purview and forwarded to the duty Major. The Duty Major is responsible to review and ensure that the Executive and/or Council Summary is completed and forwarded to the Office of the Fire Chief for approval as soon as possible, but no later than 0830 hours. After review and approval, the completed form shall be forwarded to the Public Safety Director, County Council and/or County Executive as applicable by the Fire Chiefs staff as soon as possible, but no later than 0900 hours.

The following significant incidents and noteworthy events shall require the completion of the Executive and/or Council Summary Form:

- Death/serious injury to a public official
- Death/serious injury to an employee/ member of the Fire/EMS Department
- Death/serious injury to a County employee (on duty or under unusual circumstances)
- Fire with fatalities
- Accident involving a Fire/EMS Department vehicle resulting in serious injury or death to an employee/member or civilian
- Any "walkout," job action, or serious disruption by a Fire/EMS Department employee/member
- Multi-alarm incidents
- Public transportation incident involving death/serious injury to a civilian; i.e., Metro, Amtrak, airline, etc.
- Mass casualty incident
- Confirmed explosive device
- Explosive incident resulting in injury
- Serious hazardous materials incident
- Serious fire at a County facility (over \$5000 loss)
- Disruptive incident at a County facility (any incident where the Fire/EMS Department is the lead agency and our actions/procedures directly or indirectly disrupt the normal conducting of business)
- Cross burning or any other type of incident that the Fire/EMS Department responds to which appears to be the result of a hate crime
- An incident where it is necessary to shut down the Beltway or major highway for more than 30 minutes
- Serious incident with media interest
- An inquiry or request from any public official regarding an emergency incident or a significant event
- Serious breakdown of Communications equipment; i.e., 911 system, CAD, etc.
- Extreme weather hazard that places the County in eminent danger; i.e., hurricane, blizzard, tornado (OEP will continue to handle notifications and recommendations regarding school and government closings)
- Major utility failure (gas, electric, telephone) affecting service to more than a ten block area or its equivalent



The Executive and/or Council Summary shall be completed in the following manner using the standard form:

- Every attempt should be made to obtain as much information as possible. This information must be verifiable, based on facts and actual occurrences, not rumor or speculation
- All applicable entries are to be brief but complete
- The overview of the incident should avoid the use of Fire/EMS Department terms that may not be clear and understandable
- Incidents that require employee confidentiality shall not be documented on the Executive and/or Council Summary Form

### **Group Page**

The paging system allows timely alerting of several individuals to an emergency incident or significant event. The system provides the ability for the PSC Shift Supervisor and/or the Fire/EMS Operations Center to send a brief message to every individual included in the various group page categories. The PSC Shift Supervisor and/or the Fire/EMS Operations Center is responsible for ensuring that the group page is activated when requested or required under the provisions of this Directive.

The group page shall be activated to make notification of the following significant incidents and noteworthy events. These represent a minimum; any event or occurrence, which could be deemed of importance to several personnel, or will require additional immediate resources or actions, shall also be included:

- Death/serious injury to a public official
- Death/serious injury to an employee/ member of the Fire/EMS Department
- Death/serious injury to a Fire/EMS Department employee's/member's immediate family of the Fire/EMS Department
- Fire with fatalities
- Accident involving a Fire/EMS Department vehicle resulting in serious injury or death to an employee/member or civilian
- Accident involving a Fire/EMS Department vehicle resulting in major damage in excess of \$2000
- Working structural fires
- Special alarms for 3 or more additional units to assist units already on the emergency scene
- Multi-alarm incidents
- Public transportation incident involving death/serious injury to a civilian; i.e., Metro, Amtrak, airline, etc.
- Mass casualty incident
- Confirmed explosive devices
- Explosive incident resulting in injury
- Serious hazardous materials incident
- Swiftwater or underwater rescue incident
- Structural/trench collapse incident



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- Confined space incident
- High angle incident (involving repelling gear and specialized training)
- Mutual aid requests that exceed 5 units or will create a significant impact
- Significant void created by out-of-service equipment
- Serious breakdown of Communications equipment; i.e., 911 system, CAD, etc.
- Extreme weather hazard that places the County in eminent danger; i.e., hurricane, blizzard, tornado (OEP will continue to handle notifications and recommendations regarding school and government closings)
- Major utility failure (gas, electric, telephone) affecting service to more than a ten block area, or its equivalent.

### **REFERENCES**

N/A

### **FORMS / ATTACHMENTS**

Attachment #1- Notification Procedures

Attachment #2 - Prince George's County, Maryland Executive Summary (SAMPLE)

## PGFD Notification Procedures Matrix

RESPONSIBILITIES FOR NOTIFICATION																				
DUTY CHIEF 1 – DIRECT NOTIFICATION* 2 – DIRECT NOTIFICATION* TO EFFECTED SUPERVISORS 6 – ENTRY ON COMMAND OFFICERS LOG 7 – PUBLIC SAFETY NOTIFICATION FORM EXECUTIVE OFFICER 3 – DIRECT NOTIFICATION* FIRE CHIEF OR DESIGNEE 4 – DIRECT NOTIFICATION* PSC SUPERVISOR 5 – ACTIVATION OR GROUP PAGE *NOTIFICATION SHOULD BE MADE BY TELEPHONE, RADIO OR PAGE	AEMS DUTY OFFICER	BATTALION CHIEF	VOLUNTEER DIVISION	MAJOR	LIEUTENANT COLONEL	EXECUTIVE OFFICER	FIRE CHIEF	MANAGEMENT TEAM	PUBLIC SAFETY DIRECTOR	PIO	OSH/SAFETY OFFICER	CHAPLAIN	VFR/RA PRESIDENT	VOLUNTEER CHIEF	EMERG. PREPAREDNESS					
DEATH/SERIOUS INJURY TO PUBLIC OFFICIAL	5					1	3	5	4,7	1										
DEATH/SERIOUS INJURY TO FD MEMBER	5	2	2	2	2	1	3	5	4,7		1**	1	2	2						
DEATH/SERIOUS INJURY TO FD MEMBER'S FAMILY	5	5	5	2	2	1	3					1	2	2						
DEATH/SERIOUS INJURY TO COUNTY EMPLOYEE*						1	3		4,7											
FIRE WITH FATALITIES	5	5	5	2	1	1	3		4,7	1		1								
FD ACCIDENT WITH SERIOUS INJURY OR DEATH	5	5	5	2	2	1	3		4,7	1	1	1	2	2						
FD VEHICLE ACCIDENT, MAJOR DAMAGE***	5	5	5	5	5	1	3			1	1		2	2						
ARREST OF FD MEMBER				2	2	1	3			1				2	2					
EMPLOYEE/VOLUNTEER WALKOUT/JOB ACTION	2	2	2	2	2	1	3		4,7	1			2	2						
FITNESS FOR DUTY TESTING					1	1	3													
MINOR INJURY TO FD MEMBER ON DUTY	2	2	2	6	6	6	6							2	2					
SERIOUS PERSONNEL CONFLICT	2	2	2	2	2	1	3				1		2	2						
WORKING STRUCTURAL FIRE	5	5	5	5	5	5	3				5	5								
SPECIAL ALARM FOR >3 UNITS	5	5	5	5	5	5	3				5	5								
SECOND ALARM INCIDENTS	5	5	5	5	5	5	3		7	5	5	5	5	5						5
THIRD ALARM OR GREATER	5	5	5	2	2	5	3		4,7	5	5	5	5	5						5
PUBLIC TRANSPORTATION FIRE/INJURY/DEATH	5	5	5	5	5	5	3		7	5	5									
MASS CASUALTY INCIDENT	5	5	5	5	5	5	3		4,7	5	5									5
CONFIRMED EXPLOSIVE DEVICE	5	5	5	5	5	5	3		4,7	5	5									
EXPLOSIVE INCIDENT WITH INJURY	5	5	5	5	5	5	3		4,7	5	5									
SERIOUS HAZMAT INCIDENT	5	5	5	5	5	5	3		4,7	5	5									5
DIVE INCIDENT	5	5	5	5	5	5	3			5	5									
BUILDING/TRENCH COLLAPSE INCIDENT	5	5	5	5	5	5	3			5	5									
CONFINED SPACE INCIDENT	5	5	5	5	5	5	3			5	5									
HIGH ANGLE INCIDENT	5	5	5	5	5	5	3			5	5									
SERIOUS FIRE >\$5000 AT COUNTY FACILITY	5	5	5	5	5	5	3		4,7		5									
DISRUPTIVE INCIDENT AT COUNTY FACILITY	5					1	3		4,7											
CROSS BURNING/RACIAL INCIDENT					2	1	3		4,7											
BELTWAY/MAJOR HIGHWAY SHUT DOWN >30 MIN.	5	5	5	5	5	5	3		4,7											
SERIOUS INCIDENT WITH MEDIA INTEREST	5	5	5	5	5	1	3		4,7	1										
MUTUAL AID REQUEST >5 UNITS	5	5	5	5	5	5	3													
POLITICAL INQUIRY/REQUEST						1	3		4,7											
SENIOR COUNTY OFFICIAL INQUIRY/REQUEST						1	3		4,7											
OTHER MEDIA INQUIRY/REQUEST						1	3			1										
SIGNIFICANT VOIDS FROM OOS EQUIPMENT	5	5	5	2	5	5	3													
SERIOUS BREAKDOWN OF CCF EQUIPMENT	5	5	5	5	5	5	3		4,7	5										
EXTREME WEATHER HAZARD	5	5	5	5	5	5	3	5	4,7	5										5
MAJOR UTILITY FAILURE	5	5	5	5	5	5	3	5	4,7	5										5

\*\* On duty    \*\*\* Notification to eb made at the discretion of the Duty Officer



# *Prince George's County, Maryland*

## **Executive Summary**

### **Mass Casualty Incident Involving a School Bus and a County Vehicle**

AGENCY: Fire/EMS Department  
CASE NUMBER: 08-129-0115  
CCN: 08-129-0583  
DAY: Wednesday  
DATE: 05/09/2008  
TIME: 0954 hours  
LOCATION: Pennsylvania Ave/Silver Hill RD

#### DETAILS:

On Wednesday May 9, 2008, Fire/EMS units responded to a multi-vehicle collision involving a County Vehicle and a Chartered School Bus. The bus was transporting elementary school student from Bradbury Heights Elementary School to a field trip in Bowie. The PGPD cruiser, responding through the intersection sustained major vehicle damage to the front of the vehicle when it struck the left bottom of bus in front of the rear dual wheels.

There were a total of 31 patients transported to four hospitals; Prince George's General, Southern Maryland, FT Washington, and Doctors Hospital. One PGPD officer was transported to PGGH as a trauma, 15 students were transported via PGFD ambulances, and the remaining 15 were transported on a back-up school bus. Students sustained minor bumps and bruises only. There were no serious injuries to anyone on the bus.

Bradbury Heights Elementary School, Ms Jones was on the scene and assisted coordinating school personnel at local receiving hospitals.

INVOLVED PERSONNEL: BC 803, EMS 814, E826, A826, M825, A817, A832, A845, A825, A821, A820, A842, A842.  
INJURIES: 1 trauma, 30 minor walking wounded  
INVOLVED SUSPECT: N/A  
CRIMINAL HISTORY: N/A

*Prince George's County, Maryland*  
**Executive Summary**

WITNESSES: N/A

DEPARTMENT  
WITNESSES: Unknown

COMMAND NOTIFICATION: Duty Chief 800, Major Smith on scene.  
LT Colonel of EOC, and Fire Chief

ASSIGNED INVESTIGATOR: N/A

MEDIA RESPONSE: All local channels were on the scene.  
Police Department PIO handled all the  
media on the scene.

EXECUTIVE SUMMARY  
PREPARED BY: Duty Chief 800, Major Smith ID#801