



January 30, 2023

Private Robert Long
Employee ID # 79305
E52 A Shift
Division of Fire Services

RE: Termination of Employment

Dear: Private Robert Long

On 07 January 2023, you were dispatched to a call on to Raines and Ross Rd. Once Engine 55 arrived at Ross and Raines, it was discovered there was a different location of the patient. You and Pvt. JaMichael Sandridge walked approximately a block to [REDACTED]. The patient was handcuffed and sitting on the ground in front of a police vehicle. Per your IDC, [Once I got to the patient, I tried to ge his info and what had happened. He was handcuffed sitting on the ground next to an unmarked patrol car. An officer stated that the patient was tased. I tried to get the patient on the monitor, but he would not cooperate with me or my partner. The patient was also handcuffed and police would not uncuff the patient due to him running prior to our arrival.

[REDACTED] or an ambulance
[REDACTED] You documented in your IDC multiple attempts to get them to move squad cars to make a path for the ambulance to get near the patient. You stated that your requests were ignored multiple times by the MPD. [REDACTED]

[REDACTED] Your IDC describes that the unit had to park and walk from a block away from the patient and E55 personnel. [REDACTED]

[REDACTED]

Thus, based upon the facts presented above, you were charged with violating the Division of Fire Services Operations Manual Articles and City of Memphis Policies and Procedures Articles listed below:

Division of Fire Services Operations Manual, Volume 100, Rules and Regulations
Section 101.03, Page 18-19, Paragraph 2-3; 7; 13; 14 – Operations

The EMT shall be responsible for providing the “Standard of Care” as defined and prescribed by the statues, ordinances, case laws, and administrative orders, rules, regulations, policies and/or procedures.

Be familiar with the laws, SOPs, and protocols governing Emergency Medical Technicians and operation of emergency vehicles as set forth by the State, City and Department.

Determine nature and extent of patient’s illness or injury and administer prescribed basic first-aid treatment.

Have a basic knowledge of all EMS protocols and standing orders.

Maintain a courteous and professional rapport toward the public in the performance of their duties and responsibilities.

Section 102.01, Page 2, Paragraph 8 – Employee Conduct

All personnel are mandated to work cooperatively toward serving the best interest of the public. Failure to work cooperatively will result in disciplinary action.

Section 103.01, Page 2-3, Paragraph 6, 7, 11 (g)(h)(l)(m)(s) – Discipline

All members shall dedicate themselves and display proper initiative to meet the objectives of the Division of Fire Services and the City of Memphis.

Members shall in no way hinder the orderly, efficient operation of the Division of Fire Services and shall exert the authority vested in them to uphold the standards, policy and procedures of the Division of Fire Services written or unwritten.

Major Violations: Note that the violations listed below are not all inclusive. Any action may be defined as a Major Violation notwithstanding the examples listed.

- g) Disruption of work.
- h) Neglect of duty or negligence.
- l) Misrepresentations on Divisional reports.
 - m) Failure to give true statements at Administrative Investigations.
 - s) Conduct unbecoming a member of the Memphis Fire Department or City of Memphis.

Section 402.01, Page 6-7; 9-10, Paragraph 3; 11; 1-2; 6; 9 – MFD EMS Protocols

When the Emergency Unit is out of quarters for any reason, the FF/Paramedic will be in charge and will be responsible for all of the actions and or activities as

it relates to the Emergency Unit. On the scene of an emergency, the Paramedic will be responsible for patient care. The EMT or AEMT *will* act within their scope of practice to any request for patient care or maintenance of the unit as directed by the Paramedic. Patient care is limited to acts within their scope of practice. The EMT or AEMT is responsible for reviewing all documentation and signing in the required manner.

EMRs, EMTs, and AEMTs are expected to perform their duties in accordance with local, state, and federal guidelines and within the State of Tennessee Statutes and Rules and Regulations of the Tennessee Department of Health, Office of Emergency Medical Services. The Paramedic will work within their scope of practice dependent on available equipment.

A complete patient assessment, vital signs, treatments and continued patient evaluation are to be initiated immediately upon contact with a patient and continued until patient care is transferred to a higher medical authority. Refer to the Patient Assessment Flow Chart located in these SOPs.

The ongoing assessment times are considered:

High Acuity

Every 3-5 Minutes

Low Acuity

Every 5-15 Minutes

Supportive care indicates any emotional and/or physical care including oxygen therapy, repositioning patient, comfort measures, and patient family education.

EMTs may obtain and transmit EKG monitoring tracings and 12 Lead EKGs. Paramedics **ONLY** may interpret, treat, and determine destination based on the 12 Lead EKG.

Section 402.01, Page 14, Paragraph FF/AEMT paragraph; last sentence – MFD EMS Protocols

Firefighter / Advanced Emergency Medical Technician (AEMT): Personnel licensed by the Tennessee Department of Health, Office of EMS and authorized by the Medical Director to provide limited advanced emergency care according to the standard of care and these Standing Orders and Protocols.

All EMS Providers are expected to perform their duties in accordance with local, state, and federal guidelines.

Section 402.02, Page 2-4; 7; 10, Paragraph 1 a); 2 a) i-viii; III. 2 b); X 1 – MFD EMS

Competency of the Emergency Medical Technician / First Responder

The primary responsibility of the EMT / First responder is to carry out expert pre-hospital emergency care to the victims of emergencies and assist Emergency Unit personnel in continued treatment upon their arrival. The EMT / First Responder must accomplish these duties in a great variety of circumstances and often under considerable physical and emotional stress. A competent EMT / First Responder is a person capable of exercising technical skills with confidence and in good judgment under difficult and stressful situations. As with all professionals in the medical community, it must be realized that continuing education is an integral part of the EMT / First Responders' ability to maintain a high degree of competency. It must also be stressed that evaluation of the functioning EMT / First Responder is essential to the maintenance of quality medical care.

The EMT / First Responder must be able to perform a focused trauma and medically oriented head-to-toe survey including but not limited to:

- i. Inspection and palpation of the head and neck
- ii. Inspection, palpation and auscultation of the chest. Auscultation should include detection of normal and abnormal lung sounds.
- iii. Inspection and palpation of the pelvis and abdomen.
- iv. Inspection and palpation of extremities.
- v. Evaluation of neurological status.
- vi. Assess baseline vital signs
- vii. If patient is unable to communicate obtain history from bystander, or family
- viii. Initiate prompt care and stabilize patient's condition as problems are found during patient assessment.

It is crucial and mandatory that all personnel on the First responding company assist the EMT and the Unit personnel on the scene of an emergency call. It is the responsibility of the officer in charge of the First responding company to see that all of their "manpower" is utilized as the situation demands.

ALL MEMBERS OF THE DIVISION OF FIRE SERVICES WILL WORK AS A TEAM IN PROTECTION OF **LIFE** AND PROPERTY.

City of Memphis Personnel Manual

PM 38-02, Section 38-00, Page 2, Paragraph 16 – Discipline and Appeals

The employee has intentionally falsified any City record, including the employee's employment application.

PM 30-01, Section 30-00, Page 9, Paragraph G – Equal Employment Compliance

City employees, as integral members of the City of Memphis Government, shall adhere to acceptable business principles in matters of personal conduct and behavior and must exhibit a high degree of personal integrity. This not only involves respect for the rights and feelings of other City employees, but demands that City employees refrain from any

conduct or behavior that is criminal or illegal, or that might be personally harmful to co-workers, members of management, customers, vendors or visitors of the City of Memphis Government or that could be viewed unfavorably by the public at large. Therefore, City employees are expected to behave in a professional manner by conducting themselves in a way that best represents City Government and to exercise appropriate conduct and judgement at all times.

TCA 68-140-311, Page 2, Paragraph 4-6

Making false or materially incorrect or inconsistent entries in any patient records or in the records of any ambulance service, health care facility, school, institution or other workplace location;

Failure to report patient care which accurately reflects the evaluation and treatment of each patient;

Abandoning or neglecting a patient requiring emergency care, following assumption of duty;

An Administrative Investigation was conducted, and a Hearing was held at Fire Headquarters at 0930 hours on 30 January 2023. The Investigative Committee consisted of Deputy Chief Angie Sullivan (Presiding Officer), Deputy Chief Markus Smith, and Deputy Chief Robbie Franks. Also, in attendance were Lt. Jonathan Haley, and you. You were allowed accurate time to read and review all the essential facts, documentations, and evidence. You were provided the departments policy on duty to cooperate and truthfulness to answer questions during the administrative hearing.

During the Fire Division Administrative Hearing, you were asked to explain the circumstances of the scene. When asked if you attended the ePCR class you stated "yes.". When asked what you should bring to the scene when the patient is not in close proximity, you stated "blue bag, O2, and monitor". When asked if all those items were brought to [REDACTED] you stated "no, the O2 was not brought". [REDACTED]

[REDACTED] When asked how often you take vital signs on a critical and non-critical patient you stated "every 3-5 minutes on critical, every 5-15 minutes on non-critical." [REDACTED]

[REDACTED] When asked who is ultimately responsible to ensure proper documentation, you said "the highest level of care." When asked who has the ultimate responsibility to ensure proper patient care, you stated "everyone involved on the scene." When asked how you are not in violation of MFD SOP Section 101.03 VIII. Page 18 #7, "Determine nature and extent of patient's illness or injury and administer prescribed basic first-aid treatment," [REDACTED]

[REDACTED] When asked how you are not in violation of MFD SOP Section 402.01, Page 14, paragraph 7, "All EMS Providers are expected to perform their duties in accordance with local, state and federal guidelines." [REDACTED]

CONCURRENCE



Robbie Franks
Deputy Chief of Logistics



Markus Smith
Deputy Chief of Operations

Cc: Gina Y. Sweat, Director of Fire Services
Hope Lloyd, Deputy Director of Administration
Colin Burress, Deputy Director of Operations
Markus Smith, Deputy Chief of Operations
Angie Sullivan, Deputy Chief of EMS
Robbie Franks, Deputy Chief of Logistics
Christopher Wilson, Deputy Chief of Tech & IT
Kenneth Newton, Division Chief of Administration
Debbie Patterson, Division Chief of EMS
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File