

Standard Operating Procedures
Delaware County Emergency Medical Service

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| 16-37 | |

Record of Changes

Delaware County Emergency Medical Service Standard Operating Procedure

| SOP Affected | Date of Change | Brief Description of Change | Change Made By |
|--------------|----------------|---|----------------|
| 15-28 | 01-01-15 | New SOP on high-vis apparel | J. Rogers |
| 14-27 | 10-15-15 | Riders general rule #3 added also in Appendix 1 general rule #3 was added | M. Ashley |
| 15-29 | 08-01-15 | New SOP Operation of Department Commissions | J. Rogers |
| 14-01 | 12-01-15 | Last sentence included county handbook and union contract | M. Ashley |
| 16-30 | 12-05-15 | New SOP on Assist Cards | J. Rogers |
| 14-10 | 12-05-15 | Revised SOP to reflect new SOP 16-29 for SOR paperwork | J. Rogers |
| 16-31 | 12-12-15 | New SOP on POV Parking and used of garage space | M. Ashley |
| 16-32 | (TBD) | New SOP for Fleet Vehicle Replacement | J. Rogers |
| | | | J. Rogers |
| 16-36 | (TBD) | New SOP for Volunteering for the Employer | J. Rogers |
| 16-35 | (TBD) | New SOP for Light Duty | J. Rogers |
| 16-33 | (TBD) | New SOP for Medication Disposal | J. Rogers |
| 16-34 | (TBD) | New SOP for Meth Suspect Decontamination | J. Rogers |
| 16-37 | (TBD) | New SOP for Light Duty Assignments | J. Rogers |
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| Subject: Standard Operating Procedures | SOP Number 14-01 | Initial Date: 05-01-2014 Revised Date: 12-01-15 |
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Introduction

The following procedures governing emergency medical service operations are established for the guidance of Delaware County Emergency Medical Service and its employees. These procedures have been established as best practices to ensure the Delaware County Emergency Medical Service are operated in a professional and extraordinary fashion.

Purpose

To state the purpose and disclaimers for standard operating procedures these guidelines are provided by the Delaware County Emergency Medical Service in order to further the following goals:

- To provide a uniform system of administration throughout the Department.
- To best ensure that the Departments administration is in compliance with Federal and State laws.
- To promote communication and understanding between all department members and staff.
- To ensure, protect and clarify the rights and responsibilities of all department members.
- To articulate, clarify and make evident the overall “best practice” for the Delaware County Emergency Medical Service.

Definition

SOP: Standard Operating Procedures

Scope

The procedures outlined in these standard operating procedures shall apply to all EMS units and stations while operating in an “in-service status”. This standard operating procedure shall not apply to the department special operations and administration units as it applies to the standard of operations. Additional standard operating procedures may be added or current standard operating procedures may be amended at the discretion of the director or his designee. As a best practice the standard operating procedures should be reviewed yearly for accuracy and relevance to current trends and expectations in emergency medical services.

Procedure

1. Each employee of Delaware County Emergency Medical Service shall be provided a copy of the standard operating procedures when he/she begins employment with Delaware County Emergency Medical Service. A signature of receipt and understanding shall be obtained and maintain as a part of the employee’s personnel file.

Expectation

Employees are expected to maintain a complete understanding of the standard operating procedures. Employees shall operate within the guidance of the standard operating procedures provided by the Delaware County Emergency Medical Service.

Delaware County EMS recognizes that these standard operating procedures are not comprehensive and occasions may arise as to which an employee may find it necessary to conduct himself outside the guidance of these procedures. Communication is vital in these unique situations and the supervising officers of the shift should use their best judgment to circumvent these procedures.

If any employee feels a positive contribution to the standard operating procedures should be made, they are encouraged to submit the suggestion in writing to the administration for review.

Failure to operate within the Standard Operating Procedures may result in progressive discipline in accordance with the Delaware County Employee Handbook, these SOPs, and the IAFF Local 1348 bargaining agreement.

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| Subject: Standard Operating Procedures | SOP Number 14-01 | Initial Date: 05-01-2014 Revised Date: N/A |
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Failure to operate within the Standard Operating Procedures may result in progressive discipline.

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| Subject: Professional Conduct | SOP Number 14-02 | Initial Date: 05-01-2014 Revised Date: N/A |
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Introduction

The following procedures governing emergency medical service personnel are established for the guidance of the members of the Delaware County Emergency Medical Service.

Purpose

This guideline is to govern and guide the conduct of Delaware County EMS personnel in order to further the following goals:

- To provide a uniform code of conduct.
- To best ensure that the Departments administration is in compliance with Federal and State laws.
- To promote professional appearance and perception between all department members, staff, and the general public.
- To ensure all members of Delaware County EMS act in the best interest of Delaware County while representing themselves as public safety professionals.
- To identify that members of Delaware County EMS are held to a higher standard of conduct, both on duty and off duty, and that the trust of the public shall be maintained at all times.

Definition

Reasonable Person Test: the "reasonable person" is a composite of a relevant community member's judgment as to how a typical member of an Emergency Medical Service should conduct themselves.

Scope

The actions outlined in this standard operating procedure shall apply to all Delaware County EMS personnel at all times.

Procedure

1. While on duty and off all employees shall recognize they are representatives of Delaware County and Emergency Medical Service as a whole.
2. While on duty employees are expected to act in a professional manor with appropriate actions, language (including body language), and appearance.

Expectation

Employees should employ the "reasonable person test" if in doubt of their actions. Employees should ask themselves "would a reasonable person with my training and experience be expected to act in this particular manor" Employees should maintain professionalism in their action, treatment, and appearance to each other as well as the public and the trust of the public will be respected at all times. Failure to maintain these standards may result in progressive discipline.

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| Subject: Chain Of Command | SOP Number 14-03 | Initial Date: 05-01-2014 Revised Date: N/A |
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Introduction

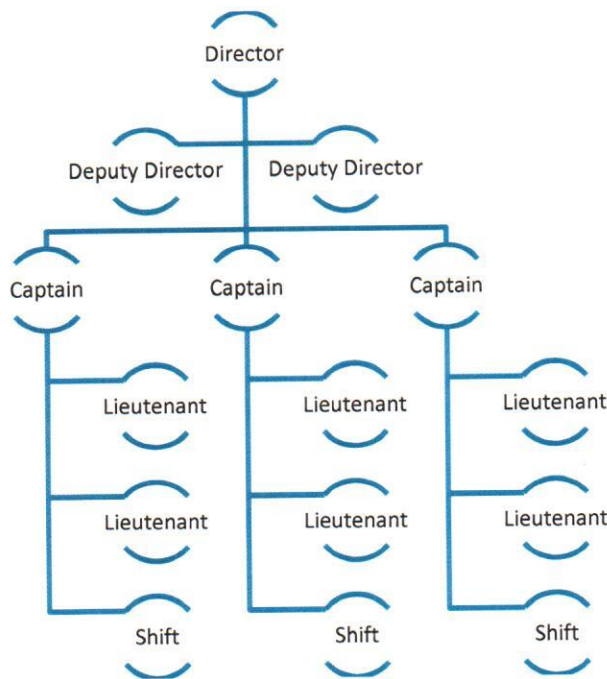
The following procedures governing emergency medical service operations are established for the guidance of the members of the Delaware County Emergency Medical Service. In order for any organization to operate effectively, there must be a well-defined Chain of Command, and it must be adhered to at all times.

Purpose

To establish a well-defined Chain of Command within the organizational structure of Delaware County EMS that encompasses all employees of this department.

Definition

An organizational chart has been provided which clearly depicts each position in relation to the established Chain of Command.



Scope

The procedures outlined in this standard operating procedure shall apply to all Delaware County EMS employees operating both in an "in-service" or "on duty" and "off duty" status. This standard operating procedure is intended, to outline for all employees, the organizational Chain of Command in order to ensure all levels of management and personnel are informed and instructed on their particular job functions, as well as maintaining the utmost efficiency of management. This guideline also outlines the procedure for delegation of authority with the department.

Procedure

1. All personnel, either on or off duty should follow this Chain of Command.
2. The Director is responsible for the actions of the entire department; however, certain areas of responsibility and authority are delegated to other officers within the organization.
3. The Shift Supervisor will be the on duty shift Captain and shall always be assigned to Station One. In the event a Captain is not on duty, an on duty Lieutenant will act as the Shift Supervisor and, like the Captain, must be assigned to Station One. Only during an extremely rare and unforeseen event should a shift operate without a Captain or Lieutenant. Should this situation occur, the departing shift supervisor must inform, prior to their departure, the Director or Deputy Director of the events leading up to the situation. The Director or Deputy Director will then appoint an on duty shift member to assume the duties and responsibilities of the on-duty Captain.
4. Employees shall conduct information through the Chain of Command relative to their position within the structure. Employees must not go outside the Chain of Command, as it creates confusion within the organization. However, it is the employee's right to request an audience with any Officer or Director, if the employee feels that there is a breakdown in the flow of information through the Chain of Command.
5. When personnel from off-duty shifts are being compensated to participate in department activities (such as special events, etc.), they will function under the direction of the on-duty Shift Supervisor. Should off duty personnel be requested for an incident, such as mass casualty, hazmat, special event, etc., they will function under the direction of the Incident Commander at that scene.
6. Should a scheduled employee be unable to work their assigned shift, that employee must maintain the Chain of Command by contacting their shift Captain. If the employee is unable to make contact with their shift Captain, they should notify their shift Lieutenant, in order of seniority. If the employee is unable to make contact with either shift Captain or shift Lieutenants the process should start over using the current on duty Captain.
7. The Delaware County Commissioners are ultimately responsible for the health and welfare of every citizen and traveler passing through Delaware County. Through an established Chain of Command this responsibility is passed down to the Director of Delaware County Emergency Medical Services and onto the Captains and Lieutenants.

Expectation

Delaware County EMS values, as many professional services do, the Chain of Command. The Chain Of Command, as established above, is expected to be practiced at all times. Failure to maintain these standards may result in progressive discipline.

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| Subject: Variable Staffing Level | SOP Number 14-04 | Initial Date: 05-01-2014 Revised Date: N/A |
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Introduction

The following procedures governing emergency medical service operations are established for the guidance of the members of the Delaware County Emergency Medical Service.

It is essential that a comprehensive plan exist in our community to guide EMS and other emergency responders through events, especially those considered most challenging and chaotic. Consideration must be given to the likelihood of a Mass Causality Incident (MCI) impacting numerous jurisdictions. Regional planning for MCI response is a necessity which is activity supported.

To ensure a successful outcome with any MCI the following standard operating procedure should be followed. The goal of an MCI plan is to insure rapid medical assistance is provided to victims and to provide this assistance through adequate and coordinated efforts. Following the MCI plan will minimize loss of life, disabling injuries, and human suffering. This plan includes alerting and dispatching medical personnel and resources whenever a local EMS agency requires help from another EMS agency.

This guideline is considered variable and is designed as an extension of normal day-to-day services and operations of facilities and resources.

Purpose

To standardize multi-jurisdictional MCI procedures through the use of consistent terminology, response organization responsibilities, job titles, communications protocols and review mechanisms.

Definition

DCEMS: Delaware County Emergency Medical Service

START Triage: Incorporates the triage system known as "Simple Triage and Rapid Treatment"

MCI: Mass Causality Incident

Level 3 Staffing: Requesting coverage from local volunteer emergency medical services which are located less than one (1) hour away.

Level 2 Staffing: Requesting emergency coverage from all emergency medical services, including private services.

MCI DISASTER: Recall 100% of Delaware County EMS personnel to active duty. Request from contiguous counties for ambulance resources to pre-determined IU Ball Hospital will be ambulance staging area.

Scope

The procedures outlined in this standard operating procedure shall apply to all EMS response agencies that respond to any incident in Delaware County involving three or more patients who are potentially in critical condition.

Procedure

Level 3 Staffing

The Delaware County EMS primary response area should be staffed with ambulances that are already within Delaware County. This would include Delaware County EMS along with other medical providers such as Albany EMS, Salem Township EMS, and Eaton EMS.

1. An Albany EMS ambulance should stage at a location near the Muncie Mall.
2. A Salem Township EMS ambulance should stage at a location near DCEMS Station #2, in Yorktown.
3. An Eaton EMS ambulance should stage at a location near DCEMS Station #1, in downtown Muncie.

Level 2 Staffing

Assumes the Level 3 Staffing units are currently engaged in emergency medical operations. This creates the need for further available staffing to cover the Delaware County EMS primary response area with ambulances both, within *and outside* of Delaware County.

1. A second ambulance from Albany EMS should stage at a location north of Muncie or as determined by the on duty Delaware County EMS Shift Supervisor or Incident Command System.
2. A second ambulance from Eaton EMS should stage at a location near the central area of Muncie or as determined by the on duty Delaware County EMS Shift Supervisor or Incident Command System.
3. A second ambulance from Salem Township EMS should stage at a location near DCEMS Station #2, in Yorktown.
4. Private EMS services within Delaware County should be contacted and engaged at this point and be directed to IU Ball Memorial Hospital Emergency Department for staging in an ambulance staging area.
5. The Chesterfield Fire Department and EMS service should be contacted and placed on standby at their station to provide coverage for the Daleville area.
6. Delaware County EMS Unit #1 and Unit #2 should be notified.

MCI Disaster Staffing

A major mass causality incident has taken place and has depleted all units in the Level 2 Staffing which are currently engaged in emergency medical operations. This incident would be considered a FEMA Incident Complexity "Type 2" or "Type 3" incident.

1. All Delaware County EMS on duty staff should be engaged.
2. All local level resources should be deployed to the incident scene or if defined, the ambulance staging area previously determined by the on duty Delaware County EMS Shift Supervisor or Incident Command System.
3. All Delaware County EMS personnel should be requested to immediately report to DCEMS station #3 for an "in-service" or "on duty" status. Employees staging at station #3 should begin preparing to activate the Medical Task Force equipment making the equipment ready for deployment. Only *one* officer located at station #3 should be identified for communications. The OIC of the location shall be referred to as "Station 3" on the radio.
4. Out of county resources should be requested and given the following information:
"Delaware County EMS has activated its disaster Response to a mass casualty incident, we are requesting an available ambulance to respond to IU Ball Memorial Hospital. All EMS units should contact "AMBULANCE COMMAND" on 800 megahertz channel F-MA-2 or IHERN."

When requesting out of county resources for deployment the following order shall be used:

- a. Chesterfield Union Township Fire/EMS
 - b. Middletown EMS
 - c. Blackford County EMS
 - d. Jay County EMS
 - e. Grant County EMS
 - f. Richland Township Fire/EMS
 - g. Rural Metro EMS located in Anderson
 - h. Henry County/New Castle EMS
 - i. Alexandria Fire/EMS
 - j. Randolph County EMS
 - k. Knightstown EMS
 - l. Culberson Ambulance Service located in Hagerstown
 - m. Pendleton Fire/EMS
5. Delaware County EMS Unit #1 and Unit #2 should be notified immediately.
 6. When "**MCI DISASTER**" is declared, the Delaware County 911 Communications Center will be assigned a member of Delaware County EMS to help direct the additional to normal 911 EMS calls, located outside the area of disaster area.
 7. The disaster protocol shall be referenced and START triage should be used as the standard of care for triage. See attachment A.

Expectation

This standard operating procedure should be utilized whenever staffing falls below the need of the community for emergency medical services. This Standard Operating Procedure shall be utilized in minor and major events alike in order to better train the employees with its use. By doing this the employees will react and respond in a methodical fashion and commit to memory the uses of this procedure. This procedure is intended for the on duty Shift Supervisor however, it may be utilized in emergency situations under the national incident management system by first arriving personnel and engaged on an as needed basis. It is important for supervisors and employees alike to be familiar with the verbiage and phases of this document in order to efficiently employ this protocol of response. Failure to maintain this standard may result in progressive discipline.

IC 9-21-1-8

Emergency vehicles

Sec. 8. (a) This section applies to the person who drives an authorized emergency vehicle when:

- (1) responding to an emergency call;
- (2) in the pursuit of an actual or suspected violator of the law; or
- (3) responding to, but not upon returning from, a fire alarm.

(b) The person who drives an authorized emergency vehicle may do the following:

- (1) Park or stand, notwithstanding other provisions of this article;
- (2) Proceed past a red or stop signal or stop sign, but only after slowing down as necessary for safe operation;

(3) Exceed the maximum speed limits if the person who drives the vehicle does not endanger life or property;

(4) Disregard regulations governing direction of movement or turning in specified directions.

(5) Execute a lawful intervention technique if the person has completed a training course that instructs participants in the proper execution of lawful intervention techniques.

(c) This section applies to an authorized emergency vehicle only when the vehicle is using audible or visual signals as required by law. An authorized emergency vehicle operated as a police vehicle is not required to be equipped with or display red and blue lights visible from in front of the vehicle.

(d) This section does not do the following:

(1) Relieve the person who drives an authorized emergency vehicle from the duty to drive with due regard for the safety of all persons;

(2) Protect the person who drives an authorized emergency vehicle from the consequences of the person's reckless disregard for the safety of others.

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| Subject: Emergency Vehicle Operations | SOP Number 14-05 | Initial Date: 05-01-2014 Revised Date: N/A |
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Introduction

The following procedures governing emergency medical service operations are established for the guidance of the members of the Delaware County Emergency Medical Service.

Purpose

Responding to any emergency call, DCEMS places a great deal of responsibility on the drivers of our emergency vehicles. Not only must our employees provide prompt conveyance of the units, equipment, and personnel to provide service to those in need, but importantly, must accomplish this task in the safest and most prudent manner possible. Employees have in their care, and control most of the major assets possessed by the department. The assigned crews also have a higher standard of care to provide to the general public and must make every attempt possible to provide due regard for the safety of others. Employees must constantly monitor and reduce the amount of risk and exposure to potential losses during each and every response. Safe arrival at the scene shall be, and must always remain, the first priority of all personnel. In order to accomplish this enormous task all personnel shall become familiar with, and constantly abide by the following policies and procedures.

Definition

Nonemergency Status: Operating the response vehicle without the emergency lights and sirens activated.

Day to Day Business: Business pertaining directly to the logistical and operational needs of the department and crew in order to maintain stability for duration of the shift, such as shopping for shift equipment, crew meals, or maintenance.

Department Sponsored Function: Any approved function to which the department, as a majority, is directly involved with. Ex. Training, Public Relation, Special Events.

Personal Business: Business that does not directly pertain to, or benefit the majority of, the department or crew.

Scope

The procedures outlined in this standard operating procedure shall apply to all employees at every station while operating in an "in-service" status or "on duty" status. This standard operating procedure shall not apply to the department special operations and administrative employees.

Procedure

1. In addition to the following, the response vehicle must be operated in accordance with Indiana Code 9-21-1-8, concerning emergency vehicles.
2. When responding to an emergency call the response vehicle must have the emergency lights and siren activated and should never be operated at a rate of speed which would exceed fifteen (15) miles per hour over the posted speed limit.
3. When the response vehicle is operated in a “nonemergency status” the emergency lights or siren must not be activated and the employee must comply with all local and state laws that apply to civilian traffic.
4. Seatbelts should always be used especially when responding to an emergency call. The driver should have the seatbelt on any time the vehicle is in motion. If possible the personnel in the back of the unit should be seat belted also especially when vehicle is in emergency mode. It is understood this may not be possible when treating a patient.
5. The response vehicle may be used to conduct “day to day business” however, in order to maintain a positive public image; no more than one (1) response vehicle will be at any particular area at the same time to conduct this business unless the business is a department sponsored function. Also while conducting this business the response vehicle must stay within its assigned district unless it is gathering job related materials from another station or approved by the on duty supervisor. This policy may be suspended at the discretion of the director.
6. If the response vehicle is not active with an emergency call and left unattended in public access, the vehicle must have the engine turned off and all keys removed.
7. The response vehicle must not be used to conduct personal business.

Expectation

Delaware County EMS recognizes the importance of maintaining a professional public image as well as responding safely to every call. All employees are to drive with due regard at all times. Failure to maintain these standards may result in progress discipline.

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| Subject: Patient Care Report | SOP Number 14-06 | Initial Date: 05-01-2014 Revised Date: N/A |
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Introduction

The following procedures governing emergency medical service operations are established for the guidance of the members of the Delaware County Emergency Medical Service.

Purpose

The following guidelines are provided by the Delaware County Emergency Medical Service (DCEMS) in order:

- To provide a uniform system of documentation throughout the Department
- To ensure that the departments is in compliance with Federal, State, and local laws
- To reduce the possibility of litigation against the employee and/or Delaware County
- To articulate, clarify and make evident the overall “best practice” for DCEMS

Definition

PCR: Patient Care Report, also referred to as a “run sheet”

No Patient Contact: Marking enroute to a dispatched incident and being disregarded by dispatch prior to arrival of the scene. If on scene however the patient was unable to be located.

Lift Assist: A dispatched incident which involves only assisting a non-injured a person to their feet or comfortable sitting position after they’ve fallen or otherwise became in a compromised position. DCEMS does recognize this type of call for service may not be of a medical assistance nature. However, there could be an underlying medical condition that would preclude the person from being self-ambulatory. Therefore, this type of event will be documented with a Patient Care Report even if the patient was not transported to a receiving facility.

No Patient Contact: Marking enroute to a dispatched incident and being disregarded by dispatch prior to arrival of the scene. If on scene, however, the patient was unable to be located.

Scope

As a crew, consisting of two employees assigned to an individual response vehicle for the duration of the work shift, the crew, working as a team, shall follow the procedures outlined in this standard operating procedure which apply to all EMS employees assigned to a station while operating in an “in-service” or “on-duty” status. This standard operating procedure shall be followed at all times unless otherwise directed by an administrator or on duty supervisor.

Procedure

1. At any time an ambulance is requested, dispatched, or summoned a written report, of correct nature, is required by this policy.
2. All EMTs and Paramedics shall complete a Patient Care Report (PCR) any time contact, either physical or verbal, is made with an individual or individuals. Examples include but are not limited to, lift assistance only, diabetic wake up, or minor on scene treatment.

3. If a patient is transported, upon arrival at the receiving facility the crew will immediately transfer patient care to the receiving facility staff upon room/bed assignment.
4. The EMT or Paramedic will have a period of sixty (60) minutes, from the time of patient care transfer or completion of a non-transport incident, to complete the Patient Care Report and make a reasonable effort to transmit the completed report to the receiving facility.
5. Due to the possibility of continuous emergency dispatched calls, if, at any time, a crew has three (3) uncompleted Patient Care Reports, the shift supervisor shall be notified.

Expectation

A DCEMS Patient Care Report will be completed accurately and legibly. The Patient Care Report will include the patient assessment, patient care and interactions between DCEMS and the patient. A Patient Care Report must be completed, for each patient contact incident, within one (1) hour of patient care transfer or call completion of a non-transport incident.

It is understood the possibility of crews receiving continuous, or "back to back", emergency dispatched calls which would prevent crews from meeting the requirements of this policy. In the event of continuous, or "back to back" incidents the crew will have sixty (60) minutes from the completion of the last "back to back" emergency dispatched call to complete the outstanding Patient Care Reports.

If, at any time, a crew has three (3) uncompleted Patient Care Reports, the shift supervisor shall be notified. Any time an emergency dispatched call is assigned to a responding crew a Patient Care Report is expected.

No patient contact reporting will only be used, without on duty supervisor approval, in the actual event that contact, either verbal or physical, was unable to be made with the patient. Examples include, but are not limited to, a standby only status or being disregarded by another public safety agency prior to arrival. If on duty supervisor approval has been given for a unique no patient contact situation, the approving on duty supervisors name must be listed in the narrative of the No Patient Contact Report. Failure to maintain this standard may result in progressive discipline.

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| Subject: Professional Radio Communications | SOP Number 14-07 | Initial Date: 05-01-2014 Revised Date: 05-20-14 |
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Introduction

The following procedures governing emergency medical service operations are established for the guidance of the members of the Delaware County Emergency Medical Service.

Radio communication is critical to the success of an incident and is vital to developing and maintaining situational awareness. Disciplined communication reduces the possibility of radio-channel overload as well as cognitive overload by those who are monitoring.

Purpose

Reducing the amount of unnecessary radio traffic will also reduce the possibility that personnel operating at the scene will not unknowingly "tune out" the radio traffic, because the volume of chatter is impacting their ability to comprehend other things. Individuals only have a limited capacity to process information, and under stress, it is not hard to overload the brain. Reducing radio traffic to urgent and necessary messages only is a best practice that will improve responder safety.

Radio transmissions can provide critical information that, when transmitted properly and in a timely way, can be a tremendous asset in developing and maintaining situational awareness. Those demonstrating best practices in radio usage know what to say, how to say it, who to say it to and when to say it.

Perhaps of equal importance, they know what not to say, how not to say it, who not to say it to and when to say nothing at all.

Scope

The procedures outlined in this standard operating procedure shall apply to all Delaware County EMS employees assigned to a station while operating in an "in-service" or "on duty" status.

Procedure

1. When transmitting on any public safety radio frequency, professionalism and plain language will be utilized at all times.
2. When going enroute to a dispatched call, the responding unit will give the location it is responding from. Ex "Medic 12 en-route from station 3".
3. When arriving at a destination the responding unit will give an actual description, such as "Medic 12 is on scene", and refrain from estimates, such as "arriving in 30 seconds"

4. When transporting a patient the responding unit shall give the starting loaded and ending loaded mileage, including tenths, of the response vehicle by using the trip odometer. The trip odometer may be reset prior to starting patient transport. Ex "Medic 12 en-route to Ball beginning mileage 0.0" The ending mileage shall be given in the same fashion.

Expectation

Professionalism and plain language will be utilized at all times. Units will respond and provide the location they start from when called by dispatch, unit mileage will be given during transport, and immediate availability will be given so the unit may be assigned another run. Failure to maintain this standard may result in progressive discipline.

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| Subject: Responding To An Incident | SOP Number 14-08 | Initial Date: 05-01-2014 Revised Date: N/A |
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Introduction

The following procedures governing emergency medical service operations are established for the guidance of the members of the Delaware County Emergency Medical Service. Delaware County EMS intends to encourage all local emergency service chiefs, elected officials, managers and labor leaders to develop similar written policy to prohibit emergency personnel from "self-dispatching" to an emergency incident.

Purpose

- An unnecessary risk to emergency personnel can occur when uncoordinated resources or individuals and crews, acting outside of the chain of command, respond to an incident in which their assistance was not requested. While the individual's good intentions are recognized, it doesn't change the fact lives are put at risk unnecessarily when public safety departments, or their personnel, abandon assigned coverage areas and or responsibilities. This action not only reduces the known level of protection and available support should a separate emergency incident occur during the same time period, but also it is contradictory when other emergency personnel perform operations or interfere with assigned units performing their duties. Furthermore, over assignment to a particular situation will deplete available resources for needed response.
- Unrequested emergency units and emergency personnel, either responding to or active at, an incident vastly disrupt their accountability ability and the Incident Management System, as a whole.
- A functional Incident Management System requires that a formal structure is utilized to determine the needs of an incident. In most cases, the needs of an incident directly relate to personnel and equipment. It has been documented from past incidents, when resources arrive that have not been requested, the Incident Management System can fail. There are numerous scenarios that could bring failure, however one likely example could be, unplanned resources creating blocked roads, restricting access to the incident which ultimately would affect the safety of those requested emergency workers operating at the scene by denying them their requested resources. Freelancing of personnel and departments also adversely impact incident management systems and require that the Incident Commander or Supervisor assign more personnel to control and coordinate these resources that were not requested.

Definition

Self dispatching: The act of responding to a call, scene or situation without being officially dispatched or requested.

Officers: Department administrators including Director, Deputy Directors, Captains, and Lieutenants.

Scope

The procedures outlined in this standard operating procedure shall apply to all Delaware County EMS employees operating both in an "in-service" or "on duty" and "off duty" status. The administration recognizes the need for a functional Incident Management System in all emergencies both small and large. Officers of Delaware County Emergency Medical Service may direct all employees both on duty and off duty to manage response.

Procedure

All personnel are to be dispatched by a unit of authority such as, emergency dispatch, incident command, or supervisor. At no time are units permitted or personnel self-dispatch.

Expectation

Any resources of the Delaware County Emergency Medical Service, including special operations units, will not self-dispatch. Failure to maintain this standard may result in progressive discipline.

| | | |
|---|-------------------------|---|
| Subject: Out Of County Transport | SOP Number 14-09 | Initial Date: 05-01-2014 Revised Date: N/A |
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Introduction

The following procedures governing emergency medical service operations are established for the guidance of the members of the Delaware County Emergency Medical Service. Delaware County EMS recognizes that the citizens of Delaware County may require emergency transportation to facilities outside the jurisdictional boundaries of Delaware County; therefore this standard operating procedure should guide the staff when making those decisions and remaining compliant with Indiana Trauma Law and the best practices of Delaware County EMS operations. This policy is focused to ensure adequate emergency medical response within the Delaware County EMS jurisdiction is maintained, while providing optional services to the citizens in Delaware County.

Purpose

Provide guidance to Delaware County Emergency Medical Service employees when requested to transport patients outside Delaware County.

Definition

Trauma Registry Law: IC 16-19-3-28

Indiana Trauma Rule: TITLE 836 INDIANA EMERGENCY MEDICAL SERVICES COMMISSION Final Rule: LSA Document #10-628(F)

836 IAC 1-2.1 trauma protocols for field triage and transportation decision making.

Sec. 1. The purpose of this article is to provide a regulatory plan to ensure that injured patients in the pre-hospital setting are transported to the most appropriate hospital facility within the Indiana state trauma system based on field assessment by emergency medical services personnel of the potential severity of injury, available transportation, and hospital resources.

Sec. 2. This article does not apply to inter facility transfers.

*August 2013: IU Health Ball Memorial Hospital is now considered a trauma center for purposes of the triage and transport rule.

Scope

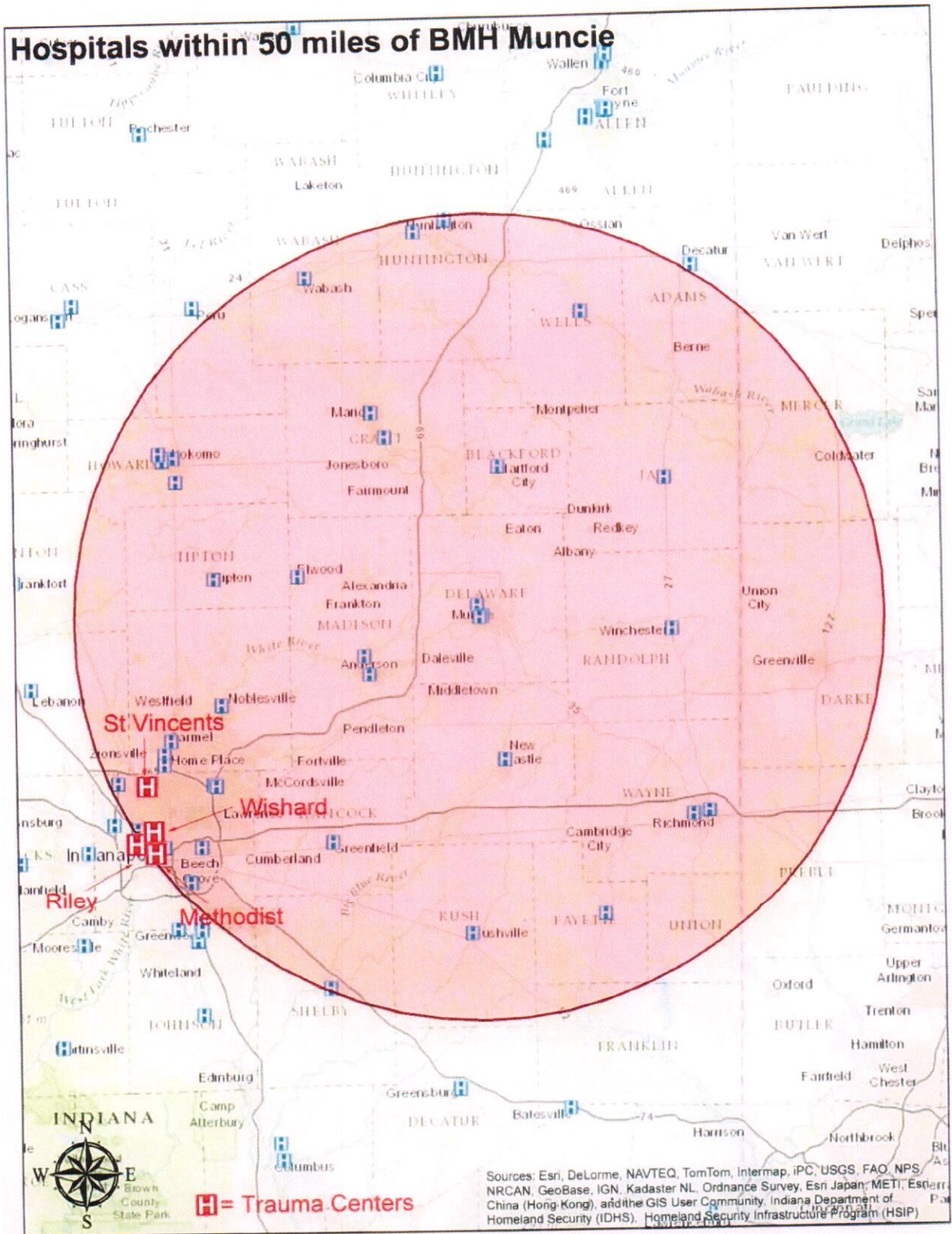
The procedures outlined in this standard operating procedure shall apply to all Delaware County EMS employees assigned to a station while operating in an "in-service" or "on duty" status.

Procedure

1. When a patient requests to be transported outside of the physical Delaware County boundaries the crew shall transport the patient to the appropriate hospital of the patients choosing only when all of following applies:
 - (a) There are appropriate Delaware County EMS resources within the physical Delaware County boundaries.
 - (b) The on duty Shift Supervisor gives verbal approval via primary or secondary radio channel.
 - (c) The request does not violate Indiana Trauma Rule

Expectation

Delaware County EMS will transport patients to the facility of their request, as long as it is an appropriate medical facility, approved by the on duty Shift Supervisor, and within the constraints of the Indiana Trauma Rule. Failure to maintain this standard may result in progressive discipline.



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|---|-------------------------|--|
| Subject: Patient Refusal VS No Patient | SOP Number 14-10 | Initial Date: 05-01-2014 Revised Date: 12-05-2015 |
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Introduction

The following procedures governing emergency medical service operations are established for the guidance of the members of the Delaware County Emergency Medical Service. To provide uniform procedures for Delaware County Emergency Medical Service personnel when addressing patients, parents, or legal guardians who refuse medical treatment and or transportation to a medical facility, Also to correctly identify not only the difference between a patient refusal and a "no patient contact" incident, but the required documentation of each.

Purpose

The purpose of this procedure is to clearly identify the policy of Delaware County EMS to its employees when presented with a patient who refuses any treatment/care, on scene services, and or transportation to an appropriate medical facility.

Definition

Adult: A person eighteen (18) years of age or older.

Minor: A person who is seventeen (17) years of age or younger.

No Patient Contact: Marking enroute to a dispatched incident and being disregarded by dispatch prior to arrival of the scene. If on scene however the patient was unable to be located.

Refusal: A patient who has been contacted or evaluated by Delaware County EMS employees but refuses to be transported.

SOR: Statement of Refusal

Implied Consent: Consent which is not expressly granted by a person, but rather inferred from a person's actions and the facts or circumstances of a particular situation. Also in some cases, by a person's silence or inaction.

Emancipated Minor: A Legal mechanism by which a minor is freed from control by his or her parents or guardians, and the parents or guardians are freed from any and all responsibility toward the child. An Emancipated Minor must provide legal documentation of emancipation.

Scope

As a crew, consisting of two employees assigned to an individual response vehicle for the duration of the work shift, the crew, working as a team, shall follow the procedures outlined in this standard operating procedure which apply to all EMS employees assigned to a station while operating in an "in-service" or "on-duty" status. This standard operating procedure shall be followed at all times unless otherwise directed by an administrator or on duty supervisor.

Procedure

1. Under circumstances of serious medical conditions that are life threatening or have the potential for permanent disability, the rules of implied consent are used.
2. A patient signed Statement of Refusal (SOR) will be completed anytime employees come in contact, either physical or verbal, with a patient and that patient refuses treatment as a patient of Delaware County Emergency Medical Service.
3. The refusal form should be signed and witnessed in the appropriate area, with printed names beneath the signatures. When possible a family member or law enforcement officer should sign the Statement of Refusal as a witness.
4. If the patient will not comply with your request to sign the Statement of Refusal employees may have a substantiating witness, preferably law enforcement officer if possible, sign as a witness. Only when no other witness is able, or willing, to sign as a witness DCEMS personnel may sign as a witness.
5. It should be made clear that the co-signer is witnessing only the patient's refusal of treatment and is not to make any comments of the medical situation.
6. A situation to which EMS service is requested that involves minors who do not exhibit a life-threatening condition, should include every reasonable effort to contact the minor's parent or legal guardian.
7. The parent or guardian may leave written authorization giving consent for treatment with an educational institution or day care center in which the minor is enrolled. The parent or guardian may also leave written authorization giving consent for treatment with the minor individual.

Expectation

Delaware County EMS employees will document via an appropriate Patient Care Report anytime a Statement of Refusal is obtained. A Statement of Refusal will be obtained anytime Delaware County EMS employees come in actual physical or verbal contact with a potential patient. Examples include but are not limited to, lift assistance only, diabetic wake up, or minor on scene treatment. Failure to maintain this standard may result in progressive discipline.

Subject:
07:30 Alert Tone

SOP Number 14-11

Initial Date: 05-01-2014
Revised Date: N/A

Introduction

The following procedures governing emergency medical service operations are established for the guidance of the members of the Delaware County Emergency Medical Service.

Purpose

To state the purpose and disclaimers related to the standard 07:30 alert tone in order to further the following goals:

- To provide a uniform system for all employees to follow.
- To ensure employees who are nearing the end of their rotational assigned 24 hour shift are presenting emergency ready equipment to the oncoming rotational assigned 24 hour shift.
- To articulate, clarify and make evident the overall “best practice” for Delaware County EMS

Definition

Biohazard: Any needle, used medical waste (soiled or otherwise), or bodily fluid substances.

Scope

The procedures outlined in this standard operating procedure shall apply to all Delaware County EMS employees assigned to a station while operating in an “in-service” or “on duty” status. This standard operating procedure shall not apply to the department special operations and administrative employees. This procedure may be suspended, due to unforeseen events, at the discretion of the on duty Shift Supervisor.

Procedure

1. Delaware County 911 Emergency Communication Center has been instructed to provide a 07:30 alert tone to all stations of Delaware County EMS at 07:30.
2. As a crew, consisting of two employees assigned to an individual response vehicle for the duration of the work shift, the crew while working as a team, shall be present in the garage and complete the following task after the 07:30 alert.
3. The response vehicle should be cleaned of trash and debris that accumulated during the last 24 hour work shift.
4. All personal items from the response vehicle should be removed.
5. The patient compartment should be inspected for any contraband or biohazard.

6. The response vehicle, as a whole, should be inspected and prepared for the incoming crew.

Expectation

All crews, consisting of two employees assigned to an individual response vehicle for the duration of the work shift, have an expectation of receiving an emergency ready response vehicle when their shift begins. This longstanding procedure shall ensure the crews receive their equipment as expected. At 07:30 crews, working as a team, are expected to make a final physical inspection of their response vehicle and dispose of any trash or biohazard. Failure to maintain this standard may result in progressive discipline.

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| Subject: Time Clock Usage | SOP Number 14-12 | Initial Date: 05-01-2014 Revised Date: N/A |
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Introduction

The following procedures governing emergency medical service operations are established for the guidance of the members of the Delaware County Emergency Medical Service.

Purpose

To state the purpose and disclaimers for Standard Operating Procedures (SOP) these guidelines are provided by the Delaware County EMS in order to further the following goals:

- To provide a uniform system of administration throughout the department
- To best ensure that the Departments administration is in compliance with Federal and State laws
- To promote communication and understanding between all department members, staff
- To ensure, protect and clarify the rights and responsibilities of all department members
- To articulate, clarify and make evident the overall "best practice" for DCEMS

Scope

The procedures outlined in this standard operating procedure shall apply to all EMS units and stations while operating in an in-service status. This standard operating procedure shall not apply to the department exempt employees.

Procedure

1. The staff of Delaware County EMS who is assigned to a rotational 24 hour shift, including Captains, Lieutenants, Paramedics, and Emergency Medical Technicians shall use the time clock to properly document their on duty time in order to receive monetary compensation from Delaware County.
2. Employees reporting for duty may not clock in any earlier than five (5) minutes prior to the start of their shift.

Expectation

The on duty Shift Supervisor, which consists of a Captain or Lieutenant, will be responsible for daily work assignments and have an expectation to complete their administrative duties. Therefore the on duty Shift Supervisor for the new twenty four (24) hour shift is expected to provide staff assignments for the new shift at 07:30 am each day. The first thirty (30) minutes of the twenty four (24) hour shift will be assigned to administrative duty and not be expected to staff an ambulance during that thirty (30) minute period. All other staff is expected to change shift at 08:00 hours each morning and be ready to respond for emergency calls.

Failure to maintain this standard may result in progressive discipline.

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|---|-------------------------|---|
| Subject: Employee Appearance | SOP Number 14-13 | Initial Date: 05-01-2014 Revised Date: N/A |
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Introduction

The following procedures governing emergency medical service operations are established for the guidance of the members of the Delaware County Emergency Medical Service.

Uniforms and appearance are an important part of the Delaware County Emergency Medical Service. The wearing of a uniform serves three (3) main purposes:

- Wearing a uniform quickly and positively identifies us to the public and other agencies as an authorized public safety official. This will reduce any confusion with the public and other agencies as to our authority to direct them.
- Wearing a uniform provides a clean, polished and professional appearance. When the Delaware County Emergency Medical Service is requested for an incident and our staff presents a consistent appearance, it increases the confidence level, and elevates the perception of, the requesting agency as well as the public.
- Wearing a uniform shows that we are proud of our affiliation with Delaware County Emergency Medical Service and also that we are dedicated to providing professional service, and we are worthy of the respect and deference due a public safety official.

Purpose

The purpose of this order is to establish the standards of dress uniform and professional appearance. Due to the increasing popularity of body art and ornamentation, Delaware County Emergency Medical Service policy is being established to provide clearly defined guidance.

Definition

Tattoos/body art/brands: No tattoos/body art/brands on the head, face, neck, or scalp. Tattoos/body art/brands elsewhere on the body that are prejudicial to good order, discipline and morale or are of a nature to bring discredit upon Delaware County EMS are prohibited. For example, tattoos/body art/brands that are excessive, obscene, and sexually explicit or advocate or symbolize sex, gender, racial, religious, ethnic or national origin discrimination are prohibited. In addition, tattoos/body art/brands that advocate or symbolize gang affiliation, supremacist or extremist groups, or drug use are prohibited. Tattoos/body art/brands will not be visible through uniform clothing. Waivers may be requested for existing tattoos from the Director.

Members may be required to cover such brands with clothing so not to be visible to the public while in uniform.

Mutilation: Intentional body mutilation, piercing, branding/intentional scarring that are excessive or eccentric are prohibited. Some examples are:

- (1) A split or forked tongue;
- (2) Foreign objects inserted under the skin to create a design or pattern;
- (3) Enlarged or stretched out holes in the ears (other than a normal piercing);
- (4) Intentional scarring that appears on the neck, face, or scalp.

Dental Ornamentation: The use of gold, platinum or other veneers or caps for purposes of ornamentation are prohibited. Teeth, whether natural, capped or veneer, will not be ornamented with designs, jewels, initials, etc. Waivers may be requested for existing dental ornamentation from the Director.

Earrings: Males - Earrings of any type or location are prohibited

Females - Concrete stud ear jewelry is authorized but limited to only two (2) ear piercings per ear. For all employees, any other piercings including facial or subcutaneous are prohibited.

Scope

The standard outlined in this operating procedure shall apply to all EMS personnel, including the department special operations and administration units.

Procedure

1. All employees of Delaware County Emergency Medical Service shall represent themselves, the department, and the county of Delaware with a professional and suitable appearance. Body mortifications shall not be visible to the public while on duty. This includes tattoos, body art, brands, mutilation, dental ornamentation, and earrings. Appropriate hairstyle of "conservative" personal appearance is required.

Expectation

Because it is impossible to provide examples of every appropriate or unacceptable hairstyle or of "conservative" or "eccentric" grooming and personal appearance, the good judgment of leaders at all levels is key to enforcement of emergency medical service grooming policy. Therefore, hair/grooming/personal appearance while in uniform shall present a neat, professional appearance. Hair must be off the collar for males and practical length for females. Sideburns must not pass the ear lobe and facial hair must be kept neat and reasonably close to the face. Non authored body art or other body mortification/jewelry must be covered or removed while on duty. Personal appearance shall be neat, clean, and maintained at all times and may be addressed by any supervisor on duty for a deficiency. Failure to maintain this standard may result in progressive discipline.

*Note: Although, facial hair is allowable it may preclude an individual in activities that require any mask or SCBA. Fit testing will determine the ability to participate.

* Waivers may be requested from the Director. The request must be in writing and will be subject for approval or disapproval. All waivers, approved or disapproved will be kept in the employee's personnel file.

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| Subject: Response Time | SOP Number 14-14 | Initial Date: 05-01-2014 Revised Date: N/A |
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Introduction

The following procedures governing emergency medical service operations are established for the guidance of the members of the Delaware County Emergency Medical Service.

Purpose

Delaware County EMS recognizes the importance of a rapid response time and understands the concept of the "golden hour". During any given shift at any given time Delaware County EMS may be called upon to respond to critically ill or injured persons.

Definition

En route: Consists of a crew, inside the response vehicle, with the engine running, ready to respond toward a destination.

Crew: Two DCEMS employees, working as a team, assigned to an individual response vehicle for the duration of the work shift.

Scope

The procedures outlined in this standard operating procedure shall apply to all Delaware County EMS employees assigned to a station while operating in an "in-service" or "on duty" status. This standard operating procedure shall not apply to the department special operations and administrative employees.

Procedure

1. From the hours of 08:00 A.M. to 08:00 P.M. crew have one (1) minute, from the end of the original dispatch, to report to their assigned truck and mark their unit as en route using the mobile radio mounted in the vehicle.
2. During the hours of 08:00 P.M. to 08:00 A.M. crew have two (2) minutes, from the end of the original dispatch, to report to their assigned truck and mark their unit as en route from the mobile radio mounted in the vehicle.
3. If any crew fails to respond within two minutes (02:00), the Delaware County Communications Center will dispatch the same ambulance crew, a second time, for the original call.
4. If any crew fails to respond within two minutes and thirty seconds (02:30) the Delaware County Communications Center will dispatch a different ambulance crew to the original call.

Expectation

When the crew are alerted and dispatched to a pending emergency event they must follow the procedures above in order to maintain a professional standard of care. Any crew who fails to comply with the procedures stated above will be required to provide a written explanation for the delayed response upon completion of that emergency call to the on duty supervisor. Failure to maintain this standard may also result in progressive discipline.

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| Subject: Daily Vehicle Inspection | SOP Number 14-15 | Initial Date: 05-01-2014 Revised Date: N/A |
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Introduction

The following procedures governing emergency medical service operations are established for the guidance of the members of the Delaware County Emergency Medical Service.

Purpose

To ensure all aspects of department emergency response equipment are kept in good operating order and appropriately equipped for daily operations.

Scope

The procedures outlined in this standard operating procedure shall apply to all Delaware County EMS employees assigned to a station while operating in an "in-service" or "on duty" status. This standard operating procedure shall not apply to the department special operations and administrative employees.

Procedure

1. As a crew, consisting of two employees assigned to an individual response vehicle for the duration of the work shift, the first hour of each daily shift, which starts at 0800, the crew, working as a team, shall be present in the garage and complete the following task by 0900.
2. Perform a complete vehicle inspection of the assigned response vehicle and report the results using the online staff form "Delaware County EMS Daily Equipment and Vehicle Inspection". This staff form is located at:
<https://www.co.delaware.in.us/eqov/apps/action/center.eqov?action=form&item=53&fDD=>. This vehicle inspection includes, but is not limited to, General Maintenance, Driver/Outside/Patient Compartments, Medications, RSI Box, and Narc Box.
3. Complete a mobile and portable radio test by contacting the Delaware County Communications center on the 800 MHZ EMS main dispatch channel. Complete a mobile radio test by contacting IU Ball Memorial EDU via the VHF Indiana Hospital Emergency Radio Network (IHERN).
4. Report any deficiencies in equipment or maintenance for the assigned unit using the online form "EMS Fleet Report/Equipment Repair Request" which can be found at:
<https://www.co.delaware.in.us/department/division.php?fDD=37-316>.

5. Wash and dry the exterior of the assigned response vehicle with provided soap and water.
6. Disinfect the driver and patients compartments of the assigned response vehicle.

Expectation

It is expected all aspects of department emergency response equipment are kept in good operating order and appropriately equipped for daily operations. If the crew and assigned response vehicle are required to take an emergency call prior to completion of the assigned task the crew is expected to complete all of the above requirements immediately upon completion of the call. This will insure the response vehicle is ready for any emergency or disaster and is in good working order. The reporting of the task via the paperless system is time stamped and automatically forwarded to the on duty supervisors who will monitor the completion of the task. The on duty Shift Supervisor may suspend, for all crews of the shift, the requirement concerning the response vehicle's external washing, due to weather conditions as he/she feels necessary. Failure to maintain this standard may result in progressive discipline.

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| Subject: Vehicle Fuel Level | SOP Number 14-16 | Initial Date: 05-01-2014 Revised Date: 01-05-2016 |
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Introduction

The following procedures governing emergency medical service operations are established for the guidance of the members of the Delaware County Emergency Medical Service.

Purpose

To ensure all aspects of department emergency response equipment are kept in good operating order and appropriately equipped for daily operations which may unexpectedly require an extended period of time.

Scope

The procedures outlined in this standard operating procedure shall apply to all Delaware County EMS employees assigned to a station while operating in an "in-service" or "on duty" status. This standard operating procedure shall not apply to the department special operations and administrative employees.

This standard operating procedure shall be followed at all times unless otherwise directed by an administrator or on duty Shift Supervisor.

Procedure

1. While operating a Delaware County EMS emergency response it is expected that routine maintenance inspections be performed as described with ***Daily Vehicle Inspection***.
2. While operating in an "in-service" or "on duty" status all crews, consisting of two employees assigned to an individual response vehicle for the duration of the work shift are expected to maintain a remaining fuel level of no less than one half (1/2) of capacity while taking emergency dispatched calls.
3. At no time will a crew leave their 24 hour assigned work shift with their assigned emergency response vehicle having a remaining fuel level of less than three quarters (3/4) of capacity.

Expectation

All crews, consisting of two employees assigned to an individual response vehicle for the duration of the work shift, are expected to maintain a remaining appropriate fuel level of no less than one half (1/2) of capacity while taking emergency dispatched calls.

At no time will a crew leave their 24 hour assigned work shift with their assigned emergency response vehicle having a remaining fuel level of less than three quarters (3/4) of capacity. Failure to maintain this standard may result in progressive discipline. Crews fueling county vehicles shall select the appropriate fuel type (i.e. Diesel/Gas). Any crew member incorrectly filling a vehicle will be subject to immediate discipline.

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| Subject: Station Assignments | SOP Number 14-17 | Initial Date: 05-01-2014 Revised Date: N/A |
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Introduction

The following procedures governing station duties are established for the guidance of the members of the Delaware County Emergency Medical Service.

Purpose

To ensure that all stations and facilities are well kept and remain presentable at all times.

Scope

The procedures outlined in this standard operating procedure shall apply to all Delaware County EMS employees assigned to a station while operating in an “in-service” or “on duty” status. This standard operating procedure shall be followed at all times unless otherwise directed by an administrator or on duty Shift Supervisor.

Procedure

1. All employees working on a twenty four (24) hour rotating work shift are responsible for completing a daily station cleaning assignment during their time on station.
2. All shift members are responsible for assisting with and maintaining a clean station.
3. The on duty Shift Supervisor will assign each shift member a task to complete as listed on the DCEMS Daily Cleanup Sheet.
4. The completed DCEMS Dailey Cleanup Sheet will be posted in the Kitchen area allowing the shift members to view and complete their assignment.
5. The shift member will sign their name, in the correct field of the DCEMS Dailey Cleanup Form upon completion of their assignment.
6. Any maintenance, damage, or repairs needed to the station must be reported to the on duty Shift Supervisor.

Definition

DCEMS Daily Cleanup Sheet: The standardized form used to assign individual shift members to a particular station detail to be completed during their time on station.

Expectation

All Delaware County EMS employees, assigned to a twenty four (24) hour rotational shift will participate with daily station cleaning assignments. Failure to maintain this standard may result in progressive discipline.

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| Subject: County Owned Motor Vehicle Crash | SOP Number 14-18 | Initial Date: 05-01-2014 Revised Date: N/A |
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Introduction

Delaware County Emergency Medical Service recognizes that providing emergency services is an inherently dangerous occupation. Further, the chance of a motor vehicle crash is increased while driving in an emergent manor with lights and sirens activated. Therefore it is necessary to establish a motor vehicle crash procedure to be implemented in the event of a county owned vehicle is involved in a motor vehicle crash.

Introduction

The purpose of this SOP is to update, standardize, and clarify the actions of the on duty Shift Supervisor and each employee involved, in the event of a motor vehicle crash. Motor vehicle crashes involving Delaware County government owned vehicles are detrimental to the operations of the department. Furthermore there are reporting requirements outlined by Indiana Administrative Code Title 836 Article 1-1-5 (d), as well as local county policies.

Definition

Motor Vehicle Crash – Any incident that results in reportable damage, even minute, to government, or citizen owned property that was caused by or involves a Delaware County government owned vehicle.

On Duty Shift Supervisor- A Delaware County EMS Captain or Lieutenant

Scope

This policy is focused to keep the procedure constant in the event of a motor vehicle crash. Anytime a vehicle owned by Delaware County government is involved in a crash this procedure shall be followed.

Procedure

1. Anytime a Delaware County owned vehicle is involved in a motor vehicle crash, a law enforcement officer responsible for the territory shall be notified and must complete a Motor Vehicle Crash Report.
2. Any Delaware County EMS employee who witnessed the event shall complete a written statement of the incident and submit the report to the on duty supervisor immediately after the incident.
3. The on duty Shift Supervisor shall contact the Director or Deputy Director and provide a synopsis of the situation.
4. The on duty Shift Supervisor shall proceed to the crash scene to take photographs of the damaged vehicles and property.

5. The person who was operating the Delaware County government owned vehicle, at the time of the motor vehicle crash, shall be drug tested immediately after the crash, regardless of fault.
6. The on duty Shift Supervisor shall attempt to get statements from any other third party person or persons who witnessed the crash.
7. The on duty Shift Supervisor shall contact the responding law enforcement department who completed the Motor Vehicle Crash Report and obtain a copy of the completed report.
8. The on duty Shift Supervisor shall complete the EMS Provider Vehicle Accident Report to the Indiana Department of Homeland Security by using the state website <https://www.surveymonkey.com/s/EMSPProviderVehicleAccidentReport>.
9. The on duty Shift Supervisor shall forward the law enforcement officer completed Motor Vehicle Crash Report and all witness statements to the Indiana Department of Homeland Security at email address emscertifications@dhs.in.gov. The subject line for the email should read "ATTENTION-VEHICLE ACCIDENT REPORT"
10. If there are any questions on this policy they shall be addressed or reviewed by the Director or Deputy Director.

Expectation

Delaware County Emergency Medical Service employees will report all motor vehicle crashes involving Delaware County government owned EMS vehicles. If a Delaware County government owned EMS vehicle is involved in a motor vehicle crash the on duty Shift Supervisor will respond to the crash scene and obtain pictures, the crash report numbers, witness statements, employee statements, and notify an administrator to authorize a drug test. The Shift Supervisor will also complete the online state required EMS Provider Vehicle Accident Report and forward the law enforcement officer completed Motor Vehicle Crash Report and all witness statements as directed above. Failure to maintain this standard may result in progressive discipline.

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| Subject: Patient Police Custody or Detainee | SOP Number 14-19 | Initial Date: 05-01-2014 Revised Date: N/A |
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Introduction

The following procedures governing emergency medical service operations are established for the guidance of the members of the Delaware County Emergency Medical Service while dealing with law enforcement agencies within Delaware County.

Purpose

To assist the Delaware County EMS personnel in making decisions regarding potential patients who are in police custody, or are currently physically detained by a law enforcement officer.

Definition

Arrest: An arrest may occur:

- a. by the touching or putting hands on the arrestee;
- b. by any act that indicates an intention to take the arrestee into custody and that subjects the arrestee to the actual control and will of the person making the arrest;
- c. with the consent of the person to be arrested;
- d. There is no arrest where there is no restraint, and the restraint must be under real or pretended legal authority. However, the detention of a person need not be accompanied by formal words of arrest or a station house booking to constitute an arrest.

Custody: Custody is the process when a state, government or citizen lawfully holds a person by removing their freedom of liberty at that time. This can be due to criminal charges being raised against the individual as part of a prosecution or to protect a person.

Detained: It is used to refer to any person captured or otherwise detained by a law enforcement officer who is not free to go and/or being physically restrained by mechanical means. Examples may include, but are not limited to handcuffs, restraints, or similar type devices used by law enforcement officers.

Scope

As a crew, consisting of two employees assigned to an individual response vehicle for the duration of the work shift, the crew, working as a team, shall follow the procedures outlined in this standard operating procedure which apply to all EMS employees assigned to a station while operating in an "in-service" or "on-duty" status. This standard operating procedure shall be followed at all times unless otherwise directed by an administrator or on duty supervisor.

Procedure

1. At no time will Delaware County EMS transport a person or prisoner without a medical necessity.
2. Delaware County EMS will only transport prisoners who have been physically restrained by a law enforcement officer, if an officer accompanies the patient to the medical facility by:
 - a) Riding in the ambulance with the patient and remaining available to immediately address any concerns the patient may create.
 - b) Directly following the transporting ambulance and remaining available to immediately address any concerns the patient may create.

Expectation

At any time, without prior notice Delaware County Emergency Medical Service employees may be called to assist local, state, or federal law enforcement officers. EMS identifies its partnership in the criminal justice system and will provide medical assistance to patients who are in the custody of law enforcement or correctional officers. However, at no time should a subject who is restrained by law enforcement be out of sight of the detaining or arresting officer. Failure to maintain this standard may result in progressive discipline.

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|--|-------------------------|---|
| Subject: Alternative PCR In "EGOV" | SOP Number 14-20 | Initial Date: 05-01-2014 Revised Date: N/A |
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Introduction

The following procedures governing emergency medical service operations are established for the guidance of the members of the Delaware County Emergency Medical Service to ensure the appropriate online "EGov" form will be utilized in the event that the primary patient care reporting system is unavailable. "EGov" online can be used for tracking patient care and documentation of procedures which will assist with the ability to regenerate the information to the primary system once it has been returned to service.

Purpose

The purpose for this standard operating procedure is to maintain a backup system which will be used to document individual patient incidents, if the primary reporting system is unavailable. The information input into backup system can be used to assist employees who are transferring the required information into primary system, by helping them to recall events from the initial call, once it has been deemed operational

These guidelines are provided by Delaware County EMS in order to further the following goals:

- To have a detailed report with patient care information that can be filed and maintained in the event the primary patient care reporting system is unavailable.
- This system is not to replace the primary reporting system. This system shall only be used as a tool, giving employees a functioning reporting system which will provide information in a systematic and organized fashion to help assist in transferring data to the primary patient care reporting system.

Definition

HIPAA: The Health Insurance Portability and Accountability Act of 1996

Scope

The procedures outlined in this standard operating procedure shall apply to all EMS units and stations while operating in an "in-service" or "on duty" status. This standard operating procedure shall not apply to the department special operations and administration units.

Procedure

1. Employees may access the online "Egov" system by going to the county website at: www.co.delaware.in.us
2. On the County webpage, proceed to the "**Contact Us**" section and open "**Departments**"
3. Located under departments open the "**EMS**" webpage.
4. On the EMS webpage open the "**Staff Forms**"

5. On the staff forms webpage, open "**EMS Run Sheet**". This is a backup to the primary system.
6. Follow data entry as normal with this system by filling in all required fields marked with a red asterisk.
7. Upon completion of the form, you will be **required** to send this to your **county department email** and validate the submission of this report.
8. After submission of the report, you will receive an email at your **county provided email** address with your patient care information. This information can to be used to input the needed data to the primary system once deemed available.
9. Upon the completion of transferring information, employees **MUST** delete all email information that contains patient care and treatment information in accordance with the Health Insurance Portability and Accountability Act (HIPAA).

Expectation

Employees are given the appropriate tools needed to properly document patient care and treatment in a timely manner if the primary patient care reporting system is unavailable. It is expected that the employees, as soon as possible, redistribute the information to the primary reporting system, once deemed available, to assist with patient care and billing purposes. Failure to maintain this standard may result in progressive discipline.

| | | |
|--|-------------------------|---|
| Subject: Overtime Request/ Approval | SOP Number 14-21 | Initial Date: 05-01-2014 Revised Date: N/A |
|--|-------------------------|---|

Introduction

The following procedures governing emergency medical service operations are established for the guidance of the members of the Delaware County Emergency Medical Service as related to overtime compensation.

Purpose

To ensure that all personnel are compensated for approved time worked above and beyond their 24 hour assigned shift.

Definition

Regularly Scheduled Shift: Consists of an assigned twenty four (24) hour work period. The DCEMS currently has three regular scheduled shifts, all of which are referred to by color code Black, Green or Red.

Shift Assignment: The shift that the employee is assigned to on a regular basis identified by department color of Black, Green, or Red.

Late Call: An emergency call that was dispatched during the last one (1) hour period of the shift.

Scope

The procedures outlined in this standard operating procedure shall apply to all EMS units and stations while operating in an "in-service" or "on duty" status. This standard operating procedure shall not apply to the department special operations and administrative employees.

Procedure

1. Employee must submit approval for any overtime worked using the online "Overtime Request Form". This staff form is located at:
<https://www.co.delaware.in.us/eqov/apps/action/center.eqov?view=form;page=1;id=172>
2. It will be the responsibility of the on duty Shift Supervisors, who will receive the submitted request by email, to review the overtime request. After review, the on duty Shift Supervisor must approve or deny the request based on their overall assessment and verification of the event or events that created an actual demand for overtime hours to be worked.
3. Once the on duty Shift Supervisor has reviewed the request he/she will then forward the email, complete with an approval or denial, to the Officer Manager at Cmiller@co.delaware.in.us and to the original submitting employee.
4. Overtime requests submitted by Shift Supervisors will be reviewed by the administrative staff, which will complete steps 2 and 3.

Expectation

All employees will report any request for overtime compensation to the on duty shift supervisor. This will ensure all employees get compensated for work above their contracted schedule. Overtime requested to complete required paperwork that occurred during the shift will be automatically denied unless the paperwork concerns an emergency call that was dispatched during the last one (1) hour period of the shift. Failure to maintain this standard may result in lack of compensation and/or progressive discipline.

| | | |
|---|-------------------------|---|
| Subject: Cardiac Monitor Download | SOP Number 14-22 | Initial Date: 05-01-2014 Revised Date: N/A |
|---|-------------------------|---|

Introduction

The following procedures governing emergency medical service operations are established for the guidance of the members of the Delaware County Emergency Medical Service. Downloading the stored data from the cardiac monitor is a necessary task for legal medical purposes as well as a standard of care for the Patient Care Report. The downloaded data also assists with patient documentation and billing. The critical cardiac monitor data is only good if it was originally entered efficiently and correctly. Therefore it is imperative the employees of Delaware County EMS provide appropriate and ample information.

Purpose

To ensure all Patient Care Reports can be correlated with the correct cardiac monitor data.

Scope

The procedures outlined in this standard operating procedure shall apply to all Delaware County EMS employees assigned to a station while operating in an "in-service" or "on duty" status. This standard operating procedure shall not apply to the department special operations and administrative employees.

This standard operating procedure shall be followed at all times unless otherwise directed by an administrator or on duty Shift Supervisor.

Procedure

1. Working as a team a crew, consisting of two employees assigned to an individual response vehicle for the duration of the work shift, shall download their assigned cardiac monitor every Monday and Thursday.
2. Cardiac Monitors are to be downloaded in the Shift Supervisor's office, located downtown, at station one.
3. Supervisors should ensure crews working at out stations, which may maintain multiple monitors, bring the multiple monitors when performing the downloading at station one.

Expectation

All crews, consisting of two employees assigned to an individual response vehicle for the duration of the work shift, will make every effort to input accurate data in the cardiac monitor in order to ensure all Patient Care Reports can be correlated with the correct cardiac monitor data.

All cardiac monitors are to be downloaded, every Monday and Thursday.

Failure to maintain this standard may result in progressive discipline.

| | | |
|---|-------------------------|---|
| Subject: Law Enforcement/ Tactical Emergency Medical Support | SOP Number 14-23 | Initial Date: 05-01-2014 Revised Date: N/A |
|---|-------------------------|---|

Introduction

The following procedures governing emergency medical service operations are established for the guidance of the members of the Delaware County Emergency Medical Service while supporting all tactical law enforcement activities.

Purpose

To define the requirements and responsibilities of Delaware County EMS to provide medical support to various law enforcement agencies, involved in tactical situations, by utilizing a tactical paramedic program. Between 2000 and 2008, the United States experienced an average of approximately five active-shooter incidents every year. Since 2009, this annual average has tripled. In 2013 alone at least 12 active-shooter situations have been reported. Over the past four years, there has been an increase of nearly 150 percent in the number of people shot and killed in connection with active-shooter incidents. Therefore, it is imperative to coordinate EMS and Law Enforcement response. Tactical medical support can reduce tragedy by providing immediate on-site medical support to any injured person within a scene perimeter and give law enforcement a sense of confidence to complete their mission knowing that medical support is working alongside them.

Definition

Hot Zone: That area in which there is a direct and immediate threat.

Warm Zone: That area in which there is a potential hostile threat.

Cold Zone: That area where no significant danger or threat is reasonably anticipated for the provider or patient.

Cover: An area that is of considerable ballistic safety or impenetrable to small arms fire.

Concealment: An area that is out of the line of site of an assailant but not impenetrable to small arms fire.

Local Operations: EMS transport less than fifteen minutes to appropriate medical facility

Remote Operations: EMS transport more than fifteen minutes to appropriate medical facility

SWAT MEDIC: Tactical emergency medical support personnel who have completed the basic swat team course as defined by Delaware County law enforcement.

ERT: Emergency Response Team

DCEMS: Delaware County Emergency Medical Service

EMS Medical Director: Physician hired or approved by the Delaware County EMS to function as an EMS agency's medical director.

Administrator: Management position within Delaware County EMS defined as Deputy Director and above in rank.

Supervisor: Management position within Delaware County EMS defined as Lieutenant and above in rank.

SWAT: Special Weapons and Tactics team or unit

VIPER: Variable Incident Pre-Hospital Emergency Response team or unit

Scope

The procedures outlined in this standard operating procedure shall apply to all EMS employees assigned to a station while operating in an "in-service" or "on duty" status. This standard operating procedure shall not apply to the administrative employees.

Procedure

1. Notification of tactical EMS or law enforcement requests should be made immediately to the on duty Shift Supervisor.
2. The on duty Shift Supervisor must then alert an administrator as soon as reasonably possible.
3. Tactical Medic requests will be made through the team Tactical Leader. Personnel functioning, as Tactical Medics and on duty Shift Supervisor will respond for mission briefing of to the designated command post of an incident as requested.
4. When reporting to the command post for an ongoing incident, the Tactical Medic will:
 - a) Report to command post / staging area for assignment.
 - b) Insure that the Incident Commander or Team Leader is aware of his arrival.
 - c) Determine if the operation is local (EMS transport less than fifteen minutes) or remote. If remote, the remote operations procedure must be followed.
5. In the case of a pre-planned event, EMS personnel will pre stage and be advised of only the most general terms as to the time and location of the event. EMS personnel will stage at a tactically secure, "cold zone", location which will be determined by the Tactical Medic or on duty supervisor.

6. Upon arrival the Tactical Medic or on duty supervisor, while working with the Incident Commander, will make arrangements for DCEMS personnel to standby. If working in a transport response vehicle, the on duty supervisor may act as the standby personnel.
7. At no time shall any DCEMS personnel standby at a station or location other than the assigned "cold zone". All crews in a standby status, awaiting hot zone engagement, must be in their assigned response vehicle with the engine kept running.
8. At no time shall DCEMS employees assign another medical service either, volunteer, public, or private, to act as a standby medical unit for law enforcement Tactical Emergency Medical Support. One primary unit shall be assigned to the tactical engagement from DCEMS. Two support units from auxiliary services, such as Albany, Eaton, or Daleville, should be requested ONLY to support ongoing EMS operations while DCEMS units are committed to the tactical incident.
9. Calls may be assigned to the backup services by the on duty supervisor to maintain DCEMS units available to support the tactical engagement.

Expectation

Providing experienced advanced life support to local law enforcement is a top priority of Delaware County EMS. Failure to maintain this standard may result in progressive discipline.

| | | |
|--|-------------------------|---|
| Subject: Social Media | SOP Number 14-24 | Initial Date: 05-01-2014 Revised Date: N/A |
|--|-------------------------|---|

Introduction

The following procedures governing emergency medical service operations are established for the guidance of the members of the Delaware County Emergency Medical Service.

This policy is for internal use only and does not enlarge an employee's civil liability in any way. The policy should not be construed as creating a higher duty of care, in an evidentiary sense, with respect to third party civil claims against employees. A violation of this policy, if proven, can only form the basis of a complaint by this department for non-judicial administrative action in accordance with the laws governing employee discipline.

Purpose

The purpose of this policy is to direct the employees of this department with respect to the use of the Internet, the worldwide web, and social networking as a medium of communication impacting this department. It is essential for every employee of this department to recognize that the proper functioning of any Emergency Medical Service relies upon the public's confidence and trust in the individual officers and this department to carry out the Emergency Medical Service function. Therefore, any matter that brings individual employees or the department into disrepute has the corresponding effect of reducing public confidence and trust in our department, thus, impeding our ability to work with and serve the public. Professionalism is the most significant factor in high-level performance that in turn builds the public's confidence and trust. While employees have the right to use personal/social networking pages or sites, as employees of this department, they are public servants who are held to a higher standard than the general public with regard to standards of conduct and ethics.

Definition

Any Medium: Synonyms with social media

Social Media: the interaction among people in which they create, share, or exchange information and ideas in virtual communities and networks

Scope

The procedures outlined in this standard operating procedure shall apply to all Delaware County EMS employees while operating in both an "in-service" or "on duty" and "out of service" or "off duty" status. It is the policy of this department to maintain a level of professionalism that fulfills the mission of our department. Any publication through any medium which is potentially adverse to the mission, operation, morale, or efficiency of this department will be deemed a violation of this policy. As such, reasonable limitations are placed upon the personal use of social media by departmental employees. The internet, blogs, twitter, the worldwide web, social networking sites and any other medium of electronic communication shall not be used in a manner which is detrimental to the mission and function of this department.

The Department understands that its employees may use internet accounts and sites for reasonable personal, family, recreational and community purposes and in no manner is attempting to limit this use.

Procedure

1. Employees of this department who utilize social networking accounts and sites, blogs, twitter or other mediums of electronic communication, whether on or off-duty, shall maintain an appropriate level of professionalism and appropriate conduct so as not to broadcast in a manner which is detrimental to the mission and function of this department.
 - a) Delaware County EMS employees shall not use references in these social networking accounts and sites or other mediums of communication that in any way represent themselves as an employee, or this department in an unprofessional manner.
 - b) Delaware County EMS employees shall not use a social networking account or site or other medium of Internet communication to post any materials of a sexually graphic nature.
 - c) Delaware County EMS employees shall not use a social networking site or other medium of internet communication to post any materials which promote violence or weaponry of a criminal nature.
2. Employees shall not use a social networking site or other medium of communication to post or broadcast any materials that would be detrimental to the mission and function of this department.
3. Administrative Investigations: Employees who are subject to administrative investigations may be ordered to provide the department with access to their social networking account and site when the subject of the investigation is directly, narrowly, and specifically related to the employee's performance or ability to perform his or her function within the department or when the subject of the investigation is potentially adverse to the operation, morale, or efficiency of the department.
4. Employees of this department are prohibited from posting, or in any other way broadcasting, without prior department approval, information on the internet, or other medium of communication, the business of this department to include but not limited to:
 - a) Photographs/images relating to any patient identification, patient care, or investigation of this department.
 - b) Video or audio files related to any patient identification, patient care, or investigation of this department

5. Departmental Applicants: All candidates seeking employment with this department shall be required to complete a departmentally approved form indicating their participation in any social networking accounts and sites. This form shall include the name of the accounts and sites. The department will not force a candidate to provide the password to any social network site.

Expectation

Delaware County EMS fully respects the legal rights of our personnel in all areas in which we operate. In general, what you do on your own time is your affair. However, activities in or outside of work that affect your job performance, the performance of others, or the business interests of Delaware County EMS are a proper focus for company policy.

Effectively managing and protecting Delaware County Emergency Medical Service Agency's confidential information is a critical responsibility for all personnel. Confidential information is an asset, whether we work in the field or the office. Failure to manage and protect confidential information correctly may result in legal or regulatory fines, damages to Delaware County Emergency Medical Service Agency's reputation and lost productivity.

Employees are responsible for making sure that their online activities do not interfere with their fulfilling their job requirements or their commitments to our community.

Failure to maintain this standard may result in progressive discipline.

| | | |
|--|-------------------------|---|
| Subject: Job Performance Evaluation | SOP Number 14-25 | Initial Date: 05-01-2014 Revised Date: N/A |
|--|-------------------------|---|

Introduction

The following procedures governing emergency medical service operations are established for the guidance of line members, employed by the Delaware County Emergency Medical Service.

Purpose

- To ensure employees, both non-probationary and probationary, continue to demonstrate a clear understanding of the Medical Protocols set by the DCEMS Medical Director, and employment expectations.
- To identify individual employee’s strengths and areas for improvement, helping ensure all employees have the best opportunity for continued professional growth.
- To ensure that quality evaluations are performed, without bias, and are presented with credibility to the administration.

Definitions

Non Probationary Employee: Consists of an individual who has held his/her employment with the department for an uninterrupted period of one (1) year or longer and has completed all of the requirements of a probationary employee.

Probationary Employee: Consists of an individual who has held his/her employment with the department for a period of less than one (1) year and/or has not completed all of the requirements of a probationary employee

Job Performance Evaluation Form: See attachment

Scope

The Procedures outlined in this standard operating procedure shall apply to EMS units who are assigned to the shift (Black, Green, Red) rotation schedule.

Procedure

1. The Administration will be responsible to complete evaluations of the shift crew Captains and will also ensure the same “Job Performance Evaluation Form” is used throughout the department.
2. Shift Captains will be responsible to complete evaluations of their assigned shift crews, provided by the current administration.
3. Non Probationary employees will be evaluated one (1) time per calendar year on, or before, the first day of November.

4. Probationary employees will be evaluated four (4) times during their first year of employment as follows:
 - a. 90 days from start date
 - b. 180 days from start date
 - c. 270 days from start date
 - d. 330 days from start date
5. All completed evaluations will be confidential and reviewed by the administrative staff.

Expectation

Probationary employees who have received a performance rating of "Below Expectations" or "Unsatisfactory" at any point up to, and including, their 270 day evaluation will be counseled and advised of possible termination unless they are unable to correct their deficiencies during the next 60 days. At the 330 day evaluation if the supervisor has not noted adequate improvement and believes that the employee has been given ample time and counseling to correct the noted deficiencies the Director may deem necessary to terminate the employment of the probationary employee.

All employees of the department are to maintain a performance rating of "Meets Expectations" or higher. Failure to maintain this standard may result in progressive discipline.

JOB PERFORMANCE EVALUATION FORM Delaware County EMS

Name:

Evaluation Period

Title: Date:

PERFORMANCE PLANNING AND RESULTS

Performance Review

- Paramedic/ Advanced EMT
- Rate the person's level of performance, using the definitions below.
- Review with employee each performance factor used to evaluate his/her work performance.
- Give an overall rating in the space provided, using the definitions below as a guide.

Performance Rating Definitions

overall ratings: (There should be supporting comments to justify ratings of "Outstanding" "Below Expectations, and "Unsatisfactory")

| | |
|----------------------|--|
| Outstanding | Performance is consistently superior |
| Exceeds Expectations | Performance is routinely above job requirements |
| Meets Expectations | Performance is regularly competent and dependable |
| Below Expectations | Performance fails to meet job requirements on a frequent basis |
| Unsatisfactory | Performance is consistently unacceptable |

A. PERFORMANCE FACTORS

| | | |
|--|-----------------------------|-----------|
| Adherence to policy- The extent to which employee follows company policies, procedures and work conduct rules. Complies with and follows all safety rules and regulations, wears required safety equipment. | Outstanding | |
| | Exceeds Expectations | |
| | Meets Expectations | |
| | Below Expectations | |
| | Unsatisfactory | |
| | | |
| | | NA |

| | | |
|---|--|--|
| <p>Knowledge of Work - Consider employee's skill level, knowledge and understanding of all phases of the job and those requiring improved skills and/or experience.</p> | <p>Outstanding Exceeds Expectations Meets Expectations Below Expectations Unsatisfactory NA</p> | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| <p>Communication - Measures effectiveness providing relevant and timely information to management, co-workers, subordinates and hospital staff</p> | <p>Outstanding Exceeds Expectations Meets Expectations Below Expectations Unsatisfactory NA</p> | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| <p>Teamwork - Measures how well this individual gets along with fellow employees, respects the rights of other employees and shows a cooperative spirit.</p> | <p>Outstanding Exceeds Expectations Meets Expectations Below Expectations Unsatisfactory NA</p> | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| <p>Decision Making/Problem Solving - Measures effectiveness in understanding problems and making timely, practical decisions.</p> | <p>Outstanding Exceeds Expectations Meets Expectations Below Expectations Unsatisfactory NA</p> | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| <p>Interpersonal Relationships/ Cooperation- <i>extent to which employee is willing and demonstrates ability to cooperate with work and communicate with co workers supervisors and outside agencies. employee accepts in response to changes in a positive manner accepts job assignments and additional duties willingly takes responsibility for her own performance and job assignments.</i></p> | <p>Outstanding Exceeds Expectations Meets Expectations Below Expectations Unsatisfactory NA</p> | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| <p>Independent Action - Measures effectiveness in time management; initiative and independent action within prescribed limits.</p> | <p>Outstanding Exceeds Expectations Meets Expectations Below Expectations Unsatisfactory NA</p> | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| <p>Job Knowledge - Measures effectiveness in keeping knowledgeable of methods, techniques and skills required in own job and related functions; remaining current on new developments affecting DCEMS and its work activities.</p> | <p>Outstanding Exceeds Expectations Meets Expectations Below Expectations Unsatisfactory NA</p> | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| <p>Managing Changes and Improvements-Measures effectiveness in initiating change, adapting to necessary changes from old methods when they are no longer practical identifying new methods and generating improvements in facilities performance.</p> | <p>Outstanding Exceeds Expectations Meets Expectations Below Expectations Unsatisfactory NA</p> | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |

| | | |
|--|--|--|
| <p>Patient Care- Measures responsiveness and courtesy in dealing with patients; employee projects a courteous manner.</p> | <p style="text-align: center;">Outstanding Exceeds Expectations Meets Expectations Below Expectations Unsatisfactory NA</p> | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| <p>Personal Appearance - Measures neatness and personal hygiene appropriate to position.</p> | <p style="text-align: center;">Outstanding Exceeds Expectations Meets Expectations Below Expectations Unsatisfactory NA</p> | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| <p>Dependability - Measures how well employee complies with instructions and performs under unusual circumstances; consider record of attendance and punctuality.</p> | <p style="text-align: center;">Outstanding Exceeds Expectations Meets Expectations Below Expectations Unsatisfactory NA</p> | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| <p>Safety - Measures individual's work habits and attitudes as they apply to working safely. Consider their contribution to accident prevention, safety awareness, ability to care for DCEMS property and keep workspace safe and tidy.</p> | <p style="text-align: center;">Outstanding Exceeds Expectations Meets Expectations Below Expectations Unsatisfactory NA</p> | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| <p>Employee's Responsiveness - Measures responsiveness in completing station clean up in a timely manner.</p> | <p style="text-align: center;">Outstanding Exceeds Expectations Meets Expectations Below Expectations Unsatisfactory NA</p> | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |

B. EMPLOYEE STRENGTHS AND ACCOMPLISHMENTS:

D. PERFORMANCE AREAS WHICH NEED IMPROVEMENT:

C. PLAN OF ACTION TOWARD IMPROVED PERFORMANCE:

E. EMPLOYEE COMMENTS:

F. JOB DESCRIPTION REVIEW SECTION: (Please check the appropriate box.)

- Employee job description has been reviewed during this evaluation and no changes have been made to the job description at this time.
- Employee job description has been reviewed during this evaluation and modifications have been proposed to the job description. The modified job description is attached to this evaluation.

G. SIGNATURES:

Employee _____ Date _____
(Signature does not necessarily denote agreement with official review and means only that the employee was given the opportunity to discuss the official review with the supervisor.)

Evaluated by _____ Date _____

Reviewed by _____ Date _____

| | | |
|--|-------------------------|---|
| Subject: Medication Expiration Inspection | SOP Number 14-26 | Initial Date: 05-01-2014 Revised Date: N/A |
|--|-------------------------|---|

Introduction

The following procedures governing emergency medical service operations are established for the guidance of the members of the Delaware County Emergency Medical Service as related expired medications.

Purpose

To ensure that all medications are checked frequently and that any expired medications are replaced.

Definition

Expiration Date: The date marked on an item which the manufacturer states the product may not be used on or after.

Scope

The procedures outlined in this standard operating procedure shall apply to all EMS units and stations.

Procedure

1. On the first Monday of each month there will be a complete check of all medications and equipment with expiration dates.
2. Complete the provided form. (See Attached)
3. This is required for all trucks in our fleet including the trucks that are not being utilized at that time.
4. Replace any items that will expire in the month of this inspection.

Expectation

Complete a thorough inspection of all items with expiration dates. Replace any and all items that have already expired or will expire in the inspection month. Failure to maintain this standard may result in progressive discipline.

Delaware County EMS Monthly Drug Expiration sheet

Names _____ / _____ Truck No. _____ Date _____

| Medication | | | Exp Date | Exp Date | Exp Date | Exp Date |
|----------------------|--|--|----------|----------|----------|----------|
| Adenosine | | | | | | |
| Aspirin | | | | | | |
| Atropine | | | | | | |
| Atrovent | | | | | | |
| Benedryl | | | | | | |
| Calcium Chloride | | | | | | |
| Cardizem | | | | | | |
| Celox | | | | | | |
| Compazine | | | | | | |
| Amiodarone | | | | | | |
| Epi 1:10000 | | | | | | |
| Epi 1:1000 | | | | | | |
| Glucagon | | | | | | |
| Haldol | | | | | | |
| Instant Glucose | | | | | | |
| Dopamine | | | | | | |
| Lasix | | | | | | |
| Magnesium Sulf | | | | | | |
| Narcan | | | | | | |
| Nitro Spray/Ointment | | | | | | |
| Vasopressin | | | | | | |
| Tetracaine | | | | | | |
| Sodium Bicarb | | | | | | |
| Solumedrol | | | | | | |
| Albuterol | | | | | | |
| Xopenex | | | | | | |
| Xylocaine | | | | | | |
| Zofran | | | | | | |

| | | |
|--|-------------------------|--|
| Subject: Ride Along Programs | SOP Number 14-27 | Initial Date: 05-01-2014 Revised Date: 10-15-2015 |
|--|-------------------------|--|

Introduction

The following procedures governing emergency medical service operations are established for the guidance of the members of the Delaware County Emergency Medical Service.

Delaware County EMS actively supports Emergency Medical Service education, community job shadowing programs, and local service enhancement programs through our rider and clinical experience program. As well Delaware County EMS recognizes that part of a patients care is supporting the family of the patient by allowing loved ones to accompany a patient in our care to a medical facility.

Purpose

To define the procedures to be taken with nonemployees who may ride inside the response vehicle.

Definition

Family or Loved One ride-along: Any Friend or Family of the patient being transported

Community Ride Along Program: Any non-medical affiliated person in the community

Service Ride Along: Any personnel whom are affiliated with emergency services

Scope

The procedures outlined in this standard operating procedure shall apply to all Delaware County EMS employees assigned to a station while operating in an "in-service" or "on duty" status. These employees are to ensure the following guidelines are observed by all riders.

Procedure

Family or Loved One ride-along

On many occasions a patient's family or loved ones are present when EMS is called. At times those persons may want to accompany the patient to the hospital by riding along inside of the response vehicle. It is the policy of Delaware County EMS to allow one (1) civilian person to accompany the patient, upon patient approval, in the response vehicle to the destination. It is the judgment of the on scene EMS employees, if the rider will be allowed in the patient compartment during transportation, otherwise the rider must be seated in the passenger front seat. At all times riders must have their seatbelt properly fastened while inside of the response vehicle.

Community ride-along program

Occasionally, local schools and other community organizations may desire to have someone ride along for experiential learning. Permission will only be granted by the administrative staff or on duty shift supervisor, based upon available space and clear objectives. These riders will

have no patient care role, and must be at least 18 years old. A supervisor may grant an exception to the age requirement after meeting with the requesting agency, the student and the rider's legal guardians. Participants in this program will be limited to three (3) shifts, unless otherwise approved by the Director.

Service ride-along

Delaware County Emergency Medical Service encourages other services to send their personnel to Delaware County EMS as riders to gain experience and strengthen the bond between Delaware County EMS and those individual services. The personnel who ride may perform their licensed skills under the direction of the Delaware County EMS EMT/Paramedic who will maintain full responsibility for all patient care rendered. The on scene Delaware County Emergency Medical Service EMT/Paramedic will maintain full responsibility for all patient care rendered. Ride time will be based upon availability, and will be coordinated by the on duty shift supervisor.

General Program Rules

1. Riders are expected to wear dark blue or black trousers in good condition, no jeans, a white or blue collared shirt without any patches or insignias from other services, and appropriate footwear. Any inappropriate writing on clothing is prohibited.
2. Hair must be kept neat and clean and colored only using natural hair colors.
3. All riders shall wear a high visibility vest labeled "EMS OBERVER"
4. Only a female may wear earrings and only with the understanding concrete stud ear jewelry is authorized but limited to two (2) ear piercings per ear only. All other piercings including facial or subcutaneous are prohibited. Jewelry that interferes with job performance is inappropriate or offensive, or that may compromise personal protective equipment may not be worn.
5. Tattoos visible to the public are not acceptable.
6. Due to the difficulty that some patients may have with allergies, or even general sensitivity to odors, perfumes, colognes, and other strong odors are prohibited
7. Riders will need to provide documentation of Hepatitis B vaccination, or sign a waiver. Riders who have been fitted for a respirator should bring the respirator when riding. Riders, who have not been fitted, will be asked not to participate in a particular incident where exposure to TB is expected.
8. If the rider is from a service or EMS educational program, he/she will be required to provide documentation that they possess professional liability and workers compensation insurance which will cover themselves while at the Delaware County Emergency Medical Service and participating on calls.

9. The rider has signed a waiver that includes a statement regarding patient confidentiality.
10. Riders will not be scheduled to participate past 11:00pm, unless approved by the Director or on duty shift supervisor.

Expectation

Delaware County Emergency Medical Service accepts friends and family of our patients as a standard of patient care to show compassion and provide exceptional service to our citizens. At no time will anyone be denied the opportunity to ride with a patient upon patient approval. All riders must properly wear seatbelts at all times. Only one (1) civilian person is permitted to ride per call. Community and Service rider's professional conduct is the responsibility of the Delaware County employee to monitor for appropriate behavior. Any concerns or violations of this policy shall be reported to the on duty supervisor immediately. Failure to maintain this standard may result in progressive discipline.

Delaware County Emergency Medical Service Ride-along SOP Appendix 1

General Program Rules

1. Riders must have a current waiver (Ride-along Appendix 2) form approved and signed prior to participating with the ride along program of Delaware County EMS.
2. Riders are expected to wear dark blue or black trousers in good condition, no jeans, a white or blue collared shirt without any patches or insignias from other services, and appropriate footwear. Any inappropriate writing on clothing is prohibited.
3. While observing EMS all riders must wear a DCEMS provided high-visibility vest that is labeled as "Delaware Co EMS Observer"
4. Hair must be kept neat and clean and colored only using natural hair colors.
5. Only a female may wear earrings and only with the understanding concrete stud ear jewelry is authorized but limited to two (2) ear piercings per ear only. All other piercings including facial or subcutaneous are prohibited. Jewelry that interferes with job performance is inappropriate or offensive, or that may compromise personal protective equipment may not be worn.
6. Tattoos visible to the public are not acceptable.
7. Due to the difficulty that some patients may have with allergies, or even general sensitivity to odors, perfumes, colognes, and other strong odors are prohibited
8. Riders will need to provide documentation of Hepatitis B vaccination, or sign a waiver. Riders who have been fitted for a respirator should bring the respirator when riding. Riders, who have not been fitted, will be asked not to participate in a particular incident where exposure to TB is expected.
9. If the rider is from a service or EMS educational program, he/she will be required to provide documentation that they possess professional liability and workers compensation insurance which will cover themselves while at the Delaware County Emergency Medical Service and participating on calls.
10. The rider has signed a waiver that includes a statement regarding patient confidentiality.
11. Riders will not be scheduled to participate past 11:00pm, unless approved by the Director or on duty shift supervisor.

Appendix 2

Delaware County Emergency Medical Service Waiver Of Liability And Acknowledgement Of Risk

Upon being accepted by Delaware County Emergency Medical Service for the Ride-Along program, I agree to abide by the rules of the Ride-along program. I fully understand the risk involved in emergency medical care. These risk include but are not limited to, body fluid exposure, infectious disease exposure, exposure to patient violence, needle stick exposure, motor vehicle crash, highway safety dangers, firefighting and rescue exposure dangers, open and swift water exposure dangers, and any and all dangers associated with emergency services up to and including the risk of serious personal injury and or death. I voluntarily and knowingly recognize, assume, and accept this risk. In exchange for participating in the ride-along program I release the Delaware County Emergency Medical Service, its administrators and employees, the Delaware County Commissioners from any and all liability for damages or injury I may incur as a result of my participation in emergency services.

Participant's Printed Name _____ D.O.B. _____

Participant's Signature _____

Guardian's Signature (If A Minor) _____

Supervisor's Approval _____ Unit# _____

Reason for Ride Along _____
(EMT Student/Clinical Exposure /Job Shadow/ Internship/Community Observer)

Subject:

High-Visibility Safety Apparel

SOP Number 15-28

Initial Date: 01-01-2015

Revised Date: N/A

Introduction

The following procedures governing emergency medical service operations are established for the guidance of line members, employed by the Delaware County Emergency Medical Service.

Purpose

To state the purpose and disclaimers for Standard Operating Procedures (SOP) these guidelines are provided by the Delaware County EMS in order to further the following goals:

- To best ensure that the Departments administration is in compliance with Federal, State, and local laws
- To decrease the likelihood of worker fatalities or injuries caused from being struck by other motor vehicles, construction vehicles, and other equipment.
- To promote a safer environment for personnel while exposed to areas of dangerous vehicular traffic.
- To ensure the responsibilities of all department members
- To articulate, clarify and make evident the overall "best practice" for DCEMS

Scope

The procedures outlined in this standard operating procedure shall apply to all Delaware County EMS personnel while operating in an "in-service" or "on duty" status.

Procedure

1. All crew members are expected to wear a high-visibility vest or jacket which shall be provided by Delaware County when working outside of their unit in or around any roadway. This is for the safety of the crew and visibility to others.

Expectation

High visibility is one of the most prominent needs for workers who must perform tasks near moving vehicles or equipment. The need to be seen by those who drive or operate vehicles or equipment is recognized as a critical issue for worker safety. The sooner a worker in or near the path of travel is seen, the more time the operator has to avoid an accident. The administration of Delaware County EMS recognized this fact and requires all employees to wear their department issued high visibility jacket or vest when their person is exposed to public vehicular traffic while operational on, or near, a roadway. This Standard Operating Procedure is aimed at reducing the unacceptable number of "struck-by" incidents that occur every day on America's road system. Failure to maintain this standard may result in progressive discipline.

| | | |
|--|-------------------------|---|
| Subject: Operation of Department Commissions (Take Home/ Loaned) | SOP Number 15-29 | Initial Date: 08-01-2015 Revised Date: N/A |
|--|-------------------------|---|

Introduction

Department employees shall operate Department commissions in a safe, lawful, and prudent manner regardless of the employee's duty status. No employee shall drive or use a Department commission in a manner that will reflect discredit on the Department.

Authorized personnel responding to emergency calls shall engage all emergency lights and/or siren when their commission is used as an authorized emergency vehicle.

Consideration for the risk to public safety is the primary concern when Department personnel are involved (in initiating or in assisting another agency) in any emergency calls.

Department employees shall use their own discretion, within the guidelines of this procedure, when initiating or assisting in emergency calls. Involved officers and commanders shall continually evaluate the situation and should terminate the emergency call when the risk to the public's safety outweighs the need for immediate response.

Purpose

Establish guidelines for the operation of Department commissions when off or on-duty and including an "on-call" status and during both routine (non-emergency) and emergency driving situations.

Definition

- Department Commissions: Issued vehicles or vehicles authorized for use by the Department for Department employees; including, lease vehicles, task force issued vehicles, etc.
- Emergency Driving: In compliance with IC 9-21-1-8, the person who drives an authorized emergency vehicle when the vehicle is using audible or visual signals, as required by law and responding to an emergency call or in the pursuit of an actual or suspected violator of the law.
- Off-Duty: When a Department employee is not involved in a job related incident/situation.
- On-Duty: When a Department employee is involved in a job related incident/situation.
- On-Call: When a department employee is directly responsible to answer and respond to a dispatch or supervisory request for assistance or oversight.

- Non-Emergency driving: All other operations of a Department commission that is not emergency driving, as defined above.

Scope

Department employees shall operate department commissions in a safe, lawful, and prudent manner regardless of the employee's duty status. No employee shall drive or use a Department commission in a manner that will reflect discredit on the Department.

Authorized personnel responding to emergency calls shall engage all emergency lights and/or siren when their commission is used as an authorized emergency vehicle.

Consideration for the risk to public safety is the primary concern when Department personnel are involved (in initiating or in assisting another agency) in any emergency calls.

Officers shall use their own discretion, within the guidelines of this procedure, when initiating or assisting in emergency calls. Involved officers and commanders shall continually evaluate the situation and should terminate the emergency call when the risk to the public's safety outweighs the need for immediate response.

Procedure

Employees operating a Department commission shall:

1. Whenever possible, and as permitted, shall back into or pull through a space when parking.
2. Not make emergency runs with unauthorized or prior-authorized passengers;
3. Not drive in excess of the posted speed limit even when responding to an emergency (using lights and/or siren) when pulling a Department issued trailer;
4. Maintain radio contact at all times, while on-duty or off-duty;
5. Permit only authorized passengers (including news media) on routine duty;
6. Require all occupants (including the driver) to wear all proper safety restraining devices;
7. Not operate a Department commission outside the jurisdiction of the Department of Homeland Security District Six (6) except on official business and with the approval of the appropriate supervisor;
8. Not drive or use a Department commission in a manner that will reflect discredit on the Department, such as, but not limited to:
 - a. Violating any traffic law, unless necessary to perform an official duty;
 - b. Hauling objects that are conspicuous and/or protrude from the commission;

- c. Parking a commission, on-duty or off-duty, that is easily identifiable as Delaware County commission, for extended periods of time, in areas that are considered to be offensive by community standards and would reflect negatively on the Department; unless on official business;
 - d. Displaying items not approved by the Department such as stuffed animals, baseball hats, toys, uniform hats, decals, stickers and all other similar items in a window(s) of or upon the vehicle;
 - e. Leaving a commission running and unattended for any period of time except when necessary to conduct official business (e.g. hazmat unit, crash scene, traffic direction, etc.). Note: It shall be acceptable to briefly run the commission to warm it in the winter or cool it in the summer or make it otherwise ready for use; or
 - f. Any other indiscreet uses of the vehicle
9. Not routinely leave uniforms and other issued or personal articles in an unattended commission. Such items should be relocated to the trunk or other appropriate place with the exception of the issued medical equipment and flashlight;
 10. Ensure assigned commissions are locked when left unattended. Also, employees operating a "push to start" commission (where starting the commission does not require a key be inserted in the ignition, but requires a key fob to be in proximity of the commission) shall not leave a key fob in an unattended commission;
 11. Ensure all occupants (including the driver) conform to the appropriate dress code (See Annex 1). This section does not apply to individuals such as stranded motorists, patient family, etc;
 12. While on-duty, limit transportation for civilian employees to the needs of the Department;
 13. Abide by the guidelines for proper care and maintenance of the commission;
 14. Not operate a Department commission at any time with any measurable amount of alcohol in their blood;
 15. Employees may forfeit the use of a Department commission for violating the rules of proper use or operation of a Department commission as outlined in this procedure.

OFF-DUTY USE OF DEPARTMENT COMMISSIONS

1. Department employees shall not permit unauthorized persons or employees to whom the use of a Department commission has been restricted or revoked to operate any Department commission under the employee's control.
2. Department employees who are not permanently assigned a Department commission shall be restricted to using a commission while on-duty and conducting Department business.
3. Employees in a limited duty status shall not be allowed the operation of Department commissions when off-duty.
4. Authorized Delaware County Emergency Medical Service employees and Emergency Management officers issued or assigned a Department commission:

- a. May exercise DeMinimis use of Department commissions for reasonable and limited personal transportation. DeMinimis means so insignificant that it does not give rise to a level of sufficient importance to be dealt with judicially;
 - b. Shall not use the commission in personal employment or business pursuits; however, the commission may be discreetly used to drive to and from other employment, as long as it is previously approved by a supervisor; and the employee is available for recall to Delaware County.
 - c. Shall respond to emergency situations, when assigned or made aware of a nearby situation; and shall immediately notify the applicable supervisor when responding (lights and or siren) to a call (emergency) of any type; and
 - d. May lose all off-duty use of a Department commission if the employee's performance is considered chronically under-achieving by the employee's supervisor and until such time that the supervisor considers performance to be at least baseline acceptable.
 - e. The use of some Department commissions by its employees may be subject to Internal Revenue Service taxation. Applicable employees shall be responsible to ensure proper declarations are made concerning tax status.
5. EMERGENCY DRIVING
- a. Legal Requirements:
 - i. In compliance with IC 9-21-1-8, the person who drives an authorized emergency vehicle when the vehicle is using audible or visual signals, as required by law and responding to an emergency call or in the pursuit of an actual or suspected violator of the law, may:
 - ii. Park or stand, notwithstanding other provisions of IC 9-21;
 - iii. Proceed past a red or stop signal/stop sign, after slowing down as necessary for safe operation;
 - iv. Exceed the maximum speed limits if the operator does not endanger life or property; or
 - v. Disregard regulations governing direction of movement or turning in specified directions.
 - b. The foregoing privileges do not relieve the person who drives an authorized emergency vehicle from the duty to drive with due regard for the safety of all persons nor shall such privileges protect the person who drives an authorized emergency vehicle from the consequences of the person's reckless disregard for the safety of others.
 - c. Personnel shall use extreme caution in all emergency/pursuit driving situations; as dictated by roadway conditions, density of vehicular and/or pedestrian traffic, visibility, terrain, limitations of emergency equipment, and other relevant circumstances.
 - d. Personnel shall abide by the guidelines of law and Department policy when operating a Department commission during emergency driving situations.
 - e. Other considerations (not limited to):
 - i. Vehicle and pedestrian traffic conditions,

- ii. Road conditions, visibility, and terrain, and
 - iii. The limitations of emergency equipment and vehicles.
6. Employees wearing non-uniform attire on-duty in their commission shall present a professional appearance commensurate with a business like office attire, except as detailed in this directive. The official uniform may be worn, in lieu of non-uniform attire, at anytime unless directed by this procedure or a supervisor.
7. Department grooming standards for duty apply.
8. Officers (when off-duty) and all occupants must be fully dressed in an appropriate manner while in a Department commission. Attire shall be sensible in nature and not cause embarrassment to the Department.
9. Acceptable clothing includes:
 - a. Hats, caps, and sunglasses of standard design and worn appropriately,
 - b. Dress/casual shirts, and T-shirts that are not deemed to be offensive,
 - c. Slacks or jeans,
 - d. Shorts and skirts that are mid-thigh length or longer, and
 - e. Regular shoes, loafers, athletic shoes, or hiking boots.
10. Unacceptable attire includes (but is not limited to):
 - a. Any article of clothing deemed to be profane, visually offensive, or of sexual description or innuendoes,
 - b. Headbands or handkerchiefs that are worn on the head,
 - c. Tank tops, halter-tops, or clothing made of transparent material
 - d. Shorts or skirts that are shorter than mid-thigh,
 - e. Thong shoes or sandals, and
 - f. Any torn, tattered, frayed, or soiled article of clothing in similar disrepair.
11. Civilian employees who do not have uniform type clothing will be expected to be suitably and tastefully dressed. No clothing will be allowed that is or appears to be torn, frayed or shredded, no bare midriffs, and no tank or halter-tops unless suitably covered.
12. Employees may be exempted from these dress standards when the nature of their assignment necessitates otherwise and with the authorization of the appropriate commanding officer.

Expectation

Delaware County Emergency Medical Service maintains a large fleet and at times employees are assigned vehicles to take for training and department related business as well as administrators being assigned an emergency vehicle to operate as a mobile emergency office and command center. It is the expectation that county owned vehicles will be treated with care and respect, maintained in good working order, and at all times have the very best appearance possible. This procedure is to be used in conjunction with all relevant Department regulations, rules, policies, and procedures. Failure to maintain these standards may result in progressive discipline, loss of a commission, or both.

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|------------------------------------|-------------------------|---|
| Subject: Assistance Card | SOP Number 16-30 | Initial Date: 12-05-2016 Revised Date: |
|------------------------------------|-------------------------|---|

Introduction

The following procedures governing emergency medical service operations are established for the guidance of the members of the Delaware County Emergency Medical Service. The use of an "Assistance Card" (Assist Card) is to streamline the process of interaction with citizens who may not need or want medical evaluation/assistance after an ambulance was dispatched to a call for help. At times 'third -party' callers to 911 dispatch do not have accurate injury or patient information. Therefore, use of an Assist Card is appropriate. An Assist Card is also appropriate for use when parties are involved in a motor vehicle crash and states no injury or a person requests lift assistance and states they are not injured. The use of assist card is ideal for nontraditional services such as handing out band aids, checking a individuals oxygen, or other non-emergency medical assistance. This will help Delaware County Emergency Medical Service track the actual number of citizen contacts and assistance we provide.

Purpose

To stream line the process of documenting individual contacts with citizens who have needs outside emergency care or transport. Accurately account for the number of contacts that EMS providers make on a regular basis in emergency and non emergency situation.

Definition

Third-Party Callers: An individual who calls 911 dispatch who is not directly related to the party needing assistance or who had witnessed an event they perceived that someone needed assistance but information was not confirmed from a party involved.

Lift Assistance: Assisting an uninjured individual off the ground where no injury is reported or obvious to the EMS employee.

Adult: A person eighteen (18) years of age or older.

Minor: A person who is seventeen (17) years of age or younger.

No Patient Contact: Marking enroute to a dispatched incident and being disregarded by dispatch prior to arrival of the scene.

Assistance: A patient who has been contacted but not evaluated by Delaware County EMS employees and refuses to be medically evaluated.

Refusal: A patient who has been contacted and evaluated by Delaware County EMS employees but refuses to be transported.

SOR: Statement of Refusal

Implied Consent: Consent which is not expressly granted by a person, but rather inferred from a person's actions and the facts or circumstances of a particular situation. Also in some cases, by a person's silence or inaction.

Emancipated Minor: A Legal mechanism by which a minor is freed from control by his or her parents or guardians, and the parents or guardians are freed from any and all responsibility toward the child. An Emancipated Minor must provide legal documentation of emancipation.

Scope

The procedures outlined in this standard operating procedure shall apply to all Delaware County EMS employees assigned to a station while operating in an “in-service” or “on duty” status. These employees are to ensure the following guidelines are observed.

Procedure

1. If an individual calls for EMS and upon arrival refuses to be evaluated or examined an assistance card may be used. A run number for each individual declining to be evaluated or examined must be given and a signature obtained.
2. If a third party calls for EMS and upon arrival no person(s) want to be evaluated or examined an assistance card may be used. A run number for each individual declining to be evaluated or examined must be given and a signature obtained.
3. When summonsed to a location any person on scene (including police or public safety personnel) is acceptable for signature. This is for an instance of “no patient” when the crew marks on scene of the incident (at this point a signature must be obtained).
4. Any relevant information the crew feels needs to be added to the record shall be added to the notes section of the call in the New World CAD system.
5. After the Assistance Card is completed and any notes are placed into the CAD the Assist Card **SHALL** be turned in to the supervisor for entry to the assistance card catalog.
6. At the end of each month the supervisor will provide the previous month’s assistance cards to the office manager for electronic filing.

Expectation

It is the expectation of Delaware County EMS that each and every person receive the highest possible level of care and respect. At times refusal of that care must be documented. If a person is evaluated they should sign a signature of refusal (SOR). However, if an individual refuses to be evaluated or denies injury an assistance card may be used to document the patient contact. It is also permissible to have others sign (such as a police officer) for a refusal of services all together. Any questions immediately contact the on duty supervisor. Any concerns or violations of this policy shall be reported to the on duty supervisor immediately. Failure to maintain this standard may result in disciplinary action by supervision and/or evaluation of the patient care issue by the Delaware County Medical Director.



Delaware County EMS Assistance Card

Assistance Guidelines

I understand that Delaware County EMS was summoned to my aid and I choose not to receive further examination, medical treatment, or transportation to the hospital by this EMS provider. I also understand that although I currently feel fine, I may have suffered a serious physical injury or illness to my person leading to severe disability and or death. I knowingly and voluntarily accept full responsibility for this decision and therefore forever release and discharge from liability Delaware County EMS for any adverse events I may experience. Lastly, I understand that if any problems develop, I should seek medical care immediately and that I may call 911 at any time I feel an emergency exists.

The Person Named Below Presents With The Following

| | | | |
|-----------------------------------|--|--|--|
| Notable Mental Status Impairment? | <u>No</u> <input type="checkbox"/> <u>Yes</u> <input type="checkbox"/> | Signs of Duress? | <u>No</u> <input type="checkbox"/> <u>Yes</u> <input type="checkbox"/> |
| Any sign of injury? | <u>No</u> <input type="checkbox"/> <u>Yes</u> <input type="checkbox"/> | Requests Medical Evaluation? | <u>No</u> <input type="checkbox"/> <u>Yes</u> <input type="checkbox"/> |
| Signs of Intoxication? | <u>No</u> <input type="checkbox"/> <u>Yes</u> <input type="checkbox"/> | <i>Any notation of YES in this section requires a patient refusal ePCR to be completed</i> | |

Person Assisted Information

Name: _____

Address: _____

Date of Birth _____

Signature of Individual or Responsible Party:



***YOU WILL NOT BE CHARGED FOR THIS ASSISTANCE CARD**

Responsible Party for Person Assisted Information If the Person is a Minor (Under the age of 17)

Printed Name _____

Ambulance Crew Information

Medic/EMT _____ Driver _____

CAD Number _____ Medic Unit # _____