
	<i>FIRE RESCUE</i> ALBEMARLE COUNTY STANDARD ADMINISTRATIVE POLICY	
	Subject:	Special Incident Reporting
	Reference Number:	SAP-DEP-019
	Effective Date:	1 December 2009
	Last Revision Date:	N/A
	Signature of Approval:	 J. Dan Eggleston, Chief

Purpose:

To provide for the official documentation of significant incidents such that the circumstances of the incident itself, its history, and its disposition are readily available for purposes of ensuring prompt and adequate resolution and identifying trends in specific areas such as customer service or safety.

Scope:

Albemarle County Fire Rescue Personnel

Definitions:

Special Incident - Any issue, concern, incident, or event that is significant in that it included a breach of policy, safety concern, argument, poor customer service, inappropriate behavior, inadequate training, or other similar concern on the part of the individual submitting the report.

Special Incident Report (SIR) – Paper based report available in the stations for reporting significant Issues.

SIR Database – Team services list where issues are documented and tracked at the discretion of senior staff.

Policy:

1. Types of issues to report – it is the responsibility of the personnel included in the scope of this policy to report any issue or incident he/she feels is significant enough to be included. Examples of such issues include, but are not limited to:
 - a. Poor patient care practices on a specific incident.
 - b. Poor customer service provided. For example someone who believes the needs of a customer were ignored by the personnel on the scene and/or the incident commander should identify this through an SIR.
 - c. Personnel functioning on scene without the knowledge, skill, or ability to do so.
 - d. Personnel attempting a specific task without the knowledge, skill, or ability to do so.
 - e. Policy violation.
 - f. Conflict between personnel.
2. Reporting
 - a. Determine whether or not the issue or incident is time critical.
 - i. If so, notify immediate supervisor and the ACFR Duty Officer immediately. Make other notifications as necessary or as directed. Continue the SIR process.
 - ii. If not, immediate notifications are not necessary. Continue the SIR process.
 - b. Complete the SIR and attach any supporting documentation to the form.
 - i. An SIR should be available at each station. Forms are also available from the Battalion Chiefs and Duty Officer.
 - ii. Supporting documentation
 1. Include any digital supporting documentation on a disk or CD (i.e. digital pictures).
 2. Print any forms, emails, or other correspondence and include a copy in the interoffice mailer.
 - c. Be sure to document on the form the notifications you are aware have been made to this point (Notifications section of the SIR).

- d. Write reports in a professional manner consistent with documents available under FOIA or discoverable by law.
- e. Send the completed form through interoffice mail, utilizing an orange interoffice mailer, addressed to "SIR Inbox". If desired, make a copy of the form for your own records.
- f. SIRs will be forwarded to the appropriate Division Chief for review and determination as to whether the issue will be added to the SIR Database on Team Services.
- g. Division Chief determines further action and documents disposition. Disposition is reported to personnel submitting the SIR.