



PRINCE GEORGE FIRE AND EMS

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Date: January 21, 2021

Title: Chaplain Program

Authorized By:

I. Policy

It is the policy of Prince George Fire & EMS (PGFEMS) to provide a Chaplain Program as part of the Department's health and wellness initiatives.

II. Purpose

The purpose of the Fire & EMS Chaplain Program Standard Operating Procedures (SOPs) is to outline the duties and responsibilities of a chaplain participating in the program.

III. Definitions:

1. **Fire & EMS Chaplain:** An individual who is an ordained or validated/licensed minister in good standing with his/her ecclesiastical body who provides non-denominational religious and/or non-religious assistance to the members and their families of PGFEMS, as well as to the citizens and visitors to Prince George County, Virginia, in times of emergency or need.
 - a. **Designations:** Chaplains shall operate under the division of Community Outreach and Risk Reduction of PGFEMS for general purposes and shall be assigned to a particular fire or EMS company for specific service. Each chaplain shall be designated per their company assignment, e.g. the chaplain assigned to PGVFD Company 1 shall be "Chaplain 1," whereas the chaplain assigned to BVFD Company 4 shall be "Chaplain 4," and so on.
 - b. **Scope of Service:** While a chaplain may be assigned to a company for specific service, each chaplain is available to any member of PGFEMS or their family. Chaplains, regardless of company affiliation, will actively engage in the work of being known to all PGFEMS members and companies, and available to such as the occasion arises.
2. **Lead Fire & EMS Chaplain:** The chaplain designated as liaison and coordinator between the participating chaplains and the Fire & EMS Liaison.
 - a. **Designation:** There is no further formal designation for the Lead Fire & EMS Chaplain beyond his or her normal designation, save for changes to the uniform (see Section VII.1.a.i of this document).
3. **Fire & EMS Liaison:** An individual designated by the PGFEMS Director will serve as the Fire & EMS Liaison.



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4. **PGFEMS Director:** An employee appointed by the County Administrator of Prince George County who has the overall responsibility to oversee and manage the Department of Fire & EMS.
5. **Incident Commander (IC):** The Officer-in-Charge (OIC) of an incident and to whom the chaplain reports upon arrival on an emergency scene.
6. **Fire & EMS Member:** Personnel operating under the PGFEMS Coordinated Fire & EMS System.

IV. Duties and Services:

1. **Scene Dispatch:** Fire & EMS Chaplains can expect to be notified to respond to the following incidents/scenes: Virginia State Certification;
 - a. Residential fires
 - b. Incidents involving one or more fatalities;
 - c. Critical injury or death of a PGFEMS member;
 - d. Building or other collapse with serious or greater injury or loss of life;
 - e. Airplane or rail accident with serious or greater injury or loss of life;
 - f. Any incident/disaster that has a large loss of life and/or property;
 - g. Incident involving a relation or significant other of PGFEMS member, as designated in Section III.6;
 - h. When the Critical Incident Stress Management (CISM) and/or Peer Support Team is requested and activated for an incident;
 - i. When the IC requests a chaplain's presence for any incident not specified herein.
2. **Non-Scene Dispatch:** Fire & EMS Chaplains may be expected to respond to locations that are connected to an incident but are not the direct scene, themselves. These may include, but are not limited to:



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a. Hospitals:

- i. The IC or EMS provider providing treatment determines that the chaplain is necessary for support when a PGFEMS member is seriously injured or greater, to provide support to the provider and/or other members of PGFEMS affected by the incident, as well as to family relations of the PGFEMS member;
- ii. If victims and/or their family members need support until the hospital chaplain or family spiritual leader arrives to continue care, as determined by IC, EMS provider, or hospital staff.

b. Other Support Locations:

- i. When applicable, the chaplain may be directed to respond for service to the location of other support locations indirectly related to the incident, such as a Family Reunification Center, Prince George County EOC, or other locale determined by IC to provide service as directed. Upon arrival, the chaplain shall report to the person-in-charge for direction and assignment.

3. On-Scene Duties: When responding to the scene of an emergency, the following services will be provided by the chaplain(s). In the event that multiple chaplains are called to a scene for service, the Lead Chaplain, or if he/she is unavailable the on-call chaplain, will coordinate the chaplains to ensure seamless quality of care in conjunction with the IC/OIC.

a. Victim(s):

- i. Provide appropriate assistance to victim(s) in order to free PGFEMS personnel to undertake emergency rescue duties;
- ii. Assist in the collection of names of those directly affected by the incident for work of the IC, any support services that have been active through the county (e.g. Family Reunification Center), as well as for the Red Cross and/or Salvation Army, as applicable, to assist in the transition to that agency to provide continued care;
- iii. Assist in the contacting of appropriate family members related to the victim(s);



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- iv. Determine if the victim/family has a religious preference and inquire if they would like notification of their church (es) and/or spiritual leader(s).

b. Prince George Fire & EMS Personnel:

- i. Provide appropriate assistance to those personnel who took part in on-scene operations, once those operations have temporarily or permanently ceased;
- ii. Watch for signs of physical or emotional distress, and accompany those affected to rest and rehabilitation areas;
- iii. Assist in rehab as necessary and/or request by IC or commander of rehab area;
- iv. Assist in other support operations as trained and/or requested, provided these do not interfere with the above duties.

4. Support Location Duties: When dispatched to an incident Support Location (IV.2.b), services provided by a PGFEMS Chaplain shall be in line with services offered to victims and/or PGFEMS Personnel, as determined by the incident and in consultation with the OIC or Director of the Support Location. As with other services offered, care and comfort should be the first priority, followed by information clarification and spiritual and/or emotional guidance. At no time shall this occasion for service be used as leverage for personal conversion or evangelism; our offerings shall fall in line with the preferences of those being served.

5. Post Emergency Duties: There may be times when follow-up is necessary and encouraged. These should be offered in consultation with the OIC, shift supervisor, or Chief Officers of the Department:

- a. Conduct a follow-up, as applicable, to ensure that victims and/or their families are receiving any additional necessary assistance. This applies to both local and out-of area persons who may still be in Prince George prior to departure.
- b. Ensure the needs of emergency workers are being addressed, including on-the-job injuries and impacts; need for continued care, whether informal or professional; assist in the implementation of a CISM Debriefing or other such



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offering should the presence of traumatic stress indicate the benefits of such an offering.

- 6. Customer Service Duties:** In conjunction with the work of PGFEMS, and not directly related to Sections IV.1-IV.5:
- a. Regular Station visits;
 - b. Visit hospitalized members when requested by member, family, and/or Chief Officers;
 - c. Provide assistance or counseling, within scope of training, to members or member family in times of stress or difficulty;
 - d. Attend PGFEMS functions at both assigned station and for larger department-wide gatherings as appropriate or requested, including the offering of an invocation, benediction, or other service as requested;
 - e. Represent PGFEMS in an official role at other county or regional events as requested and approved by Chief Officers or Administrative Officers, including the offering of an invocation, benediction, or other service as requested;
 - f. Conduct funerals/memorials, weddings, or baptisms for members and their families, if certified to do so and the occasion is appropriate, upon request and when in-line with the tenets of one's own religions tradition;
 - g. Promote the overall goals of PGFEMS and of the Chaplain program;
 - h. Participate in CISM and Peer Support offerings, when it is within the scope of training;
 - i. Assist department officials with Line of Duty Death (LODD) or injury notifications, in conjunction and consultation with Chief Officers and/or Administrative Officers;
 - j. Assist PGFEMS with the planning for and implementation of member funeral/memorial services (Refer to "Admin 1.11 – Funeral Guidelines and Etiquette").
- 7. Respectful Engagement Clause:** At no time shall a chaplain of PGFEMS, when offering services in an official capacity as discussed herein or otherwise determined to be official, use his/her position or occasion to proselytize or otherwise convert an individual to a specific religion or worshiping body.



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V. General Responsibilities:

- 1. On-Call:** PGFEMS chaplains will participate in a regular time of availability to be on-call by dispatch. These time periods will be coordinated by the Lead Chaplain. While on-call, the chaplain will be available to respond to a scene according to Section IV.1 or when otherwise requested. Should the On-Call Chaplain be otherwise unavailable, dispatch is encouraged to attempt the other chaplains on file until one is contacted.
- 2. Fire & EMS Chaplain:**
 - a. Attend trainings and/or meetings identified by the Lead Chaplain, Fire & EMS Liaison, and/or Director of Fire & EMS;
 - b. Participate actively in the On-Call program;
 - c. Attend meetings and trainings, as available, at station(s) of primary assignment;
 - d. Wear appropriate uniform, identification, and Personal Protective Equipment (PPE) as determined by the nature of the scene when representing the department and jurisdiction;
 - e. Report to the IC/OIC upon arrival at any emergency scene for accountability and assignment;
 - f. Remain available at the ICP or other designated/assigned space to ensure appropriate service without disruption of other operations.
- 3. Lead Fire & EMS Chaplain:** Along with the General Responsibilities outlined in Section V.2, the Lead Chaplain shall be responsible for the following:
 - a. Coordinate trainings, meetings of chaplains, and other activities related to the PGFEMS Chaplain program;
 - b. Schedule the regular On-Call Chaplain coverage;
 - c. Serve as liaison between the chaplains and the Fire & EMS Liaison;
 - d. Maintain a current roster of PGFEMS Chaplains;
 - e. With the Fire & EMS Liaison, recruit and interview potential new chaplains;
 - f. With the Fire & EMS Liaison, create and implement a new chaplain orientation program;
 - g. Maintain copies of Chaplain training certifications;
 - h. Offers updates to the PGFEMS Advisory Board, as applicable and appropriate.



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4. Fire & EMS Liaison:

- a. Oversees the effectiveness and application of the PGFEMS Chaplain program with the Lead Fire & EMS Chaplain;
- b. Recommends to the PGFEMS Director policies and procedures, and updates, to support the Chaplain Program;
- c. Maintains a current roster of PGFEMS Chaplains;
- d. With the Fire & EMS Lead Chaplain, recruit and interview potential new chaplains;
- e. With the Fire & EMS Lead Chaplain, create and implement a new chaplain orientation program;
- f. Ensures Chaplain training certifications are in line with compliance standards;
- g. Reports to PGFEMS Director;
- h. Offers updates to the PGFEMS Advisory Board, as applicable and appropriate.

VI. Training Certification:

1. Minimum Training & Certification Standards:

- a. PGFEMS Organizational Structure, Mission, Vision, and Values;
- b. FEMA Incident Command (ICS) Courses IS-100b, IS-200b, IS-700b, and IS-800b;
- c. Incident Scene Safety and Operations, conducted by Fire & EMS Liaison or approved designee;
- d. Health and Safety Operations;
- e. In-Service trainings relating to Chaplains and PGFEMS;
- f. Health Insurance Portability and Accountability Act (HIPAA) Training;
- g. VA LODA Program;
- h. EVOC Level I.

2. Further Training & Certification: Any Fire & EMS Chaplain may, with approval, seek training related to Fire & EMS Operations and Programs and/or Chaplain Services. These may include, but are not limited to:

- a. Firefighter I & II;
- b. HazMat Ops & Tech;
- c. EMT;



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- d. CISM Training & Certification;
- e. Peer Support;
- f. EVOC Levels II & III

VII. Uniforms & other Gear:

Each member of the Chaplain program will have the following items issued them and are responsible for maintaining them in proper working condition.

1. Division-provided items (Prince George Fire & EMS):

a. Class "A" Uniform:

- i. One Double-Breasted Navy Blue dress blouse with gold buttons, gold sleeve braids (3 for Lead Chaplain, 2 for all other chaplains), gold Maltese Cross "Years of Service" awards on the left sleeve above the braids, as determined by "Admin 1.10 – Awards and Recognition Program," and PGFEMS patches on shoulders;
- ii. One pair Navy Blue dress pants;
- iii. One each dress white shirt long-sleeve and short-sleeve with PGFEMS patches on shoulders;
- iv. One White Bell Hat (black visor, gold hat band, gold "FD" side buttons, gold Chaplain insignia/hat device);
- v. One black necktie (4-in-hand for male, crossover for female);
- vi. One pair black dress shoes;
- vii. Two gold PGFEMS Chaplain badges;
- viii. One black dress belt with gold buckle;
- ix. Two sets of gold chaplain collar pins;
- x. Two gold name plates.

b. Daily/Duty Uniform:

- i. One pair dark blue (navy) station work pants;
- ii. One pair black station boots with safety toes;
- iii. One black belt for station pants with gold PGFEMS buckle;
- iv. Up to two polo shirts with gold trim, embroidered with "Chaplain" and "Name." At least one of these should be white;
- v. One Navy blue long-sleeve "Job Shirt" with gold trim, embroidered with "Chaplain" and "Name."

c. Personal Protective Equipment (PPE), properly measured & fitted:

- i. One protective coat with block letters "CHAPLAIN" on lower tail;



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- ii. One pair protective pants;
 - iii. One pair protective gloves;
 - iv. One white protective helmet with white CHAPLAIN rocker decals;
 - v. Five helmet accountability tags with "CH <Last Name>";
 - vi. One road safety vest identifying wearer as PGFEMS;
 - vii. Protective eye wear;
 - d. Miscellaneous:
 - i. Activation in the alerting service on personal smart phone;
 - ii. PGFEMS email account;
 - iii. PGFEMS picture Identification (ID) Card;
 - iv. PGFEMS CHAPLAIN Vehicle License Plate tag.
- 2. Company-provided items (at discretion of Chief Officers):**
- a. Pager or other county-wide alerting device (e.g. radio);
 - b. Structural PPE up to certification & operational level;
 - c. Company-specific uniform or clothing (e.g. ball caps, t-shirts, etc.);
 - d. Other items deemed appropriate.