



Standard Operating Procedures

Table of Contents

VEHICLE OPERATIONS	1
DRIVER CERTIFICATION	1
ACCIDENT POLICY	1
VEHICLE LOCATION	2
FOUR WHEEL DRIVE OPERATIONS	2
<i>Positions for Four Wheel Drive</i>	2
<i>Shifting Positions</i>	2
<i>Driving in Snow and Ice</i>	2
<i>Miscellaneous</i>	3
PULSE OXIMETRY DEVICE	4
USING THE PULSE OX	4
RADIO COMMUNICATIONS	5
SCENE CONTROL	6
MEDICAL COMMAND	7
RESPONSE POLICY	8
BLUE LIGHT POLICY	8
DUTY CREWS	9
DUTY CREW PAGERS	9
UNIFORMS	10
INCIDENT REPORTS	11
CONFIDENTIALITY	12
DRUG AND ALCOHOL USE/ABUSE	13
CARRYING OF FIREARMS, WEAPONS, OR EXPLOSIVES	14
INFECTION CONTROL	15
RECORD KEEPING	16
BIKE TEAM	17
BIKE TEAM MEMBERS REQUIREMENTS	17
EMS BIKE TEAM REQUIREMENTS	18
NECESSARY BIKE HANDLING SKILLS.....	19
PRE-EVENT BIKE INSPECTION	19
MEDICAL EQUIPMENT	19
CLOTHING	20

Vehicle Operations

Driver Certification

All approved drivers of the WCU EMS vehicle must meet the following qualifications:

- Be a currently active member WCU EMS.
- Be at least 18 years of age
- Possess a valid driver's license
- Will observe relevant traffic laws
- Possess an Emergency Vehicle Operator's Course certificate
- Is not addicted to and will not drive under the influence of drugs and/or alcohol
- Is free from any physical or mental defect or disease that may impair his/her ability to drive an emergency vehicle

Has not been convicted within the last four (4) years of driving under the influence of alcohol or drugs, and within the last two (2) years, has not been convicted of reckless driving or had his/her driver's license suspended under the point system. *Any emergency vehicle operator convicted will successfully complete an emergency vehicle operator's course after their conviction.*

Accident Policy

The driver will remain with the vehicle and is responsible for the safety of the personal involved. The driver will also notify the campus police department with the appropriate jurisdiction.

The highest medically trained individual (other than the driver, if possible) will assess the need for additional assistance (ambulance, medics, fire department) and see that they are called for.

The director will be notified of any accident as soon as possible

The driver will be immediately suspended from driving until WCU EMS and campus police investigates the accident.

Vehicle Location

During duty crew hours (1900 to 0700), the truck may go to any building on campus providing the entire crew agrees. The crew need not run the whole night from the office although it is strongly recommended. The entire crew must stay in the same building. If the crew cannot agree on one building, then they must stay in the office. If the crew does decide to run from a building other than the office, the primary must ensure that the vehicle is back in its parking spot outside Tyson Hall by 0900 Monday through Friday and 1200 on weekends (unless there is a standby, in which case the vehicle must be back prior to the standby crew going on duty).

The vehicle must stay in its spot during the day at all times unless it is on an emergency call or being used for official business. It is not to be used for giving rides or running personal errands.

The primary for the night is to take the entire crew's wishes into consideration when deciding where to run.

Four Wheel Drive Operations

Positions for Four Wheel Drive

- 4WD AUTO – Use for normal on road driving such as dry roads, wet roads, gravel and light snow.
- 4WD HIGH – Use for severe winter conditions or off road situations such as deep snow, ice, and shallow sand.
- 4WD LOW – Use for off road situations where extra power is needed such as deep sand and steep grades

Shifting Positions

Shifting between 4WD AUTO and 4WD HIGH can be done while moving forward or at a stop (not while in reverse)

Shifting between 4WD AUTO or 4WD HIGH and 4WD LOW *must be done at a stop*. Depress the brake, put the transmission into Neutral, and rotate control to desired position.

Driving in Snow and Ice

Avoid sudden applications of power and quick changes in direction. Accelerate slowly and brake slowly. When braking, apply steady pressure to the brake pedal without jamming on it.

Miscellaneous

Initially after shifting from 2-wheel drive to 4-wheel drive, some clunking may be heard. This is normal. When changing direction the same sound may be heard.

Do not use 4-wheel drive on dry, hard roads.

When driving in slippery conditions, avoid abrupt starts and stops.

Pulse Oximetry Device

The Pulse Oximetry Device (Pulse Ox) is available for use. It will be stored in the first-in back for the QRS.

Pulse Ox should be used prior to placing O₂ on a patient. Notations should be made, and then O₂ can be administered as needed. A second reading should occur after at least 2 minutes of O₂ treatment.

The Pulse Ox should NOT be used as a deterrent for O₂ treatment. If patient has a reading of 98%, and still has difficulty breathing, administer O₂. The Pulse Ox reading is only an informational tool while in the field.

When writing trip sheets, make sure the readings from the Pulse Ox are documented, and also the time of those readings. In Emma, ambient O₂ is the O₂ level with just room air.

Using the Pulse Ox

1. Turn Pulse Ox on
2. Place clip on patient's index finger, or any finger that is not covered in nail polish.
3. Make a note of the pulse rate and O₂ reading.

Note: Pulse Ox readings could be distorted due to poor circulation and temperature of hands.

Radio Communications

Members will use “plain speak” when communicating with either WCU Public Safety or Chester County Fire Board

Plain Speak consists of normal statements regarding the status of QRS 58

- “QRS 58 is responding”
- “QRS 58 is on location”
- “QRS 58 is available”

The operating frequency for Chester County Fire Board for the campus area is EASTF. All communications with CCFB will be done on that frequency.

The designation “QRS 58” will be used when the responding crew is in the WCU EMS vehicle. Officers will use their 50 series designation (58-50, 58-51, 58-52, etc) when responding without the vehicle. EMS members on duty riding bikes will be known as 58-Bravo-1, 58-Bravo-2, etc. Other primaries will use “Portable 58” as their designation when responding without the vehicle. Only one member needs to go on radio as responding with both Public Safety and CCFB whether he or she is in the vehicle or not. Members can inform each other that they are responding on channel 3.

Scene Control

Control of all aspects of patient care at an emergency scene will be the responsibility of the individual, from the dispatched service, on scene, who has the highest level of EMS certification/recognition and is affiliated or dispatched with a services whose response area includes the incident scene.

The hierarchy of certification/recognition shall be:

1. Health Professional
2. Paramedic
3. EMT
4. First Responder
5. Ambulance Attendant

WCU EMS and Good Fellowship Ambulance agree to work cooperatively for the orderly transfer of the patient to the ambulance service upon their arrival.

Control of the scene that does not deal directly with the patient is the responsibility of the highest-ranking WCU EMS line officer. All aspects of fire suppression, rescue, and other fire department activities will be under the sole control of the ranking fire department line officer.

Medical Command

While on a call that results in a debatable disposition as to transport/not transport, the Primary EMT can contact the WCU Health Center. The Primary EMT will also contact the WCU Health Center if the patient decides to use the Health Center for follow up after the incident instead of a hospital. This contact will be done on-scene at the incident. Below is the procedure for calling in:

1. Contact the Health Center at x2509 using the closest campus phone to the location.
2. State your name and that you are with EMS and would like to speak to a doctor immediately.
3. Provide the doctor with chief complaint and other pertinent information. This will also include why the patient will be going to the Health Center instead of the hospital.
4. Follow the doctor's orders as best as possible including relaying of any information to the patient.
5. Document in your chart that you spoke with "Medical Command" and the final outcome of the conversation.

If no doctor is available because none is on duty, or the Health Center is closed, then the Primary EMT will strongly recommend being transported to the hospital via ambulance.

Response Policy

Drivers of the WCU EMS vehicle will respond in a NON-EMERGENCY mode for the following calls:

- Fire Calls (except with confirmed injuries)
- Emotional Disorders
- Intoxicated Subjects (unless unconscious)

Drivers will respond in an EMERGENCY mode for all other calls. However, drivers should use their best judgment when making an emergency response. A call dispatched as a sick person with a high fever does not necessarily require an emergency response. Drivers should also take the location of the call into consideration. Responding from Tyson Hall to Goshen Hall may not require an emergency response.

Definitions:

- EMERGENCY RESPONSE – Warning lights and siren
- NON-EMERGENCY RESPONSE – No lights or siren

Drivers should always use the siren in a conservative manner, activating it only when necessary. Drivers should be considerate at night when people are sleeping.

Drivers are responsible for parking the vehicle so that it does not impede the arrival of other emergency vehicles (medics, ambulance, fire apparatus).

Blue Light Policy

It is the current policy that no member is permitted to operate a personal vehicle with a blue light in order to respond to calls on campus.

State Vehicle Code (Title 75) also does not permit the use of red lights for personal vehicles operated by WCU-EMS Directors.

Duty Crews

From 0700 to 1900 emergency calls will be answered by any available primary member(s). Non-primary members can also respond but must be accompanied by a primary on scene. **AT NO TIME WILL MORE THAN FOUR (4) MEMBERS BE ON AN EMERGENCY SCENE.**

From 1900 to 0700 emergency calls will be answered by the on-call duty crew. The duty crew will consist of no more than four (4) members. More than four members may be on rotation to answer emergency calls, however only four may go on any one emergency call. One of those members must be a primary member.

Duty Crew Pagers

During 0700-1900 only First Responders and EMTs may carry the WCU EMS pagers. When with a crew during 1900-0700, any member may carry a WCU EMS pager with the discretion of the primary EMT on duty for the shift. WCU EMS Pagers may also be assigned by the ranking officer of a special event or standby.

All pagers must be signed out using the sign in sheet located next to the pagers.

Uniforms

Members should wear the official uniform of WCU EMS while on duty. The uniform consists of the dark blue or white WCU EMS t-shirt or sweatshirt and long pants. Members may also wear the white dress uniform while on duty.

For special events and standbys, the preferred uniform is the white dress shirt, dark blue "Dickie" style pants, and black shoes or boots.

Members are encouraged to obtain a uniform as soon as possible. However, if a member does not have a uniform any appropriate dress is acceptable. Appropriate dress includes: long pants, a dark shirt, and black shoes/boots. Other services' uniforms are not permitted to be worn while on duty with WCU EMS.

The following optional items may be worn as part of the uniform:

- WCU EMS badge
- Collar Pins
- Name tag
- EMT holster with appropriate equipment

The uniform may not be worn for activities which are not being officially attended by WCU EMS.

All members shall maintain a neat and clean appearance and will ensure proper personal hygiene.

Wearing excessive jewelry is discouraged. Any jewelry worn must not interfere in any way with patient care or the safety of the member.

Incident Reports

An incident report is the mechanism for reporting any unusual occurrences on calls, problems with equipment, problems with other agencies, problems between individuals, or any other thing that a member feels needs to come to the attention of an officer in an official manner.

All incident reports will be completed on the WCU EMS Incident Report form.

It will be the Director's responsibility to review all incident reports and the executive committee's responsibility to suggest any resolutions. Should the incident report involve the Director, the report shall be given to the Health Center Director.

It is essential that all members adhere to the chain of command to ensure the efficient handling of grievances.

Confidentiality

Specific patient information will not be discussed with anyone not directly involved with that patient.

All patient charts will be processed and stored in a manner that access to the charts by unauthorized people is prevented. Those who are authorized may only read patient charts.

Under no circumstance will patient chart, information sheet, or copy thereof, be removed from the WCU EMS office.

Any outside requests for patient information will be referred to the director. Under no circumstance will any WCU EMS member make a statement to the news media.

Under no circumstance will any member's personal information be given out to any person outside WCU EMS. Any requests will be referred to the director.

At the end of each semester, all charts will be bundled, and transferred to the Health Center for archival purposes. No charts should be thrown out or destroyed by EMS members without the permission of the Health Center Director.

Drug and Alcohol Use/Abuse

At no time while on duty is a member to use any type of alcohol or drug or be under the influence of any drug or alcohol.

Any member found to be using drugs or alcohol or being under the influence of drugs or alcohol while on duty will be immediately suspended pending an investigation by WCU EMS.

Any member who is taking a prescription medication with warning labels (may cause drowsiness, do not operate heavy machinery, etc.) shall notify the director before being on duty.

Carrying of Firearms, Weapons, or Explosives

No member of WCU EMS shall wear on their person nor carry aboard the WCU EMS vehicle or any ambulance, any firearms, weapons, or explosives.

This does not apply to law enforcement personal serving in an authorized law enforcement capacity.

Infection Control

All members shall take universal precautions when coming in contact with every patient.

Any member with exposure to biological and chemical hazards should file an incident report and submit to the EMS Director who will follow up with the Health Center Director.

Record Keeping

A prehospital report (tripsheet) will be legibly completed for each emergency call to which WCU EMS responds. One tripsheet shall be completed for each patient treated.

It will be the responsibility of the primary member from WCU EMS to complete the tripsheet for the call.

All tripsheets must be completed within twenty-four (24) hours of the emergency call. Failure to do so will result in disciplinary action.

Bike Team

The purpose of the WCU EMS Bike Team is to work in conjunction with QRS 58 and Goodfellowship Ambulance to provide rapid, efficient first responder at mass attended events, by interested personnel on bicycles.

The WCU EMS Bike Team shall be composed of EMT's with at least one year of active duty with this organization. The Bike Team members do not need to be physically built, however should contain the following characteristics: Good Team player, good balance and stamina, capable of making quick, dependable decisions, and knowledge of triaging and on-scene first responder care without the possibility of a full ambulance at there immediate access.

The Bike Team shall be used for pre-arranged, special assignments such as: Sporting Events, Bike/Walk-A-thons, Parades, and other special University events. By patrolling these stand-bys we will increase out public relations effort with presence around the University.

The Bike Team will be at the location of the stand-by, with QRS 58 and in most situations one ambulance present.

BIKE TEAM MEMBERS REQUIREMENTS

The bike team member must be a Pennsylvania certified paramedic, Emergency Medical Technician, or First Responder.

The bike team member must carry a WCU-EMS backpack with the necessary trauma and medical supplies, including oxygen.

The bike team member must wear a WCU-EMS approved uniform

The bike team member must wear a WCU-EMS approved **helmet** AT ALL TIMES. The helmet must carry DOT certification.

A member not meeting all of the requirements above may be a bike team member if they ride with another bike team member meeting all of the requirements, or with permission from a line officer.

Each Bike Team will be comprised of at least Two (2) members equipped with supplies.

Team members are reminded to stay together during patrol, or at least within visual contact of each other.

When responding to a patient in a crowded dense area, respond with caution.

Bike team members are to initiate appropriate patient care just like regular responders and are reminded to sign on location on appropriate radio and to be able to add additional resources such as ALS when appropriate.

Riding gloves should also be worn when available. It is urged for members to get a pair.

For night operations, a head and taillight must be used that is capable of being seen at least 500 feet away. Light reflexive clothing should also be worn.

EMS BIKE TEAM REQUIREMENTS

- Wear an approved helmet that is in good physical condition.
- Obey all traffic laws
- Ride in straight lines
- Use hand signals
- Lock your bike
- Watch for other riders, traffic, and pedestrians.
- Stay alert
- Use caution for night riding
- Use caution at intersections.
- Watch out for road hazards.
- Keep bike in good operating conditions.
- Keep right in traffic.

Bicycles may ride to the left when:

- Making a left turn
- Avoiding road debris
- Passing slower vehicles
- Occupying lane when traveling at the same speed as others.
- Traveling Two (2) abreast when traffic is not impeded.

NECESSARY BIKE HANDLING SKILLS

The following basic skills should be able to be performed by each Bike Team member.

- Stopping
- Turning
- Braking
- Balancing
- Crowds
- Traffic

PRE-EVENT BIKE INSPECTION

Each Bike Team member prior to proceeding to an event will check the following items.

- Frame
- Brakes
- Tires
- Chains
- Pedals
- Forks/Stays
- Wheels
- Handlebars
- Reflectors
- Helmets

MEDICAL EQUIPMENT

Required medical equipment will be based on the type of event being covered. The Equipment Officer will determine the equipment required to handle the event at the time of the event

CLOTHING

- SHIRTS – Based on WCU EMS uniform requirements.
- SHORTS/PANTS – Shorts are not recommended due to possible medical emergencies, but will be allowed.
- HELMET – ALWAYS REQUIRED!
- WINDBREAKER/RAIN JACKET – Per weather conditions