

**Administrative Operations Committee  
Minutes**

**April 14, 2016**

The April meeting of the Administrative Operations Committee was held on Thursday, April 14, 2016 in the DTCL Large Conference Room at 801 Sycolin Road. Chairman Quin presided and called the meeting to order at 1930 hours. The following were in attendance:

Co. 1	<b>Absent</b>
Co. 2	Brad Quin
Co. 4	John Moring, Ted Spara
Co. 5	John Malone
Co. 6	Jimmy Olveson
Co. 7	Bernie Boteler
Co. 8	Eric Shank
Co. 9	Jay J Brown
Co. 10	Bob Akers
Co. 11	Andy Gode
Co. 12	Karen Deli
Co. 13	<b>Absent</b>
Co. 14	Aaron Kahn, Amanda Palmieri
Co. 15	Jen Ferguson
Co. 17	<b>Absent</b>
LCFR:	AC Matt Tobia, Christine Langley-Obaugh

**Minutes**

**Motion:** A motion was made to approve the March 10, 2016 minutes with one correction on page 2. The motion was seconded by Bernie Boteler, Company 7.

**Vote:** The motion was approved with a vote of 12-0-0-3.

Update of Key Issues:

Executive Committee Update:

Chief Tobia shared that the Executive Committee passed SWP 201.1, Suspensions and Dismissals of Volunteers (which used to be FRG 3.6.1). Chief Tobia thanked Aaron Kahn and Jen Ferguson for their hard work.

Chief Tobia shared that the SWP will reflect which FRG it is replacing. Chief Tobia stated additional items will be forthcoming by the SWP AD-Hoc Committee.

Subcommittee Reports:

Budget Sub-committee:

Chief Short participated via conference call and thanked everyone on the sub-committee for all of their hard work. Chief Short reviewed the AOC proposals offered by the Budget sub-committee which were also included in the AOC packet as a handout.

*Recommendation #1:* Conversation ensued about a three year average for consideration for planning purposes using FY13, FY14 and FY 15 actuals for the 'first cut' on the annual data collection. Chief Short explained the draft number would be provided at the June, 2016 AOC meeting. Chief Short stated that the final allocation will be calculated using FY14, FY15, and FY16 actuals with the final number being provided at the August, 2016 AOC meeting.

Chairman Quin reiterated one of the advantages of this proposal would be that the budget sub-committee would not need to field requests for estimates of final FY 16 income and expenses for the 'first cut' which proved to be problematic for some companies. President Quin reminded the AOC members that a table of allowable income and expenses had been created over the past four to five years. A three year average may result in a better number than how previous estimates were garnered. President Quin clarified that funding would be based on the actual data. Chief Tobia explained that if in a given single year funding is cut by their local jurisdiction, for example, the negative impact of that large cut would be minimized because the analysis is based on a three year average versus a single year.

*Recommendation #2:* Conversation took place regarding Capital Assets (apparatus). The proposal includes increasing the replacement costs for several apparatus, decreasing the service life expectancy for some apparatus, no longer funding for reserve apparatus, removal of the fast/slow company discriminator. The net impact of this proposed change is on actual reserve figures for each company is expected to be minimal.

*Recommendation #3:* Discussion occurred surrounding Safety Center payments and a request for breakdowns of what it is included in monthly rent. (Hamilton, Purcellville and Sterling have been part of the discussion.) The subcommittee is continuing this discussion and will meet again on April 24 to finalize a process for evaluating safety center expenses and how they impact 'rent' figures reported by companies occupying safety center managed facilities.

*Recommendation #4:* Discussion ensued of the Capital Assets (Buildings) reserve figure currently in the algorithm and its derivation. Chief Short suggested the possibility of exploring this area using a cost per square footage estimate. Companies are being requested to supply an estimated measurement of living space to include parking lots, living space and roof size.

Further discussion occurred regarding having all companies provide this data. Aaron Kahn raised the question of counting the expense data twice. Chief Tobia stated that potentially one may count the data twice, however, it would be dependent upon whether the safety center includes replacement costs of key systems. Chief Tobia clarified by stating that if the rent is only intended to cover the mortgage, then the answer would be "no". If, however, alternately, the safety center's monthly charge to the company does include a factor for capital replacement of key systems, then "yes", potentially, it would. Chief Tobia explained that at this point, it is unknown regarding what is included in safety center payments.

Discussion also took place regarding if two companies share a safety center, would they split the square footage to report 50/50. The answer to this questions was “yes”. Chief Tobia suggested that Presidents should communicate with one another. The numbers have been requested as soon as possible.

Chair Quin stated that the number that is presently in the algorithm was the budget committee’s best estimate of a placeholder figure. It was adjusted, only slightly, within the first three years. According to President Quin, there was not a good measure for this expense in the past and the subcommittee will evaluate the suggestions noted above in an effort to find a better way to estimate the costs driving the estimate.

*Recommendation #5:* The proposal includes considering EMS billing income as an income source for FY16.

The next Budget Sub-Committee meeting will be held on April 24, 2016 at Station 6. (Rescheduled from April 23, 2016).

#### Discussion Topics

##### **Social Media Draft SWP and Use of Personal Electronic Devices Draft SWP**

Chairman Quin stated that the AOC is not under obligation to make decisions regarding these SWP’s tonight as they will not return to the EC until May.

Chief Tobia stated that the Social Media Draft SWP and the Use of Personal Electronic Devices were both developed at the direction of Chief Brower. Chief Tobia advised that, currently, a County policy does not exist. Further, Chief Tobia stated that a number of companies have created their own social media as well as use of personal electronic devices policies. Tobia shared that these two policies were developed out of research conducted by Matt Schultz as part of his Bachelor’s program and capstone project. Chief Tobia relayed that Matt spent two years looking at issues relating to the use of social media and personal electronic devices and their impact on fire and emergency services.

Chief Tobia stated without question, we are all at risk. Chief Tobia explained that we are all instrumentalities of the County. We are all equally responsible in sharing in the protection of our collective reputations. There are numerous examples whereby individuals sought to destroy the reputation of their organization on social media. Chief Tobia asserted that many members in the system are millennials and they have lived according to electronic devices. Chief Tobia stated that it was perfectly natural for them to think they can use their personal electronic devices to capture protected health information and then reference back to it when they are completing their patient care report. Chief Tobia explained that problem is that they are taking HIPAA sensitive information and they are carrying it with them wherever their phone goes. In addition, Chief Tobia stated that oftentimes, organizations do not have policies and procedures or expectations about the manner in which those individuals control, delete and protect that information. Beyond reputation issues, Chief Tobia submitted there are very real financial implications when lawsuits are brought with regard to HIPAA violations.

Chief Tobia shared feedback he received regarding a recommendation that will be incorporated to include business appropriate uses for personal electronic devices (ex. Epocrates or Mapping).

According to Chief Tobia, over the past year, there have been several instances in which system members have conducted themselves in a way that is out of concert with the expectations of the system. Chief Tobia stated that the reality is that system members are actually very good about policing the conduct that they find to be completely out of the expected code of conduct.

Chief Tobia explained that the intent is not to prevent any company from creating a policy that is more restrictive. As a system, however, a common set of expectations needs to be established. Chief Tobia stated that oftentimes, there are individuals who conduct themselves in a way that is completely blind to them in terms of what is and what is not acceptable from a protected health information standpoint. Likewise, these policies do not seek to restrict anyone's ability to highlight the very good work of their companies (ex. training, fundraising, community outreach activities).

If, for example, Chief Tobia explained, you have a company photographer who goes to the scene of a call and stands where the public is standing and where the public has access, then there is no restriction on that individual's ability to take photographs. However, if the photographer arrives on the scene, identifies himself as a member of the system and gets access to the scene that the members of the public do not have access to, then the intent would be that the policy would be applicable. Photographs can be forensically evaluated for metadata to evaluate where the call was and identify the location, time and date of the incident that could subsequently be used to identify the patient that was involved in the incident. Tragically, Tobia stated that families have learned of the death of their loved ones through social media because emergency responders have posted the photograph of the scene. Chief Tobia explained that we can control that we do not become the source of that information.

Chief Tobia stated that feedback has already been received and any suggestions are welcome. The policies will not be operationalized without training. Guidance regarding the intent of the policies will be provided.

It should be noted that there is a mechanism by which, for example, you want to take pictures at the scene of a motor vehicle collision to provide mechanism of injury information. Chief Tobia stated that the recommendation in this case would be that the companies provide a department issued/company issued digital camera and that the digital camera is an official device for which official purposes are used only. The device could then be used to transmit the information to the physicians at the hospital and then those photographs can then be destroyed/deleted. Chief Tobia clarified that there is an archival process as well. Chief Tobia explained that if a photograph is taken with a personal device then that device can become "FOIAable". Further, anything that occurred during that emergency incident for which you used that personal device could be "FOIAable".

Discussion ensued regarding the contradiction between the two policies. The question was posed, Does there need to be two separate policies or can these two be combined? Aaron Kahn also noted that Company 14 finds the policies far too restrictive and show a lack of recognition in regard to how the volunteer companies operate. Aaron Kahn stated that if we are truly a

combination system, then it would have been helpful to have volunteer input when this policy was first being drafted as opposed to seeing the drafts as completed drafts. Aaron stated there may be a lot less work in the long term if there was some understanding of how the volunteer companies that are part of LC-CFRS view these issues.

Aaron Kahn stated that the way LC-CFRS is defined, it includes all member organizations so in theory, Company 14 is not authorized to utilize social media for even non-emergency capacities. Any other social media accounts are considered personal use, according to Aaron. Aaron stated 14 has twitter, Facebook, and a blog and Aaron disagrees with those being personal use. Aaron clarified by stating they are not LCFR use, but they are certainly not personal. Chief Tobia brought Aaron's attention to section 12 in the social media policy which talks about system affiliated entities who operate their own social media platforms. Chief Tobia stated inherent in that statement is the ability to have the social media platforms in the first place. Aaron stated there was a contradiction between section 12 and sections 2 and 3. Chief Tobia validated Aaron's point. Aaron states that he finds the social media policy to be more troublesome because many of the companies, if not all, utilize social media. Aaron stated that having LCFR regulate the use and personal use of social media makes him uncomfortable. Chief Tobia shared that there needed to be a starting point. Chief Tobia stated that Matt Shultz has been in the system for over 18 years and as a Volunteer Chief and as a Volunteer Rescue Squad Member speaks to the fact that he wasn't speaking blindly about the impact this policy would have on system organizations.

Discussion also took place regarding on duty verses off duty, the enforcement of the policy, patient care, HIPAA Violations and free speech.

Chairman Quin believes there will be a good deal of angst, in his company, regarding how this will play out amongst the members. Chairman Quin recommended that AOC members share the policies with their Boards and membership.

Chief Tobia reiterated to all to send written comments prior to the May AOC meeting so that there is an opportunity to respond and provide feedback. Aaron Kahn suggested that it may be helpful to consider adding additional definitions, such as to define "actual harm or disruption". Questions also arose regarding whether or not the County plans on regulating volunteers like they are employees. Chief Tobia shared that volunteers are already regulated, to some extent, as employees by virtue of being an instrumentality of the County as well as through Workers Compensation.

Chairman Quin asked for written comments to be submitted a week before the next AOC meeting.

#### **Awards and Recognition Draft SWP**

Chairman Quin stated that this SWP will not return to the EC until May, 2016.

Chief Tobia pointed out that this SWP does not affect any individual company's policies and procedures with regard to presenting awards at their annual banquets or within their own companies. Chief Tobia stated eventually, an intent will be to hold a medal day or a day of recognition. Chief Tobia shared that there will be an on-line nominating system whereby the

entire process can be done electronically. In addition, there will be opportunities that will be open to both career and volunteer personnel. Chief Tobia stated that, in addition, there will be opportunities for people to receive certificates as opposed to ribbons as acknowledgment of an accomplishment or action. Chief Tobia asserted that the intent for the committee members of the Ad-Hoc Committee will become the members of the review committee.

According to Chief Tobia, the Chamber of Commerce Valor Awards are already in place and nothing changes in regard to that banquet, however, by including it in the SWP, we are recognizing that it has been established. Chief Tobia shared that we just recognized 59 members of our system at the annual Valor Awards Banquet.

Chief Tobia clarified that this SWP is meant to be more comprehensive, system wide and also capture in one place what has thus far what has been pockets of award programs. Eventually, per Chief Tobia, the Deener-Carr Awards may become the Deener-Carr County wide system awards program in which additional awards from the SWP will also be given out. Chief Tobia stated that the hope is that the end result may be just one awards ceremony.

Chief Tobia asked all to share their comments directly with Chief Johnson. Chairman Quin reminded AOC members to share the SWP with their Boards and membership.

Action Item/New Business:

**NFPA 1582 Physicals**

Chairman Quin motioned that the AOC approve the Volunteer Physicals SWP as written in attachment 5A of the AOC packet. The motion was seconded by Andy Gode. No further discussion ensued. The motion carried.

**AOC Meeting Date, Time and Location**

Chairman Quin stated 11 out of 16 voted for a central location for AOC meetings. Chair Quin shared that 9 voted for a meeting time of 1900 while 4 voted for a 1930 start time. Chairman Quin advised that the second Thursday of the month received 10 votes. JJ Brown made a motion that the AOC hold meetings at 7pm on the second Thursday of each month at 801 Sycolin Road. The motion was seconded by Andy.

Discussion ensued regarding calling in to the meeting and/or sending representatives. Chief Tobia offered that the motion was centered on time, date and location whereby the other issue that has arisen points to the by-laws of the AOC which defines attendance at meetings. Additional discussion also occurred regarding the start time of the meetings. A friendly amendment to the motion followed to include a start time of 1930. This was seconded by Andy. The motion carried and AOC meetings will be held at 1930 the second Thursday of each month at 801 Sycolin Road.

Chair Quin clarified that we will leave the issue of people calling in wide open. Chief Tobia recommended that the AOC by-laws stand as written and that further, physical attendance of the meeting should occur and one can send a proxy if needed upon written notification. Aaron Kahn reiterated that having a conference call was not an issue, however, voting and having a quorum might be the issue. Aaron Kahn requested that Chief Tobia inquire at the County

Attorney's Office. Chief Tobia stated that until a determination is received by the County Attorney's Office, that the AOC operate according to their by-laws.

#### Information Sharing Across Volunteer Councils and Committees

Andy Gode inquired about electronic LED signs at stations. Please provide vendor information as he is examining costs.

Philomont Horse show will occur on 4/23/16.

Bernie advised of road changes along route 50.

Chairman Quin congratulated Jen Ferguson on her Valor recognition.

Arcola hosted a Town Hall for Chair Randall and it was very successful. JJ Brown stated the community was supportive.

Company 4 hosted Congresswoman Comstock and Town and County leadership were present. It was a good exchange of information.

Purcellville will be hosting Personal Public Safety Day on the 15<sup>th</sup> of May.

Purcellville has formally started the process to be a training center for AHA. Aaron Kahn stated it will take a few months to get through their entire review process, but it is their intent to open it to all companies. Aaron stated they will be charging only face value of what the AHA charges them for the electronic cards.

Aaron Kahn stated Purcellville has also started the process to begin their own exchange program. Aaron stated that they have been heavily involved in the VAVRS firefighter exchange program for years. Aaron stated that they only received \$75 from VAVRS to cover expenses for firefighters from Germany for eight days. In addition and according to Aaron, they do not provide anything to Germany for hosting our members. Aaron stated that they have begun talks through the Marshall Foundation regarding establishing their own program. Aaron stated that the intent would be to open it up to any of the volunteer organizations who wish to participate assuming costs are shared.

Aaron stated that he hopes the County is working toward allowing BLS providers to use NARCAN. He stated an incident occurred last week whereby NARCAN was given to a member of the crew by a deputy. The member handed the NARCAN back to the deputy and informed him he had to use it. It should be noted that the deputy was surprised that the member could not give NARCAN and the NARCAN did end up saving the patient's life.

#### **Recruitment and Retention Committee-**

Nothing to report.

#### **DFREM-**

### **CIP Apparatus and Facility Requests**

Chief Tobia reminded all that capital apparatus and facility requests are due June 1<sup>st</sup>. If you have a piece of apparatus that is scheduled for replacement and you want to take advantage of the 59/41 funding algorithm, please submit by June 1<sup>st</sup>. If one should desire a copy of the policy, please let Chief Tobia know. Please ensure your letter covers the components of the policy in terms of what information is being requested. These requests are for FY18.

### **Budget**

Chief Tobia shared that the County passed a budget at \$1.145, a one cent increase over last year. They fully funded the 6.3 million dollars for the County Funding Algorithm. In addition, they fully funded the 3 million dollar CIP which is now being funded through local tax dollars as opposed to bond funding which makes monies available July 1. Chief Tobia stated there were three enhancements that were passed, one being a full time medical director which will be an RFP process. Chief Tobia shared that Dr. Morgan has done a tremendous job and has given us far more than part time hours for many years. Chief Tobia shared that we expect that several medical groups will bid that project and then assign one individual to be the medical director. The theory is that if Dr. Morgan's medical group of physicians would bid it, then Dr. Morgan would be the medical director. Chief Tobia also informed the group that a QA/QI person will be obtained. Currently, according to Chief Tobia, we are "QA-ing" about 5% of our total EMS calls. Ideally, we should be "QA-ing" 100% of the calls. Chief Tobia stated the third enhancement was an HR admin position. Chief Tobia explained that there was no enhancement put forward for staffing of Kirkpatrick Farms due to the fact that it is expected that the station will not operationalize until February of 2018. As a result, it was thought that positions could be hired after July 1<sup>st</sup> of FY 18 to be able to get those folks through recruit training, out in the field and ready to provide service when the station opens. Chief Tobia relayed that Station 27 will be going out for bid for a construction company at the end of this month.

### **CAD**

Chief Tobia stated that CAD was originally supposed to go live on May 24<sup>th</sup>, however, it has been delayed. Chief Tobia it may be delayed until the end of summer. Chief Tobia explained that the issue is that Motorola has identified an issue with GPS locating of vehicles when they are inside of stations. The solution will cost some money and the County is prepared to pick up the cost. The solution will involve placing a GPS antenna on every piece of equipment. Chief Tobia shared that the antenna will allow for automatic vehicle locating and appropriate mapping. It also relates to the connectivity of mobile CAD.

### Announcements-

Lovettsville will hold their 50<sup>th</sup> anniversary celebration this year in November.

Arcola's 60<sup>th</sup> anniversary celebration will occur in January.

### **Middleburg Celebration**

Chief Tobia shared that there will be a celebration of service at Middleburg Volunteer Fire Company on May 7<sup>th</sup>. The intent is to hold a formal passing of the torch ceremony. There will be a memorialization of the 80 years of service to the community. The dissolution has not been

finalized. Chief Tobia asked that each company send a representative to help them celebrate their lifetime of service.

**Adjournment**

**There being no further business to discuss, the meeting was adjourned at 2149 hours.**

**The next Administrative Operations Committee meeting will be held on Thursday, May 12, 2016 at 1930 hours at 801 Sycolin Road, DTCI Large Conference Room.**

**Respectfully submitted:**

Christine Langley-Obaugh, M.Ed., CVA  
Executive Liaison