

Winterville EMS Standard Operating Guidelines

Civilian Ride Along

I. Purpose

To provide a standard method of approval for civilians to ride with the on call EMS crew and provide for their safety while doing so.

II. Procedure

Ride along must be approved by an officer. The 1st Lieutenant or Captain will schedule all civilian ride along. The person may ride up to 12 hours within a month. A waiver must be signed and completed, and will remain on file. Each waiver is active for 90 days from date of approval, and is renewable up to two times. Exceptions to this must be approved by the Captain. When on the unit the civilian ride along is not to provide any hands on care to the patient, he or she is simply there to observe.

Daily Report SOG

I. Purpose

To establish a standard procedure to regulate the passing of information and equipment to a member's relief, prior to leaving shift.

II. Procedure

All employees are required to report to their relief prior to the 0600 and 1800 shift change for the purpose of passing information from the previous shift regarding equipment status, medication counts, and noteworthy events.

Employment Requirements

I. Purpose

To establish a standard procedure to regulate materials and information needed from prospective members and employees.

II. Procedure

All members must complete both the county and the in-house application. They also must turn in copies of their current NC driver's license, Social Security card, and NC EMS certification. Prospective members must also obtain and turn in complete immunization records and a criminal background from all counties of residence since age 18. Members seeking paid employment must also complete all federal and state forms required for tax and labor reasons.

EMS Response and Transport

I. Purpose

To provide a standard method of responding to EMS calls and transporting the sick and injured in a safe, efficient, and appropriate manner.

II. Procedure

A. Response

Calls are dispatched by Pitt County Emergency 9-1-1 Communications Center utilizing the EMD dispatch protocols. The crew will be alerted as to EMERGENCY or ROUTINE.

EMERGENCY responses shall include the use of emergency warning lights and sirens and air horns in accordance with NC general statutes

ROUTINE responses shall be a response where all traffic laws are obeyed and no exemptions shall be exercised. There shall be no use of emergency warning lights, sirens or air horns.

At any time the response mode may be changed due to information from the 9-1-1 Call Center or qualified on scene personnel.

B. Transport

The transport mode of EMERGENCY or ROUTINE shall be decided by the lead EMS person on duty, based upon the patient's condition. It is the paramedic's responsibility to communicate this to the driver. The transport mode may change at any time as the patient's condition changes.

Equipment Checklist

I. Purpose

To establish a standard procedure to regulate the maintenance of equipment.

II. Procedure

The on call crew for each shift will check both trucks according to the daily check off logs. These include checking fuel, oil, transmission fluid, power steering fluid, and brake fluid levels. It also includes checking lights, oxygen tanks, and backboards. The paramedic for each shift will be responsible for checking the narcotics, the defibrillators, and other ALS equipment.

Firefighting when Assigned to EMS Unit

I. Procedure

To provide a standard procedure to assist fire department at fire scenes when manpower is needed.

II. Procedure

When Winterville EMS responds to assist the Winterville Fire Department at a structure fire, the third person on the crew may be released to don turn out gear and assist the fire department. This may be done when the following criteria are met:

- A. All EMS crew members must be qualified to drive the EMS unit, and function in the back.
- B. Two crew members, one of which must be a paramedic, must stay with the EMS unit.
- C. Assistance must be requested from on-scene fire command.

HIPAA

I. Purpose

To establish a standard procedure to regulate the maintenance of materials protected by the Federal Health Insurance Portability and Accountability Act.

II. Procedure

All patient care reports (PCR) should be kept in locked files. Current PCR's will remain in the file cabinet into which the on call paramedic retains the key while on duty. At least once monthly that file is cleared, and PCR's are filed for in house quality assurance, and copies sent via sealed container to the Medical Director's office. In house QA will be done only on premises by designated staff. These PCR's will be kept locked when not in use. Copies of PCR's when returned by the Medical Director's office will be filed in a locked area.

Meals

I. Purpose

To assure all personnel are allotted time for meals and to establish a standard procedure used for obtaining meals.

II. Procedure

The front line vehicle will be used by the on duty crew to obtain meals. The crew must stay together unless approved by an officer. There cannot be a potential response delay by splitting up the crew.

If due to an excessive number of successive calls the on call crew is unable to have a meal break in a reasonable amount of time, an officer can be contacted to assist in obtaining meals for the crew.

MVC with/without extrication

I. Purpose

To establish a standard procedure for the response to MVC's, both with and without extrication.

II. Procedure

The paramedic on shift is on-scene command. It is his/her responsibility to coordinate with the fire department to request additional units as needed. The fire department is responsible for manning the tools of extrication. No member of WEMS should operate any extrication equipment unless they have completed an approved extrication course and are wearing appropriate protective gear.

Payroll

I. Purpose

To establish a standard procedure to regulate the disbursement of payroll checks to employees.

II. Procedure

Payroll checks are disbursed every two weeks on Fridays. Exception to this is when a holiday falls on the payday. On those occasions, the pay date of the Town of Winterville will be followed. In the event of a payroll error, any monies owed the employee will be added to the next payroll check. Any monies owed the employer will be taken from the next payroll check.

Personal Vehicle Scene Response

I. Purpose

To provide a standard of operation regarding use of personal vehicles to respond to Winterville EMS calls and scenes.

II. Procedure

Members may respond to scenes or calls in their personally operated vehicle (POV) after being cleared by training staff to operate all WEMS vehicles and equipment at all levels of response. Probationary members may not respond POV without approval by the Chief. Members must follow traffic laws and maintain due regard for personal and public safety. Warning lights may only be used within the jurisdictional lines of Winterville EMS. At any time the Chief may revoke the right of the member to respond via POV. Any complaints from the public regarding a member's driving will be thoroughly investigated and dealt with appropriately.

Probationary Members

I. Purpose

To provide a standard for probationary members to operate under in order to ensure fair and equal training opportunity while maintaining safety.

II. Procedure

Persons joining the Winterville EMS department as volunteer or paid staff are eligible for full membership privileges after six months of association. Prior to this time the member will not drive vehicles until approved by an officer or the training manager. For members without previous EMS experience the Competency Based Orientation packet (CBO) must be completed in order to eligible for membership. Members with previous experience should be able to complete the CBO packet in a minimal amount of time. Probationary members may be assigned to two to three squad preceptors in order to facilitate completion of the CBO packet at the discretion of the officers with the recommendation of the training manager.

Purchase Orders

I. Purpose

To establish a standard procedure to regulate the disbursement purchase orders and purchasing needed equipment and materials.

II. Procedure

Purchase orders should be completed prior to purchase of items from a vendor. Purchase orders must be approved by either the Finance Captain or the Chief.

Shift Attendance

I. Purpose

To establish a standard procedure for maintaining proper shift attendance, and monitoring absences.

II. Procedure

- A. The member must call the Captain in charge of scheduling, or his designee, 4 hours prior to the shift starting to avoid an unexcused absence. If the call is made less than 4 hours to the start of the shift, but the member calling out has found an appropriate replacement, the unexcused absence may be waived.
- B. The Captain in charge of scheduling, or his or her designee must approve any changes to the schedule. Even when a replacement is found, the change must be approved before it takes place. This includes changes that occur prior to the start of the shift, and changes during the shift.
- C. Any member that is unable to clock in as normal must have the time co-signed by the off-going member.

Smoking at the Station/Vehicles

I. Purpose

To ensure compliance with various regulatory and safety measures regarding smoking of members and employees.

II. Procedure

- A. There is to be no smoking in the building or bay areas. All smoking is to be done outside, and all trash should be properly disposed of.
- B. There is to be no smoking at any time in any Winterville EMS vehicles. This poses serious safety hazards due to the flammable contents of the unit.

Station Responsibilities

I. Purpose

To establish a standard procedure for activities which are adhered to during the work day at the EMS station.

II. Television and Games of Amusement

Television and games of amusement are not permitted in the station until all daily and shift duties are completed. This includes any additional assignments designated by an officer.

III. Sleeping Area and Quiet Time

Beds and bedrooms are to be kept neat and orderly at all times. Males and females should not share a room except during potential disaster when additional sleeping areas are needed. Sleeping in the nude is not allowed. When not in the bedrooms, issued uniforms (during the day) or jumpsuits (at night) must be worn except when exercising. Sleeping during the daytime hours is only allowed after all station duties have been completed.

IV. Duty Lists

All persons assigned to the duty crew will participate in completion of the daily assigned duties.

On Mondays the am crew will check off the second line truck, the pm crew will clean both sleeping quarters, including bathrooms. Tuesday's am crew will wash 4111, and the pm crew will wash 4112. Wednesday's am crew will clean the kitchen and clean out the refrigerator, and the pm crew will clean the front offices and training room. Thursday's am crew will sweep the truck bays and clean any oil spots; the pm crew will clean the front lounge and check outside the building for trash. Friday's am crew will check off the front line EMS unit, the pm crew will replace any needed supplies after check off. The Saturday am crew will wash and dry linens, and decon 4111; the pm crew will clean the laundry room and decon 4112. Sunday's crews will complete any tasks not completed during regular scheduled times.

V. Shift Report

The shift change occurs at 0600 and 1800 unless otherwise designated that day on the posted calendar. Each member of the off-going crew must present themselves for report to the oncoming crew to ensure a smooth shift change. At this time the shift report must be signed by each shift leader.

VI. Parking

Personal vehicles should be parked in the designated spaces either on the east of the station, or in front of town hall. Vehicles should not be left on the pad behind the truck bay, or inside the truck bay. No work on personal vehicles can be done until all daily duties are completed. Washing personal vehicles is permitted on the back pad behind the bay. No wash, wax, or cleaning substances are to be used inside the bay in order to prevent accidents and falls.

Station Security

I. Purpose

To establish a standard procedure to regulate the security of each station, vehicles, and equipment.

II. Procedure

On emergency calls, make sure the bay doors are down as the vehicle is leaving the building.

No exterior doors should be propped open.

Keys are issued to each member. There is a \$20.00 penalty per key for not turning in key(s) upon separation from the department.

Bedrooms may be locked to provide additional security for personal belongings. Each member is issued a key to the appropriate gender bedroom which also must be returned to the department upon separation from the department.

Training Requests

I. Purpose

To provide a standard procedure for members to request to attend outside training in order to improve their educational level.

II. Procedure

If a member wishes to attend a training class or conference outside of the regularly provided training, he or she may submit a training request (see attached) to the training manager. Expected costs including travel should be provided. This must be evaluated by the Finance Captain along with the Chief after evaluation by the training manager and Captain. Sometimes all costs for a class or conference cannot be covered by the Department. At that time the request will be returned to the member and re-evaluation may occur.

Unassigned Duty Pay

I. Purpose

To establish a standard procedure to regulate the pay of employees engaged in departmental business outside of the normal call shift schedule

II. Procedure

Employees must have all non-shift work co-signed by an officer on their time card. If an employee arrives on an EMS scene and engages in patient care, it is the responsibility of the employee to write in the correct time on the time card and ensure an officer signs the time card. No changes to payroll will be made without appropriate documentation.

Uniforms

I. Purpose

To establish a standard procedure for the regulation uniform and to set forth responsibilities governing the use and wear of uniforms.

II. Procedures

Personnel shall wear the issued uniforms unless approved to do otherwise by an officer. They shall maintain a neat personal appearance while on duty. During daytime hours EMS pants and issued shirts shall be worn while on shift. At night and when responding to assist when not on shift, jumpsuits may be worn providing they meet the departmental requirements.

Hair shall remain neat, and pulled back to keep it out of the member's face. Excessive piercing and jewelry are not allowed. Cologne and perfume shall be kept to a minimum as to not induce increased respiratory distress.

Open toed shoes are not allowed as they are against OSHA regulations and can be a safety hazard.

During stand-by events, non-transporting personnel are allowed to wear EMS shorts in cases of hot weather.

Vehicle Accidents

I. Purpose

To establish a standard procedure to follow when personnel are involved in accidents with WEMS owned vehicles.

II. Procedure

A. When a Winterville EMS owned vehicle is involved in an accident, the on call officer is to be notified immediately. The on call officer will notify the Chief.

B. If a Winterville EMS owned vehicle is involved in an accident, either on public or private property, the Police Department will be notified immediately. All accidents are to be investigated no matter how small the damage.

C. If an employee is injured, an incident report must be completed. The officer on call may mandate that the employee seek medical treatment.

Vehicle Safety

I. Purpose

To ensure the safety of members while operating or functioning on a departmental vehicle.

II. Procedure

All members shall wear safety belts while riding or driving departmental vehicles, or while on departmental business in personal vehicles, including but not limited to, responding to EMS calls.

All family members who ride to the hospital with the patient must be restrained in a safety belt. If the family member will not wear one, they are not

allowed on the unit. Family members riding into the hospital with the EMS unit is to the discretion of the duty crew.