National Fire Academy

R0847 – Emergency Medical Services: Incident Operations
Quarter:

ACE Credit: In the upper division baccalaureate degree category, three semester hours in Emergency Medical Services (EMS), public administration, or fire science.
IACET Continuing Education Units: 3.6

Length of Course: 6 Days (46 contact hours, Sunday – Friday)
Prerequisite: Yes
Curriculum: Emergency Medical Services
Training Specialist: Mike Stern
Instructor:
Instructor email/phone:
Classroom: J-
Meeting Time: 8 AM – 5 PM

Table of Contents

<table>
<thead>
<tr>
<th>Course Description</th>
<th>Course Resources</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary and Secondary Audience</td>
<td>Evaluation Procedures</td>
</tr>
<tr>
<td>Course Scope</td>
<td>Course Outline</td>
</tr>
<tr>
<td>Course Objectives</td>
<td>Policies</td>
</tr>
<tr>
<td>Course Delivery Method</td>
<td>Grading Rubrics</td>
</tr>
</tbody>
</table>

Course Description (Catalog)

R0847 – “Emergency Medical Services: Incident Operations.” In this six-day course, EMS personnel/officers/supervisors review the ICS and study proper incident command techniques for management of medium to large incidents involving multiple sick or injured patients. Topics covered include problem-solving and EMS functions within incident command, resource management, interagency and mutual aid, size-up and strategy, tactics and action plans, EMS company operations, preincident preparation, incident organization, and strategic command.
Student Qualifications (Primary and Secondary Audience)

Emergency response personnel with responsibilities to implement the initial and early expanding EMS functions of an ICS at medium- or large-sized incidents.

Course Objectives (Course Learning Outcomes – TLOs)

After successfully completing this course, you will be able to accomplish the following:

- Identify the Incident Command System’s (ICS’s) features, functions and responsibilities.
- Create an Incident Command System (ICS) structure appropriate to the level of Emergency Medical Services (EMS) functions for an incident/event.
- Apply a sequential decision-making process to determine application of resources and actions.
- Identify, organize and demobilize appropriate resources within Emergency Medical Services (EMS) functions at an incident or event.
- Organize Emergency Medical Services (EMS) functions, formulate and communicate EMS functions in a verbal Incident Action Plan (IAP), and allocate resources in support of the IAP.

Course Delivery Method

The National Fire Academy (NFA) offers specialized training courses and advanced management programs of national impact in an academic classroom environment on campus at the National Emergency Training Center (NETC) in Emmitsburg, Maryland. This classroom course is designed for the national level fire/emergency medical services (EMS) officer from State and local fire/EMS service organizations. During this 6-day delivery, students will reside in dormitories provided on campus with classes conducted in classrooms designed for critical student/instructor interaction. All course materials are designed for interactive classroom environments, in either paper notebook or electronic formats.
Course Schedule

The purpose of the course schedule is to give you, at a glance, the required preparation, activities, and evaluation components of your course.

<table>
<thead>
<tr>
<th>DAY 1</th>
<th>DAY 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Introduction</td>
<td>Unit 2: Mass Casualty Incidents, Patient Generators, and EMS-specific ICS Overview</td>
</tr>
<tr>
<td>Activity 1.1: Student Introductions</td>
<td>Activity 2.1: Static and Dynamic Patient Generators</td>
</tr>
<tr>
<td>Unit 1: Incident Command System Review</td>
<td>Activity 2.1: Static and Dynamic Patient Generators</td>
</tr>
<tr>
<td><strong>Break</strong></td>
<td><strong>Break</strong></td>
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<tr>
<td>Unit 1: Incident Command System Review (cont’d)</td>
<td>Unit 2: Mass Casualty Incidents, Patient Generators, and EMS-specific ICS Overview (cont’d)</td>
</tr>
<tr>
<td><strong>Lunch Break</strong></td>
<td>Activity 2.2: Apartment Fire Incident Command System Structure</td>
</tr>
<tr>
<td>Unit 1: Incident Command System Review (cont’d)</td>
<td>Unit 3: Decision-making and the Command Sequence</td>
</tr>
<tr>
<td><strong>Break</strong></td>
<td>Activity 3.1: Planning Meeting Agenda Development</td>
</tr>
<tr>
<td>Unit 1: Incident Command System Review (cont’d)</td>
<td>Unit 3: Decision-making and the Command Sequence (cont’d)</td>
</tr>
<tr>
<td>Activity 1.1: Completing Activity Log</td>
<td>Activity 3.2: Application of Decision-making</td>
</tr>
</tbody>
</table>

Day 1: Complete Activity 1.2: Central City and Liberty County Orientations
<table>
<thead>
<tr>
<th>DAY 3</th>
<th>DAY 4</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unit 4: Resource Management</td>
<td>Unit 5: Band Camp (cont’d)</td>
</tr>
<tr>
<td>Activity 4.1: Resource Typing</td>
<td></td>
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<tr>
<td>Activity 4.2: Assign Resources</td>
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<tr>
<td>Break</td>
<td>Break</td>
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<td></td>
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<tr>
<td>Unit 4: Resource Management (cont’d)</td>
<td>Unit 5: Band Camp (cont’d)</td>
</tr>
<tr>
<td>Activity 4.3: Lightning Strike</td>
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<tr>
<td>Lunch Break</td>
<td>Lunch Break</td>
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<td>Unit 4: Resource Management (cont’d)</td>
<td>Unit 5: Band Camp (cont’d)</td>
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<tr>
<td>Break</td>
<td>Break</td>
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<tr>
<td>Unit 5: Band Camp (cont’d)</td>
<td>Unit 5: Band Camp (cont’d)</td>
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<td></td>
<td>Activity 5.1: Band Camp</td>
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</tbody>
</table>

Day 3: Complete Activity 4.4: Hospitals
<table>
<thead>
<tr>
<th>DAY 5</th>
<th>DAY 6</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unit 6: Tour Bus</td>
<td>Unit 12: Tornado</td>
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<tr>
<td>Activity 6.1: Tour Bus</td>
<td></td>
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<tr>
<td>Unit 7: Commuter Plane</td>
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<tr>
<td>Activity 7.1: Commuter Plane</td>
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<td><strong>Break</strong></td>
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<tr>
<td>Unit 8: Rail/Subway</td>
<td>Unit 12: Tornado (cont’d)</td>
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<td>Activity 8.1: Rail/Subway</td>
<td>Activity 12.1: Tornado</td>
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<td>Unit 9: High-rise</td>
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<td>Activity 9.1: High-rise</td>
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<tr>
<td><strong>Lunch Break</strong></td>
<td><strong>Lunch Break</strong></td>
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<tr>
<td>Unit 10: Stadium</td>
<td>Unit 13: Chemical Plant</td>
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<tr>
<td>Activity 10.1: Stadium Bomb</td>
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<tr>
<td><strong>Break</strong></td>
<td><strong>Break</strong></td>
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<tr>
<td>Unit 11: Workplace Shooting</td>
<td>Unit 13: Chemical Plant</td>
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<tr>
<td>Activity 11.1: Workplace Shooting — Palumbo Plastics Company</td>
<td>Activity 13.1: Chemical Plant</td>
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Course Resources (Instructional Materials)

In order to be fully prepared, obtain a copy of the required textbooks and other instructional materials on the first day of class.

Required Readings

The student must complete required readings during the course to be able to thoughtfully participate in discussions and activities.

None.

Suggested Reading/Resources

Suggested readings and resources are not evaluated, but may enhance the student’s understanding, serve as additional sources for citation and promote discussion of course material.

None.

Required Resources (Course Textbook)

Student Manual.

Supplemental Resources (Supplemental Course Textbook)

Exercise Simulation System Document

Grading Methodology (Evaluation Procedures)

A minimum final grade of at least 70 percent is required to pass this course.

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<td>79-70</td>
<td>C</td>
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<td>69 or below</td>
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</table>
Required Reading Assignments

Student completion of reading assignments will be done via evaluation of their class participation and will not be a separately graded activity.

Suggested Readings

Suggested readings are not evaluated, but may enhance the student’s understanding and promote discussion of course material.

Course Outline

Introduction (Day 1)

Objectives

None.

Unit 1: Incident Command System Review (Day 1)

Objectives

Terminal Objective

The students will be able to:

1.1 Identify the Incident Command System’s (ICS’s) features, functions and responsibilities.

Enabling Objectives

The students will be able to:

1.1 Describe the ICS structure.

1.2 Define common ICS terms.

1.3 Differentiate between Groups, Divisions and Branches.

1.4 Identify the leadership titles for ICS organizational elements.

1.5 Identify the correct ICS structure for an incident.

1.6 Describe each of the relevant ICS forms.

1.7 Complete ICS Form 214.

1.8 Discuss ICS map symbols.
Unit 2: Mass Casualty Incidents, Patient Generators, and EMS-Specific ICS Overview (Day 2)

Objectives

Terminal Objective

The students will be able to:

2.1 Create an Incident Command System (ICS) structure appropriate to the level of Emergency Medical Services (EMS) functions for an incident/event.

Enabling Objectives

The students will be able to:

2.1 Describe the role of EMS at various incident types.
2.2 Classify patient generators (PGs) (dynamic and static).
2.3 Define mass casualty incident (MCI) typing.
2.4 Describe the medical components within a fully implemented ICS structure.

Unit 3: Decision-Making and the Command Sequence (Day 2)

Objectives

Terminal Objective

The students will be able to:

3.1 Apply a sequential decision-making process to determine application of resources and actions.

Enabling Objectives

The students will be able to:

3.1 Define classical decision-making.
3.2 Define naturalistic decision-making (NDM).
3.3 Review the classical decision-making process and action planning.
3.4 Differentiate the types of decision-making applicable to specific scenarios.
3.5 Give a brief initial report (BIR).
3.6 Conduct size-up.
3.7 Describe situational awareness and the indicators for losing situational awareness.
3.8 Describe the use of Lookouts, Communications, Escape routes and Safety zones (LCES) within Emergency Medical Services (EMS) functions at an incident or event.
3.9 Define preincident planning.
3.10 Select objectives, strategies and management tactics within EMS functions at an incident or event.

Unit 4: Resource Management (Day 3)

Objectives

**Terminal Objective**

The students will be able to:

4.1 Identify, organize and demobilize appropriate resources within Emergency Medical Services (EMS) functions at an incident or event.

**Enabling Objectives**

The students will be able to:

4.1 Identify basic principles of resource management.
4.2 Identify the basic steps involved in managing incident resources.
4.3 Identify key considerations associated with resource management and the reasons for each.
4.4 Match resource to action level.
4.5 Describe resource typing.
4.6 Describe Ambulance Strike Team.
4.7 Define an EMS Task Force (TF).
4.8 Define other National Incident Management System (NIMS) typed resources.
4.9 Recognize procedures for acquiring regional, state and federal resources using an Emergency Operations Plan (EOP) and Multiagency Coordination System (MACS).

4.10 Describe staging considerations for medical resources.

4.11 Describe the incident check-in process.

4.12 Describe the demobilization process.

Unit 5: Band Camp (Day 3)

Objectives

Terminal Objective

The students will be able to:

5.1 Organize Emergency Medical Services (EMS) functions, formulate and communicate EMS functions in a verbal Incident Action Plan (IAP), and allocate resources in support of the IAP.

Enabling Objectives

The students will be able to:

5.1 Define an excessive heat event.

5.2 Describe an excessive heat event’s effects on at-risk populations.

5.3 Describe excessive heat event mitigation.

5.4 Identify best practices in mitigating school medical emergencies.

5.5 Describe the methodology used in performing simulations.

5.6 Establish transportation and accommodations for the noninjured to avoid environmental exposure and creating additional patient load.

5.7 Formalize treatment area and organize the applicable levels of treatment as required.

5.8 Identify and categorize patient distribution plans.

5.9 Track patient triage and final disposition with appropriate mass casualty incident (MCI) forms.

5.10 Prepare for demobilization with considerations for the uninjured.
Unit 6: Tour Bus (Day 5)

Objectives

**Terminal Objective**

The students will be able to:

6.1 Organize Emergency Medical Services (EMS) functions, formulate and communicate EMS functions in a verbal Incident Action Plan (IAP), and allocate resources in support of the IAP.

**Enabling Objectives**

The students will be able to:

6.1 Establish an Incident Command organization.

6.2 Meet the unique challenges of limited resources and long estimated times of arrival (ETAs) in a rural, remote setting.

6.3 Establish a Logistics Section to support the incident.

6.4 Organize the Operations Section to identify the strategies of extrication, evacuation, EMS and hazard mitigation.

6.5 Consider the operational and logistical issues related to heavy metal extrication in a remote area.

6.6 Establish an Air Operations structure to address multiple aircraft utilization to include fixed wing and rotary aircraft.

6.7 Establish transportation and accommodations for the uninjured to avoid environmental exposure and creating additional patient load.

6.8 Formalize the treatment area and organize the applicable levels of treatment as required.

6.9 Identify and categorize patient distribution plans.

6.10 Track patient triage and final disposition with appropriate mass casualty incident (MCI) forms.

6.11 Prepare for demobilization with considerations for the uninjured.
Unit 7: Commuter Plane (Day 5)

Objectives

Terminal Objective

The students will be able to:

7.1 Organize Emergency Medical Services (EMS) functions, formulate and communicate EMS functions in a verbal Incident Action Plan (IAP), and allocate resources in support of the IAP.

Enabling Objectives

The students will be able to:

7.1 Establish and manage the Morgue Manager within the EMS Branch.
7.2 Manage logistics of extrication and disentanglement from an aircraft.
7.3 Make accommodations for environmental challenges with weather and cold.
7.4 Interface with state and federal authorities with investigation.
7.5 Track patient triage and final disposition with appropriate mass casualty incident (MCI) forms.
7.6 Plan for an EMS operation in an area that has limited access or is off-road.

Unit 8: Rail/Subway (Day 5)

Objectives

Terminal Objective

The students will be able to:

8.1 Organize Emergency Medical Services (EMS) functions, formulate and communicate EMS functions in a verbal Incident Action Plan (IAP), and allocate resources in support of the IAP.

Enabling Objectives

The students will be able to:

8.1 Establish a Unified Command (UC) organization.
8.2 Accommodate both cooperating and supporting agencies (Liaison).
8.3 Establish a Logistics Section to support.
8.4 Organize the Operations Section to identify the strategies of rescue, evacuation, EMS and hazard mitigation.
8.5 Consider the operational and logistical issues related to underground and remote access/egress areas.
8.6 Establish an Air Operations structure to address multiple aircraft utilization.
8.7 Establish a Morgue Manager and Medical Supply Coordinator.
8.8 Establish Casualty Collection Points (CCPs) and accommodations.
8.9 Formalize Treatment Area and organize the applicable levels of treatment as required.
8.10 Identify and categorize patient distribution plans.
8.11 Establish the position of Treatment Dispatch Manager and manager positions within the Treatment Group.
8.12 Track patient triage and final disposition with appropriate mass casualty incident (MCI) forms.
8.13 Prepare for demobilization as required.

Unit 9: High-Rise (Day 5)

Objectives

Terminal Objective

The students will be able to:

9.1 Organize Emergency Medical Services (EMS) functions, formulate and communicate EMS functions in a verbal Incident Action Plan (IAP), and allocate resources in support of the IAP.

Enabling Objectives

The students will be able to:

9.1 Establish a Medical Branch.
9.2 Establish a Medical Unit within the Logistics Section.
9.3 Coordinate with Search and Rescue Branch.
9.4 Track patient triage and final disposition with appropriate mass casualty incident (MCI) forms.
9.5 Determine location of Casualty Collection Points (CCPs), Treatment Area and flow of transport resources.
9.6 Account for uninjured people and shelter operations.
9.7 Account for incident organization and deployment of EMS resources appropriately.
9.8 Identify unique aspects of high-rise structures.
9.9 Integrate EMS components into overall Incident Command System (ICS).
9.10 Demobilize resources as incident de-escalates.

**Unit 10: Stadium (Day 5)**

**Objectives**

**Terminal Objective**

The students will be able to:

10.1 Organize Emergency Medical Services (EMS) functions, formulate and communicate EMS functions in a verbal Incident Action Plan (IAP), and allocate resources in support of the IAP.

**Enabling Objectives**

The students will be able to:

10.1 Establish a Unified Command (UC) organization.
10.2 Request/Manage appropriate resources.
10.3 Establish a Logistics Section to support the incident.
10.4 Organize the Operations Section to identify the strategies of evacuation, EMS and hazard mitigation.
10.5 Consider the possibility of terrorism and the additional strategic considerations (decontamination, secondary devices).

10.6 Address evacuation considerations of a large stadium.

10.7 Establish transportation and accommodations for the uninjured passengers to avoid environmental exposure creating additional patients.

10.8 Formalize the Treatment Area and organize the applicable levels of treatment as required by the incident.

10.9 Identify and categorize patient distribution plans.

10.10 Track patient triage and final disposition with appropriate mass casualty incident (MCI) forms.

10.11 Prepare for demobilization as required during the incident with additional considerations for the uninjured.

Unit 11: Workplace Shooting (Day 5)

Objectives

**Terminal Objective**

The students will be able to:

11.1 Organize Emergency Medical Services (EMS) functions, formulate and communicate EMS functions in a verbal Incident Action Plan (IAP), and allocate resources in support of the IAP.

**Enabling Objectives**

The students will be able to:

11.1 Identify the procedures for interfacing with a law enforcement operation with needs for medical support.

11.2 Locate and establish an Incident Command System (ICS) structure to support an act of ultraviolence where maintaining crew safety and rescuing victims from the patient generator (PG) is necessary.

11.3 Create and establish a Unified Command (UC) structure supporting law enforcement operations in a tactical environment.
11.4 Develop a command and management structure to support a medical operation to treat and transport multiple patients from a large-scale act of violence.

11.5 List sequentially the benchmarks for EMS operations at an incident resulting from acts of violence or criminal events.

11.6 Manage the embedded EMS resources involved in a tactical EMS operation.

11.7 Review and identify the lessons learned from historical acts of violence resulting in mass casualties.

Unit 12: Tornado (Day 6)

Objectives

Terminal Objective

The students will be able to:

12.1 Organize Emergency Medical Services (EMS) functions, formulate and communicate EMS functions in a verbal Incident Action Plan (IAP), and allocate resources in support of the IAP.

Enabling Objectives

The students will be able to:

12.1 Provide for operations over a large area and where landmarks are removed.

12.2 Track patient triage and final disposition with the appropriate mass casualty incident (MCI) forms.

12.3 Organize into EMS Task Forces (TFs).

12.4 Set up and establish operations to support the evacuation of a damaged nursing home.
Unit 13: Chemical Plant (Day 6)

Objectives

**Terminal Objective**

The students will be able to:

13.1 Organize Emergency Medical Services (EMS) functions, formulate and communicate EMS functions in a verbal Incident Action Plan (IAP), and allocate resources in support of the IAP.

**Enabling Objectives**

The students will be able to:

13.1 Manage an incident with a large volume of patients from a site that has incurred an explosion.

13.2 Account for all potential patients and victims within a fixed facility that has suffered a catastrophic technology failure.

13.3 Fill out the Command structure for a major incident supporting the tactical objectives needed to mitigate multiple casualties, search and rescue, and hazardous material entry team medical monitoring.

13.4 Appropriately supply resources to the incident and ensure even distribution, tracking and management of casualties.

13.5 Track patient triage and final disposition with appropriate mass casualty incident (MCI) forms.

**Policies**

**Class Attendance and Cancellation Policy**

**Attendance**

- You are required to attend all sessions of the course. If you do not, you may not receive a certificate, and your stipend may be denied.

- If you need to depart campus early and miss any portion of the course and/or graduation, you must make the request in writing to the NFA training specialist. The training specialist, in collaboration with the superintendent, may waive the attendance requirement in order to accommodate you with extraordinary circumstances as long as you complete all course requirements. If you receive approval for departing early, you must forward the approval to the Admissions Office so your stipend reimbursement is not limited.
Student Substitutions

Substitutions for NFA courses are made from waiting lists; your department can’t send someone in your place.

Cancellations or No-Shows

NFA’s mission for delivery of courses is impaired significantly by cancellations and no-shows. It is very difficult and costly to recruit students at the last minute. Currently there is a two-year ban on student attendance for students who are no-shows or cancel within 30 days of the course start date without a valid reason. If you receive such a restriction, your supervisor needs to send a letter to our Admissions Office explaining the cancellation/no-show.

Course Failure

If you fail an on-campus course, you will not be issued a stipend for that course. You can reapply for the failed course or any other NFA course and go through the random selection process. You don’t have to successfully complete the failed course before attending another NFA course.

Student Code of Conduct Policy

Students, instructors and staff are expected to treat each other with respect at all times. Inappropriate behavior will not be tolerated and may result in removal from campus and denial of stipends.

Writing Expectations

Student writing will conform to the generally accepted academic standards for college papers. Papers will reflect the original work of the student and give appropriate credit through citations for ideas belonging to other authors, publications or organizations. Student written work should be free of grammatical and syntax errors, free of profanity or obscene language or ideas, and reflect critical thinking related to the course subject matter.

Citation and Reference Style

Attention Please: Students will follow the APA, Sixth Edition as the sole citation and reference style used in written work submitted as part of coursework to NFA. Assignments completed in a narrative essay, composition format, abstract, and discussion posts must follow the citation style cited in the APA, Sixth Edition.

Late Assignments

Students are expected to submit classroom assignments by the given due date and time and to complete the course according to the published class schedule. As adults, students, and working professionals, you must manage competing demands on your time.
Disclaimer Statement

Course content may vary from the outline to meet the needs of this particular group.

Grading

Please review the following rubrics that explain how grades will be awarded.

Students who do not complete the entire course will be awarded an Incomplete (I) grade. In accordance with National Fire Academy academic policies, an Incomplete (I) grade must be removed by the end of the next semester following the course, or it automatically becomes a Failing (F) grade.

If you fail an on-campus course, you will not be issued a stipend for that course. You can reapply for the failed course or any other NFA course and go through the random selection process. You don’t have to successfully complete the failed course before attending another NFA course.

http://www.usfa.fema.gov/training/nfa/admissions/student_policies.html

Academic Honesty

Students are expected to exhibit exemplary ethical behavior and conduct as part of the NFA community and society as a whole. Acts of academic dishonesty including cheating, plagiarism, deliberate falsification, and other unethical behaviors will not be tolerated.

Students are expected to report academic misconduct when they witness a violation. All cases of academic misconduct shall be reported by the instructor to the Training Specialist.

If a student is found to have engaged in misconduct and the allegations are upheld, the penalties may include, but are not limited to one or a combination of the following:

- expulsion,
- withholding of stipend or forfeiture of stipend paid,
- exclusion from future classes for a specified period; depending on the severity it could range from 1-10 years, and/or
- forfeiture of certificate for course(s) enrolled in at NETC.

Refer to NFA-specific Standard Operating Procedure 700.1 – Academic Code of Conduct and Ethics for more information.
## Grading Rubrics

### EMSIO Key Roles Evaluation

<table>
<thead>
<tr>
<th>Student Name: _____________________________</th>
<th>Course Date: _________________________________</th>
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<tbody>
<tr>
<td>Scenario: ____________________________</td>
<td>Position: ________________________</td>
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<tr>
<th></th>
<th>Meets Expectations</th>
<th>Minor Recommendations</th>
<th>Significant Recommendations</th>
<th>Incomplete</th>
<th>N/A - beyond student control</th>
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<tr>
<td>Final score:</td>
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1. Apply a justifiable decision-making process to position responsibilities

2. Manage position responsibilities in coordination with related position personnel

3. Receive and provide briefings appropriate to assigned role - Including:  
   a. Ensure understanding of clear assignment briefing from supervisor on arrival
   b. Brief any assigned personnel on arrival and incident updates

4. Determine need and order appropriate resources, via appropriate chain of command - Including:  
   a. Organize assigned resources in accordance with standard NIMS ICS implementation

5. Complete appropriate ICS/MCI forms, including Unit/Activity Log

6. Ensure safety, including accountability, of all assigned personnel

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**EMSIO General Skills Evaluation**

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<th>Student Name: _____________________________</th>
<th>Course Date: _________________________________</th>
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<tr>
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<tbody>
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<td>4</td>
<td>3</td>
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1. Response and interactions appropriate to assigned role(s).
2. Complete documentation appropriate to assigned role(s).
3. Engaged in role-specific responsibilities.

Final score: