




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

<b>General Order Number:</b> 11-30	<b>Effective Date:</b> November 1, 2024
<b>Division:</b> Personnel Management	
<b>Chapter:</b> Volunteer Staffing and Scheduling	
<b>By Order of the County Fire Chief:</b> Tiffany D. Green 	<b>Issue Date:</b> August 29, 2024

## POLICY

This General Order establishes the procedures and rules governing volunteer staffing and schedule reporting requirements within the Fire/Emergency Medical Services (EMS) Department. The provisions outlined facilitate adequate staffing, accountability, essential management practices, and member responsibilities. All operational volunteer members operating within the Department must adhere to the policies and procedures set forth within this General Order. This policy will establish a consistent and equitable method for staffing operational volunteer members within the Department.

## SCOPE

The scope of this General Order is specific to all active operational members listed as qualified to ride per the Department's monthly fit test roster as a Prince George's County Fire/EMS Department member.

## DEFINITIONS

**Audit** – An official review conducted to ensure compliance with current policies and procedures related to staffing and accountability.

**Duty Chief** – Career Assistant Fire Chief or designee in charge of the emergency operations.

**Health and Wellness Manager** – Civilian Manager or designee who manages the Substance Abuse Policy and random drug testing procedures for all members.

**Crew Sense Scheduling Software** – Automated public safety scheduling software utilized to optimize the scheduling and deployment of members throughout the Department.

**Volunteer Scheduling Team** – This team consists of the Volunteer Services Assistant Fire Chief, Volunteer Chief's Council, and Volunteer Staffing Officers. It works to ensure appropriate applications, processes, hardware, and other resources operate in a manner conducive to the successful management of data and end-user functioning ability. The Volunteer Scheduling Team shall recommend policies and procedures that align with the Department's goals.

**Volunteer Duty Chief** – Volunteer Assistant Fire Chief appointed by the County Fire Chief or their designee, who assists with the daily emergency operations.



<b>PROCEDURES / RESPONSIBILITIES</b>
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**I. General Provisions**

- A. The Volunteer Services Office (VSO) Assistant Fire Chief guides the administration and structure of the volunteer scheduling team.
- B. For accountability and safety, the online volunteer scheduling system shall reflect all member's most accurate work schedule and assignments.
- C. All volunteer Company Chiefs are responsible for ensuring accurate and timely posting of schedules.

**II. Responsibilities**

- A. Volunteer Company Chiefs/Volunteer Line Officers:
  - 1. Responsible for the daily supervision of all members under their supervision.
  - 2. Responsible for verifying all personnel logged into the scheduling software are present per General Order 11-13, *Station Administration Guidelines*.
  - 3. Function under the direction of the on-duty Volunteer Duty Chief.
  - 4. Ensure volunteer staffing is updated in the online scheduling software, which will provide the Duty Chief and Battalion Chief(s) with the current operational resources.
  - 5. Responsible for selecting station-level members to fulfill the responsibilities of the volunteer scheduling team with the Volunteer Services Office.
- B. Volunteer Duty Chief(s):
  - 1. Responsible for coordinating the necessary resources with the on-duty Duty Chief and assisting with managing staffing levels and deployment strategies for all volunteer members operating within the Emergency Services Command.
- C. Health and Wellness Manager
  - 1. Responsible for coordinating notifications to on-duty volunteer members who are selected for random drug testing per General Order 08-20, *Substance Abuse Policy*.
- D. Volunteer Recruiter/Fire Commission Office Staff:
  - 1. Responsible for generating profiles for all new volunteer members.
  - 2. Responsible for the management and updates of member profiles.
  - 3. Upon receipt of a status change, updates the online volunteer scheduler with the appropriate information. This is to include, but not be limited to:
    - a) Rank and position changes to include actors
    - b) Name changes/updates
    - c) Specialty changes/updates
    - d) Certification changes/updates
    - e) Station affiliation



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### E. Battalion Chiefs:

1. Responsible for monitoring staffing levels per General Order 06-29, *Staffing Availability/Tracking*, for stations within their areas of responsibility.
2. Coordinate notifications from station officers to the Duty Chief, as necessary, for any staffing changes or concerns.

### F. Volunteer Scheduling Team

1. Responsible for overseeing the volunteer scheduling software at the station level.
2. Responsible for updating station member profiles as needed.

### G. All Operational Members:

1. Responsible for maintaining continued access to and monitor County email.
2. Responsible for verifying that personal contact and specialty information is correct and up to date in their online scheduling software profile.
  - a) Requests to update profile information should be submitted to the volunteer staffing officer of your battalion when any vital records change occurs.
3. Responsible for reviewing the online scheduling staffing software for accuracy and work location/assignment.
4. Responsible for verifying that the online scheduling software calendar accurately displays operational hours, timeframes, riding position, and assignment location. This information will be used to report time and attendance for LOSAP.

## III. Online Scheduling Software Training

### A. Vector Solutions – Crew Sense

1. Member may access Vector Solutions from any internet-capable device at the following web address: <https://www.crewsense.com/Application/Login>.
2. Training Updates will be provided by the Volunteer Scheduling Team.

## REFERENCES

General Order 06-29 – Staffing Availability/Tracking

General Order 08-20 – Substance Abuse Policy

General Order 11-13 – Station Administration Guidelines

## FORMS / ATTACHMENTS

N/A