

By-Laws of the Department of Emergency Services

Standard Operating Procedures (SOP) Committee

Article I: Committee Name

Section 1: **Name:** The official name of this workgroup shall be the "Department of Emergency Services Standard Operating Procedures Committee", hereafter referred to as the SOP Committee.

Article II: Authorization and Purpose

Section 1: **Purpose:** To be inclusive of multiple organizational levels of the Department regarding the consideration, evaluation, development, review and/or elimination of procedural documents that apply to any and/or all Divisions of the Department of Emergency Services (DES).

Section 2: **Goals:**

- Develop, update, or recommend elimination of Departmental & Divisional SOPs;
- Improve efficiency and effectiveness of DES processes;
- Promote consistent, equitable and uniform results;
- Document best practices;
- Provide managers (leadership team), supervisors and staff with the tools necessary to ensure that DES tasks and responsibilities are being uniformly and consistently performed;
- Provide clear guidance on and requirements for performing DES / Division processes;
- Review drafted, proposed or updated SOPs from SOP sub-committees;
- Recommend SOPs to the DES Leadership Team for approval.

Section 3: **Responsibilities:**

In general, the SOP Committee will ensure that each SOP document, all operating processes and work expectations for the particular task(s) are enumerated in the SOP. Each SOP should articulate the tasks within the process flow and identify, when applicable, the manager / supervisor / individual or office that is accountable for the processes established in the SOP.

The SOP shall not be so detailed that it restricts reasonable supervisory discretion, flexibility, and adaptation to minor changes in the operating environment of the accountable entity (e.g. minor changes in staffing, application challenges, or readiness posture).

Due to a number of factors including changes in leadership, the emergence of new technologies, new or revised industry standards and broader advancements in the public safety landscape, it is inevitable that some SOPs will become obsolete, or need to be merged into other SOPs. In such cases, the SOP Committee must formally rescind the obsolete SOP(s) or incorporate them into others as appropriate.

Section 4: Sub-Committees:

The SOP Committee will have standing sub-committees as described below. The primary objective of these standing sub-committees is to focus upon developing, evaluating, and updating SOPs that are specific to their Division. SOP work may be assigned to sub-committees by the SOP Committee. SOP work completed by a sub-committee is forwarded up to the SOP Committee through the appropriate division representative.

Sub-committees will work together to provide a forum to exchange information and ideas that will enhance the ability of DES Divisions to perform their respective duties.

Sub-committees will identify the need for new, revised, merged or deleted SOPs and evaluate the need to develop SOPs to respond to operational or administrative process concerns of their Division or as directed by the SOP Committee.

To assure a comprehensive approach to SOP development, SOP sub-committees are expected to collaborate with subject matter experts, allied agencies and external response partners when performing their work.

Division Sub-committee membership shall consist of personnel that can provide subject matter expertise or other background information in accordance with the sub-committee's overall goals and objectives as outlined by the SOP Committee. For instances where a subject matter expert is not on the sub-committee, a subject matter expert shall be included for that particular discipline.

The SOP Committee may add, delete (except Division Sub-committees) or repurpose sub-committees or work groups as it deems necessary to carry out its business. Each standing sub-committee / working group shall have an elected chairperson and vice-chairperson, one of whom shall attend each SOP Committee meeting and report on the activities of their sub-committee.

The standing SOP sub-committees will be as follows:

EMS SOP Sub-Committee (see Article II, Section 5)

Animal Control / Shelter SOP Sub-Committee:

9-1-1 / Public Safety Communications SOP Sub-Committee

Section 5: EMS SOP Sub-Committee:

The EMS SOP sub-committee will be co-chaired by the Asst. Chief and the Quality Assurance Captain and five (5) members of the Division. Membership will include one (1) Lieutenant, two (2) Paramedics, and two (2) EMTs.

The primary duties of the co-chairs will be to:

- Develop and/or update SOPs documents; and
- Distribute draft SOPs for review by the members; and
- Schedule meetings as needed to review SOPs, and
- Coordinate membership requests for approval by the Chief in July each year.

The member's duties will be to review the SOPs developed and/or updated by the co-chairs and provide field level subject matter expertise.

Each year in July, the co-chairs will seek new members to serve as the five (5) members of the EMS SOP Sub-Committee. This will be done via email to the Division. Each employee wishing to serve for a year on the sub-committee must email the co-chairs with a short paragraph explaining why they are interested in being a member.

Membership will be determined in accordance with Article III: Membership, Section 2 Sub-Committee Vacancies.

Article III: Membership

Section 1: Membership

SOP Committee: Membership is static and based upon job title.

- Shelter Manager
- Asst Chief, Emergency Medical Services
- Asst Chief, Special Operations Division
- Asst. Chief, Public Safety Communications
- Assistant to the Director, Administration

SOP Sub-committee: Membership on the sub-committees is determined by the leadership in each division. In all cases it must be an equitable mixture of workers and supervisors, and there must be an odd number of members on sub-committees. The minimum number of sub-committee members shall be three (3) with one being elected by the IAFF Local 4658 for the EMS sub-committee. In no case shall membership exceed eight percent (8%) of the number of authorized FTE's in the respective divisions.

Section 2: SOP Sub-Committee Vacancies

Any vacancy occurring by reason of resignation, termination, death, or disqualification of a member will be filled by appointment of the Director based upon recommendations from the DES Leadership Team.

Temporary vacancies (extended leave, mission deployment, position vacancy, etc.) are filled by appointment of the respective Division Chiefs.

Section 3: Quorum

SOP Committee: The presence of one hundred percent (100%) of the members shall constitute a quorum for the transaction of business.

Sub-Committee Quorum: The presence of fifty-one percent (51%) of the members shall constitute a quorum for the transaction of business.

Article IV: Officers and Duties

Section 1: **SOP Committee Officers:** The officers of the SOP Committee shall at a minimum consist of the following positions:

- Chairperson
- Recording Officer (minutes)

Sub-committee Officers: The officers of sub-committees shall consist of the following positions:

- Chairperson;
- Vice Chair
- Recording Officer (minutes)

Section 2: **Election of Officers:** SOP Committee and sub-committee officers are elected by the members of the respective committee - simple majority.

Section 3: **Chair:** The powers and duties of the Chairperson. The chairperson is the executive officer and will preside at all meetings, develop meeting agendas, represent the SOP Committee at DES and external meetings and functions, act as the spokesperson for the SOP Committee, and assure that the SOP Committees' responsibilities and activities are addressed in a professional manner and act as the coordinating official with the Emergency Services Director, and have such other powers and duties as are customary for the presiding officer on similar committees and boards.

Section 4: **SOP Committee Vice Chair:** The Vice Chair will assume the duties and responsibilities of the Chair in his/her absence and lead the efforts of any workgroups, focus groups, etc. created by the sub-committee to complete their work.

Section 5: Recording Officer (minutes): shall keep a written record of all business transacted by the committee or sub-committee, give notice to all members of all meetings, present minutes to the

council for their approval via majority vote every meeting, keep on file all official records of the council, certify all records and reports.

Article V: Meetings

Section 1: **SOP Committee:** The regular meetings of the SOP Committee shall be held quarterly or at the call of the Chair as often as necessary to conduct business. Special meetings of a sub-committee to meet with the SOP Committee may be called by the Chairman at such time and place as the Chair may designate. SOP Committee meetings may be necessary when requested by a sub-committee.

SOP Sub-committees: Will meet as necessary to conduct their business and complete the duties outlined elsewhere in this document.

Article VI: Correspondence and Communications

Section 1: All official communications of the SOP Committee shall be carried out by the Chair or under his/her direction.

Section 2: Inquiries and/or written comment(s) from DES staff, allied agencies, external response partners or the public relating to the activities of the sub-committees, or any public dissemination of news of activities, shall be through the SOP Committee Webpage.

ARTICLE VII: Records

Section 1: The SOP Committee, SOP Sub-committees and workgroups shall maintain minutes of its proceedings as well as any other records as may be required for the proper conduct of its business and affairs.