

NEW MEMBER ORIENTATION

SHEPHERDSTOWN FIRE DEPARTMENT, INC.

RESPONSE 101

Welcome to the New Member Orientation of the Shepherdstown Fire Department.

We use this as an opportunity to “baseline” every new members understanding of what we do, and how we do it.

Your success in this program is vital to our success as a premier organization in the State of WV.


PART 1 AGENDA

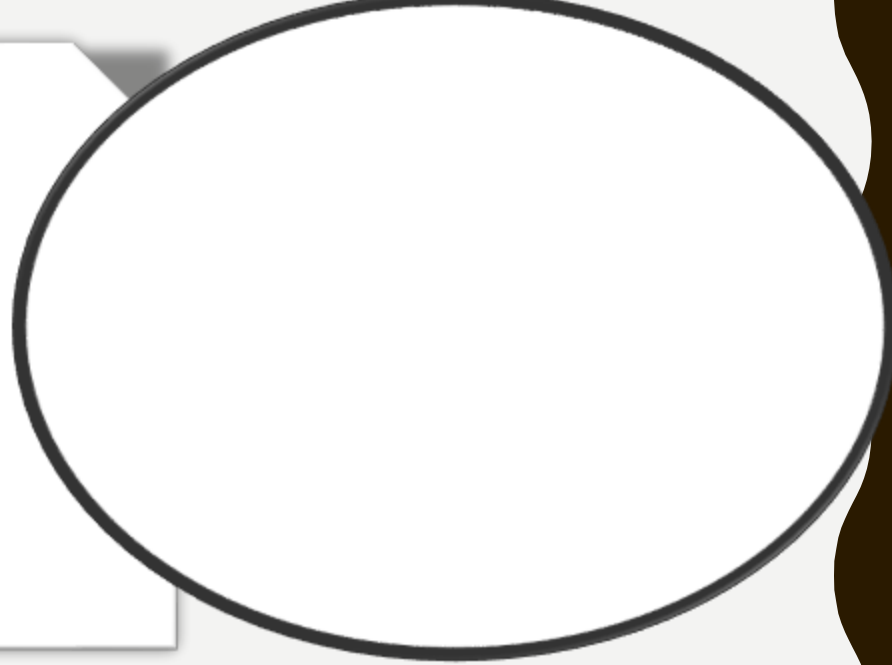
- The History of the SFD
- PRIDE
- Chain of Command
- Crew Compositions
- Apparatus and Functions
- EMD, and Priority Dispatching
- Dress Code, and Appearance Standards



HISTORY

SFD ORIENTATION

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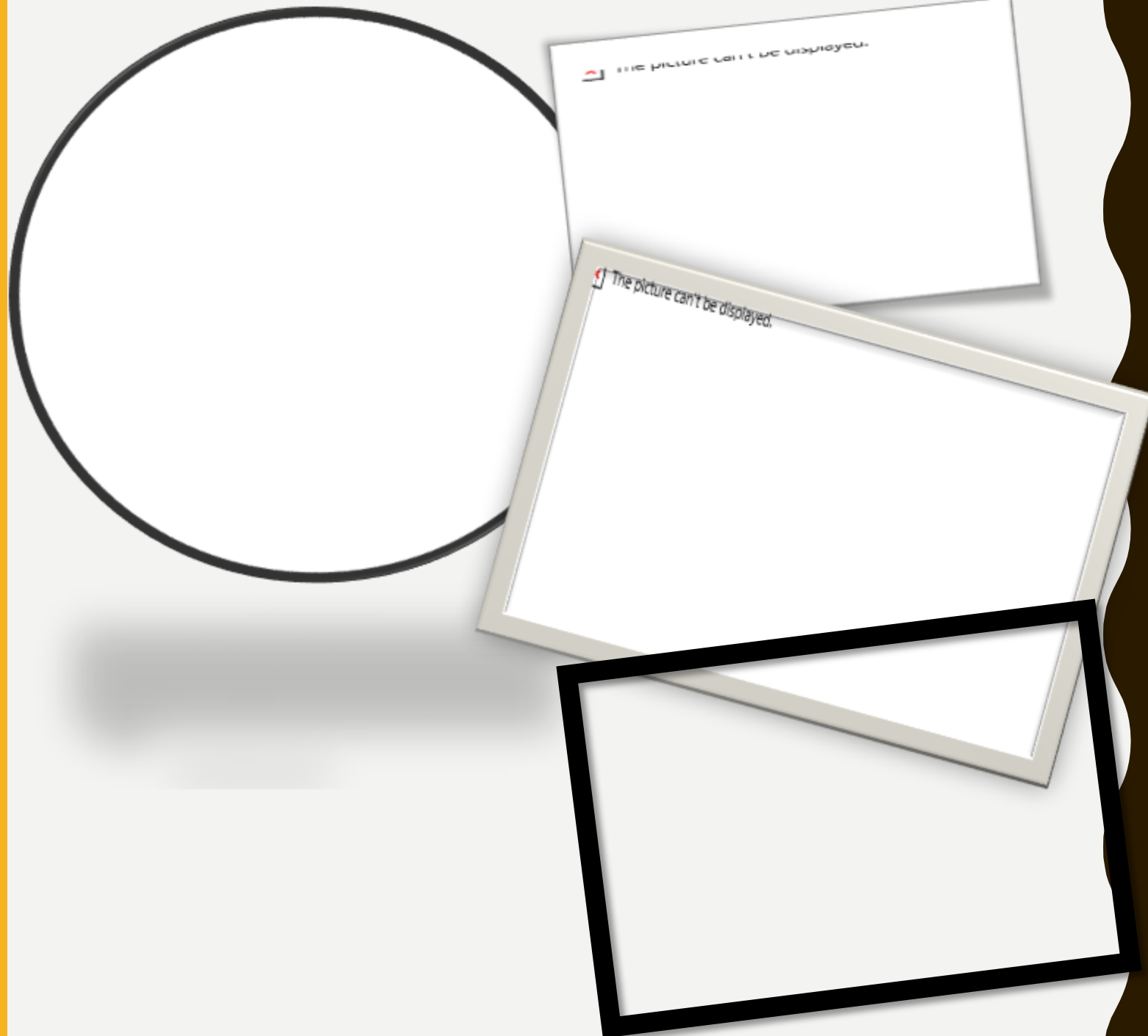


HISTORY OF THE SFD

- Founded in 1792, SFD is the OLDEST Fire Department in the State of WV.
- We are a progressive, and forward-thinking department that takes our place in the community very seriously.
- SFD hasn't always been the busiest department around, but we are BUILT for COMMUNITY SERVICE

HISTORY: ALL HAZARDS FIRE DEPARTMENT

- It's not all house fires and sick people:
 - Assist Drowned Victims in River
 - Open Doors for those locked out
 - Pump Out cellars and Basements
 - Apprehend Burglars!
- They Call, We Go, and we do it with a Smile!
- Public Service, and Public Relations!
 - We represent ourselves to the public every day, and we take this very seriously. **The TOP PRIORITY of the SFD: Providing Our BEST possible CARE, on our Customers WORSE Day!**
- Community Service is our priority – and that isn't just responding to calls. Its serving the community in every way we can, any time we can.
- We are a Public Relations Firm, as much as a Fire Department



THROUGH THE YEARS

- In 1801, a “house for the fire engine” was built on King Street, “at the corner of Henry Line’s lot”
- In December of 1853 the town purchased a new suction type engine from John Rodgers of Baltimore for \$750.00 and a hose reel for \$80.00
- In 1911, the fire department began construction on their new home in downtown Shepherdstown off New Street.
- In 1926 the Shepherdstown Fire Department entered the “motorized era” when they took ownership of their first motorized piece of fire suppression equipment.
- In 1958, D. Lee Morgan was elected the Fire Chief. Chief Morgan would serve as the Chief until his retirement in 1998
- In 1962, Shepherdstown purchased and placed into service its first ambulance
- In 1966, there were recorded 102 fire calls, and 127 ambulance calls.
- It was in 1997 that the membership decided to “separate” the fire division and the EMS division creating a Chief of both respective divisions: Chief D. Lee Morgan and Chief Doug Pittinger. In most recent years, Fire Chief Ross Morgan, the son of D. Lee Morgan, and EMS Chief Marshall DeMeritt filled these roles.
- In 1989 the department moved from the New Street location to our current house on Route 45
- Today, you shape the future! What will it look like, with your help?

2023

1962

HISTORY: THE BEGINNING OF EMS

In the 1950s, the leadership of the department recognized the need for local EMS.

Relying on Martinsburg City and Funeral Homes was a thing of the past.

Shepherdstown Homemakers Club stepped up to help, and raised \$2,500 to purchase an Ambulance, AND train our people to use it.

In 1962, SFD entered the EMS realm.

Until 2023, the SFD was a leader in EMS across the state!

HISTORY

The Early Establishment of “Shepherd’s Town”



Shepherdstown, Circa 1800s

There have been settlements in the area now known as Shepherdstown since 1707, and the official settlement record dates October 3, 1734 as when the 222 acres of land along the Potomac River was patented by Governor Gooch to Thomas Shepherd and Josh Hate (Athey, 2010). In Dr. Mike Athey’s book *A History of the Shepherdstown Fire Department* (2010), Dr. Athey explains that on November 12, 1762 Thomas Shepherd presented a bill to the Assembly of Virginia to recognize the district as Mecklenburg. This bill was approved by the Assembly on November 30, and signed by the Governor on December 23, 1762. On January 11, 1789, according to the account as told by Dr. Athey (2010), Mecklenburg’s town charter was amended to change the name to “Shepherd’s Town.” Later, of course, the name was condensed to Shepherdstown.

VISIT OUR WEBSITE

On the History Page of our website:
ShepherdstownFireDepartment.com
You will find a fully articulated story of the department. You are highly encouraged to go spend the few minutes reading through that site page.

THE TRANSITION OF 2023

Jefferson County Commission wanted to take the EMS revenue and use it for their own purposes.

Using funds made available due to COVID federal appropriations, the JCC used the money to buy up ambulances, and take 100% control of EMS in the County, as the primary providers.

SFD FOUGHT HARD! And we did win some of the battles, but ultimately the outcome was a 100% paid EMS system, with volunteer supplementation.

Of note, we were NOT against paid staffing. We were against the county taking over a system we had worked so hard to build.

A decorative graphic on the left side of the slide consisting of two parallel, wavy vertical lines. The inner line is yellow and the outer line is white, both set against a dark brown background.

PRIDE

SFD ORIENTATION

PRIDE IN YOUR DEPARTMENT

- PRIDE in this organization is paramount. Although you may not know it now, soon you must understand that we are the BEST at what we do. We Care the MOST, we train the HARDEST, we hold each other ACCOUNTABLE, and we PUSH to the LIMITS of advancement.
- PRIDE is not something we can teach you in an orientation, but it is something you can teach yourself over the next weeks and months, and even years.

PRIDE DEFINED

- **P**rofessionalism: Being professional doesn't mean collecting a paycheck as a career firefighter or paid on call, stipends or any other form of compensation. Professionalism is an attitude, learning about our craft and keeping up with it. It is doing the job properly, without making excuses. It is putting our best efforts to do what we signed up for: the protection of life and property.
- **R**espect: Respect for the job. Respect for the ranks above you. Respect for those we serve. Respect cannot be demanded, it must be earned. Most of all, the letter "R" stand for the respect for those who blazed the trail and did the job before us and made the sacrifices (some of them supreme) that define the job today.
- **I**ntegrity: From the green behind the ears probie to a grizzled old Chief, we are held to a higher standard. When one joins this organization to protect life and property, we assume a position of trust. When someone calls 911 for an emergency, they are, for lack of a better term "inviting" us into their homes and their lives. They trust us. If we lose that trust, it takes a very long time to gain it back – the trust took 225 years to build.
- **D**edication: Dedication is putting the needs of the public we serve ahead of our own. Dedication is also keeping up with the latest trends in the fire and EMS services by constantly training, reading trade magazines, and learning from others. Dedication is not being a casual, when it's convenient volunteer, but taking your role seriously, and making sacrifices for the good of the department.
- **E**xcellence: The very nature of the job means that perfection cannot, will not and never could be achieved. There are far too many variables in each and every call we respond to for that to happen. Excellence in what we do is a far more achievable goal. We must ensure EXCELLENCE in ourselves. We must train hard, know our job, and know the job of the others with you to ensure we treat every call with the excellence this community deserves.

SHOW YOUR PRIDE

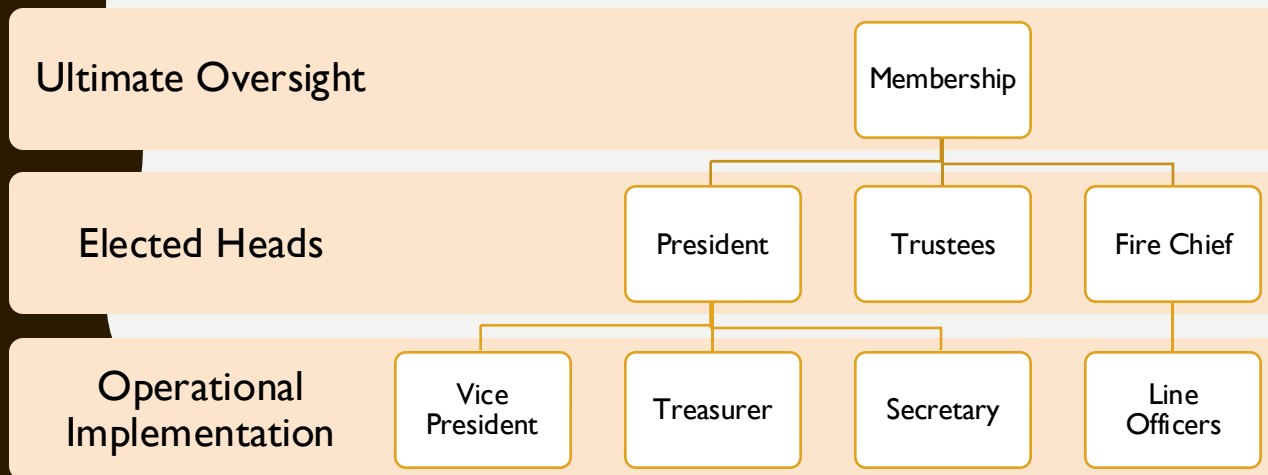
- You have joined a proud organization. **We show our pride by more than wearing shirts with our department's logo.** One has to remember that “pride” isn't a fire department shirt or a sticker on your car, it is **professionalism, respect, integrity, dedication and the pursuit of excellence.**
 - Do you take satisfaction and pleasure from helping others?
 - Do you worry more about the job you're performing or the recognition you're receiving?
 - Do you respect the others around you, officers and not?
 - Do you demonstrate professionalism in everything you do – on calls and off?
 - Do you have integrity; are you an honest person?
 - Are you dedicated to improving yourself, your crew and your department?
 - Do you settle for anything less than excellence and perfection when it comes to your performance?
- Answer those questions honestly, and if any of them give you pause, consider how you can improve in those areas! Your officers would be glad to talk through any of these areas with you.
- Want more reading on this topic? [Check this Article Out](#) – But don't forget to come back!



CHAIN OF COMMAND

SFD ORIENTATION

ADMINISTRATIVE CHAIN OF COMMAND



ADMINISTRATIVE LEADERSHIP

- As with any business, you must have solid leadership. Each year we elect our administrative officers who are tasked with running the business at the will and recommendation of the membership.
- We are a membership run department – that means, we have no board of governors, or board of directors. The membership comes together each month to make decisions in the best interest of the department as a whole.
- The Trustees are elected to serve as financial oversight and make financial decisions in the absence of the members vote. This is NOT a Board of Directors, but elected officials who can speak to the financial well-being of the department.
- Consider the President and Vice President similarly to our Nation's highest elected officials. While they have no operational authority, they serve as the CEO's of the business.
- The Treasurer is responsible for financial reporting and accounting, the Secretary is responsible for filing and minutes keeping, and the Chaplain is responsible for the overall moral fiber of the organization.

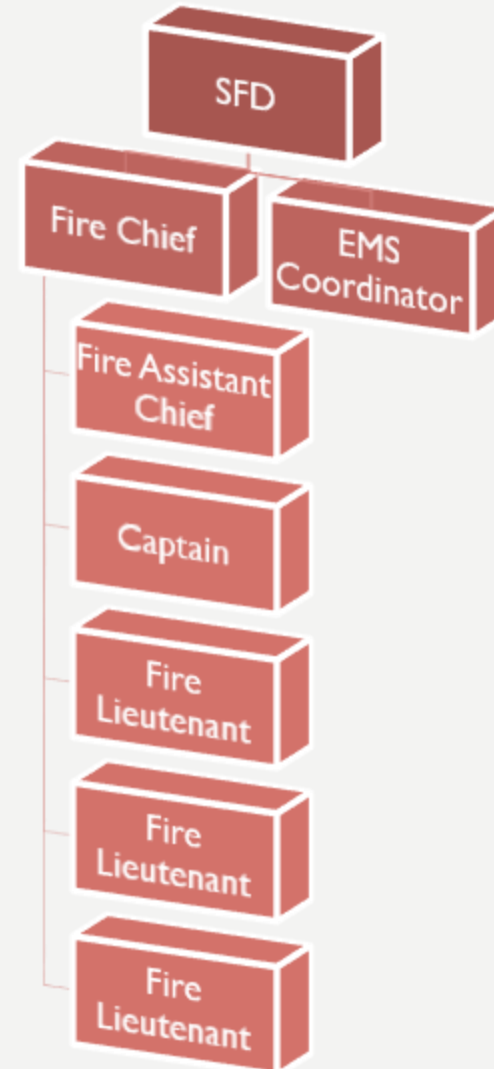
ORGANIZATIONAL CHAIN OF COMMAND

OPERATIONAL LEADERSHIP

SFD is “one house” – all members are responsible for both Fire and EMS responses.

Our Line Officers, are responsible for fire department tasking, general duties, and the overall operations of the fire department.

January 2024, the SFD EMS Line of Officer Ranks were eliminated and the org structure you see depicted here was approved by the membership.





APPARATUS

SFD ORIENTATION

APPARATUS AND FUNCTIONS

AMBULANCE 3-I

- 2016 Dodge 4500
- PL Custom Body
- Designed by SFD Members – every inch!
- Only to be operated by those cleared to do so!
- Utilized to Transport Patients.
- Advance Life Support (ALS) Licensed

Amb 3 was sold to JCC/JCESA in 2023. We continue to run A3I for special events, stand by events and the very occasional transport.

APPARATUS AND FUNCTIONS

EMS 3

- 2021 Chevy Tahoe
- Advance Life Support (ALS) Equipped
- Can be operated by those who are licensed drivers, only if you have been cleared to do so, and are asked for a specific purpose!
- Utilized to provide manpower, or duty office response from home.

APPARATUS AND FUNCTIONS

DUTY 3

- 2017 Ford F250
- Manpower Response
- Must be Cleared to Drive
- Duty Officer Take Home
- BLS Licensed

RESCUE ENGINE 3

- 2007 Pierce Engine
- Must be a cleared Engine Driver, and must be cleared firefighter to ride
- Utilized to provide manpower, or rescue/fire incident response.
- BLS Licensed

APPARATUS AND FUNCTIONS

TRUCK 3

- 2017 Pierce
- 105' Ladder
- Must be Cleared to Drive
- Ground ladders and Tools



ENGINE 3

- 2013 Pierce Engine
- Must be a cleared Engine Driver, and must be cleared firefighter to ride
- Utilized for fire incident response.



APPARATUS AND FUNCTIONS

TANKER 3

- 2003 Mac
- 3000 Gallons of Water
- Replace Coming Soon



BRUSH 3

- 2003 F450
- Utilized to provide brush, woods and field fire incident response.
- Normally, the first fire apparatus you would learn to drive.





CREW COMPOSITION

SFD ORIENTATION

AMBULANCE CREW

The minimum Ambulance crew is 2 members - Driver and Provider. We should do our best to restrict it to only 3 members max, while SFD policy will allow for four. Any more than 3 people aboard becomes cumbersome and space is limited.

- **Driver:** Responsible for the safe operation of the unit. Once on scene, the driver assists with patient care, packaging, lifting, and moving as needed to get the job done. When transporting, the driver operates the vehicle safely, and is constantly vigilant to what is going on in the back of his/her unit.
- **Attendant:** Responsible for the treatment of patients. West Virginia recognizes 3 types of attendants; Paramedic, EMT-A and EMT-Basic. The attendant is in charge of the crew, in the absence of an officer.
- **Third Person:** Goes by many different names (3rd, Assistant, gopher, B!\$ch - just kidding with the last one), and is there to assist the crew in any way necessary to facilitate patient care, packaging, lifting, and moving as needed to get the job done.
- AMB 3-1 will not respond on an emergency unless fully staffed with Driver and Provider.

EMS3 CREW

EMS 3 may respond Driver Only. If the Driver is NOT a cleared First Responder, EMT, or EMT+ they must STAGE until a cleared provider is on scene. Exceptions to this rule would be an emergency where they have been trained to make a immediate difference (i.e. Cardiac Arrest). Ideal staffing is 3, with at least one being certified provider..

- **Driver:** Responsible for the safe operation of the unit. Once on scene, the driver assists the Ambulance crew with whatever is needed/required. This may include driving the AMB to the hospital.
- **Attendant:** Responsible for the treatment of patients until an official hand off is conducted with arriving transport unit. The attendant is in charge of the crew, in the absence of an officer.

FIRE CREW

Minimum staffing is 3 certified Firefighters (including the driver).
Fire apparatus may respond understaffed and shall wait at least 3 minutes after dispatch before doing so.

- **Driver:** Responsible for the safe operation of the unit. Once on scene, the driver has specific tasks in relation to water supply, ladders, and ventilation they will perform.
- **Unit Officer:** Responsible for the tactical decision making and is in charge of the crew. The “unit officer” may or may not be an actual officer of the department.
- **Crew:** Responsible to quickly and efficiently carry out the orders from the Unit Officer. SFD OG’s prescribe specific roles and responsibilities of each riding position.

Tanker and Brush do not require minimum staffing of 3.

MINIMUM TRAINING REQUIREMENTS

<p>Firefighters and Exterior Support Firefighters are permitted to ride fire apparatus and respond on fire incidents. The qualifications for those positions are listed below. The primary distinction is that Firefighters may enter areas deemed Immediately Dangerous to Life or Health (IDLH) while Exterior Support Firefighters cannot enter an IDLH, but they do perform useful functions at the fire scene.</p>	<p>EMS attendants and EMS assistants may ride EMS units and respond to EMS incidents. The qualifications for both positions are listed below. EMS attendants may act as the primary patient caregiver, EMS assistants assist attendants with various aspects of patient care, at the direction of attendant. While assistants do not function independently as care provider, they do perform a number of functions helpful to the EMS team.</p>
<p>Exterior Firefighter (OG5720)</p> <ul style="list-style-type: none">·Current CPR·First Aid (or higher)·HazMat Awareness·ICS 100·PPE Familiarization (in-house)·Equipment Familiarization (In-house)·Cleared by SFD Line Officer	<p>EMS Assistant (OG5720)</p> <ul style="list-style-type: none">·Current CPR (Healthcare Provider)·First Aid (or higher)·HazMat Awareness·ICS 100, 200·SFD EMS Orientation (details below)·Equipment Familiarization (In-house)·Cleared by EMS Chief
<p>Interior Firefighter (OG5710)</p> <ul style="list-style-type: none">·Current CPR·First Aid (or higher)·HazMat Awareness·ICS 100, 200·Firefighter 1 Certification (WV approved)·Pre-Ride Operations (In-house)·Cleared by SFD Line Officer	<p>EMS Attendant (OG5770)</p> <ul style="list-style-type: none">·Current CPR (Healthcare Provider)·WV EMT-B (or higher)·HazMat Awareness·ICS 100, 200, 700, 800·SFD EMS Orientation (details below)·Completed Jefferson County Internship Program·Cleared by EMS Coordinator AND Squad Medical Director

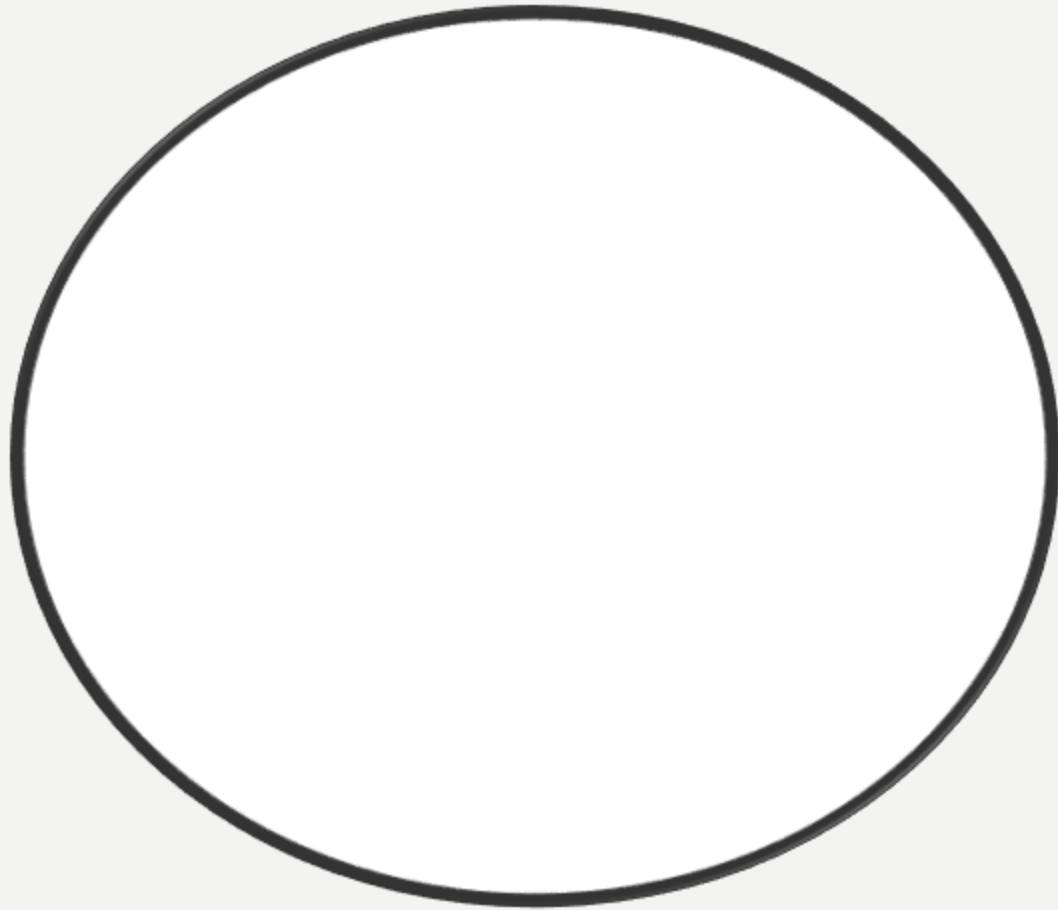
POLICE RESPONSE

- Law Enforcement Officers
 - Law Enforcement personnel will frequently respond with us, or as requested.
 - It remains YOUR responsibility to maintain safety on the scene.
 - Law Enforcement is NOT there to babysit you, and even ensure your safety – that remains YOUR PRIORITY!



EMD, EFD, AND PRIORITY DISPATCH

SFD ORIENTATION



WHERE TO WE GO?

Obviously, we are dispatched to the location of the call.

The county is broken into “boxes” or “zones” and each zone represent a response district.

As seen in the image here, “box 310,” “355,” and “300” are some examples of areas that fall within SFD’s responsibility.

Any call within a “3” hundred area is the responsibility of the SFD, and we will respond in appropriate apparatus.

EMERGENCY MEDICAL AND FIRE DISPATCHING

Jefferson County uses an Emergency Medical and Fire Dispatch tool called ProQA. During the course of an emergency call, ProQA guides the dispatcher through the process of collecting the vital information from the caller, obtaining the details and status, [choosing an appropriate dispatch level](#), and instructing the caller with approved protocols until the dispatched units arrive at the scene.

Response Code	Response Type	Explanation
OMEGA	All Units No Lights and Sirens, No ALS Provider Due on Call	No Emergency
ALPHA	All Units No Lights and Sirens, No ALS Provider Due on Call	No Life Threatening Emergency
BRAVO	First responding unit Lights and Sirens, all other units non-emergency	There is an Emergency
CHARLIE	All Unit Respond Lights and Sirens	There is a life threatening Emergency
DELTA	All Unit Respond Lights and Sirens	There is an immediate life threatening emergency
ECHO	All Unit Respond Lights and Sirens	Highest level of emergency, normally includes manpower response

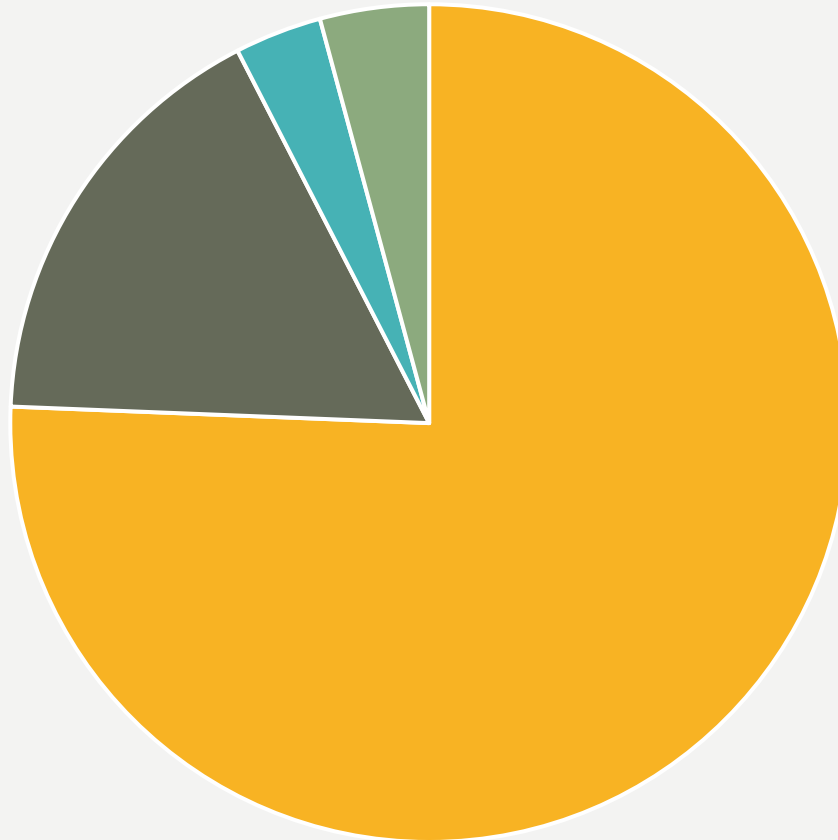
“CHOOSING AN APPROPRIATE DISPATCH LEVEL”

As discussed previously, ProQA assists the dispatcher in “*choosing an appropriate dispatch level.*”

As part of EMD, Jefferson County uses **priority dispatching**; which is a system that operates by evaluating incoming information according to logical rules built on expert medical knowledge and provides a “response code” to limit the liability of responding agencies.

This means we do not respond Lights and Sirens on every call, but instead we follow a recommended Response Code:

Call Volume By Location



■ First Due Calls ■ Within Jeff. County ■ Berkeley County ■ Washington County

MUTUAL AID

Due to our geographical location nestled at the tip of the county in between Maryland and Berkeley County, we run a great deal of Mutual Aid.

Mutual Aid is when you respond to a jurisdiction outside of your own – we consider our own Jefferson County, so Mutual Aid response is any call outside of Jefferson County.

Your tasking remains the same. You handle Mutual Aid calls the same way you would a local call, but be aware that your surroundings, destination hospital, and other responders may not be familiar with you, or our standards.



DRESS CODE AND APPEARANCE

SFD ORIENTATION

DRESS CODE

- Longs Pants
 - While we don't require long pants, we certainly encourage them. You will see providers, and officers, wearing shorts but they understand, as you should, that doing so does pose certain health and safety risks.
- Closed Toed Shoes
 - Absolutely NO sandals, crocks, or flip flops will be worn on a call. Steel Toed Boots are encouraged.
- Clean Shirt with Sleeves
 - Preferably SFD Logo T-Shirt, but if not a Dept. shirt, it must be clean, and it must reflect the professionalism of our department. Keep the NIN and Nirvana shirts at home, and remember you represent our organization.
- SFD Identification Present
 - Each member is issued a Membership ID card at the time they are cleared to ride. You should have this on you at all times when responding to calls.

THE IDEAL LOOK

- While not a mandate, the definition of the ideal look for a MALE Firefighter/EMS provider is as follows:
 - Clean Shaven
 - Short Hair
 - No Visible Tattoos of questionable nature
 - Long Pants, tucked in clean SFD shirt or a SFD issued Jump Suite
 - Steel toed boots.
 - SFD Ball Cap, and Safety glasses.

- While not a mandate, the definition of the ideal look for a FEMALE Firefighter/EMS provider is as follows:
 - Hair controlled in a bun or pigtail.
 - An appropriate bra, with no visible cleavage
 - No Visible Tattoos of questionable nature
 - Long Pants, tucked in clean SFD shirt or a SFD issued Jump Suite
 - Steel toed boots.
 - SFD Ball Cap, and Safety glasses.

FINAL THOUGHTS

- The History of the SFD is something you should be proud of!
- We are still very much engaged in EMS in the county, and you should respond accordingly.
- PRIDE is a commitment you make to the department!
- The Chain of Command is important, and you must respect it.
- Know your job, and how you fall into the crew composition to get the job done.
- Be familiar with our Apparatus and the Functions of each piece.
- Know why we use EMD, EFD and how Priority Dispatching alters our response!
- Be sure to meet our Appearance Standards and represent the department well!

**PART 1 IS
COMPLETE**

[PLEASE RETURN TO THE ORIENTATION
HOMEPAGE TO COMPLETE PART 2.](#)