




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

General Order Number: 05-27	Effective Date: February 28, 2017
Division: Emergency Medical	
Chapter: Rehabilitation Unit	
By Order of the Fire Chief: Marc S. Bashoor 	Issue Date: February 28, 2017

POLICY

The purpose of this General Order is to provide guidelines for the response and operations of the Rehab Unit. The Rehab Unit is a specialized asset that can be requested for a variety of emergency incident types or scheduled non-emergency events.

DEFINITIONS

Rehabilitation Unit (Rehab Unit) – Specialized asset that may be requested to support a variety of incident types within Prince George's County, the State of Maryland, and the National Capital Region. These incidents may include, but are not limited to, fires, hazardous materials (Haz-Mat) incidents, mass casualty incidents, medical rehabilitation on large scale incidents, alternate care site support, medical surge events, or as a medical treatment area for a large scale planned event.

PROCEDURES/RESPONSIBILITIES

I. General Information

- A. The Rehab Unit's primary function is to provide shelter and basic rehabilitation functions to members of the Fire/EMS Department during working incidents and/or incidents during extreme weather conditions. Capabilities of the Rehab Unit include medical care at the basic life support level and when available, at the advanced life support level.
- B. The Rehab Unit will be assigned to a designated station as determined by the Emergency Services Command. Personnel assigned to this station will include the core of the Rehab Unit Response Team and should have adequate training to function in at least one role of the Rehab Unit Response Team.

II. Rehabilitation Unit Management

- A. Station Commander – The career captain of the designated Rehab Unit or designee will be responsible for the overall management of the Rehab Unit. Responsibilities shall include:
 - 1. Overall supervision for the Rehab Unit and response team members.
 - 2. Approve recommendations of team members and team supervisors.
 - 3. Coordinate Rehabilitation operational plans with all EMS Duty Officers.



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- B. Station Supervisor – The career officer of the designated Rehab Unit station shall be appointed as the Rehab Unit Supervisor and will be responsible for the day-to-day coordination of programs necessary to maintain personnel training and unit response readiness. This will include:
1. Provide response team members recommendations for approval to the Rehab Unit Commander.
 2. Notification to the Rehab Unit Commander of changes in qualified personnel.
 3. Provide an updated list to the Rehab Unit Commander of personnel qualified to function in a response team member role on the first day of each month.
 4. Schedule monthly training for Rehab Unit Response Team Members.
 5. Maintain documentation of qualified personnel and all training records at the station.

III. Rehabilitation Unit Response Team

- A. The Rehab Unit Response Team will include:
1. Driver/Operator
 - a) Hold a minimum of a B license (CDL or Non-CDL) or Maryland Emergency Vehicle Operator card issued by the Fire/EMS Training & Leadership Academy.
 - b) Qualified EMS Provider (Emergency Medical Technician).
 - c) Complete the Drivers Training Program for the Rehab Unit (see Attachment #1).
 - d) Approved by the current Rehab Unit Supervisor.

IV. Training

- A. All personnel assigned to the designated Rehab Unit station will be provided training to minimally function on the Team Member level. Additional personnel (both career and volunteer) will be provided training based on operational needs.
- B. All training records for those approved to respond on the Rehab Unit shall be maintained by the Rehab Unit Commander.
- C. Additional orientation training for interested personnel should be conducted annually. Scheduling for this training shall be coordinated by the Rehab Unit Supervisor.
- D. Based on availability, seminars and conferences will be used to increase the skills, knowledge, and abilities of the Rehab Unit Response Team. Members can request (local, regional, national) training courses as operational and fiscal constraints permit. These requests should follow the chain-of-command to the Emergency Services Command Deputy Fire Chief.



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V. Emergency Responses

- A. To ensure adequate staffing to support incident objectives and operational needs, the following shall be the minimum response compliment for multi-patient incidents within the County:
 - 1. An EMS Duty Officer will be dispatched to assist with logistical needs and to interface with the on-scene Incident Management Team.
 - 2. This automated deployment may be modified by the on-scene Incident Commander based on the operational needs.

VI. Incident Response Typing

- A. The on-scene Incident Commander may request the Rehab Unit for incidents that require personnel rehabilitation.
- B. Requests for a Regional Emergency Response for the Rehab Unit from a Maryland designated Fire/EMS jurisdiction shall be made in accordance with the established mutual aid request process.
- C. Requests for a Regional Emergency Response for the Rehab Unit from a participating jurisdiction of the Metropolitan Washington Council of Governments shall be made in accordance with the established mutual aid request agreement.
- D. The automated response of the Rehab Unit will be included on the following incident types:
 - 1. All working fire dispatch calls and/or additional alarms.
 - 2. Any large scale hazardous materials incident that requires a level I entry.
 - 3. Any working incident involving a technical rescue, to include, but not limited to:
 - a) Building collapse
 - b) Trench rescue
 - c) Confined space rescue
 - 4. All declared Mass Casualty Incidents (MCI) as per *General Order 05-10, Multiple Casualty Incident Operations*.

VII. Rehabilitation Unit Operations

- A. The Rehab Unit is a temperature and atmosphere controlled response vehicle. The Rehab Unit should not be utilized as a functional group within the Incident Command System; it should be utilized as a resource for personnel rehabilitation.



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1. Incident Rehab
 - a) The Rehab Unit will respond in accordance to *General Order 05-16, Emergency Incident Rehabilitation*, for incident rehab. The Rehab Unit will respond with its normal complement of staffing, unless otherwise staffed for the purposes of rehab during weather or disaster incidents that may require the unit to respond with additional staffing:
 - (1) The Rehab Unit driver will meet with the EMS Group or Rehab Group supervisor to determine the number of personnel requiring rehab.
 - (2) The Rehab Unit driver will ensure the generator is running and the unit is climate controlled to a weather appropriate temperature.
 - (3) Any equipment needed for EMS care will be supplied by the EMS units on the scene.
 - (4) For the safety of all personnel and to reduce contamination of the Rehab Unit, **structural firefighting gear will not be permitted on the unit.**
2. Planned Events
 - a) The Rehab Unit is available for planned events and exercises. The Rehab Unit will be staffed by qualified personnel as required by the Incident Action Plan (IAP) for the event or exercise.
3. Documentation
 - a) The Rehab Unit driver will complete an ePCR for all responses for the vehicle.
 - b) Rehab tracking forms in accordance to GO 5-16 will be sent to the EMS office to be scanned and attached to the ePCR, unless digital scanner capabilities are available at the station.

REFERENCES

Metropolitan Washington Council of Governments Mutual Aid Agreement
U.S. Fire Administration Emergency Incident Rehabilitation Guidelines

FORMS / ATTACHMENTS

Attachment #1 – Rehab Unit Drivers Training Procedure
Attachment #2 – Rehab 800 Driver's Training Skill Development Checklist

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Rehab 800 Driver's Training Procedure

Purpose

This procedure is to outline the process for new and existing drivers to become an approved driver on Rehab 800 located at Station 805.

Overview

General Order 06-05, Departmental Driving Regulations, will be used as a guide for becoming an approved driver. *General Order 06-05* also provides a detailed guide to be utilized in obtaining a "State of Maryland Certified Emergency Vehicle Operator's Card." The ultimate authority granting driving privileges will be the career station captain where the Rehab Unit is stationed in conjunction with the career battalion chief.

Prerequisite

Personnel entering the Rehab 800 driver's training program will review with their supervisor required training, current qualifications, and licensing process. Trainee must be a certified emergency vehicle driver/operator in accordance with *General Order 06-05* prior to being granted driver status. The supervisor will discuss and outline the employee's driver training plan.

Personnel must be an approved ambulance driver prior to entering the drivers training program. Preference will be granted to personnel who are already Class B (engine) drivers within the Department.

Successful completion of this program relies heavily on the commitment of the driver trainee throughout the entire process. The supervisor will ensure proper documentation is kept on any discrepancies or performance issues via a Performance Assessment Form (PAF).

Licensing

Only employees that possess an appropriate valid driver's license for specified apparatus may begin the process, to include, Maryland Commercial or Non-Commercial Class "B"/MVA Emergency Vehicle Operator's Card (engine, MAB, Rehab Unit, rescue squad, truck – tiller), Class "A" (truck – tractor), or equivalent for state of residency.

There is nothing in this procedure that will preclude personnel from operating any apparatus with a designated driver's trainer to complete the appropriate drivers licensing process.

Process

Personnel will be required to successfully complete all training outlined within this procedure on the Rehab Unit. Personnel will receive the designation of apparatus driver upon successful completion of the program (Rehab 800).

Personnel must be County ambulance drivers.

Current County engine/ambulance drivers will have a drivers training plan developed by their supervisor and station Captain. Completion of the Rehab drivers training process will not grant any person "station" driving privileges in Telestaff. This approval is at the discretion of the station commander.

Requirements for the Rehab Unit are outlined in phase blocks and must be completed in the order listed below. The station career captain, or his/her designee, may alter the order based on operational needs.

A. Pre-Assessment

The driver trainee must complete an assessment/review with their supervisor on the following:

- Proper license/requirements.
- Demonstrate all operations and functions of the vehicle's equipment.
- Demonstrate and explain radio procedures and accident reporting.
- Complete a proper daily/monthly vehicle check.
- Explain the roles and responsibilities of apparatus driver.
- Review the expectation of the apparatus driver to operate with little or no supervision.
- Knowledge of driving courtesy (due regard) and driving regulations/laws.
- Knowledge of mutual aid areas and radio procedures.

B. Phase 1 - Parking Lot Maneuvering

Objective: To safely operate the vehicle through a driving course.

Driving Course

serpentine course	forward/back	67' distance between cones
offset alleys	forward/back	10' alleys
loading dock	backing only	10' wide loading dock approaching from each side 3X each

Completion Standard: Driver trainee will be able to drive vehicle 3 times in the direction indicated through each of the above courses without any instruction, directions from the spotter, and/or without hitting any cones.

**ANY time that the vehicle is being operated in reverse, the use of a spotter is required.*

C. Phase 2 - Roadway

Objective: The drivers trainee must complete a minimum of 100 miles and/or 10 hours of non-emergency drive time with a supervisor or driver's trainer. The trainee must log all miles/hours.

Minimum Requirements

- 60 miles must be completed on County streets/alleys.
- 10 miles or 1 hour must be at night (2 hours preferred).
- 10 miles or 1 hour in inclement weather if possible.

Completion Standard: Driver trainee shall be able to correctly position apparatus per SOP, back into quarters from both directions and without excessive "jockeying" of the vehicle.

D. Phase 3 - Highways/Interstates

Objective: To become familiar with the various interchanges, i.e., on ramps/off ramps within response area. The trainee will spend at least 2 hours or 20 miles (of overall time) driving on interstates.

Minimum Requirements

- 10 miles must be on an interstate highway.
- 10 miles must be completed on a state highway.

Completion Standard: Driver trainee will be able to demonstrate safe access/exit to highways, and identify and navigate all response area highway sections.

E. Phase 4 - Psychomotor Skill Development

Objective: To become proficient in necessary skills to operate specific apparatus and its equipment.

1. Utilizing the attached *Rehab 800 Driver's Training Skill Development Checklist*, the trainee will demonstrate competency in area, tasks, and/or skills with the Rehab Unit.
2. The supervisor may permit non-emergency response when appropriate. The trainee must exhibit continued ability to navigate and position during response and operate accordingly on scene.

Completion Standard: The driver trainee will be able to perform in all standards outlined in the Skill Development Checklist without reference material.

F. Final Assessments

Objective: To ensure each trainee is proficient in driving abilities, are able to operate tools/equipment associated with Rehab 800, mitigate emergency scene in accordance with General Orders, and operate independently.

1. **Practical Assessment** - The trainee will be evaluated on skills outlined on the Skill Development Checklist and any additional evolutions as appropriate based on previous PAFs. Trainee will verbally explain each task to the supervisor and then physically perform the task.

Completion Standard: The trainee will verbally and physically demonstrate competency in completing all tasks from memory.

2. **Written Assessment** - After successful completion of the practical testing portion, a written examination will be administered based on the following material:
 - Operator's manual for specific apparatus
 - General Orders Division 2, Division 6, Division 25 (Chapter 10-15-16)
 - General Orders Division 5
 - Rehab General Order
 - Problem solving/decision making

Completion Standard: Minimum of 80%.

Approved Driver Status

Upon successful completion of the outlined driver training process, provided the employee/member has the required license for specified apparatus class, he/she will be designated an approved driver for that specific apparatus. An employee will then initiate a request to updated specialties in SharePoint via chain-of-command.

Station 805 will maintain a list of all approved Rehab drivers, and provide updates to the battalion chief on new volunteer or career drivers.

Attachment

Rehab 800 Driver's Training Skill Development Checklist

REHAB 800

DRIVER'S TRAINING SKILL DEVELOPMENT CHECKLIST

Name/ID Number: _____

	Area/Task/Skill	Date Completed	OIC Initial
A.	Vehicle Specifications		
	Vehicle Make, Model and Year		
	Dimensions of vehicle - length, height, weight and wheelbase		
	Fluids - check locations, types and amount		
	Conduct weekly and monthly apparatus check correctly		
B.	Driving and Maneuvering		
	Alley dock, serpentine, diminished lane, lane changes and backing		
	On the road - required miles per General Order 8-4		
	Vehicle specific maneuvering - i.e., tiller truck, rear hangover of tower truck when turning, top heavy weight of tankers when turning, extended front end when turning and entering driveways, extended tailboards dragging inclination in driveways, etc.		
	Vehicle positioning in accordance w/ General Orders and SOP's		
C.	Equipment		
	Location on apparatus		
	Specs - size, limitations, it's use		
	Hose ramps - deployment/use		
	Operation of all equipment - it's use, start, shutoff		
D.	Rehab Unit		
	Awning deployment/retraction		
	HVAC system operation		
	Ramp deployment and positioning for task		
	Medical equipment operation		
	Generator operations/capacity		
	Interior patient seat setup		
	Vehicle leveling system		
	O2 system		
	Decontamination after use		
	Applying snow chains		
	Area/Task/Skill	Date Completed	OIC Initial
E.	Working knowledge of General Order 5-17 Rehab Operations		
	Positioning of Rehab Unit		
	Duties & Responsibilities of Rehab Driver		
	ePCR Expectations		
	ePCR - Uploading Attachments (Rehab Check Sheet) to ePCR		
H.	Other Response Areas		
	Location of surrounding stations		
	Running routes to surrounding areas		
	Other stations' running routes		
	Location of area hospitals		

Date Completed: _____

OIC/Trainer Name/ID#: _____