



GENERAL ORDER

GENERAL ORDER 110.18

Standby and Emergency Standby Support Programs

OFFICE OF THE FIRE CHIEF

Issue Date: January 09, 2019

Revision Date: N/A

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APPLICABILITY

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All Personnel

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POLICY

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The Howard County Department of Fire and Rescue Services (Department) shall provide effective support for emergency services operational programs through the implementation of efficient Stand-By and Emergency Standby programs. These programs will provide key personnel for support of low-frequency events that are critical to maintaining operational capacity and continuity.

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DEFINITIONS

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➤ A **Standby Program** is a program approved by the Fire Chief as outlined in this General Order and in compliance with all County policy and the Employee Handbook where approved participants maintain specified responsibilities and response obligations while on Standby, but off-duty.

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➤ An **Emergency Standby Program** is a subset of Standby Programs where the expectations for employee turnout time and arrival to worksite exceed those of typical Standby Programs due to the emergency nature of the established responsibilities.

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➤ A **Standby Program Schedule** is a published schedule that specifies who is on Standby at any given time for an established Standby or Emergency Standby Program.

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➤ A **No Response Event** occurs when an Emergency Standby Program response trigger criteria threshold was met but no action was taken by the individual responsible to do so.

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➤ **Explicit Authorization** is authorization designated by Attachment A or of this general order.

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➤ **Fire Chief** is the appointed Fire Chief of the Howard County Department of Fire and Rescue Services

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29 PROCEDURES

30 **PROGRAM AUTHORIZATION:**

31 Each Standby or Emergency Standby program shall be authorized by the Fire Chief. Such
32 authorization shall be indicated in Attachment A of this order.

33

34 **PROGRAM DEFINITION:**

35 Each program shall be specifically defined in term of program objectives, program resource use,
36 participant response expectations, participant compensation, and program documentation.

37 Such definition shall be specified in Attachment B of this order. Program definition shall
38 include:

- 39 • Program Description
- 40 • Program Objectives
- 41 • Program Hours of Operation
- 42 • Program Schedule Procedure and Access
- 43 • Program Alerting Procedure
- 44 • Response Trigger Criteria
- 45 • Participant Response Timelines
- 46 • Program Resources
- 47 • Participant Compensation
- 48 • Non-Response Program Activities
- 49 • Required Participant Credentials
- 50 • Special Documentation Requirements (if any)

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52 Each program shall maintain a schedule that lists which specific team member is on Standby or
53 Emergency Standby status for which period of time. The schedule shall be approved by the Fire
54 Chief, published, made available electronically to Department personnel (e.g. in the
55 Departmental staffing system), and be made available to emergency dispatchers at the Public
56 Safety Answering Point (Howard Communications).

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58 **EMPLOYEE PARTICIPATION:**

59 Employees must have Explicit Authorization by the Fire Chief to participate in any Standby or
60 Emergency Standby program. Such authorization shall be indicated in Attachment A of this
61 policy. Employees are assigned to these programs solely at the discretion of the Fire Chief.

- 62 • Employees may be temporarily authorized to participate by a Deputy Chief for a period
63 not to exceed 14 days.

64

65 If the use of a Department vehicle is required, employees must meet all requirements of
66 General Order 740.01: Driver Operator Requirements. Additionally, participation in an
67 *Emergency Standby* program requires that employees be authorized as an emergency vehicle
68 operator.

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70 Employees participating in any Standby or Emergency Standby program must have no work
71 status restrictions or duty modifications. The Fire Chief may grant written exceptions to this on
72 a case by case basis.

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74 **PROGRAM DOCUMENTATION:**

75 For each Standby or Emergency Standby program, the Bureau Chief or their designated
76 program manager shall maintain a log of program activity that includes details of each program
77 response and/or required work period that occurs as a result of the program.

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79 The Bureau Chief or their designated program manager shall submit a fiscal-year based report
80 through the chain of command to the Office of the Fire Chief quarterly and year-to-date by the
81 following dates:

- 82 • October 21 (for period 07/01 – 09/30, three months)
- 83 • January 21 (for period 07/01 – 12/31, six months)
- 84 • April 21 (for period 07/01 - 03/31, nine months)
- 85 • July 21 (for period 07/01 – 06/30, twelve months)

86

87 Each report shall include the following:

- 88 • Overview of program activity.
- 89 • Current program participants.
- 90 • Number of Standby periods (days) provided by the program
- 91 • Number of Standby hours (approximate) provided by the program.
- 92 • Alternative cost (approximate) of full-time coverage of Standby program hours.
- 93 • Number of “Standby Responses” for the program.
- 94 • Number of responses made by program personnel outside of their scheduled Standby or
95 Emergency Standby shifts.
- 96 • Number of “Non-Standby Responses,” if any, where response trigger criteria for
97 program was met but no response occurred, with explanation for each event, and
98 actions taken.
- 99 • Number of “Non-Response Issues Resolved or Handled,” if any, where a decision was
100 rendered, issue resolved, or action taken that provided benefit consistent with stated
101 program objectives.
- 102 • Listing of “non-compliance events” where deviation from program responsibilities
103 occurred, as established by Department general orders relating to Standby and
104 Emergency Standby Programs, with an explanation for each event, and actions taken.
- 105 • The master (compiled) program log for the specified time-period.
- 106 • Program costs related to payroll hours, broken down:
 - 107 ○ Number and cost of additional straight time hours utilized
 - 108 ○ Number and cost of straight/overtime/comp hours utilized
 - 109 ○ Number and cost of off-site payroll hours utilized (not associated with an actual
110 response)
 - 111 ○ Cost of mileage reimbursement
- 112 • Program costs related to use of Department resources.
 - 113 ○ List of vehicles utilized for the program



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- 114 ○ For each vehicle, total, business and personal mileage used for the program
- 115 ○ For each vehicle, total costs based on mileage calculated for each type of
- 116 mileage
- 117 ● Comparison to previous year same period.
- 118 ● Highlights of program effectiveness.
- 119 ● Potential areas for program improvement.
- 120 ● Costs of realistic alternative solutions for the service provided.

121

122 For purposes of facilitating a quick response, individuals that are On-Call may utilize an assigned

123 vehicle for personal reasons within a reasonable distance of the County or in proximity to their

124 residence, but only occasionally and to a minimal extent.

- 125 ● All vehicle use and vehicle use reporting must comply with GO 510.01: DFRS County
- 126 Vehicle Use and County policy.

127

128 Careful discretion must be used in all instances when using the vehicle for personal reasons

129 while On-Call, and efforts made to arrange temporary coverage of standby duties as an

130 alternative to using the County vehicle for personal uses that involve mileage or costs that are

131 not insignificant.

132

133 Vehicle use shall remain compliant with County and Department policy. All vehicle use and

134 mileage shall be documented in detail. Program Managers shall review the appropriateness of

135 vehicle use with each monthly mileage form submission, and discuss with program personnel

136 quarterly or as appropriate.

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138 If County vehicles are used to support a Standby or Emergency Standby program, the Bureau

139 Chief or designee for each Standby or Emergency Standby program shall implement a

140 mechanism to ensure the monthly mileage sheets (for *Assigned Take Home* vehicles) or vehicle

141 use logs (for *Assigned Daily Use* and *On-Call Take Home* vehicles) for vehicles that are

142 associated with a given Program are submitted to the Bureau of Logistics in accordance with GO

143 510.01: DFRS County Vehicle Use and County policy.

144 REFERENCES

- 145 ● Howard County Employee Manual, Compensation, Specialty Pays, Stand-By Pay

146 SUMMARY OF DOCUMENT CHANGES

147 New General Order

148 FORMS/ATTACHMENTS

149 Program and Participant Authorizations

- 150 ● Attachment A: Authorization for Programs and Program Participants

151



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152 Program Descriptions

- 153 • Attachment B-1: ESB Emergency Standby Assistant Chief/Senior Advisor
- 154 • Attachment B-2: ESB Emergency Standby Battalion Chief/Command Support
- 155 • Attachment B-3: ESB Emergency Standby Saturation Command Chief
- 156 • Attachment B-4: ESB Emergency Standby Tactical Medic
- 157 • Attachment B-5: OFM Emergency Standby Fire Investigator
- 158 • Attachment B-6: BOTS Emergency Standby Fire Communications Liaison
- 159 • Attachment B-7: BOTS Standby After-Hours Service Support
- 160 • Attachment B-8: OFC Standby Public Information Officer
- 161 • Attachment B-9: OFC Standby Public Information Officer Photographer
- 162 • Attachment B-10: ESB Emergency Standby Special Ops Technical Officer

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164 Modified Compensation Agreement

- 165 • Attachment C: DFRS Standby Program Optional Modified Compensation Agreement:
166 Management Employees

167 **APPROVED**

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Attachment A: Authorization for Programs and Program Participants

(Available as a separate .pdf)



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Attachment B-1: STANDBY PROGRAM DESCRIPTION: **EMERGENCY STANDBY ASSISTANT CHIEF/SENIOR ADVISOR**

Program Description

The Emergency Services Bureau (ESB) shall manage and provide for the availability of an Assistant Chief to function as a senior advisor and potential elevated command officer for complex incidents and certain other serious incidents and situations through the implementation of an authorized emergency standby program. This Emergency Standby resource shall be designated the Emergency Standby Assistant Chief/Senior Advisor (OCAC).

Program Objectives

- Primary Objectives
 - To provide a senior advisor at the incident scene of multi-alarm or complex incident, as defined in GO 300.07, Incident Command System-
 - To provide an Assistant Chief for purposes of elevating command at the scene of multi-alarm or complex incidents.
 - To provide Assistant Chief officer oversight of County-wide operations during high-resource use periods where adaptation and other significant decisions may be required.
 - To provide a senior chief officer at the scene of a complex incidents for use in a potentially expanded command structure.
- Secondary Objectives
 - To provide for supplemental coverage of Assistant Chief officer duties in the County during times of increased demand, including response to a potential concurrent complex incident, at times when the on-duty chief officers are committed to a specific complex incident.
 - To cover Departmental responsibilities during periods of heightened activity, such as those associated with EOC, DOC, or planning unit activities.
 - To interact with on-duty management and officers during the process for routine administrative decision making as necessary.
 - Document program activities appropriately.

Program Hours of Operation

- One uniformed Assistant Chief shall be on Emergency Standby, 24/7/365.

Program Schedule

- A schedule shall be made available to Department personnel electronically using the designated scheduling mechanism (e.g. Telestaff).
- A schedule shall be available to emergency dispatchers at Howard Communications.
- The schedule shall be maintained by the ESB Bureau Chief, or designee.

Program Alerting Procedure

- Howard Communications shall alert the OCAC using the low band paging system.

Response Trigger Criteria

Any incident response shall be communicated to Howard Communications.

- Incidents where a Suppression Task Force is alerted shall trigger the review of CAD information for the incident, an assessment of Department resources, and active monitoring of incident communications. Physical response is discretionary based on the incident critical factors, or if specifically requested or directed.
- Multi-alarm incidents shall trigger physical response to the incident scene, unless otherwise requested by Incident Command or a Deputy Chief.
 - *It is possible that response to a field Battalion Office, DOC, EOC, or even a strategic location to facilitate coverage may be more desirable than response to the emergency scene, to assume management and planning functions. Should this be the case, the IC of the primary working incident shall be consulted prior to any response to a location other than the active emergency scene.



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- Other incidents as requested by a Deputy Chief.
- Emergency Operations Center (EOC) activation.
- Department Operations Center (DOC) activation.
- Emergency Standby personnel may use their judgement and potentially respond for low priority incidents where the risk to effective service delivery is concerning. Guidance can be sought from a Deputy Chief.
- Responses for scheduled DOC or EOC shifts may also be required on short notice, as directed by a Deputy Chief.
- When activated, program personnel shall communicate their response to Howard Communications. In the event the situation is assessed and it is decided by the standby individual that no response is necessary, the standby individual shall notify Howard Communications that they will be monitoring the incident radio transmissions and will respond if incident command or a higher-ranking officer requests or if the need becomes apparent.

Participant Response Timelines

- When response is indicated, the OCAC shall respond either emergency or non-emergency (as appropriate). Responding emergency through jurisdictions other than Howard County shall only be done when absolutely necessary. It shall be noted in the Program Log when this occurs.
- Physical response shall be initiated within five (5) minutes of alert.

Program Resources

- Participants shall require rapid access to an *equipped emergency vehicle* capable of
 1. Emergency response
 2. Capable of safely transporting necessary equipment and County assets
 3. Response directly to the emergency scene
 4. Provision of first response emergency services
 5. Function as a back-up command post
- Participants shall be authorized for Standby Pay in accordance with the Howard County Employee Manual.

Participant Compensation

- Employees *may*, at the discretion of the appointing authority, be offered the use of a *Take Home Vehicle* for scheduled Standby/emergency standby periods as identified by the Program Schedule. For this option, employees must be active participants in the program:
 - Active participation is defined as having at least 16 qualifying participation events in a quarter. Qualifying events include:
 - Completion of a shift of scheduled Standby of at least 12 hours in length as documented in the designated Department scheduling system and approved by the Standby Program Coordinator.
 - Response to an appropriate emergency scene and provision of support to Command (or response to a strategic position elsewhere in the County during an emergency incident, as directed by Command) during a period of time when not on scheduled Standby.
 - Alternatively, employees may be offered the use an *On-Call Take Home Vehicle* in conjunction with their Emergency Standby responsibilities.
 - Personnel assigned a *Take Home Vehicle* shall be authorized to utilize the County vehicle when on emergency standby, and are authorized to take that vehicle to their residence during periods of assigned emergency standby obligation, as well as during periods when not on scheduled emergency standby. Responses shall be initiated when possible as appropriate during the latter. All THV Department and County policies shall be adhered to at all times.
- Employees assigned to this Emergency Standby program are eligible to be compensated with two hours of additional straight time (Code 062) for each period of Standby covered, per the Howard County Employee Manual Standby guidelines.



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- Personnel trading or covering partial shifts of assigned Standby obligation shall do so at their own discretion, as long as approved to do so (see Attachment A). Only one Standby employee may submit for two hours of additional straight time compensation per normal Standby period.
- Should a response occur, the employee is authorized to submit their actual time worked starting at the time when the driving response was initiated, and ending when the worksite is left following service delivery.
 - The employee is authorized to work a minimum period of three hours, however this period may be shortened at the employee's discretion. Only actual periods of work shall be compensated.
- This program may result in some Standby and Emergency Standby activations and contacts that result in issues that can be resolved either verbally or remotely, without actual response to a worksite or emergency scene. When this occurs, payroll for actual time worked that occurs while off-site to resolve those issues may be submitted if they occur outside of the employee's normal work schedule. Such payroll submissions must be approved in writing by the Standby program's bureau chief or their designated program manager using the DFRS Leave-Overtime form or other official process, ensuring appropriate expense coding. Good communication with one's supervisor and the Standby program manager must be maintained regarding hours worked while off-site to resolve such issues-
- All expenses, compensatory time, and payroll associated with this program shall be documented using the DFRS Overtime/Leave forms, or other approved form, and be submitted to and approved by the program's Bureau Chief, designated program manager, or by a Deputy Chief (as appropriate). All overtime, additional straight time, or comp time hours earned as a result of either response or off-site work related to this program shall be reported using the DFRS Leave-Overtime form.

Non-Response Program Activities

- General situational awareness is expected to be maintained during assigned Standby time periods.
 - Low-band pager or approved alerting mechanism shall be monitored at all times for alert.
 - Mobile phone shall be monitored for calls, text messages, and incident alerting app messages.
 - County email shall be checked every few hours.
- Non-response issues may arise and are expected to be handled appropriately.

Required Participation Credentials

- Authorized employees must be an Assistant Chief, or higher. In certain cases, a Battalion Chief who is on eligible for the rank of Assistant Chief may be specifically authorized to participate.



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Attachment B-2: STANDBY PROGRAM DESCRIPTION: **EMERGENCY STANDBY BATTALION CHIEF/COMMAND SUPPORT**

Program Description

The Emergency Services Bureau (ESB) shall manage and coordinate the availability of a Battalion Chief to function as a command chief officer at complex incidents and certain other serious incidents and situations during through the implementation of an authorized emergency standby program. This Emergency Standby resource shall be designated the Emergency Standby Battalion Chief/Command Support (OCBC).

Program Objectives

- Primary Objectives
 - To provide an additional Battalion Chief officer at the incident scene of multi-alarm or complex incident as directed by Incident Command.
 - To provide an additional Safety Officer at the incident scene of multi-alarm or complex incident as directed by Incident Command.
 - To provide a Battalion Chief officer to be available for potential concurrent emergency incidents.
 - To provide a resource for Battalion Chief officer oversight of county-wide operations during high-resource use periods where adaptation and other significant decisions may be required, and where the on-duty chief officers are committed to a specific complex incident.
- Secondary Objectives
 - To cover Departmental responsibilities during periods of heightened activity, such as those associated with EOC, DOC, or planning unit activities.
 - Document program activities appropriately.

Program Hours of Operation

- One uniformed Battalion Chief shall be on Emergency Standby, 24/7/365.

Program Schedule

- A schedule shall be made available to Department personnel electronically using the designated scheduling mechanism (e.g. Telestaff).
- A schedule shall be available to emergency dispatchers at Howard Communications.
- The schedule shall be maintained by the ESB Bureau Chief, or designee.

Program Alerting Procedure

- Howard Communications shall alert the OCBC using the low band paging system.

Response Trigger Criteria

Any incident response shall be communicated to Howard Communications. Contact shall be made with the Emergency Standby Assistant Chief (OCAC) if they are also responding or on scene.

- Incidents where a Suppression Task Force is alerted shall trigger the review of CAD information for the incident, an assessment of Department resources, and active monitoring of incident communications. Response is discretionary based on the incident critical factors, or if specifically requested or directed.
- Multi-alarm incidents shall trigger physical response to the incident scene, unless otherwise directed by Incident Command or the OCAC.
 - *It is possible that response to a field Battalion Office, DOC, EOC, or even a strategic location to facilitate coverage may be more desirable than response to the emergency scene, to assume management and planning functions. Should this be the case, the IC of the primary working incident shall be consulted prior to any response to a location other than the active emergency scene.
- Other incidents as requested by a senior chief officer.
- Emergency Operations Center (EOC) activation.
- Department Operations Center (DOC) activation.



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- Emergency Standby personnel may use their judgement and potentially respond for low priority incidents where the risk to effective service delivery is concerning. Guidance can be sought from the OCAC.
- Responses for DOC or EOC shifts may also be required on short notice, as directed by the ESB Bureau Chief or OCAC.
- When activated, program personnel shall communicate their response to Howard Communications. In the event the situation is assessed and it is decided by the standby individual that no response is necessary, the standby individual shall notify Howard Communications that they will be monitoring the incident radio transmissions and will respond if incident command or a higher-ranking officer requests or if the need becomes apparent.

Participant Response Timelines

- When response is indicated, the OCBC shall respond either emergency or non-emergency (as appropriate). Responding emergency through jurisdictions other than Howard County shall only be done when absolutely necessary. It shall be noted in the Program Log when this occurs.
- Physical response shall be initiated within five (5) minutes of alert.

Program Resources

- Participants shall require rapid access to an *equipped emergency vehicle* capable of
 1. Emergency response
 2. Capable of safely transporting necessary equipment and County assets
 3. Response directly to the emergency scene
 4. Provision of first response emergency services
 5. Function as a back-up command post
- Participants shall be authorized for Standby Pay in accordance with the Howard County Employee Manual.

Participant Compensation

- Employees *may*, at the discretion of the appointing authority, be offered the use of a *Take Home Vehicle* for scheduled Standby/emergency standby periods as identified by the Program Schedule. For this option, employees must be active participants in the program:
 - Active participation is defined as having at least 16 qualifying participation events in a quarter. Qualifying events include:
 - Completion of a shift of scheduled Standby of at least 12 hours in length as documented in the designated Department scheduling system and approved by the Standby Program Coordinator.
 - Response to an appropriate emergency scene and provision of support to Command (or response to a strategic position elsewhere in the County during an emergency incident, as directed by Command) during a period of time when not on scheduled Standby.
 - Alternatively, employees may be offered the use an *On-Call Take Home Vehicle* in conjunction with their Emergency Standby responsibilities.
 - Personnel assigned a *Take Home Vehicle* shall be authorized to utilize the County vehicle when on emergency standby, and are authorized to take that vehicle to their residence during periods of assigned emergency standby obligation, as well as during periods when not on scheduled emergency standby. Responses shall be initiated when possible as appropriate during the latter. All THV Department and County policies shall be adhered to at all times.
- Employees assigned to this Emergency Standby program are eligible to be compensated with two hours of additional straight time (Code 062) for each period of Standby covered, per the Howard County Employee Manual Standby guidelines.
 - Personnel trading or covering partial shifts of assigned Standby obligation shall do so at their own discretion. Only one Standby employee may submit for two hours of additional straight time compensation per normal Standby period.



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- Should a response occur, the employee is authorized to submit their actual time worked starting at the time when the driving response was initiated, and ending when the worksite is left following service delivery.
 - The employee is authorized to work a minimum period of three hours, however this period may be shortened at the employee's discretion. Only actual periods of work shall be compensated.
- This program may result in some Standby and Emergency Standby activations and contacts that result in issues that can be resolved either verbally or remotely, without actual response to a worksite or emergency scene. When this occurs, payroll for actual time worked that occurs while off-site to resolve those issues may be submitted if they occur outside of the employee's normal work schedule. Such payroll submissions must be approved in writing by the Standby program's bureau chief or their designated program manager using the DFRS Leave-Overtime form or other official process, ensuring appropriate expense coding. Good communication with one's supervisor and the Standby program manager must be maintained regarding hours worked while off-site to resolve such issues-
- All expenses, compensatory time, and payroll associated with this program shall be documented using the DFRS Overtime/Leave forms, or other approved form, and be submitted to and approved by the program's Bureau Chief, designated program manager, or by a Deputy Chief (as appropriate). All overtime, additional straight time, or comp time hours earned as a result of either response or off-site work related to this program shall be reported using the DFRS Leave-Overtime form.

Non-Response Program Activities

- General situational awareness is expected to be maintained during assigned Standby time periods.
 - Low-band pager or approved alerting mechanism shall be monitored at all times for alert.
 - Mobile phone shall be monitored for calls, text messages, and incident alerting app messages.
 - County email shall be checked every few hours.
- Non-response issues may arise and are issues that can be addressed either verbally or remotely in less than 15 minutes are expected to be handled appropriately.

Required Participation Credentials

- Authorized employees must be a Battalion Chief, or higher. In certain cases, a Captain that is on eligible for the rank of Battalion Chief may be specifically authorized to participate.



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Attachment B-3: STANDBY PROGRAM DESCRIPTION: **EMERGENCY STANDBY SATURATION COMMAND CHIEF**

Program Description

The Emergency Services Bureau (ESB) shall manage and provide for the availability of a chief officer at times when on-duty chief officers are committed to complex incidents and certain other serious incidents and situations through the implementation of an authorized emergency standby program. This Emergency Standby resource shall be designated the Emergency Standby Saturation Command Chief (OCSCC).

Program Objectives

- Primary Objectives
 - To provide an additional Battalion Chief or higher officer at the incident scene of multi-alarm or complex incident as directed by Incident Command.
 - To provide an additional Safety Officer at the incident scene of multi-alarm or complex incident as directed by Incident Command.
 - To provide a Battalion Chief or higher officer to be available for potential concurrent emergency incidents.
 - To provide a resource for chief officer oversight of county-wide operations during high-resource use periods where adaptation and other significant decisions may be required, and where the on-duty chief officers are committed to a specific complex incident.
 - To provide for quick Department Operations Center or Emergency Operations Center staffing when the need presents unexpectedly or with short notice.
- Secondary Objectives
 - To cover Departmental responsibilities during periods of heightened activity, such as those associated with EOC, DOC, or planning unit activities.
 - Document program activities appropriately.

Program Hours of Operation

- One uniformed chief officer shall be on Emergency Standby, 24/7/365.

Program Schedule

- A schedule shall be made available to Department personnel electronically using the designated scheduling mechanism (e.g. Telestaff).
- A schedule shall be available to emergency dispatchers at Howard Communications.
- The schedule shall be maintained by the ESB Bureau Chief, or designee.

Program Alerting Procedure

- Howard Communications shall alert the OCSCC using the low band paging system.

Response Trigger Criteria

Any incident response shall be communicated to Howard Communications. Contact shall be made with the Emergency Standby Assistant Chief (OCAC) if they are also responding.

- Incidents where a Suppression Task Force is alerted shall trigger the review of CAD information for the incident, an assessment of Department resources, and active monitoring of incident communications. Response is discretionary based on the incident critical factors, or if specifically requested or directed.
- Multi-alarm incidents shall trigger physical response to the incident scene, unless otherwise directed by Incident Command or the OCAC.
 - *It is possible that response to a field Battalion Office, DOC, EOC, or even a strategic location to facilitate coverage may be more desirable than response to the emergency scene, to assume management and planning functions. Should this be the case, the IC of the primary working incident shall be consulted prior to any response to a location other than the active emergency scene.
- Other incidents as requested by the OCAC.



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- Emergency Operations Center (EOC) activation.
- Department Operations Center (DOC) activation.
- Emergency Standby personnel may use their judgement and potentially respond for low priority incidents where the risk to effective service delivery is concerning. Guidance can be sought from the OCAC.
- Responses for DOC or EOC shifts may also be required on short notice, as directed by ESB Bureau Chief or OCAC.
- Pre-designated priority of response locations:
 - Incident scene (only if specifically requested or directed)
 - Battalion office, either first or second battalion, as directed by OCAC
 - DOC, as directed by OCAC
 - EOC, as directed by OCAC
- When activated, program personnel shall communicate their response to Howard Communications. In the event the situation is assessed and it is decided by the standby individual that no response is necessary, the standby individual shall notify Howard Communications that they will be monitoring the incident radio transmissions and will respond if incident command or a higher-ranking officer requests or if the need becomes apparent.

Participant Response Timelines

- When response is indicated, the Command Saturation Chief Officer shall respond either emergency or non-emergency (as appropriate). Responding emergency through jurisdictions other than Howard County shall only be done when absolutely necessary. It shall be noted in the Program Log when this occurs.
- Physical response shall be initiated within five (5) minutes of alert.

Program Resources

- Participants shall require rapid access to an *equipped emergency vehicle* capable of
 1. Emergency response
 2. Capable of safely transporting necessary equipment and County assets
 3. Response directly to the emergency scene
 4. Provision of first response emergency services
 5. Function as a back-up command post
- No additional straight time (Code 062) for periods of Standby covered is currently authorized for this program. This program is not authorized to Participants shall NOT be authorized for additional straight time Standby Pay (code 062) in accordance with the Howard County Employee Manual. Assignment to this program is voluntary. In lieu of Standby Pay, all participants considered for this program shall voluntarily sign Attachment C DFRS Standby Program Modified Compensation Agreement: Management Employees, and may then be assigned a Take Home Vehicle.

Participant Compensation

- Employees *may*, at the discretion of the appointing authority, be offered the use of a *Take Home Vehicle* for scheduled Standby/emergency standby periods as identified by the Program Schedule. For this option, employees must be active participants in the program:
 - Active participation is defined as having at least 16 qualifying participation events in a quarter. Qualifying events include:
 - Completion of a shift of scheduled Standby of at least 12 hours in length as documented in the designated Department scheduling system and approved by the Standby Program Coordinator.
 - Response to an appropriate emergency scene and provision of support to Command (or response to a strategic position elsewhere in the County during an emergency incident, as directed by Command) during a period of time when not on scheduled Standby.
 - Alternatively, employees may be offered the use an *On-Call Take Home Vehicle* in conjunction with their Emergency Standby responsibilities.
 - Personnel assigned a *Take Home Vehicle* shall be authorized to utilize the County vehicle when on emergency standby, and are authorized to take that vehicle to their residence during periods



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of assigned emergency standby obligation, as well as during periods when not on scheduled emergency standby. Responses shall be initiated when possible as appropriate during the latter. All THV Department and County policies shall be adhered to at all times.

- Employees assigned to this Emergency Standby program are NOT eligible to be compensated with two hours of additional straight time (Code 062) for each period of Standby covered, per the Howard County Employee Manual Standby guidelines.
 - Personnel trading or covering partial shifts of assigned standby obligation shall do so at their own discretion, as long as approved to do so (no additional straight time, code 062, for periods of standby covered is authorized for this program).
- Should a response occur, the employee is authorized to submit their actual time worked starting at the time when the driving response was initiated, and ending when the worksite is left following service delivery.
 - The employee is authorized to work a minimum period of three hours, however this period may be shortened at the employee's discretion. Only actual periods of work shall be compensated.
- This program may result in some Standby and Emergency Standby activations and contacts that result in issues that can be resolved either verbally or remotely, without actual response to a worksite or emergency scene. When this occurs, payroll for actual time worked that occurs while off-site to resolve those issues may be submitted if they occur outside of the employee's normal work schedule. Such payroll submissions must be approved in writing by the Standby program's bureau chief or their designated program manager using the DFRS Leave-Overtime form or other official process, ensuring appropriate expense coding. Good communication with one's supervisor and the Standby program manager must be maintained regarding hours worked while off-site to resolve such issues-
- All expenses, compensatory time, and payroll associated with this program shall be documented using the DFRS Overtime/Leave forms, or other approved form, and be submitted to and approved by the program's Bureau Chief, designated program manager, or by a Deputy Chief (as appropriate). All overtime, additional straight time, or comp time hours earned as a result of either response or off-site work related to this program shall be reported using the DFRS Leave-Overtime form.

Non-Response Program Activities

- General situational awareness is expected to be maintained during assigned Standby time periods.
 - Low-band pager or approved alerting mechanism shall be monitored at all times for alert.
 - Mobile phone shall be monitored for calls, text messages, and incident alerting app messages.
 - County email shall be checked every few hours.
- Non-response issues may arise and are issues that can be addressed either verbally or remotely in less than 15 minutes are expected to be handled appropriately.

Required Participation Credentials

- Authorized employees must be a chief officer, Battalion Chief or higher. In certain cases, a Captain that is on the Battalion Chief promotional eligibility list may be authorized by the Fire Chief to participate.



Howard County Department of Fire and Rescue Services

GENERAL ORDER

Attachment B-4: STANDBY PROGRAM DESCRIPTION: EMERGENCY STANDBY TACTICAL MEDIC

See General Order 320.16



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GENERAL ORDER

Attachment B-5: STANDBY PROGRAM DESCRIPTION: EMERGENCY STANDBY FIRE INVESTIGATOR

See General Order 600.02



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GENERAL ORDER

Attachment B-6: STANDBY PROGRAM DESCRIPTION: **EMERGENCY STANDBY FIRE COMMUNICATIONS LIAISON**

Program Description

The Bureau of Technology Services (BOTS) shall manage and provide for support for Fire Communications and incident operations through the implementation of an authorized Standby program. This Emergency Standby resource shall be designated the Emergency Standby Fire Communications Liaison/Fire (OCCS tones)

Program Objectives

- To provide advisory oversight for communications-related issues and events during significant incidents, certain DOC and EOC activations, and times of elevated volume.
- To function as a surge capacity resource for emergency fire dispatchers and fire and EMS related communications center needs.
- To function as an emergency dispatcher during incidents that have grown larger than available fire dispatch personnel can cover.
- Document program activities appropriately.

Program Hours of Operation

- One qualified uniformed or non-uniformed personnel shall be on Emergency Standby, when possible.

Program Schedule

- A schedule shall be made available to Department personnel electronically using the designated scheduling mechanism (e.g. Telestaff).
- A schedule shall be available to emergency dispatchers at Howard Communications.
- The schedule shall be maintained by the BOTS Bureau head, or designee.

Program Alerting Procedure

- Howard Communications shall alert the OCCS using the low band paging system.

Response Trigger Criteria

Any incident response shall be communicated to Howard Communications.

- Incidents where a Suppression Task Force is alerted shall trigger the review of CAD information for the incident, an assessment of Department resources, and active monitoring of incident communications. Response is discretionary unless specifically requested or directed.
- Multi-alarm incidents shall trigger physical response to the Communications Center, unless otherwise directed by Incident Command or the OCAC.
- Other incidents as requested by the OCAC.
- Emergency Operations Center (EOC) activation shall trigger contact being made with the OCAC regarding the possibility of response.
- Department Operations Center (DOC) activation shall trigger contact being made with the OCAC regarding the possibility of response.
- Emergency Standby personnel may use their judgement and potentially respond for low priority incidents where the risk to effective service delivery is concerning. Guidance can be sought from the OCAC.
- Other as assigned.
- When activated, program personnel shall communicate their response to Howard Communications. In the event the situation is assessed and it is decided by the standby individual that no response is necessary, the standby individual shall notify Howard Communications that they will be monitoring the incident radio transmissions and will respond if incident command or a higher-ranking officer requests or if the need becomes apparent.

Participant Response Timelines

- When response is indicated, the OCCS shall respond non-emergency.
- Physical response shall be initiated within 10 minutes of alert.



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Program Resources

- Participants shall typically require access to a *non-emergency vehicle* capable of
 1. Non-emergency response to the Public Safety Answering Point
 2. Capable of safely transporting necessary equipment and County assets
- Participants shall be authorized for Standby Pay in accordance with the Howard County Employee Manual.
- Employees assigned to this Emergency Standby program *may*, at the discretion of the appointing authority, be authorized to use an *On-Call Take Home Vehicle* in conjunction with their Emergency Standby responsibilities. This authorization would allow those authorized to take that vehicle to their residence during periods of assigned Standby obligation. This requires specific written approval at the County level.
- Standby personnel may also respond using their personal vehicle. The employee is eligible for mileage reimbursement for the actual mileage driven, usually from the response point of origin and the return to the response point of origin.

Participant Compensation

- Employees *may*, at the discretion of the appointing authority, be offered the use of a *Take Home Vehicle* for scheduled Standby/emergency standby periods as identified by the Program Schedule. For this option, employees must be active participants in the program:
 - Active participation is defined as having at least 16 qualifying participation events in a quarter. Qualifying events include:
 - Completion of a shift of scheduled Standby of at least 12 hours in length as documented in the designated Department scheduling system and approved by the Standby Program Coordinator.
 - Response to an appropriate emergency scene and provision of support to Command (or response to a strategic position elsewhere in the County during an emergency incident, as directed by Command) during a period of time when not on scheduled Standby.
 - Alternatively, employees may be offered the use an *On-Call Take Home Vehicle* in conjunction with their Emergency Standby responsibilities.
 - Personnel assigned a *Take Home Vehicle* shall be authorized to utilize the County vehicle when on emergency standby, and are authorized to take that vehicle to their residence during periods of assigned emergency standby obligation, as well as during periods when not on scheduled emergency standby. Responses shall be initiated when possible as appropriate during the latter. All THV Department and County policies shall be adhered to at all times.
- Employees assigned to this Emergency Standby program are eligible to be compensated with two hours of additional straight time (Code 062) for each period of Standby covered, per the Howard County Employee Manual Standby guidelines.
 - Personnel trading or covering partial shifts of assigned Standby obligation shall do so at their own discretion. Only one Standby employee may submit for two hours of additional straight time compensation per normal Standby period.
- Should a response occur, the employee is authorized to submit their actual time worked starting at the time when the driving response was initiated, and ending when the worksite is left following service delivery.
 - The employee is authorized to work a minimum period of three (3) hours, however this period may be shortened at the employee's discretion. Only actual periods of work shall be compensated.
- This program may result in some Emergency Standby activations and contacts that result in issues that can be resolved either verbally or remotely, without actual response to a worksite or emergency scene. When this occurs, payroll for actual time worked that occurs while off-site to resolve those issues may be submitted if they occur outside of the employee's normal work schedule. Such payroll submissions must be approved in writing by the Standby program's bureau chief or their designated program manager using the DFRS Leave-Overtime form or other official process, ensuring appropriate expense coding. Good



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communication with one's supervisor and the Standby program manager must be maintained regarding hours worked while off-site to resolve such issues-

- All expenses, compensatory time, and payroll associated with this program shall be documented using the DFRS Overtime/Leave forms, or other approved form, and be submitted to and approved by the program's Bureau Chief, designated program manager, or by a Deputy Chief (as appropriate). All overtime, additional straight time, or comp time hours earned as a result of either response or off-site work related to this program shall be reported using the DFRS Leave-Overtime form.

Non-Response Program Activities

- General situational awareness is expected to be maintained during assigned Standby time periods.
 - Low-band pager or approved alerting mechanism shall be monitored at all times for alert.
 - Mobile phone shall be monitored for calls, text messages, and incident alerting app messages.
 - County email shall be checked every few hours.
- Non-response issues may arise and are issues that can be addressed either verbally or remotely in less than 15 minutes are expected to be handled appropriately.

Required Participation Credentials

- Authorized employees must be proficient in CAD operations, and able to understand information based on reading a CAD screen.
- Must be proficient in radio use, terminology, and console operations.
- Must be able to efficiently and effectively manage the need for additional fire, rescue, and EMS resources, by managing transfers, assuring appropriate resource responses, and maintaining an appropriate amount and type of resources for potential additional or reduced response based on presenting conditions.
- Must have a solid working knowledge of systems that interface with CAD, including US Digital Fire Station alerting, and EMD.
- Must be able to work as a team member during stressful situations.



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GENERAL ORDER

Attachment B-7: STANDBY PROGRAM DESCRIPTION: **STANDBY AFTER-HOURS BOTS SERVICE SUPPORT TECHNICIAN**

Program Description

The Bureau of Technology Services (BOTS) shall manage and provide for after-hours technical support through the implementation of an authorized Standby program. This resource shall be designated the Standby BOTS Support Technician (OCBST).

Program Objectives

- To quickly assess and prioritize reported communications and technology problems.
- To provide needed support for mission critical technology and communications systems.
- To strengthen communications and customer service.
- Document program activities appropriately.

Hours of Program Operation

- The goal shall be one technician shall be on Standby during non-business hours, 24/7/365, or as defined by specific General Order.

Program Schedule

- A schedule shall be made available to Department personnel electronically using the designated scheduling mechanism (e.g. Telestaff).
- A schedule shall be available to emergency dispatchers at Howard Communications.
- The schedule shall be maintained by the BOTS Bureau head, or designee.

Program Alerting Procedure

- Howard Communications shall alert the OCBST using the low band paging system.

Response Trigger Criteria

- Physical response to an appropriate location for technical support delivery shall occur as outlined in the *Prioritization of Communications and Technology Service Requests* section of this General Order.
 - Tier One Issue Requests - Response indicated
 - Tier Two Issue Requests - Response indicated
 - Tier Three Issue Requests - No response indicated
 - Tier Four Issue Requests - No response indicated
- The need for certain responses may be negated should the issue be able to be solved remotely.
- Standby personnel may use their judgement and potentially respond to typically low priority issue requests where the risk for service delivery impact is concerning.
- When activated, program personnel shall communicate their response to Howard Communications. In the event the situation is assessed and it is decided by the standby individual that no response is necessary, the standby individual shall notify Howard Communications that they will be resolving the issue without response (which shall include establishing contact with the requestor).

Participant Response Timelines

- When response is indicated, a Standby BOTS technician shall respond non-emergency to appropriate site to begin resolution of the issue, arriving within two hours of alert.
 - Physical response shall be initiated within 30 minutes of alert

Program Resources

- Participants shall typically require access to a *non-emergency vehicle* capable of
 1. Non-emergency response to County facilities
 2. Capable of safely transporting necessary equipment and County assets



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- Participants shall be authorized for Standby Pay in accordance with the Howard County Employee Manual.
- Employees assigned to this Emergency Standby program *may*, at the discretion of the appointing authority, be authorized to use an *On-Call Take Home Vehicle* in conjunction with their Emergency Standby responsibilities, if that location is within 25 driving miles of the County line. This authorization would allow those authorized to take that vehicle to their residence during periods of assigned Standby obligation. This requires specific written approval at the County level.
- Standby personnel may also respond using their personal vehicle. The employee is eligible for mileage reimbursement for the actual mileage driven, usually from the response point of origin and the return to the response point of origin.

Participant Compensation

- Standby personnel are entitled to two hours of additional straight time (Code 062) for each period of Standby covered, per the Howard County Employee Manual Standby guidelines.
 - Personnel trading or covering partial shifts of assigned Standby obligation shall do so at their own discretion. Only one Standby employee may submit for two hours of additional straight time compensation per normal Standby period.
- Should a response occur, the employee is authorized to submit their time worked starting at the time when the driving response was initiated, and ending when the worksite is left following service delivery.
 - Upon a response, the employee is authorized to work a minimum period of three hours, however this period may be shortened at the employee's discretion. Only actual periods of work shall be compensated.
- This program may result in some Standby activations and contacts that result in issues that can be resolved either verbally or remotely, without actual response to a worksite or emergency scene. When this occurs, payroll for actual time worked that occurs while off-site to resolve those issues may be submitted if they occur outside of the employee's normal work schedule. Such payroll submissions must be approved in writing by the Standby program's bureau chief or their designated program manager using the DFRS Leave-Overtime form or other official process, ensuring appropriate expense coding. Good communication with one's supervisor and the Standby program manager must be maintained regarding hours worked while off-site to resolve such issues-
- All expenses, compensatory time, and payroll associated with this program shall be documented using the DFRS Overtime/Leave forms, or other approved form, and be submitted to and approved by the program's Bureau Chief, designated program manager, or by a Deputy Chief (as appropriate). All overtime, additional straight time, or comp time hours earned as a result of either response or off-site work related to this program shall be reported using the DFRS Leave-Overtime form.

Non-Response Program Activities

- Situational awareness is expected to be maintained during assigned Standby time periods.
 - Low-band pager shall be monitored for alert.
 - Mobile phone shall be monitored for calls, text messages, and incident alerting app messages.
 - County email shall be checked every few hours.
- Issues that can be addressed either verbally or remotely in less than 15 minutes are expected to be handled appropriately during the Standby period.

Required Participation Credentials

- Authorized employees designated as Standby BOTS Technical Support personnel shall be trained to an appropriate level to provide meaningful technical support for issues of all priority tiers.



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Attachment B-8: STANDBY PROGRAM DESCRIPTION: **STANDBY PIO**

Program Description

The Office of the Fire Chief (OFC) shall manage and provide for after-hours PIO activities through the implementation of an authorized Standby program. This resource shall be designated the Standby PIO (OCPIO).

Program Objectives

- Provide a human resource for NIMS PIO functions on incident scenes.
- Maintain constant lines of communication between the Department and media outlets.
- Coordinate and provide consistency of public messaging.
- Document program activities appropriately.

Hours of Program Operation

- One individual shall be on Standby, 24/7/365.

Program Schedule

- A schedule shall be made available to Department personnel electronically using the designated scheduling mechanism (e.g. Telestaff).
- A schedule shall be available to emergency dispatchers at Howard Communications.
- The schedule shall be maintained by the Department PIO, or designee.

Program Alerting Procedure

- Howard Communications shall alert the Standby personnel in this program using the low band paging system.
- Standby personnel shall maintain situational awareness through the use of available electronic alerting platforms (SMS notification, smart phone apps) and evaluate response using the defined response trigger criteria.

Response Trigger Criteria

- Any incident response shall be communicated to Howard Communications.
- Physical response to an incident scene when it involves:
 - Civilian/firefighter fire death
 - Multiple civilian injuries arising from a single fire incident
 - High-level Special Operations responses
 - Second alarm or greater fires
 - Incidents that develop during (or as a result of) extreme weather scenarios
 - Incidents exhausting all Department resources, such as high rise or mass casualty
 - Media inquiries (Public Information Office notification required)
 - High-level media interest incidents
 - MVAs involving Department apparatus that generate media interest
 - As requested through Howard Communications, by the OCAC, or by an Incident Commander
- The need for certain responses may be negated should the issue be able to be solved remotely.
 - When a "Task Force" is activated, the Standby PIO will monitor the incident remotely and respond if the need becomes apparent.
- Standby personnel may use their judgement and potentially respond to typically low priority issue requests where the risk for service delivery impact is concerning.
- When activated, program personnel shall communicate their response to Howard Communications. In the event the situation is assessed and it is decided by the standby individual that no response is necessary, the standby individual shall notify Howard Communications that they will be monitoring the incident radio transmissions and will respond if incident command or a higher-ranking officer requests or if the need becomes apparent.

Participant Response Timelines



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- When response is indicated, personnel shall respond non-emergency to the appropriate site to begin providing support.
 - Physical response shall be initiated within 30 minutes of alert.

Program Resources

- Participants shall typically require access to a *non-emergency vehicle* capable of
 1. Non-emergency response
 2. Capable of safely transporting necessary equipment and County assets
 3. Response directly to the emergency scene
- Participants shall be authorized for Standby Pay in accordance with the Howard County Employee Manual.
- Employees assigned to this Emergency Standby program *may*, at the discretion of the appointing authority, be authorized to use an *On-Call Take Home Vehicle* in conjunction with their Emergency Standby responsibilities, if that location is within 25 driving miles of the County line. This authorization would allow those authorized to take that vehicle to their residence during periods of assigned Standby obligation. This requires specific written approval at the County level.
- Standby personnel may also respond using their personal vehicle. The employee is eligible for mileage reimbursement for the actual mileage driven, usually from the response point of origin and the return to the response point of origin.

Participant Compensation

- Standby personnel are entitled to two hours of additional straight time (Code 062) for each period of Standby covered, per the Howard County Employee Manual Standby guidelines.
 - Personnel trading or covering partial shifts of assigned Standby obligation shall do so at their own discretion. Only one Standby employee may submit for two hours of additional straight time compensation per normal Standby period.
- Should a response occur, the employee is authorized to submit their time worked starting at the time when the driving response was initiated, and ending when the worksite is left following service delivery.
 - Upon a response, the employee is authorized to work a minimum period of three hours, however this period may be shortened at the employee's discretion. Only actual periods of work shall be compensated.
- This program may result in some Standby Standby activations and contacts that result in issues that can be resolved either verbally or remotely, without actual response to a worksite or emergency scene. When this occurs, payroll for actual time worked that occurs while off-site to resolve those issues may be submitted if they occur outside of the employee's normal work schedule. Such payroll submissions must be approved in writing by the Standby program's bureau chief or their designated program manager using the DFRS Leave-Overtime form or other official process, ensuring appropriate expense coding. Good communication with one's supervisor and the Standby program manager must be maintained regarding hours worked while off-site to resolve such issues-
- All expenses, compensatory time, and payroll associated with this program shall be documented using the DFRS Overtime/Leave forms, or other approved form, and be submitted to and approved by the program's Bureau Chief, designated program manager, or by a Deputy Chief (as appropriate). All overtime, additional straight time, or comp time hours earned as a result of either response or off-site work related to this program shall be reported using the DFRS Leave-Overtime form.

Non-Response Program Activities

- Situational awareness is expected to be maintained during assigned Standby time periods.
 - Low-band pager shall be monitored for alert.
 - Mobile phone shall be monitored for calls, text messages, and incident alerting app messages.
 - County email shall be checked every few hours.
- Issues that can be addressed either verbally or remotely in less than 15 minutes are expected to be handled appropriately during the Standby period.



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Required Participation Credentials

- Authorized Standby PIO personnel shall be trained to an appropriate level to provide PIO functions as defined by NIMS.
- ICS 100, ICS 200, ICS700, ICS800, Public Information Awareness, Basic PIO
- Authorization from the Department to function as a Department PIO



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GENERAL ORDER

Attachment B-9: STANDBY PROGRAM DESCRIPTION: **STANDBY PIO PHOTOGRAPHER**

Program Description

The Office of the Fire Chief (OFC) shall manage and provide for after-hours PIO Photography activities through the implementation of an authorized Standby program. This resource shall be designated the Standby PIO Photographer (OCPHOTO).

Program Objectives

- To obtain photographs and media early enough in working incidents that they can serve as effective contributions to the creation of learning tools for incident review and lessons learned processes.
- To obtain photographs and media for use in social media, press, and other public information releases.
- Document program activities appropriately.

Hours of Program Operation

- One individual shall be on Standby, when possible.

Program Schedule

- A schedule shall be made available to Department personnel electronically using the designated scheduling mechanism (e.g. Telestaff).
- Responses may be initiated as Standby program participants are available to do so. Response activity levels shall be closely monitored the PIO Office.
- Standby personnel may self-assign periods of assigned Standby obligation.

Program Alerting Procedure

- Standby personnel shall monitor Department emergency communications and initiate response as opportunities present.

Response Trigger Criteria

- Any incident response shall be communicated to Howard Communications.
- Standby personnel may use their judgement and respond to photography opportunities as they present.

Participant Response Timelines

- When response is indicated, personnel shall respond non-emergency to the appropriate site.
- Employees *may*, at the discretion of the appointing authority, be offered the use of a *Take Home Vehicle* for scheduled Standby/emergency standby periods as identified by the Program Schedule. For this option, employees must be active participants in the program:
 - Active participation is defined as having at least 16 qualifying participation events in a quarter. Qualifying events include:
 - Completion of a shift of scheduled Standby of at least 12 hours in length as documented in the designated Department scheduling system and approved by the Standby Program Coordinator.
 - Response to an appropriate emergency scene and provision of support to Command (or response to a strategic position elsewhere in the County during an emergency incident, as directed by Command) during a period of time when not on scheduled Standby.
 - Alternatively, employees may be offered the use an *On-Call Take Home Vehicle* in conjunction with their Emergency Standby responsibilities.
 - Personnel assigned a *Take Home Vehicle* shall be authorized to utilize the County vehicle when on emergency standby, and are authorized to take that vehicle to their residence during periods of assigned emergency standby obligation, as well as during periods when not on scheduled emergency standby. Responses shall be initiated when possible as appropriate during the latter. All THV Department and County policies shall be adhered to at all times.



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- Employees assigned to this Emergency Standby program are eligible to be compensated with two hours of additional straight time (Code 062) for each period of Standby covered, per the Howard County Employee Manual Standby guidelines.

Program Resources

- Participants shall typically require access to a *non-emergency vehicle* capable of
 1. Non-emergency response
 2. Capable of safely transporting necessary equipment and County assets
 3. Response directly to the emergency scene
- No additional straight time (Code 062) for periods of Standby covered is currently authorized for this program. This program is not authorized to Participants shall NOT be authorized for additional straight time Standby Pay (code 062) in accordance with the Howard County Employee Manual. Assignment to this program is voluntary.
- Employees *may*, at the discretion of the appointing authority, be offered one the following:
 - The use of an *On-Call Take Home Vehicle* only during periods where the employee is available for response.
 - Personnel shall be authorized to utilize a County vehicle when on Standby, and are authorized to take that vehicle to their residence during periods of assigned emergency standby obligation.
 - The use of a *Take Home Vehicle* directly to emergency incident scenes and to facilitate the transport of necessary County equipment required to perform the role. For this option, employees must be active participants in the program:
 - Active participation is defined as having at least 16 qualifying participation events in a quarter. Qualifying events include:
 - Completion of a shift of scheduled Standby of at least 12 hours in length as documented in the designated Department scheduling system and approved by the Standby Program Coordinator.
 - Non-emergent response to an appropriate emergency scene and provision of support to Command (or response to a strategic position elsewhere in the County during an emergency incident, as directed by Command) during a period of time when not on scheduled Standby.
 - Standby personnel may also respond using their personal vehicle. The employee is eligible for mileage reimbursement for the actual mileage driven, usually from the response point of origin and the return to the response point of origin.
- Appropriate media, photographic, and video resources shall be assigned for program use.

Participant Compensation

- Participation in this program is voluntary. Participants will be compensated for time when response is initiated.
- Should a response occur, the employee is authorized to submit their time worked starting at the time when the driving response was initiated, and ending when the worksite is left following service delivery.
 - Upon a response, the employee is authorized to work a minimum period of three hours, however this period may be shortened at the employee's discretion. Only actual periods of work shall be compensated.

Non-Response Program Activities

- Situational awareness is expected to be maintained during assigned Standby time periods.
 - An automated electronic alerting (e.g. Active911) system shall be monitored for working incidents.
 - Mobile phone shall be monitored for calls, text messages, and incident alerting app messages.



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- County email shall be checked every few hours.

Required Participation Credentials

- Authorized participants must be employees.
- ICS 100, ICS 200, ICS700, ICS800, Public Information Awareness
- Preferred Basic PIO course
- Authorization from the Department to function as a Department PIO Photographer
- Standby PIO Photography personnel shall be oriented to incident scene operations.
- Standby PIO Photography personnel shall be trained to an appropriate level to effectively use the photographic, video, and related equipment.



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GENERAL ORDER

Attachment B-10: STANDBY PROGRAM DESCRIPTION: **EMERGENCY STANDBY SPECIAL OPS TECHNICAL OFFICER**

Program Description

The Emergency Services Bureau (ESB) shall manage and provide for management and technical support of high-risk, low-frequency special operations incidents through an authorized Standby program. This resource shall be designated the Emergency Standby Special Operations Technical Officer (OCSOTO) (OPS10 tones).

Program Objectives

- To provide management-level technical oversight during high-risk, low-frequency special operations incidents.
- To function as a surge capacity resource for emergency incidents not associated with Special Operations.
- To integrate as part of the Special operations team as dictated by incident need.

Program Hours of Operation

- One qualified uniformed management officer shall be on Emergency Standby, when possible.

Program Schedule

- A schedule shall be made available to Department personnel electronically using the designated scheduling mechanism (e.g. Telestaff).
- A schedule shall be available to emergency dispatchers at Howard Communications.
- The schedule shall be maintained by the ESB bureau chief or designee.

Program Alerting Procedure

- Howard Communications will utilize the OPS10 tone for alerts.

Response Trigger Criteria

Any incident response shall be communicated to Howard Communications.

- Incidents where the Special Operations is alerted for a high-risk event (Swift Water Rescue, Trench Rescue, High Angle Rescue, Building Collapse, Technical Search).
- Multi-alarm incidents may trigger physical response to the County in support of saturation of resources.
- Other incidents as requested by the OCAC.
- Emergency Operations Center (EOC) activation shall trigger contact being made with the OCAC regarding the possibility of response.
- Department Operations Center (DOC) activation shall trigger contact being made with the OCAC regarding the possibility of response.
- Emergency Standby personnel may use their judgement and potentially respond for low priority incidents where the risk to effective service delivery is concerning. Guidance can be sought from the OCAC.
- Other as assigned.

Participant Response Timelines

- When response is indicated, the Special Operations Support Officer shall respond either emergency or non-emergency (as appropriate). Responding emergency through jurisdictions other than Howard County shall only be done when absolutely necessary. It shall be noted in the Program Log when this occurs.
- Physical response shall be initiated within five (5) minutes of alert.

Program Resources

- Participants shall require rapid access to an *equipped emergency vehicle* capable of
 1. Emergency response
 2. Capable of safely transporting necessary equipment and County assets
 3. Response directly to the emergency scene
 4. Provision of first response emergency services
 5. Function as a back-up command post



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- No additional straight time (Code 062) for periods of Standby covered is currently authorized for this program. This program is not authorized to Participants shall NOT be authorized for additional straight time Standby Pay (code 062) in accordance with the Howard County Employee Manual. Assignment to this program is voluntary. In lieu of Standby Pay, all participants considered for this program shall voluntarily sign Attachment C DFRS Standby Program Modified Compensation Agreement: Management Employees, and may then be assigned a Take Home Vehicle.

Participant Compensation

- Employees *may*, at the discretion of the appointing authority, be offered the use of a *Take Home Vehicle* for scheduled Standby/emergency standby periods as identified by the Program Schedule. For this option, employees must be active participants in the program:
 - Active participation is defined as having at least 16 qualifying participation events in a quarter. Qualifying events include:
 - Completion of a shift of scheduled Standby of at least 12 hours in length as documented in the designated Department scheduling system and approved by the Standby Program Coordinator.
 - Response to an appropriate emergency scene and provision of support to Command (or response to a strategic position elsewhere in the County during an emergency incident, as directed by Command) during a period of time when not on scheduled Standby.
 - Alternatively, employees may be offered the use an *On-Call Take Home Vehicle* in conjunction with their Emergency Standby responsibilities.
 - Personnel assigned a *Take Home Vehicle* shall be authorized to utilize the County vehicle when on emergency standby, and are authorized to take that vehicle to their residence during periods of assigned emergency standby obligation, as well as during periods when not on scheduled emergency standby. Responses shall be initiated when possible as appropriate during the latter. All THV Department and County policies shall be adhered to at all times.
- Employees assigned to this Emergency Standby program are NOT eligible to be compensated with two hours of additional straight time (Code 062) for each period of Standby covered, per the Howard County Employee Manual Standby guidelines.
 - Personnel trading or covering partial shifts of assigned standby obligation shall do so at their own discretion, as long as approved to do so (no additional straight time, code 062, for periods of standby covered is authorized for this program).
- Should a response occur, the employee is authorized to submit their actual time worked starting at the time when the driving response was initiated, and ending when the worksite is left following service delivery.
 - The employee is authorized to work a minimum period of three hours; however, this period may be shortened at the employee's discretion. Only actual periods of work shall be compensated.
- This program may result in some Emergency Standby activations and contacts that result in issues that can be resolved either verbally or remotely, without actual response to a worksite or emergency scene. When this occurs, payroll for actual time worked that occurs while off-site to resolve those issues may be submitted if they occur outside of the employee's normal work schedule. Such payroll submissions must be approved in writing by the Standby program's bureau chief or their designated program manager using the DFRS Leave-Overtime form or other official process, ensuring appropriate expense coding. Good communication with one's supervisor and the Standby program manager must be maintained regarding hours worked while off-site to resolve such issues-
- All expenses and payroll associated with this program DFRS Overtime/Leave forms shall be submitted to and approved by the program's Bureau Chief, designated program manager, or by a Deputy Chief (as appropriate). All overtime, additional straight time, or comp time hours earned as a result of either response or off-site work related to this program shall be reported using the DFRS Leave-Overtime form.

Non-Response Program Activities

- General situational awareness is expected to be maintained during assigned Standby time periods.
 - Low-band pager or approved alerting mechanism shall be monitored at all times for alert.



Howard County Department of Fire and Rescue Services

GENERAL ORDER

- Mobile phone shall be monitored for calls, text messages, and incident alerting app messages.
- County email shall be checked every few hours.
- Non-response issues may arise and are issues that can be addressed either verbally or remotely in less than 15 minutes are expected to be handled appropriately.

Required Participation Credentials

- Authorized employees must be current trained Special Operations Officers.



Howard County Department of Fire and Rescue Services **GENERAL ORDER**

Attachment C

DFRS Standby Program Modified Compensation Agreement: Management Employees

EMPLOYEE NAME, RANK: _____

DFRS STANDBY PROGRAM: _____

1. The Howard County Department of Fire and Rescue Services (Department), the County, and the public benefit by having an organized program to designate employees on stand-by status to be available to be called in to work as essential employees when certain circumstances warrant a quick response in order to perform certain necessary supervisory and/or management responsibilities.
2. To accomplish this goal, the Department has put into place this Modified Compensation Agreement as an incentive to certain identified employees whose residences are located to enable them to quickly respond when necessary.
3. Through this Modified Compensation Agreement, the Department will make available take-home vehicles to the identified employees, in lieu of those employees receiving stand-by pay for any dates on which they appear on the DFRS Standby Schedule.
4. Pursuant to the Howard County Employee Manual, an employee who is on stand-by is entitled to stand-by pay for two hours of pay at the straight time rate for the stand-by period between the employee's regularly scheduled work shift, or for each 24-hour standby period between work shifts. An employee on stand-by who is called in to work is also entitled to the requisite pay for hours actually worked.

By signing this Agreement, I understand and agree that:

- a. For periods that I am listed on the DFRS Standby Schedule, I would be entitled to stand-by pay as provided in the Howard County Employee Manual and agree to waive any stand-by pay that would otherwise be due to me for all times I appear on the DFRS Standby Schedule, in lieu of being provided a take-home vehicle under the terms and conditions set out in this Modified Compensation Agreement.
- b. I will use the assigned take-home vehicle provided under this Modified Compensation Agreement for all work-related duties, including responding to all call-ins, whether or not I am listed on the DFRS Standby Schedule on the date on which I am called in.



Howard County Department of Fire and Rescue Services

GENERAL ORDER

- c. I will abide by all Department rules, regulations, general orders, and policies and all County policies for use of take home vehicles, including any restrictions contained in said policies for use out of Howard County and outside the State of Maryland.

- d. Because of my rank and/or position, I am not a member of a collective bargaining unit, or eligible for representation by a collective bargaining unit, or subject to the Fair Labor Standards Act.

Employee Signature

Date