



Resource Specialist Policy Reference Sheet

MISSION AND VISION STATEMENTS

POLICY NUMBER: RS-100

REVISED DATE: May 21, 2012

Mission Statement -- The Rio Verde Fire District Resource Specialists provide professional and compassionate care improving the wellbeing of our Verde residents and guests in time of need.

Program Description -- The Rio Verde Fire District and Fire Resource Specialists will collaborate in partnership to provide more effective and efficient service to our community. The Resource Specialist program is a structured process that trains volunteers to assist our community by linking visitors and residents of Rio, Tonto and Vista Verdes with appropriate services need.

RESPONDING TO A RESIDENCE

POLICY NUMBER: 102.01

REVISED DATE: April 23, 2014

When responding to a residence, park your vehicle two houses down from the scene.

Contact the company officer to obtain an assignment before entering the emergency scene. If you arrive prior to the fire crew, **do not enter the scene until it has been secured!**

Once you have entered the residence, please introduce and identify yourself as the on-call Resource Specialist of the Rio Verde Fire Dept, to the spouse or any family members of the patient. Then obtain your assignment from the Captain or Crew. Do not roam freely around the residence unless requested to do so by the Captain or Crew, for any specific items needed, i.e. medication list, medications or clothing needed to transport the patient. The Crew and Resource Specialists need to obtain permission and/or help from the patient's spouse or family members in finding these items and information.

RESPONDING TO A TRAFFIC ACCIDENT

POLICY NUMBER: 102.02

REVISED DATE: September 1, 2012

When responding to a traffic accident report to the company officer and wait for instructions. You may be asked to assist the firefighters with equipment or asked to direct traffic. Stop all traffic, or if it can be safely routed around the scene do so in a safe manner using your safety vest, stop/slow sign, cones and electronic flare beacons. Work with Law Enforcement to accomplish safe traffic control. **Traffic safety vests must be worn at all times when working in roadways or highways - no exceptions!**

RESPONDING TO FIRE CALLS

POLICY NUMBER: 102.03

REVISED DATE: September 1, 2012

Go to the fire station first and pick up the rehab supplies and equipment. When on scene park two houses away and leave enough room for additional responding fire and Sheriff's units to get through. Report to the Captain or Engineer for instructions and advise them you have the rehab supplies and equipment. **(Do not enter the structure!) (You will not be asked to enter a hazardous environment!)**

STAGING OUT FOR A CALL

POLICY NUMBER: 102.04

REVISED DATE: January 10, 2013

When responding to a call and all units are advised to “STAGE OUT”. -- All Resource Specialists are to stage (park) a least one block away from the dispatched address. If the address is located near the Resource Specialist residence or location, stay inside your residence or location to maintain a safe distance. Do not go to or enter the address even if this is a close friend/neighbor. Neither Fire Dept. personnel nor Resource Specialists may enter until the scene has been secured by law enforcement.

When the scene has been secured, law enforcement will advise the alarm room that it is safe to enter. -- After Fire Department personnel have entered, the Captain on duty will determine if the assistance of our Resource Specialist on duty is needed and if so will contact them to enter the scene. If no assistance is needed the Resource Specialist will clear the staging location and go available.

TRANSPORTATION OF PATIENTS AND RESIDENTS

POLICY NUMBER: 103.01

REVISED DATE: September 1, 2012

Make sure family members or friends not being transported are comfortable driving themselves to the hospital, if not offer to drive them in their car or yours. Call a Resource Specialist if you need a ride home. If you drove them in your car, remind them to call you for a ride home if needed.

RESOURCE SPECIALIST UNIFORM

POLICY NUMBER: 104.01

REVISED DATE: September 1, 2012

Wear your appropriate uniform to identify yourself as a Rio Verde Fire Resource Specialist to anyone on scene. This is to include your duty shirt, Polo or T-Shirt and hooded Sweatshirt.

SAFETY VEST USAGE

POLICY NUMBER: 104.02

REVISED DATE: September 1, 2012

You must wear your safety vest on all fire and traffic accidents. Any time you are working in or around Highways and Roadways. **(No Exceptions!)**

COMMUNICATIONS

POLICY NUMBER: 104.03

REVISED DATE: November 1, 2012

The assigned cell phone must be carried with you at all times, while on duty.

- Utilization of the Resource Specialist cell phone shall be for business use only.
- 911 calls for the Rio Verde Fire District will be received by phone through Cadpage.
 - When an emergency call is received, check to see that the event address is within the boundaries of the Rio Verde Fire District
 - Select “Map” from the screen menu and utilize the mapping navigation as needed.

SHIFT SCHEDULE ATTENDANCE

POLICY NUMBER: 105.01

REVISED DATE: September 1, 2012

If you are scheduled for duty and can't fulfill your shift, it is your responsibility to secure a replacement and notify the Captain on duty of any changes.