



# UNION CENTER FIRE CO., INC.

Division of Emergency Medical Services

P.O. Box 8800

Endwell, NY 13762-8800

(607) 748-1321



## Standard Operating Guidelines for Emergency Medical Services

### 1. Membership

- 1.1. All members of the EMS Division are to abide by all Standard Operating Guidelines of the EMS Division, as well as by the Bylaws of the Union Center Fire Co., Inc.
- 1.2. Upon earning certification, as outlined in Article IV, Section 3 (D) of the Bylaws, EMS members are required to maintain such certification in order to remain an active member of the EMS Division.
- 1.3. EMS Members must complete training hours as required by Company policy, to maintain active membership. Training hours accumulated outside the Company (eg: State certification and re-certification courses, conferences, etc) are also accepted, at the discretion of the EMS Captain.
- 1.4. All EMS personnel are to be thoroughly familiar with, and are to comply with the New York State Adult and Pediatric Basic Life Support Protocols, and with the Regional Protocols of the Susquehanna Regional Emergency Medical Advisory Committee (REMAC), as they apply to each member's level of certification and scope of practice.

### 2. On-Duty Shifts

- 2.1. As of 1/1/2014, all members of the EMS Division, who are not also active in the Fire Suppression category of membership, are required to spend a *minimum total* of 10 hours per calendar quarter (three-month period, the first quarter beginning in January, the second in April, the third in July, and the fourth in October). This time must be spent *with* the designated company-owned EMS response vehicle, either at one of the Company's fire stations, or at some other location within the Company's fire protection district (home, work, etc.). All members, while on-duty, must remain able to, and must actually respond immediately to any and all calls for EMS response received.
- 2.2. Taking the EMS vehicle out of the Company's fire protection district for any reason (other than response to a duly-dispatched emergency call) requires the prior permission of a Company officer. Standing permission may be given by the EMS Captain or the Chief to those who live or work near, but outside of, the district, and who seek to be on duty and to respond from such locations. Acceptable distances from the district for such on-duty and response locations shall be at the discretion of the EMS Captain or the Chief, and shall take into account the roads, expected traffic conditions, and other safety considerations involved in emergency response from such locations.
- 2.3. Multi-person on-duty crews are encouraged, but are limited to 3 members at a time.
- 2.4. In order to receive credit for time spent on-duty, all on-duty members must place themselves in on-duty status in the IAmResponding system, and must, at the end of the duty shift, complete and submit a Company training report documenting the duty shift.
- 2.5. Members taking the EMS vehicle out of the station (e.g. home) to be on-duty and respond must observe the following precautions:

- 2.5.1. The EMS vehicle must, at all times, be parked in a safe, secure, and lawful location, where it will be protected from traffic, vandalism, theft, etc., and must be secured (windows rolled up, and doors locked) whenever it is left unattended.
- 2.5.2. *Liquid medications (e.g. Albuterol, Epinephrine, Narcan) will be ruined by freezing or excessive temperatures, and are expensive to replace!* If there is any possibility of freezing outdoor temperatures or hot vehicle interior temperatures (i.e. warm, sunny weather) while the vehicle is out of the station, all medications carried must be protected from these conditions by being brought indoors while the vehicle is unattended. *Do not forget to bring them with you when you respond or return the vehicle to the station!*
- 2.5.3. If temperatures are expected to be at or below freezing while the EMS vehicle is parked outside of the station, its shoreline connection must be connected to electrical power in order that its battery charger and engine block heater are activated. This will ensure that the vehicle will start when needed!

### 3. Response to Emergencies

- 3.1. Personnel shall NOT respond to EMS calls within 8 hours of consuming any amount of alcohol, or of any other performance- or mental status-altering drug or medication.
- 3.2. EMS 53 is the designated primary response vehicle for emergency medical calls. Other Company vehicles may be utilized as required, as the discretion of Company officers. All vehicles are to be properly maintained in response-ready condition at all times. After returning to quarters following a response, vehicles are to be cleaned, restocked, and electrically-powered equipment connected to battery chargers, as appropriate.
- 3.3. Personally-owned vehicles are not ordinarily permitted to respond directly to incident scenes. Exceptions to this are as follows:
  - 3.3.1. Company officers
  - 3.3.2. Supplemental personnel responding to a call for additional manpower by personnel already on the scene.
  - 3.3.3. Personnel in the IMMEDIATE VICINITY (1-2 minutes away) from a reported immediately life-threatening situation (Delta or Echo priority call), and having sufficient equipment and supplies to adequately address the situation.
  - 3.3.4. Other exceptions as permitted by the EMS Captain.
- 3.4. Upon arrival on-scene, EMS personnel are expected to park their vehicle(s) safely, and in such a way as to not block or impede other incoming units (e.g.: the ambulance).
- 3.5. If dispatched to any Alpha priority calls, Union Center EMS vehicles will respond without red lights and siren, and in compliance with all normal traffic rules. The use of blue lights on personally-owned vehicles is also not permitted on Alpha priority calls. Response to calls of all other priority levels shall utilize lights and siren, unless otherwise directed by emergency services personnel already on the scene.
- 3.6. EMS providers are required to be appropriately-attired and identified for response, as follows:
  - 3.6.1. Photo ID (Regional EMS Provider or Company-issued ID).
  - 3.6.2. Company shirt, coat, or jumpsuit.
  - 3.6.3. Long trousers, jeans, or jumpsuit.

- 3.6.4. Solid, fully-enclosed footwear (shoes, boots, or sneakers).
- 3.7. All EMS providers are required to utilize the appropriate level of Personal Protective Equipment (PPE) for Body Substance Isolation (BSI) for each situation, including but not limited to medical exam gloves, splash-protective goggles, fluid-impervious gowns, and air-purifying respirators (N-95, N-98, N-100, or HEPA).
- 3.8. Scenes involving physical hazards (MVAs, fire scenes, rescue situations, etc.) require the use of full firefighter protective ensemble, including helmet, eye protection, turnout coat, turnout pants with boots, and firefighting gloves, if working within areas designated by the Incident Commander or his/her designee as requiring this level of protection.
- 3.9. Company vehicles are not to be left unattended at incident scenes, but are to be returned to service immediately upon conclusion of each call. UCFD EMS members ARE permitted to accompany and assist ambulance crews during transport, if requested by the provider in charge of the ambulance crew, but one member must remain with and return the Company vehicle.
4. Crews for EMS Responses
- 4.1. All responses to EMS calls (excluding responses for non-EMS Fire Company services) require a designated EMS Crew Chief. Crew Chiefs are members who possess current New York State certification as a Certified First Responder, EMT, or Advanced EMT, and who have been designated by the EMS Captain to serve as a Crew Chief. Such designations shall be based upon demonstrated knowledge and competency in providing EMS care and in leading an EMS team, and shall take into consideration prior or current experience gained with other EMS organizations, as well as with our own. Designation as a Crew Chief may be suspended or revoked for cause by the EMS Captain, who will then be responsible for prescribing a course of remediation for the reinstatement of Crew Chief designation.
- 4.2. The designated Crew Chief with the highest level of NYS EMS provider certification shall direct all patient care activities at the scene, and shall remain in charge of patient care until it has been turned over to transporting ambulance personnel. In case two or more such providers are equally-qualified, the first-arriving provider shall be in charge.
- 4.3. Fire Company members who are not NYS certified as EMS providers may respond as the driver of Company response vehicles, provided they have been qualified and authorized to drive these vehicles by the appropriate Company officer(s).
- 4.4. Fire Company members who are not NYS certified as EMS providers may respond to requests for additional manpower for "lifting assistance" by emergency services personnel already on the scene.
- 4.5. Fire Company members who are not NYS certified as EMS providers, but who are currently enrolled in an EMS certification course, or who are contemplating the pursuit of EMS certification, may, if authorized by the EMS Captain, respond to EMS calls as an observer, under the supervision of a designated Crew Chief.
5. Equipment
- 5.1. All EMS equipment and supplies used on a call are to be returned to service, replaced, repaired, or exchanged immediately upon completion of the call. If a key piece of equipment or supply item cannot be returned to service or replaced, the vehicle on which it is kept shall be placed out-of-service for EMS calls until the situation is remedied. In any such case, the EMS Captain or EMS Lieutenant is to be notified immediately.

- 5.2. All EMS equipment and supplies are to be checked during the weekly check of the vehicle on which they are kept. Any equipment found to be out of working condition, or any supplies found to be missing or in deficient quantity, are to be dealt with as outlined in the previous paragraph.
- 5.3. EMS members with current Crew Chief status are permitted to place EMS 53 "on-duty", and may have this vehicle with them anywhere within the Union Center Fire Protection Area, provided they remain available for and respond to all EMS calls. Excessive mileage placed on the EMS vehicle while "on-duty" shall be cause for suspension of this privilege. Taking the EMS vehicle outside of the Fire Protection Area shall require the approval of a Company officer.

6. Reporting and Documentation

- 6.1. An Electronic Prehospital Care Report (ePCR) is to be completed for every patient contact, immediately following the completion of the call, and the return of all vehicles and equipment to service. In no case shall the time interval between completion of the call and commitment of the ePCR exceed 4 hours. Completed ePCRs are to be committed to the ePCR system. Printing of a "hard copy" is not required.
- 6.2. A brief ePCR should also be created for each call cancelled prior to patient contact.
- 6.3. ePCRs for patients refusing medical assistance shall be complete and detailed, and shall document as thorough a history and assessment as the patient will provide and permit. They shall include documentation that the patient was competent to refuse, was advised of and understood the risks of refusing transport, and shall have attached a signed Informed Refusal of Care document (or, if the patient refuses to sign this document, shall contain a full explanation of this fact).
- 6.4. A Company EMS Run Report is also to be completed for all responses to EMS calls, whether or not they result in patient contact. A joint Fire/EMS call will require only a Fire Incident Report be completed by the Officer in Charge.