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Western EMS Policies and Procedures Manual

This manual is the operational source book of Western EMS. The policies and procedures within were first outlined in the summer of 1993, during the initial creation of Western EMS.

Changes may be made to this manual at any time by the Captain and Executive Officer, with the approval of the Western EMS Advisor and final approval from the Director of the Office of Public Safety.

Members are expected to be thoroughly familiar with the contents contained herein, and will be held to the standards of these policies. Before working any assigned shift, members must have agreed to the policies and procedures contained inside.

The policies within this manual are effective as of September 6, 2006.

[Signature]
Western Emergency Medical Services Advisor

[Signature]
Robert E. Fitzgerald
Director, Office of Public Safety
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Section 1: Introduction

1) Purpose
   a) The purpose of this manual is to establish educational, operational, and training guidelines for pre-hospital care personnel, provide a system for quality assurance, and offer a structure for didactic and clinical instruction for orientation and familiarization of the University structure.

2) Scope
   a) These educational, operational, and training guidelines are applicable to all volunteers of Western Emergency Medical Services, EMT students, civilian observers, and students.

3) Author
   a) Heather Platt, BA, EMT-P, former Western EMS advisor, and Illinois State EMT Instructor originally authored this document. It was based on guidelines, recommendations, and outlined procedural forms from the National DOT Curriculum, Centers for Disease Control, the McDonough District Hospital, the Kent State University Emergency Medical Service, and the Illinois Department of Public Health Division of Emergency Medical Services. Western EMS has made further changes to adapt former SOP and these guidelines into a current document for the service. It should be noted that many of the policies contained herein were formatted by various Western EMS members, University volunteers, as well as outside consultants.

4) Objectives
   a) To outline standards for education, training, and operational performance of Western EMS personnel.
   b) To outline safety precautions and procedures.

About the University
Western Illinois University is an Illinois state supported university located in the city of Macomb, covers approximately 1,050 acres, and approximately 55 buildings. Macomb is in the heart of West Central Illinois, just 40 miles east of the Mississippi River and enjoys a population of over 20,000 residents.

About the Office of Public Safety
Western EMS is officially a charter member of the Technical Assistance Support Corps (TASC). TASC members are made up of volunteers knowledgeable in various areas of expertise, lending assistance to the Office of Public Safety (OPS). Western EMS members are, in this respect, volunteers.

By state statute, university police departments cannot have reserve membership. The creation of TASC allows OPS to offer services that normal budgetary restrictions would not provide for, such as emergency medical care, translators, and amateur radio operators.

OPS provides assistance to Western EMS in the form of assigning the Western EMS Advisor to act as a liaison between the two agencies and providing dispatching services.
Western EMS Historical Background

The Western Illinois University Association of EMT’s was founded in the early 1970’s to provide training assistance and support to the Health Sciences Department’s EMT training program. The membership occasionally provided EMT’s to work Bureau of Cultural Affairs (BCA) presentations.

When operating in this capacity, the EMT’s who worked were known as the Western Medics. The Western Medics, operating without any written authorization, institutional or operational standards, were officially disbanded in October of 1992.

In the fall of 1992, the EMT Association underwent a six-month period of restructuring. New standards and goals were written, as were the organization’s structural guidelines. During that period, the group’s advisor, Heather Platt, drafted a proposal for a non-transport, Basic Life Support (BLS) Service. The proposal was submitted to the University in February of 1993, and she was given permission to proceed with the project.

Platt and the remaining members of the Western Medics began to further outline the program guidelines. The problem of finding an appropriate home for Western EMS was solved when Platt approached the Director of Public Safety, Joe Sylvester, with the proposal. When the meeting concluded the first tentative co-agreement between the EMT Association and the Technical Assistance Support Corps was reached.

Sergeant Robert Baxter was assigned to become the first liaison between the two agencies. A formal agreement outlining the relationship between TASC and the EMT Association was presented to the members for a vote. The members were unanimously in favor of the agreement, and Western EMS was born on April 19, 1993.

Western EMS owes its heartfelt gratitude to all the people who helped make the program possible, “so that others may live.”

Special thanks goes to former Association President Heidi Haney, EMT-A, and former Association Secretary, Lisa Farrow, EMT-A, who kept the Association alive during the turbulent era of transition when it looked as if the Association might disassemble.

To the first Executive Board of the new EMT Association, who volunteered so much time and effort toward the creation of Western EMS; Aaron Machek, EMT-A, Dan Hulata, EMT-A, Roberta Metzger, EMT-A, Edward Paulson, EMT-A, Chris Pinnow, EMT-A, and Chris Sterricker, EMT-A, both the EMT Association and Western EMS owes a debt that can never be repaid.

It should be noted, that none of these people were ever compensated for their efforts, but instead chose to devote more than a year of their lives in the respected tradition of some of the most dedicated volunteers in the world, those of the EMS profession.

About Western EMS

Western EMS is a professional, volunteer, non-transport Basic Life Support (BLS) service. Members provide direct patient care to the Western Illinois University population and visitors to the campus.

Western EMS personnel must complete rigorous training, continuing education, and evaluation programs to be eligible for membership. Members are selected on the basis of experience, leadership, dedication, service and professional performance.
**Informational Synopsis:**

Western EMS is an organization recognized by Western Illinois University. Western EMS consists of people interested in promoting excellence in EMS and in serving the University population by providing supportive medical and educational services.

Western EMS personnel provide their services on a voluntary basis. By policy, membership in Western EMS is limited to individuals who are not under any disciplinary action by the University, are in good academic standing, have passed a fingerprint and background check by the Office of Public Safety, and have completed mandatory probationary period. This period includes an equipment practical examination, a final written exam, training sessions, and ride along time. Upon successful completion of these requirements, the candidate becomes a full member of Western EMS.

Disciplinary action for the organization is handled through the Office of Public Safety upon request by the EMS officers. Ultimately, the Western EMS Advisor has the final authority to revoke a working membership status if the person does not meet the required professional standards. There is no appeal for this type of disciplinary decision.

When on call, duty crews will report to the Western EMS office to pick up their equipment for that shift. When a call comes into OPS, the dispatcher will record the call information and dispatch it to the duty crew. Upon arrival at the scene, the crew will gain access to the patient’s location, assess the scene, institute appropriate medical treatment, and refer the patient to the appropriate medical facility. When the run is completed, the crew will report to OPS to collect the call information, and advise the dispatch of their status. Then, the crew will complete the required paperwork and restock and used equipment.

Western EMS receives its funding through the Office of Student Activities and charitable contributions. Some disposable supplies are obtained through Beu Health Center and McDonough District Hospital.

Western EMS personnel are under the constant scrutiny of the Western EMS Advisor and the Director of the Office of Public Safety. Western EMS licensed EMT’s are monitored by the Illinois Department of Public Health and McDonough District Hospital.
Section 2: Conduct Code, Rights, and Responsibility

1. All Western EMS members will convey and image of professionalism to the patient, public, and all other people they come into contact with.

2. Western EMS members will treat others with respect and dignity regardless of their opinions or feelings. Patients, co-workers, candidates, observers and visitors will be treated with equal respect given to non-service individuals.

3. Western EMS members shall share knowledge with others and take pride in staying current in new technologies and techniques. Continuing education is a mandatory part of a health professional’s responsibilities. It is the responsibility of all personal to attend the continuing education offered by Western EMS. There are usually no more then 6 or 7 continuing education meetings in a given semester. If a member misses two meetings without prior excuse or warning then that member will receive an automatic written reprimand and another for every meeting missed after that. If a member knows that they will be unable to attend a meeting then that member will be held responsible to contact the Special Duties Officer (SDO) prior to the meeting to inform him/her of their absence.

4. All members are expected to be on time to all functions. If a member is more than ten minutes late for a scheduled duty shift, an attempt will be made to replace that individual. If this happens, and is unexcused or without warning, the Duty Lieutenants should first give the individual verbal warning and then for every time after that the individual should receive a written reprimand.

5. All members will refrain from smoking in public while in uniform. At no time will on duty members be under the influence of drugs or alcohol both of which would lead to automatic termination of Western EMS membership status.

6. Members will dress according to the established uniform code at all times. The uniform is considered a non-verbal representation of your professional ability. Poor personal hygiene or dirty uniforms may install mistrust between the patient and providers. Therefore, the uniforms may only be worn when functioning in an official role for the organization. Anything affiliated with Western EMS is prohibited from entering any establishment serving alcoholic beverages.

7. Patient confidentiality is of the utmost priority, both legally and morally. Western EMS members should familiarize themselves with the Health Insurance Portability and Accountability Act (HIPAA) of 1996. Personnel will keep all patient information confidential, including any information obtained through radio transmissions. Please see Section 18: Confidentiality for details about patient privacy.

8. At no time, is confidential medical diagnosis, impression, or other private information to be given to anyone.

9. All members of Western EMS must maintain a minimum semester GPA of 2.25. If a member’s GPA falls below this requirement, then that member will be placed on academic probation with Western EMS for one semester. If that member fails to raise their GPA, then they will be suspended from the organization until the requirement is met. Only the Western EMS Advisor has access to the member’s academic status, however, when a member fails to meet the requirement, the Western EMS Advisor will notify the Captain. At no time, will the Western EMS Advisor or Captain release a member’s academic status to anyone for any reason.

Please see Section 10: Scheduling and Attendance for Western EMS attendance policies. Any violations of this policy will be entered as a written reprimand into the member’s file.
Section 3: Application Process for Western EMS Candidate

All candidates applying for membership in Western EMS must

- Be in good academic standing
- Not under any disciplinary action by the University
- Have all certifications and licenses on file with the Captain and the Western EMS Advisor
- Have two full semesters left on campus at the University

In order to ensure a minimum standard of care, all candidates must complete the following before becoming a full member in the organization.

- Interested persons are referred to the Western EMS Advisor, EMS Captain, and the Executive Officer.
- Potential candidates must complete and submit a TASC application to the Western EMS Advisor and the EMS Captain.
- The EMS Captain will then review the application with the Executive Officer and Training Officer and then forward them to the Western EMS Advisor. The Western EMS advisor will then conduct a background investigation on each applicant. Applications are taken only once per semester in order to allow prospective candidates to complete the candidate process at the same time.
- All potential candidates will schedule an interview time with the Western EMS Advisor, EMS Captain, Executive Officer, and Training Officer. All candidates will be informed within a 48-hour period of conclusion of all interviews whether they have been accepted into the organization or not.
- The candidate will then receive a copy of the Policies and Procedures Manual and training schedule. The Candidate is then responsible to attend and successfully complete the First Responder and Basic Life Support Courses if required by the Training Officer.
- Then, the candidate must complete a minimum of 36 hours (3 Shifts) of observation time with Western EMS crews before the end of the semester. One of these shifts must be on a Friday or Saturday, and one shift must be with the Captain, Executive Officer or Training Officer. During the observation time, the candidates will become familiar with members’ duties. Throughout the semester, the EMS officers will evaluate the candidates. The Senior EMT, Assistants, and Duty Lieutenants should report to the Training Officer with any problems encountered with the candidates.
- The candidate must pass a final exam that covers the entire contents of the Policies and Procedures Manual.
- If the candidate successfully meets all of the requirements, then their consideration for membership will be brought before the EMS officers for review.
- Upon completion of all of the above, and approval from the Western EMS Advisor, the candidate will become a member of Western EMS, and will be granted rights and privileges as such.

If at any time a candidate exhibits behavior or judgment that the Western EMS Advisor or EMS Captain feels is not up to the standards required by Western EMS, then it is the Western EMS Advisor’s responsibility to discontinue the process for that candidate. The candidate must then wait a minimum of one semester before reapplying to the organization.
Section 4: Training Sessions for Western EMS Members

Throughout the semester, the EMS Training Officer will conduct training sessions to familiarize members in the following areas:

- Protocol changes
- Changes in license status
- Policy and procedure status
- Legal updates
- Liability issues
- Quality assurance
- OSHA standards and updates
- Paperwork refreshers

Some sessions will also have a practical element. These practical scenarios will help the members become re-oriented with their skills and practical test serve to update the member with new techniques and/or equipment. These elements can include:

- Equipment use
- Equipment maintenance
- Personal safety
- Radio procedures
- Patient assessment
- Patient interactions
- Paperwork completion
- Evidence preservation

All licensed EMTs and certified first responders will receive continuing education credit for all training.

In a given semester, there will only be 10 or 11 training sessions. 6 or 7 of the training sessions will be conducted during the Western EMS meetings and it is a requirement that all members attend. The other 4 or 5 sessions are not required, but highly recommended for all members to attend. These additional sessions will be held at various times throughout the semester, at the discretion of the Training Officer, and continuing education credit being earned by all that attends.
Section 5: Administration Positions Hiring Procedure

Consideration for the positions of all Western EMS officers can be evaluated at anytime throughout the semester. The Western EMS Advisor and EMS Captain will review each person and review whether or not they have fulfilled the duties of each position.

If it is decided that an officer has not fulfilled their duties, they will not be asked to fill that position for the next semester. They are not being removed from member status, but will not longer be an officer.

If a person fulfils their assigned duties, the Western EMS Advisor and the Captain may, at their discretion, ask them to remain in that position for the next semester.

Any person that has the title “acting” before their rank means that they are in training for a given position.

For any administrative position that needs to be filled, the following procedure will go into effect:

1. The position that is open will be posted and all members will be made aware of the opening.
2. Applications will be made available for a minimum of one week.
3. Those interested can fill out an application and submit it to the Captain by the announced deadline.
4. After the deadline has passed, the Captain will review the applications with the Western EMS Advisor and Executive Officer. If need be, the Director of OPS may be included in the review.
5. At this point, the Western EMS Advisor, Captain, and Executive Officer will interview the applicants.
6. Notifications will then be made to all applicants to inform them of the outcome.

Western EMS Officers do receive a Talent Grant; the amount differs per position, if they meet the Universities GPA standard. Western EMS Officers, as well as any other member that receives a Talent Grant, should realize that they have been put in the position to receive a Talent Grant, not only because they have earned it, because they are to do a particular job and have a higher level of dedication towards the organization. If a Western EMS member that receives a Talent Grant fails to meet their full responsibilities for their particular position their Talent Grant and possibly position will be taken away at the discretion of the Western EMS Advisor and Captain.
**Section 6: Mid-Semester Reviews**

All Western EMS members will undergo a Mid-Semester Review. These reviews will be held for one week during the middle month of each semester (usually October and March). The reviews should only last around ten minutes each and will be conducted by the Western EMS Advisor, Captain, and Executive Officer.

The purpose of these reviews is to inform each member of the job he/she has been doing, what they need to improve on or done well, and to get feedback on what each member would like to see the organization do/improve in the future.
Section 7: Ranks and Positions

**Western EMS Advisor**

1. The Western EMS Advisor reports directly to the Director of Public Safety.
2. The Western EMS Advisor serves as an advisor to Western EMS. The Western EMS Advisor has the authority to supersede or make revisions to standard operating procedures in situations where such action serves to benefit the service as a whole, or improves operational or administrative aspects.
3. The Western EMS Advisor is responsible for approving and revoking membership in Western EMS.
4. The Western EMS Advisor is responsible for conducting all background checks.
5. The Western EMS Advisor is responsible for overseeing all non-medical related discipline. Medical discipline is to be handled by a higher medical authority.
6. The Western EMS Advisor is responsible for overseeing the maintenance of all medical equipment.
7. The Western EMS Advisor is responsible for acting as a liaison with the Office of Public Safety.
8. The Western EMS Advisor is responsible for insuring the proper radio procedures are maintained.
9. The Western EMS Advisor is responsible for insuring that radio dispatching is performed in a manner consistent with the policies of OPS.
10. The Western EMS Advisor is responsible for overseeing the organization of the EMS office.
EMS Captain

- The position of EMS Captain was created to aid in the efficient flow of communication between the Western EMS Advisor, Western EMS Officers, and other agencies.
- This position will be up for appointment each semester or as needed. The appointment of this position follows the “Administrative Positions Hiring Procedure.”
- This position shall be designated as Captain and this person will wear silver Captain’s bars. This position is an administrative position only and is designated as a line officer.

Qualifications:

1. This person must be an EMT
2. This person must have been with Western EMS for a minimum of two semesters

Responsibilities:

1. Enforce all policies that the Western EMS Advisor and other related agencies create, and to pass the information through the correct chain of command.
2. Balance the interests of Western EMS Officers and members with the interests of the Western EMS Advisor.
3. Ensure that the Western EMS Officers and members are carrying out their duties as designated herein.
4. Arrive at efficient and well thought out solutions regarding Western EMS administrative operations.
5. Delegate praise and discipline to the Western EMS membership.
6. Be responsible for communication between the Western EMS Advisor, Western EMS officers, members, and other agencies.
7. Be responsible for keeping documentation of members and filling out member evaluations.
8. Be responsible for teaching or delegating a teacher for the candidate class.
9. Delegating tasks to the Special Projects Officer and other Western EMS Officers.
Acting Captain

- This position was created to aid in the efficient transfer of command from the outgoing Captain to the Acting Captain. The Acting Captain is an administrative position only. The Active Captain is not a medical authority. The Acting Captain is to report directly to the Captain.
- The Acting Captain is an individual who has been placed in the position by the Western EMS Advisor and Captain following the policy aforementioned in this manual.
- This position will be up for appointment as needed.
- This position shall be designated as Captain and this person shall wear gold Captain’s bars. This position is an administrative position and is to be considered as a line officer.

Qualifications:

1. Must be an EMT
2. Must have been with Western EMS for a minimum of one semester.
3. Must have a broad-based knowledge of the entire Western EMS program.
4. Must display proficiency in patient care.
5. Must be able to make important decisions.
6. Must know when input is needed for decisions.
7. Must know which personnel to notify in a given situation.

Responsibilities:

1. The Acting Captain must assume the responsibilities of the Captain in his/her absence.
2. Oversee all other line officers
3. Will assume the duties of Executive Officer if one does not already exist.
4. Will begin training with the Captain to ensure a complete transfer of command. This training shall be at a pace that will ensure complete transfer of command at the time the Captain resigns.
EMS Executive Officer

- The EMS Executive Officer (XO) was created in order to ensure a smooth transition of command in the absence of the EMS Captain. The XO will have the final authority on administrative issues and will serve as a communication link in the absence of the Captain. The XO cannot institute any new policies in the absence of the Captain, but, instead, will enforce those that are already in place.
- The XO will not necessarily fill the Captain’s position if he/she resigns, but will take over the Captain’s duties until the Western EMS Advisor finds a suitable replacement.
- The position will be designated as a Lieutenant and this person will wear silver lieutenant’s bars. This position is an administrative position and is considered a line officer.

Qualifications:
1. Must be an EMT
2. Must have been with Western EMS for a minimum of two semesters

Responsibilities:
1. Assume all responsibilities of the Captain in his/her absence.
2. Responsible for the vehicle.
3. Must oversee the EMS Training Officer and EMS Special Duties Officer.
4. Assign coverage for special events.
5. Gather members’ availability for work schedule.
6. Complete the work schedule in a timely manner.
7. Must order all equipment after approval has been received from the Captain, Western EMS Advisor, and Director of OPS.
8. Will take on additional duties assigned to him/her by the Captain.
Acting Executive Officer

- This position was created to aid in the efficient transfer of command from the outgoing Executive Officer (XO) to the Acting Executive Officer. The Acting XO is an administrative position only. The Acting XO is to report directly to the XO in order to ensure the complete transfer of responsibilities by the time the XO leaves the position.
- This position will be up for appointment as needed.
- This position will be designated as a Lieutenant and this person will wear silver Lieutenant’s bars. This position is an administrative position and is considered a line officer.

Qualifications:
1. Must be an EMT
2. Must have been with Western EMS for a minimum of one semester.

Responsibilities:
1. The Acting XO must assume the responsibilities of the XO in his/her absence.
2. Will begin training with the XO to ensure a complete transfer of command. This training shall be at a pace that will ensure complete transfer of command at the time the XO resigns.
Duty Lieutenant

• This position was created to aid in the communication between the Captain, Western EMS Advisor, and the regular members. The Duty Lieutenant will only supervise the special detail or crew they are assigned. **The Duty Lieutenant is neither a medical authority nor a medical position (except when responding to a call).** The Duty Lieutenants report directly to the Captain.

• **The Duty Lieutenants do not exist to make decisions regarding patient care.**

• The Duty Lieutenants should only respond to a call when requested, either by OPS or the Duty Crew. This policy is designed to allow the Duty Crew room to operate in their normal capacity and to prevent "overcrowding" on calls with too many responders on scene.

• This position will be up for appointment each semester or as needed. Appointments to this position will follow established hiring procedures.

• This position will be designated as Lieutenant and this person will wear silver Lieutenant’s bars. This position is an administrative position and this person is considered a line officer.

Qualifications:

1. Must be an EMT.
2. Must have been with Western EMS for a minimum of one semester.
3. Must have a broad-based knowledge of the entire EMS system.
4. Must display proficiency in patient care.
5. Must know which support staff to call.

Responsibility:

1. Report for their shift before the regular members arrive.
2. Report for duty in the proper uniform and neatly groomed.
3. Maintain the proper logs and complete appropriate paperwork.
4. Will carry out any orders prescribed to them by the XO, Captain, or Western EMS Advisor.
5. Fill out Administrative Interaction Forms (AIF) for any member who does not follow written or verbal policy, codes, protocols, or directions.
6. Make sure that the professional attitudes are maintained on their shift.
7. Supply their crew with an informative briefing that should include, but not limited to, reading the minutes from the most recent officer’s meeting.
8. Will carry a radio for the duration of the shift.
9. Will stay in the primary or secondary coverage zone and able to respond to a call for service.
10. Will not go on runs with their crew unless notified to do so by dispatch or by the Captain or requested by the Duty Crew.
11. Must work for an ill member or a “no show” or a member relieved of their duties.
12. Must be able to respond to the crew’s location or OPS if:
   1. A call involves multiple patients
   2. A call involves the death of a patient
   3. A conflict arises between members and/or the University staff
   4. A call has the potential to become a disaster situation
   5. The duty crew requests assistance
13. Must notify the Captain in the event of:
   1. Patient care resulting in injury to the patient, a crewmember, OPS officers, University staff, and/or bystanders.
   2. Calls involving the death of a patient
   3. Calls of a sensitive nature that have the possibility of producing prolonged psychological distress for members
   4. Any calls that are not covered by protocols

14. Will be required to work one LT shift per week and at least one weekend LT shift per month in addition to any other shifts required for other positions they may hold.
**Reserve Lieutenants**

- These positions were created to ensure that there would be no uncovered Lieutenant shifts. The people that are reserve Lieutenants are to be used on an as needed basis. This means that the reserve Lieutenants will not have a set Lieutenant shift or have to work a weekend Lieutenant shift unless needed. However, there will be one reserve 2nd Lieutenant that will be required to work at least one weekend shift a month since his/her only duty will be as a reserve 2nd Lieutenant.
- The reserve 1st Lieutenants will always be the Captain, Executive Officer, and Training Officer.
- The reserve 2nd Lieutenants will always be the Special Projects Officer, Special Duties Officer, and then a member who is appointed after following the established hiring procedure for a regular 2nd Lieutenant position.
EMS Training Officer

- The position of Training Officer was created to assist in the training of new personnel and to help maintain the proficiency of general members through continuing education.
- The Training Officer must seek approval form the Captain prior to it being scheduled. This also includes CPR classes involving members and the general public.
- This Position will be up for appointment as needed and hiring will follow established policies.
- This position will be designated as a Lieutenant and this person will wear silver Lieutenant bars. This position is an administrative position and is considered to be a line officer.

Qualifications:
1. Must be an EMT
2. Must have been with the organization for at least two semesters

Responsibilities:
1. Must assess the training needs and goals of the organization as a whole.
2. Must provide the Captain and the Western EMS Advisor with an outline covering intended continuing education topics.
3. Will schedule all training activities at the request of the Captain or XO.
4. Must maintain certificates and licenses of all members and notify them when refresher courses are needed.
5. Will notify members of upcoming training activities.
6. Must maintain all training equipment and take responsibility for the equipment.
7. Will complete all CEU cards and return them to the members in a timely manner.
8. Will hold an in-service on infection control each semester.
Acting Training Officer

- This position was created to aid the efficient transfer of responsibilities from the outgoing Training Officer to the Acting Training Officer. The Acting Training Officer is an administrative position only. The Acting Training Officer is to report directly to the Training Officer in order to ensure the complete transfer of responsibilities by the time the Training Officer leaves the position.
- This position will be up for appointment as needed
- This position will be designated as a Lieutenant and this person will wear silver Lieutenants bars. This position is an administrative position and will be considered to be a line officer.

Qualifications:
1. Must be an EMT
2. Must have been in the organization for at least one semester

Responsibilities:
1. The Acting Training Officer must assume the responsibilities of the Training Officer in his/her absence.
2. Will begin training with the Training Officer to ensure a complete transfer of command. This training shall be at a pace that will ensure complete transfer of command at the time the Training Officer resigns.
Special Projects Officer

- This position was created to assist the Captain and to create a designated chairperson for the Activities and DUI Committees.
- This position will be up for appointment as needed. The appointment will follow established hiring procedures.
- This position will be designated, as Sergeant and this person will wear silver Sergeants stripes. This position is an administrative position and is not considered to be a line officer.

Qualifications:
1. Must be at least a First Responder
2. Must have been with the organization for at least one semester

Responsibilities:
1. Will report directly to the Captain to complete all task designated to them
2. Will serve as Chairman of the Activities Committee and provide the Captain with regular status reports and organize regular committee meetings.
3. Will serve as Chairman of the DUI committee. This entails organizing all associated and meetings and providing the Captain with regular status reports.
Activities and DUI Committees

1. The Special Projects Officer (SPO) is the sole Chairman of these committees.
2. The SPO will be responsible to delegate specific duties to each committee member.
3. There will only be five members including the SPO in any of the fore mentioned committees. Any member of Western EMS is able to join any of the fore mentioned committees. Committee members will have a chance of receiving a Talent Grant. If they already do not receive one, but will not be guaranteed to receive one.
4. First semester there will only be an Activities committee. Second semester the Activities committee and the DUI committee will be the same committee.
5. The Activities committee will be responsible to put together the Western EMS booth for the Activities fair each semester.
6. The Activities committee will find different projects/activities for all organizational members to participate in. These projects/activities are to enable the members of Western EMS to come together in a social atmosphere and/or to benefit the Western Illinois University and local communities.
7. The DUI committee is responsible for organizing and running the production of the Western EMS annual DUI scenario.
Special Duties Officer

- This position was created to assist with keeping stats, inventory, and attendance as they pertain to Western EMS.
- This position will be up for appointment as needed. The appointment will follow established hiring procedures.
- This position will be designated as Sergeant. This position is an administrative position and is not considered to be a line officer.

Qualifications:
1. Must be at least a First Responder.
2. Must have been with the organization for at least one semester.

Responsibilities:
1. Will serve as the Western EMS office manager by maintaining all paperwork, stats, timecards, filing, assisting the XO with the monthly inventory check, and other duties assigned by the Captain.
2. Will record the monthly stats and give a copy to both the Western EMS Advisor and the Captain.
3. Will record attendance at all Western EMS meetings and inform the Captain of all absences.
4. If a member is unable to attend a meeting they are to contact the Special Duties Officer (SDO) prior to the meeting.
5. Will help the XO maintain inventory control over all Western EMS supplies and equipment. This includes the restocking of ordered equipment, submitting requests for new supplies and equipment, organizing the cabinets and supply areas, maintaining the supply/equipment usage form in the equipment closet, and submitting a monthly inventory report to the Captain.
6. Will record all dropped and picked up shifts by all members and give the recordings to the Captain at the end of each month.
Senior EMT

- Every duty crew will have one member designated as the Senior EMT.
- The position of Senior EMT is an appointed position. Appointments to this position are made as the need arises. Unlike other positions that follow the prescribed “Administrative Hiring Procedures”, the Senior EMT positions are filled after the person has passes a test on the Western EMS BLS Protocols Manual, and a test in which they completely write out their procedures in a given situation. If the person passes both of these tests, then they can be considered for appointment to the Senior EMT position, but first, they must also determine their proficiency in patient care in the presence of another EMT and receive final approval from the Captain, Executive Officer, Training Officer and Advisor.

Qualifications:
1. Must have received EMT licensure through the State of Illinois.
2. Must have displayed the highest degree of quality involving patient care.
3. Must have passed both the protocols and scenario tests.
4. Must pass a series of practical scenarios if the Captain deems it necessary.
5. Must be able to work one regular duty shift at least every other week unless excused by the Captain.

Responsibilities:
1. Will check in with appropriate agencies.
2. Will be held responsible for the crew’s actions and duties.
3. Choose which equipment is taken on a call.
4. Perform the primary and secondary assessments on the patient and may assign specific tasks to their assistants.
5. Decide who is to drive the vehicle.
6. Determine the appropriate choice of treatment.
7. Will bring concerns up to the Duty Lieutenant at any time during the shift.
8. Will refill the fuel in the vehicle when the tank reads ½ full.
9. Will give the patient report to the ambulance crew.
10. Oversee that they crew operates within established policies and procedures while on duty.
11. Be responsible for refilling used equipment.
12. Will complete the necessary paperwork following a call.
13. Will bring bags in the building between November 1 and Marcher 30.
14. Will notify the Duty Lieutenant of any problems during the shift.
15. Will help in the training of new candidates while they are on a ride along.
16. Will be required to work at least one Sr. EMT shift every other week and one weekend Sr. EMT shift per month in addition to any other shifts required by any other position they hold.
Assistants

Responsibilities:
1. Check the vehicle for damage.
2. Record mileage for the shift.
3. Will drive the vehicle if requested to do so.
4. Will assess the patient’s vitals and will complete other medically related tasks assigned by the Senior EMT.
5. Will record all information on the “Pre-Hospital Sheet” if requested to do so.
6. Will check sleeping rooms for inventory and cleanliness.
7. Will notify the Duty Lieutenants if any problems were encountered.
8. Will help in the training of new candidates while they are on a ride along.
9. Will be required to work at least one assistant shift every other week and one weekend assistant shift per month in addition to any other shifts required by any other position they may hold.
Section 8: Talent Grants

<table>
<thead>
<tr>
<th>Position (# of spots per position)</th>
<th>Amount Awarded</th>
</tr>
</thead>
<tbody>
<tr>
<td>Captain (1)</td>
<td>3/4 Tuition Waiver</td>
</tr>
<tr>
<td>Executive Officer (1)</td>
<td>1/2 Tuition Waiver</td>
</tr>
<tr>
<td>Training Officer (1)</td>
<td>$500</td>
</tr>
<tr>
<td>1st Lieutenants (5)</td>
<td>$500</td>
</tr>
<tr>
<td>2nd Lieutenants (6)</td>
<td>$400</td>
</tr>
<tr>
<td>Special Projects Officer (1)</td>
<td>$400</td>
</tr>
<tr>
<td>Special Duties Officer (1)</td>
<td>$400</td>
</tr>
<tr>
<td>EMT/Committee members/Misc (6)</td>
<td>$300</td>
</tr>
</tbody>
</table>

- There will be five regular 1<sup>st</sup> Lieutenants and five regular 2<sup>nd</sup> Lieutenants.
- The Captain, Executive Officer, and Training Officer will be used as reserve 1<sup>st</sup> Lieutenants.
- The SPO and SDO will be used as reserve 2<sup>nd</sup> Lieutenants.
- There will be one position that will be strictly a reserve 2<sup>nd</sup> Lieutenant. This reserve 2<sup>nd</sup> Lieutenant will be required to cover at least one weekend Lieutenant shift per month where the other reserve Lieutenants will not have this requirement.
- The Acting Captain, Acting Executive Officer, and Acting Training Officer are as needed positions and will be expected to take on a regular Lieutenant spot while in training for their particular position.
- There are six $300 Talent Grants that will first go to any EMT’s or Committee members that do not already receive a Talent Grant. If there were any extra Talent Grants remaining, they would be given out at the discretion of the Western EMS Advisor and Captain.
- **No Talent Grant is guaranteed. The University can change these amounts at any time. The University can also reject as application for any Talent Grant based on the Universities set qualifications. Please refer to the Office of Student Activities for further details regarding University Standards for talent grants.**
Section 9: Dress Codes

All members will maintain an appropriate appearance whenever they are representing the organization.

All Western EMS members will be required to purchase a Class “B” uniform. The member has the responsibility of maintaining the uniform while it is in their possession.

Class “B” Uniform

The Class “B” uniform will consist of a grey polo style, short sleeve shirt and black or navy blue pants. Black shoes or boots are also to be worn. On the left breast, there will be a Star-of-Life with “Western EMS” written in block letters around it. On the right breast will be the member’s name. This uniform will be worn on all regular duty shifts and by all special duty crews unless specified otherwise by the Captain. No patches or pins should be worn on the issued polo shirt.

The issued polo shirt should not be worn while off duty with Western EMS.

Members of Western EMS may elect to wear additional clothing while on duty with permission from the Captain. This includes, but not limited to sweatshirts, work shirts and hats. Additional clothing should be professional in nature and represent Western EMS in a positive fashion.

If a member elects to add any patches to additional clothing, they may do so in the following manner:
1. The Western EMS patch should be sewn to the left sleeve, 2 inches below the shoulder.
2. A reverse United States flag may be sewn to the right sleeve, 2 inches below the shoulder.
3. If the member has obtained National Registry status, the current NREMT patch may be sewn below the American Flag on the right sleeve.

Jackets:

Western EMS provides jackets for members to use when they desire. These jackets are property of Western EMS and should be treated with care. Western EMS will be responsible for cleaning and minor repair of the jackets, however, when jackets are used, they will be checked out to the member. The member is then responsible for the jacket, including damage beyond normal wear and/or loss.

Photo ID

Western Illinois University will provide photo ID cards for members of Western EMS. These ID cards must be carried while working on duty for Western EMS.
Jumpsuits:

Jumpsuits will be kept in the van at all times. They may be worn on all vehicle accidents and outside night calls if the Sr. EMT deems it necessary. Also, the jumpsuit can be worn whenever the member seeks additional protection.

Traffic Vests

Traffic vests will be kept in the van at all times. They must be worn on all vehicle accidents and outside night calls if the Sr. EMT deems it necessary rather than the jumpsuit.

Any patches, pin, etc. that are not included above must be submitted to the Captain for approval before they are added to the uniform.

Any jewelry besides wedding bands is forbidden from being worn while on duty. All jewelry must be taken off prior to the beginning of the shift. When reporting for duty, the member must be clean-shaven (if male), neatly groomed, and have their uniforms cleaned and pressed.

If a member doesn’t comply with the policy mentioned above then the Duty Lieutenant could remove them from duty, fill out an Administrative Interaction Form, or request they fix any problem with their appearance.

Whenever any member is wearing any uniform they must carry at least one pair of gloves and some type of CPR barrier device (pocket mask, micro-shield, etc.).
Section 10: Scheduling and Attendance

Western EMS members are students first and foremost. With the understanding that the member’s academic lives are first priority, every effort will be made to accommodate a member’s preferences and availability for shifts.

All Western EMS personnel are required to work all regular scheduled duty shifts. In addition to regular duty shifts, Lieutenants are required to work all of their assigned Lieutenant shifts per month. This policy is established recognizing that a member is only scheduled on the days that he or she requested unless the member has not requested any specific dates to not be scheduled.

In the event that a member is sick, or any other unforeseeable circumstances arise, the member must make an even trade for their shift. Once the trade is made, the member must contact the Duty Lieutenants for both shifts to inform them of the trade as well as the Executive Officer. Then, the members trading must ensure that the Change of Duty form has been completed in the office.

It is the sole responsibility of the member scheduled to find a replacement for their shift.

Any “abandoned” shifts will not be tolerated at any time. The only time it is permissible for a spot to be left open is with permission from the Captain, or in the event that the Captain’s unavailable, the Executive Officer can be notified.

Any violations of this policy will be entered as a written reprimand into the member’s file.

Scheduling Procedures:
1. Scheduling will be done a basis deemed proper by the Captain or XO.
2. Duty shifts will be a minimum of twelve and one half-hours, from 1830 hours until 0700 hours seven days a week. Modified scheduling may occur during summer or when the Western EMS Advisor or Captain requests it.
3. Additional duty hours can be filled with prior approval of the Western EMS Advisor and Captain if:
   A. A written request is received from UHDS
   B. A written request is made by OPS
   C. A written request is made by a member
   D. A written request is made by any student or non-student organization
4. Each special duty crew will consist of no less than one EMT and one First Responder and no more than four members. Please see Section 12.1: Crew Staffing for further explanation.
5. If a member fails to give their schedule request to the XO when he/she requests it, then that member will be responsible to fill any shifts that may be randomly assigned to them.
6. The Training Officer will submit any training requests to the XO in attempt to fill empty slots as well.
7. It is the responsibility of the member, not the Duty Lieutenant or the XO, to find a replacement for their shift after the schedule is completed.
8. If a substitute can’t be found, the member must notify the Duty Lieutenant at least twelve hours in advance.

9. The XO will complete the schedule for the upcoming month within the time frame provided by the Captain.

10. Scheduling is always at the discretion of the Captain, XO, and the posted schedule will be adhered to at all times.

11. It is the decision of the Captain and the XO to assign an observer or candidate to a shift.

12. The Duty Lieutenants are to make note of any abandoned shifts or unequal trade of shifts and give that information to the Special Projects Officer to file. Duty Lieutenants should note the member who dropped the shift as well as the member who picked up the shift.
Section 11: Cell Phone Policy

This policy is intended to define and implement the use of the cellular telephone.

This cell phone is owned and paid for by Western EMS. The phone is to be kept in trauma bag #1 at all times while the crew is on duty except for when it is being used. It is only to be used in the following circumstances:

1. To contact MDH on-line medical control to give a report or to ask for medical advice.
2. To contact OPS when you need a more secure form of communication.
3. To contact the Captain, Executive Officer, or Western EMS Advisor in the event of an emergency.
4. To contact the ambulance en-route to give a report.

In the above situations, only the Sr. EMT is to contact MDH or an arriving ambulance. Only the Sr. EMT or Duty Lt. for the night will contact OPS or the Captain, Executive Officer, or Advisor in the case of an emergency. This is to ensure the person with the most knowledge of the situation is relaying the information.

Please note that cellular communications is not 100% secure. Scanners do have the ability to receive conversations.

Misuse of the cellular phone

1. Any crew that charges unnecessary air time during their shift (any call, including toll-free numbers, charges air time) will be billed for the call. This cost will be for all the members of the crew, and they will be required to decide among themselves who is to pay. Furthermore, that crew will receive an Administrative Interaction Form recommending a written reprimand for the first offense. This will not include the Duty Lt. unless they are found to have placed the call. It will be the decision of the Captain and Advisor as to which calls are deemed necessary.
2. If you use the phone for any reason, please let the Captain know in writing the date of the call and the reason. This includes both necessary and unnecessary calls. For calls involving patient care this can be done within the run report.

The phone is to be plugged into the charger at the end of every shift, weather it was used or not.

All new candidates will be briefed in proper use of the cell phone and its functions by the duty crew during a ride-along.

Crew members who carry personal cell phones must convey a professional manner when in public. This means that cell phones must be in “silent” mode. Members must not also use their cell phone when in uniform in public unless contacting medical control or dispatch.
Section 12: Call Response

1. A minimum of an EMT and a First Responder will respond to all calls. A maximum of one observer will be allowed to ride at any time with permission from Western EMS Advisor. A crew will consist of no more than four people.
2. Whenever possible a crew will consist of at least two EMT’s.
3. The crew will respond to all calls requested.
4. The crew is restricted from going above the fourth floor from the ground level when not on a call.
5. The crew will be en route to the location within three minutes of dispatch time. En route means all members are in the vehicle and the run is being initiated. The only exception to this is if the crew is committed on a prior call.
6. When responding to the call, it is the responsibility of the Senior EMT to determine whether it will be an “emergency” (lights) or “non-emergency” (no lights) run, based on information they received from dispatch. If the lights are being used, it will be the responsibility of the crew to report any misuses of the vehicle and its equipment. When responding to an emergency call, the first three positions, “rotating,” “flashing,” and “strobe” will be on. The use of the air horn is limited to the following:
   A. At intersections after the EMS vehicle has allowed other vehicles with the right of way to clear the intersection.
   B. If a stop sign or stop light controls the intersection, the air horn will be sounded after the EMS vehicle has stopped and prior to moving into the intersection, yielded right of way, and cleared the intersection.
   C. It will not be used in a manner in which it may startle other drivers.
   D. It will not be sounded continuously while responding to a call.

It should be noted that blue emergency lights do not provide the authority to break any traffic laws.

The vehicle will only be operated in a safe manner within legal limits and at a rate which ensures safe operation for the vehicle, passengers, other motorists and pedestrians.

Any violations of this policy will be dealt with by the Director of OPS, the Western EMS Advisor, and the Captain, and if possible, the driver will be issued the appropriate traffic ticket.
7. Any exposures to blood and/or body fluids should be reported to the Duty Lieutenant immediately. If exposed, the member should:
   A. Clean off as much of the fluid as possible using gloves, paper towels, and/or 4X4’s.
   B. Remove the uniform as soon as is appropriate, have the uniform sent to the cleaners using drop off services at OPS.
   C. Notify the Duty Lieutenant so that they may notify the SDO of the exposure.
   D. Make sure that they have properly decontaminated themselves and must put on a clean uniform or jumpsuit.
8. The Duty Lieutenant must be notified if:
   A. A call is encountered that is not covered by protocols.
   B. Anytime a member is injured while on duty or a civilian is injured due to member negligence.
   C. A call results in damage to the Western EMS property or private property.
   D. A patient died.
E. A natural disaster has occurred
F. A member needs to be relieved of duty for whatever reason
G. A member needs to discuss matters pertaining to Western EMS
H. Disciplinary action is desired against the member

9. The Captain and Executive Officer must be notified if:
   A. A member or civilian is injured due to member negligence.
   B. A call results in damage to property
   C. A patient dies
   D. A disaster is encountered

10. The Western EMS Advisor must be notified if:
    A. A member or civilian is injured due to member negligence.
    B. A call results in damage to property
    C. A patient dies

11. Seatbelts must be worn at all times by everyone in the vehicle.
12. Traffic laws must be obeyed.
Section 12.1: Crew Staffing

1. Western EMS will be staffed with a crew from 1900 to 0700 every night the university is in session for the fall and spring semester. Special event crews may be assigned when a proper written request has been approved.

2. Western EMS will be staffed with a minimum of one IDPH licensed EMT-Basic that is approved to work a Senior EMT position, and one IDPH certified First Responder. The licensed and certified personnel must be registered to work in the McDonough District Hospital EMS System and approved by the Western EMS executive staff.

3. Whenever possible, crews will be staffed with two IDPH licensed EMT-Basics and one IDPH registered First Responder. One EMT must be approved to work as a Senior EMT, and will fulfill the duties assigned to the Senior EMT.

4. If two approved Senior EMTs are scheduled to work the same crew, one will be scheduled as Senior, and the other will be an EMT Assistant.

5. Normal duty crews should also be assigned a First and Second Lieutenant to oversee the duty crew. See Section 7: Ranks and Positions for detailed responsibilities.

6. Crews may accommodate one observer on the duty crew only. This observer must be approved by the EMS Advisor and have all liability forms on file.

7. A duty crew will consist of no more then four people.
Section 13: Off-Campus Policy

This policy is intended to inform Western EMS members of the limitations of going off-campus.

When on the Western EMS duty crew is allowed to go off-campus. The limitations are as follows.
The crew must be back in the Western EMS office by 0100 hours unless determined otherwise by permission from the Advisor, Captain or performing duties related to a call for service.

1. The crew must inform OPS dispatch they will be off-campus.
2. The crew must stay close to campus in the primary coverage zone, outlined in the MDH System Manual.
3. There is to be NO open alcohol at any location the crew will be at.
4. The Western EMS smoking policy will still be in effect while off-campus.
5. When there is a candidate ride-along the crew will not be allowed off campus for an extended period of time.
6. Crews should not stay off campus for extended periods of time. The senior EMT should use extreme discretion when off campus, and should consider response time to potential calls. The Senior EMT should also consider the railroad tracks and potential train delays.
7. When off campus, the crew must have a valid reason for being off campus.
   Examples of such are:
   A. MDH
   B. Training
   C. Assisting another agency
   D. Picking up food
      1. During food pickups, the crew must stay in the response area. Additionally, the crew must continue to maintain a professional image.
   E. The crew may also go off campus for a legitimate personal reason. A legitimate reason may be defined by the EMS Advisor or Captain. If there is any question if a reason is acceptable, contact the head officer for the shift.

The Western EMS duty crew is required to inform dispatch of the following information when going off campus.

1. Address of the location where they will be.
2. Telephone number at the location.
3. Approximately how long they will be off campus.
4. Reason for being off-campus.
Section 14: Equipment Purchasing Policy

1. This policy exists to provide a way for Western EMS members to purchase equipment through Western EMS.
2. Requests for purchasing should be brought to the attention of the XO
3. The XO copies a list of what is to be purchased, and should include description, quantity, place of purchase, price per unit, and total price
4. The completed list will be given to the Captain
5. If approved by the Captain, it will be submitted to the Western EMS Advisor for their approval, and if approved, on to the Director of OPS
6. The XO will order all approved items
7. The XO will check the order for accuracy and quality when it is received
8. If needed, inventory control numbers (large dollar items, uniform components, hard supplies) will be placed on the items
9. A list of received items will be given to the Western EMS Advisor and the Director
10. The XO will keep all account numbers
Section 15: Use of Equipment

Western EMS purchases equipment with funding from the Office of Activities, Inter-Hall Council, Hall Governments, and from donations. The equipment has been purchased for the safety of the patients and members alike. Whenever possible, the organization’s equipment should be used.

While on duty, the equipment is the responsibility of the crew. While it is understood that normal wear and tear will occur, any damage or irregularities not noted on inspection form will be the responsibility of the duty crew for that shift. If a piece of equipment is malfunctioning, then it should be brought to the attention of the Duty Lieutenant and an Equipment Malfunction Report Form should be filled out.

Use of personal equipment is not prohibited, but discouraged. All personal equipment must have prior approval from the Captain. If a member chooses to use personal equipment, any damages occurring to Western EMS equipment or their own equipment will be the responsibility of the member. That member will be held responsible for all replacement and/or costs.
Section 16: Liability Coverage

All Western EMS members are covered by the Good Samaritan Act. In addition, the University provides additional liability coverage.

Western EMS Coverage:
- The Western EMS Advisor will ensure that coverage is updated and current.
- Before special duty coverage is granted, liability coverage is verified.
- If a problem arises, contact the Western EMS Advisor or the Captain.

Training and CEUs:
- After the program has been approved, the Captain and Western EMS Advisor will verify coverage.
- Any concerns are to be directed to the appropriate personnel.
- All liability coverage must be ensured before advertisement of program.
Section 17: Alcohol, Substance Abuse and Smoking Policy

It is the goal and policy of Western EMS to provide an environment that is substance free. The use and misuse of controlled substances is grossly inconsistent with the behavior expected of our members. It subjects our members, patients, and observers to unacceptable safety risks, and undermines the entire mission of Western EMS. In this connection, the unlawful manufacture, distribution, dispensation, possession, sale, or use of a controlled substance while participating in any Western EMS function is strictly prohibited. Such activities are also prohibited during non-working hours.

Western EMS is concerned only where safety, job performance, or attendance is affected. Western EMS does not wish to intrude in an individual’s private life. However, when on or off duty activities affect a member’s ability to satisfactorily perform their duties or affects the condition in which a member reports for duty, Western EMS is rightfully concerned. It is the expectations of Western EMS, that maintaining satisfactory job performance is the responsibility of all members. A person will not consume alcoholic beverages within twelve hours of his/her shift. The decision to acknowledge substance abuse problems and seeking assistance is also the member’s responsibility.

Members who violate any part of this policy, do so with the understanding that they may be subject to disciplinary action up to, and including, removal from Western EMS. Chemical dependency is regarded as a treatable disease and Western EMS can help provide channels for assistance while maintaining confidentiality.

Smoking is considered a dangerous risk to the health of both the smoker and the people in their vicinity. Therefore, Western EMS feels that a health care worker who smokes is engaging in a behavior that is inconsistent with the profession.

Although the intent of this policy is not invade the privacy of a member, it is mandated that when a member is working for Western EMS in any capacity or wearing any part of the uniform, smoking, consuming alcohol and other substances that can alter a member’s judgment is prohibited. This policy is intended to portray a professional image and to be considerate of coworkers while on duty. It is the responsibility of the Senior EMT or Duty Lieutenants to enforce this policy. Please see Section 21: Discipline and Conduct Code for more information.

If a violation or reasonable suspicion to believe a member is under the influence of alcohol, a controlled substance or illegal drugs during the work period, the member must submit to an alcohol or drug test.

The final responsibility lies with each member.
Section 18: Confidentiality

Patient confidentiality is mandated and enforced through federal legislation. Western EMS members should familiarize themselves with the Health Insurance Portability and Accountability Act (HIPAA) of 1996. Members should also consult the McDonough District Hospital EMS System Manual for the hospital's privacy policy. Any member who knowingly or intentionally violates patient confidentiality will be subject to severe disciplinary action, as well as being subject to both criminal and civil retribution.

Examples of Violations:
- Reading confidential reports without a “need to know”
- Revealing a patient’s name or condition to any one other than receiving personnel
- Talking about a patient in front of others that don’t have a “need to know”
- Allowing written information to be seen by any person who is not authorized to receive that type of information
- Talking to the press about any situation
- Speaking to a patient’s family without permission of the patient if they are of adult age (18 or older)

Officials with a need to know:
- Police
- Beu Health Center (BHC)
- Patient’s parents or guardian if under 18
- Ambulance personnel

Types of information that can be elicited:
- Patient’s name
- Patient’s date of birth
- Patient’s address
- Location of response
- Location of transport
- Crew’s names and Ranks
- Western EMS Advisor’s name and office phone number

The preceding information can be given if they are directly involved at the scene and/or have a “need to know.”

At no time should any diagnosis, prognosis, or opinions be given to anyone.
Section 19: Complaints and Internal Conflicts

This policy exists in the resolution of any complaints or conflicts involving Western EMS members. It is a guideline for members to following when faced with a problem. It isn’t intended to be applicable to all situations. However, the following policy must be adhered to if:

1. A member wishes to file a formal complaint against another member
2. The complaint is potentially harmful to Western EMS
3. The complaint is made by another organization or another party

Policy:

1. Ask first if the problem is personal or professional.
2. The person must first be confronted by the complainant in a verbal or written manner that mentions the incident.
3. If the second step fails to resolve the problem, the complainant can then take the issue to the Duty Lieutenant or the Captain. The Duty Lieutenant can decide whether or not it is a professional matter.
4. Next, the Captain and/or XO call a meeting with the complainant and the member involved in the incident. The results of this meeting are documented and turned into the Western EMS Advisor for personnel files.
5. If the complainant isn’t satisfied with the outcome of this meeting, they will then talk to the Western EMS Advisor, and the Western EMS Advisor will set up a closed meeting between the individuals involved and the Captain.
6. The Western EMS Advisor notifies the EMS Captain of the time of the meeting, and the Captain notifies the involved parties. The involved parties may bring in no more than two other people for support if they see fit.
7. The closed meeting is recorded both with minutes and audio devices.
8. The Western EMS Advisor, after hearing the presentation of the issues, the Western EMS Advisor holds the final authority on what the outcome should be and then notifies the Captain.
   A. If the accused is exonerated, then the letter of clearance will be entered in their personnel file. This letter means that if similar charges or any other charges arise, the recently dismissed actions can’t be used against them.
   B. If the resolution involves disciplinary action, the member is informed that he/she will have to appear in front of the Western EMS Advisor and Captain to hear the disciplinary action to be brought against them. The information is then placed in their personnel file.
   C. If the resolution doesn’t involve disciplinary action, but the complaint has merit, the Western EMS Advisor notifies the Captain so that the Captain may monitor the situation. The matter is then closed, and information involving the incident is placed into the personnel files which only the Western EMS Advisor, Captain, and XO have access to.
9. If either party isn’t satisfied with the outcome, then they must file an appeal to the Captain within ten calendar days.
10. The Western EMS Advisor, Captain, and XO review the appeal and make a decision.
11. The parties are informed of the decision.
12. If the original decision stands, the case is then closed. If either party chooses to continue pursuing the issue, they will be subject to disciplinary action.

All complaints will be dealt with on an individual basis. Complaints involving criminal activity will be turned over to the appropriate authorities. At any time, the member may meet directly with the Captain and bypass the initial steps of the policy, if they feel it is necessary.
Section 20: Service Recognition

1. Semester Awards
   A. Officer’s Awards:
      1. The Captain, XO, and Western EMS Advisor will nominate three officers, excluding themselves, in a private meeting.
      2. The three nominated officers will then be presented to the general members for a vote.
      3. After all of the votes have been collected, the Captain and Western EMS Advisor will calculate the votes and make the final decision on who will receive the award.
   
B. General Membership Award:
   1. The Captain, XO, and Western EMS Advisor will nominate three general members for this award in a private meeting.
   2. The three nominated members will then be presented to the general members for a vote.
   3. After all of the votes have been collected, the Captain and Western EMS Advisor will calculate the votes and make the final decision on who will receive the award.

C. Other Awards
   1. Letter of Commendation:
      a. A Letter of Commendation is the highest recognition that can be provided to a member. This letter serves to commend actions of those involved in an incident that someone feels was handled with a degree of professionalism, disregard for personal loss, and/or selflessness.
      b. A Letter of Commendation can be initiated by anyone who witnesses a situation mentioned above by simply informing the Captain of the events. The Captain and Western EMS Advisor will actually write the letter once the decision has been made on its validity or necessity.
   2. Letter of Acknowledgement:
      a. A Letter of Acknowledgement serves to recognize a consistent or extra effort made by a member while performing assigned or miscellaneous duties.
      b. This letter will again, be initiated by anyone who feels a member deserves this distinction. The Captain and Western EMS Advisor will actually write the letter once a decision has been made on its validity or necessity.
Section 21: Discipline and Conduct Code

It is the responsibility of every member to observe the policies and procedures established by Western EMS. Ignorance of these policies is not an acceptable excuse for violations.

Procedure:

1. All non-medical discipline will be handled by the Western EMS Advisor.
2. All medical discipline will be handled by a higher medical authority.
3. The Administrative Interaction Form (AIF) or written reprimand will be used to inform the correct responsible party. It is preferred that the Duty Lieutenant or higher authority complete all discipline during duty crews, however if one is not assigned, then the Senior EMT may fulfill these duties. If any discipline beyond a verbal warning is needed, the Duty Lieutenant should be contacted for the discipline. Additionally, if a verbal warning is given by the Duty Lieutenant, he or she should complete the AIF and inform the Duty Lieutenant of what happened.

4. FORMS OF DISCIPLINE
   A. NONE- no discipline given
   B. VERBAL WARNING- a verbal warning is a form of discipline which is generally applied to correct minor misconduct. An AIF will be filled out by the supervisor giving any verbal warning. The AIF will then be submitted to the Executive Officer and Captain to review with the Advisor to determine if proper procedure was followed or if further discipline is needed.
   C. WRITTEN REPRIMAND- a written reprimand is a disciplinary action generally taken after the verbal warning. The written reprimand reinforces the fact that unacceptable behavior attitudes must be corrected. This written reprimand will be signed by the member, Executive Officer, Captain and Advisor to ensure that executive staff as well as the member is aware of the incident, the discipline action taken and steps taken to correct the issues.
   D. CHANGE IN MEMBERSHIP STATUS- this is a change from one position to another position
   E. OTHER- other is used for any other type of discipline that may be used (i.e. Suspension, termination, etc)

5. The level and type of discipline assessed in any situation will be based upon the total circumstances surrounding the incident. Progressive discipline may or may not be applied in a specific situation, according to severity of the violation.
6. By being a member of Western EMS you agree to sign all Administrative Interaction Forms and write-ups that you are given. This is a requirement only because signing the form does not admit guilt but only serves as an acknowledgement that you have read and understand why the written reprimand or AIF was issued.
7. Any disagreements with why a person was disciplined will be handled in a closed meeting between that person, the WEMS Advisor, and the Captain.
8. If a member receives three written reprimands within one academic year that member will come up for review by the WEMS Advisor and Captain. This review will be to determine what type of “other” discipline will be administered.
WEMS reserves the right to remove any member from membership status for this reason alone.

9. All non-medical disciplinary investigations will be carried out by the Western EMS Advisor, and disciplinary action handled by the Western EMS Advisor. The EMS Captain, EMS Executive Officer, and the Western EMS Advisor will be notified.

10. For patient care, all discipline will be handled by a higher medical authority. It will be the medical authority’s responsibility to make final disciplinary decisions for any patient care violations.

**EXAMPLES OF MISCONDUCT**

The following are some examples of misconduct that will subject members to disciplinary action, including dismissal. This list is not all-inclusive; it is merely a guide to be used to illustrate the type of misconduct, which are unacceptable. Because all types of misconduct cannot be listed, there may be misconduct for which a member is disciplined for that is not listed below.

1. Smoking in uniform
2. Failure to carry out specific instructions
3. Inappropriate dress
4. Excessive tardiness
5. Excessive absenteeism
6. Leaving the office unclean after a duty shift
7. Failure to bring bags inside during times of in climate weather
8. Leaving a shift early without permission
9. Arguing a or disciplining a partner in front of patients or bystanders
10. Creating or contributing to unsafe or unsanitary conditions
11. Stealing equipment
12. Leaving equipment in an unready condition
13. Breaking traffic laws while driving a University vehicle
14. Fighting while on duty or while representing Western EMS
15. Using abusive, obscene, or threatening language towards the Western EMS Advisor, EMS Officers, EMS members, patients, bystanders, or support staff
16. Inconsiderate treatment of patients
17. Falsifying records
18. Possessing, wielding, or threatening to use any weapons
19. Breaking confidentiality
20. Inappropriate representation of Western EMS without clearance
21. Wearing uniform for non-approved functions
22. Giving medical advice
23. Sleeping is prohibited while working in the public view
24. Failure to work an assigned shift
25. Failure to carry out assigned duties as outlined in the policies and procedures manual
26. Misusing the Western EMS computer

Any and all other actions deemed to be inappropriate by the Western EMS Advisor, Captain, or other members may be reviewed for disciplinary action.

All forms of disciplinary action must begin within a 72 hour period otherwise it will be considered void unless special circumstances exist for delays in starting the procedures.
This includes, but is not limited to university closings or breaks. This also includes incidents which supervisors were not made aware of until after the 72 hour time period.

A member who has committed a serious offence may be immediately relieved from duty by either the Duty Lieutenant, Captain, Executive Officer, Western EMS Advisor, or Director of the Office of Public Safety.
Section 22: On Call Rooms

There are always at least two rooms provided for the purpose of providing the duty crew with a place to sleep. The rooms are provided as a courtesy and should be treated as such.

Reasons:
1. To provide beds for the duty crew
2. To place crew members in the same geographic location area to minimize response time
3. To provide showering area in the event of exposure to blood/bodily fluids
4. To provide a comfortable, relaxed area to reduce stress and the possibility of burnout

Policy:
1. The rooms are for on duty members only
2. Visitors are allowed only during posted visitation areas
3. Visitors are always to be escorted
4. If the crew responds to a call, the visitor must wait in the common area near the information desk
5. There will be no smoking or alcohol consumption by visitors
6. The crew members will be held responsible for the actions of their guests
7. Members must leave the room in a clean condition
8. Any damage to the room must be reported to the Duty Lieutenant
9. Members will be held responsible for lost keys
10. Members must obey all UHDS policies while in the residence hall
Section 23: Radio Communications

Radios are provided for use by Western EMS personnel. They are property of Western EMS, and must be treated as such. Each radio will be checked out to on duty personnel and they are responsible for the radio. Radios will be kept in the case when on the belt. Members holding a radio should be cautious of the radio's location so the transmit button is not bumped or held open when not intended.

The current radio layout for the duty radio is as follows:
- Channel 1: Western EMS Repeater
- Channel 2: Western EMS Simplex
- Channel 3: BEACON
- Channel 4: OPS Repeater

Rules for Radio Use:
1. Radios should be operated on Channel 1 at all times unless there is a specific reason to be operating on another frequency.
2. Proper English must be used on the radio conforming to FCC guidelines.
3. No names will be used over the radio. Instead, members should use member numbers. These numbers are assigned at the beginning of each semester.
4. When communicating, Depress the transmit button, pause, and then state who you are calling, followed by your number (Example: "Western from Edward 20")
5. If 10-codes are used, they must conform to university standards. Please see 23.1 for a listing of approved 10-codes.
6. When spelling, members must use a phonetic alphabet. Please see 23.2 for a listing of approved phonetic alphabet terms.
7. During incidents of a Mass Casualty or Multiple Victim response, members should not use radio codes. Instead, they should use plain English.
8. At the end of each shift, radios must be returned to the charger. Verify the light is showing that the radio is charging.
### Section 23.1: Approved 10-Codes

<table>
<thead>
<tr>
<th>10-0</th>
<th>Caution</th>
<th>10-50</th>
<th>Traffic Crash (PD, PI, F)</th>
</tr>
</thead>
<tbody>
<tr>
<td>10-1</td>
<td>Unable to copy</td>
<td>10-51</td>
<td>Wrecker needed</td>
</tr>
<tr>
<td>10-2</td>
<td>Signal good</td>
<td>10-52</td>
<td>Ambulance needed</td>
</tr>
<tr>
<td>10-3</td>
<td>Stop transmitting</td>
<td>10-53</td>
<td>Road blocked at ...</td>
</tr>
<tr>
<td>10-4</td>
<td>Acknowledgement</td>
<td>10-54</td>
<td>Livestock on highway</td>
</tr>
<tr>
<td>10-5</td>
<td>Relay</td>
<td>10-55</td>
<td>DUI</td>
</tr>
<tr>
<td>10-6</td>
<td>Busy unless urgent</td>
<td>10-56</td>
<td>Intoxicated pedestrian</td>
</tr>
<tr>
<td>10-7</td>
<td>Out of service</td>
<td>10-57</td>
<td>Hit &amp; Run</td>
</tr>
<tr>
<td>10-8</td>
<td>In service</td>
<td>10-58</td>
<td>Direct traffic</td>
</tr>
<tr>
<td>10-9</td>
<td>Repeat</td>
<td>10-59</td>
<td>Convoy/escort</td>
</tr>
<tr>
<td>10-10</td>
<td>Fight in progress</td>
<td>10-60</td>
<td>In the area</td>
</tr>
<tr>
<td>10-11</td>
<td>Dog Case</td>
<td>10-61</td>
<td>Clear for radio traffic</td>
</tr>
<tr>
<td>10-12</td>
<td>Stand by</td>
<td>10-62</td>
<td>Reply to message</td>
</tr>
<tr>
<td>10-13</td>
<td>Weather/Road report</td>
<td>10-63</td>
<td>Make written copy</td>
</tr>
<tr>
<td>10-14</td>
<td>Prowler report</td>
<td>10-64</td>
<td>Message for delivery</td>
</tr>
<tr>
<td>10-15</td>
<td>Civil disturbance</td>
<td>10-65</td>
<td>Message assignment</td>
</tr>
<tr>
<td>10-16</td>
<td>Domestic problem</td>
<td>10-66</td>
<td>Message cancellation</td>
</tr>
<tr>
<td>10-17</td>
<td>Meet complainant</td>
<td>10-67</td>
<td>Clear for message</td>
</tr>
<tr>
<td>10-18</td>
<td>Quickly</td>
<td>10-68</td>
<td>Dispatch information</td>
</tr>
<tr>
<td>10-19</td>
<td>Return to ...</td>
<td>10-69</td>
<td>Message received</td>
</tr>
<tr>
<td>10-20</td>
<td>Location</td>
<td>10-70</td>
<td>Fire alarm</td>
</tr>
<tr>
<td>10-21</td>
<td>Call by telephone</td>
<td>10-71</td>
<td>Nature of fire</td>
</tr>
<tr>
<td>10-22</td>
<td>Disregard</td>
<td>10-72</td>
<td>Progress of fire</td>
</tr>
<tr>
<td>10-23</td>
<td>Arrived at scene</td>
<td>10-73</td>
<td>Smoke report</td>
</tr>
<tr>
<td>10-24</td>
<td>Assignment complete</td>
<td>10-74</td>
<td>Negative</td>
</tr>
<tr>
<td>10-25</td>
<td>Report in person</td>
<td>10-75</td>
<td>In contact with ...</td>
</tr>
<tr>
<td>10-26</td>
<td>Detaining subject, expedite</td>
<td>10-76</td>
<td>En route</td>
</tr>
<tr>
<td>10-27</td>
<td>DL Check</td>
<td>10-77</td>
<td>ETA</td>
</tr>
<tr>
<td>10-28</td>
<td>Registration check</td>
<td>10-78</td>
<td>Need assistance</td>
</tr>
<tr>
<td>10-29</td>
<td>Want/Warrant check</td>
<td>10-79</td>
<td>Notify coroner</td>
</tr>
<tr>
<td>10-30</td>
<td>Unnecessary use of radio</td>
<td>10-80</td>
<td>Chase in progress</td>
</tr>
<tr>
<td>10-31</td>
<td>Crime in progress</td>
<td>10-81</td>
<td>Breathalyzer</td>
</tr>
<tr>
<td>10-32</td>
<td>Man with gun</td>
<td>10-82</td>
<td>Reserve lodging</td>
</tr>
<tr>
<td>10-33</td>
<td>EMERGENCY</td>
<td>10-83</td>
<td>Work school crossing</td>
</tr>
<tr>
<td>10-34</td>
<td>Riot</td>
<td>10-84</td>
<td>Advise ETA</td>
</tr>
<tr>
<td>10-35</td>
<td>Major crime alert</td>
<td>10-85</td>
<td>Delayed due to ...</td>
</tr>
<tr>
<td>10-36</td>
<td>Correct Time</td>
<td>10-86</td>
<td>Officer on duty</td>
</tr>
<tr>
<td>10-37</td>
<td>Suspicious vehicle</td>
<td>10-87</td>
<td>Pickup checks</td>
</tr>
<tr>
<td>10-38</td>
<td>Stopping suspicious vehicle</td>
<td>10-88</td>
<td>Telephone number</td>
</tr>
<tr>
<td>10-39</td>
<td>Urgent, use lights/siren</td>
<td>10-89</td>
<td>Bomb threat</td>
</tr>
<tr>
<td>10-40</td>
<td>Silent run</td>
<td>10-90</td>
<td>Bank alarm</td>
</tr>
<tr>
<td>10-41</td>
<td>Start tour of duty</td>
<td>10-91</td>
<td>Pickup prisoner</td>
</tr>
<tr>
<td>10-42</td>
<td>End tour of duty</td>
<td>10-92</td>
<td>Improper parking</td>
</tr>
<tr>
<td>10-43</td>
<td>Information</td>
<td>10-93</td>
<td>Blockade</td>
</tr>
<tr>
<td>10-44</td>
<td>Permission to leave ...</td>
<td>10-94</td>
<td>Drag racing</td>
</tr>
<tr>
<td>10-45</td>
<td>Animal carcass at ...</td>
<td>10-95</td>
<td>Prisoner in custody</td>
</tr>
<tr>
<td>10-46</td>
<td>Motorist assist</td>
<td>10-96</td>
<td>Mental subject</td>
</tr>
<tr>
<td>10-47</td>
<td>Emergency road repair at ...</td>
<td>10-97</td>
<td>Signal test</td>
</tr>
<tr>
<td>10-48</td>
<td>Traffic standard repair at ...</td>
<td>10-98</td>
<td>Jail break</td>
</tr>
<tr>
<td>10-49</td>
<td>Traffic light out at ...</td>
<td>10-99</td>
<td>Wanted – Caution</td>
</tr>
<tr>
<td></td>
<td></td>
<td>10-100</td>
<td>Prior Record</td>
</tr>
</tbody>
</table>
Section 23.2: Phonetic Alphabet

A  Adam  
B  Boy  
C  Charles  
D  David  
E  Edward  
F  Frank  
G  George  
H  Henry  
I  Ida  
J  John  
K  King  
L  Lincoln  
M  Mary  
N  Nora  
O  Ocean  
P  Paul  
Q  Queen  
R  Robert  
S  Sam  
T  Tom  
U  Union  
V  Victor  
W  William  
X  X-Ray  
Y  Young  
Z  Zebra
Section 24: Communicable Disease and Exposure/Injury Care

1. A new set of disposable gloves will be worn before every new patient contact.
2. Contaminated clothing, bedding, needles, or any other item are to be handled with extreme care and should be placed in isolation bags and properly marked for cleaning or disposal.
3. A mechanical device such as a pocket mask or manual resuscitator shall be utilized when respiratory assistance is necessary. Protective eyewear, masks, and gowns are to be utilized if there is the possibility of splash form bodily fluids.
4. Hand washing with soap and water is to be accomplished after each patient contact.
5. Medical equipment is to be properly sterilized or decontaminated after contact with patient’s bodily fluids. The equipment can’t be put in service until it is decontaminated.
6. Large equipment should be washed with disinfectant solution approved for hazardous agents and allowed to air-dry.
7. Delicate equipment will be wiped down and air-dried.
8. Resuscitation equipment should be washed in a disinfectant solution and air-dried. Disposable equipment will be discarded if any possibility exists that it was exposed.
9. As mentioned earlier in this manual, all clothing should be removed as quickly as possible.

Levels of Exposure:

1. **Level I**
   A. Contact limited to merely being in the presences of a person suspected of having a communicable disease.
   B. No special action required

2. **Level II**
   A. Contamination of clothing or equipment by victim’s blood or fluids.
   B. Decontamination

3. **Level III**
   A. Exposure to non-intact skin or mucous membrane with blood or bodily fluids.
   B. Complete Exposure Report, Contact Duty Lieutenant, Captain, Western EMS Advisor, and SDO immediately decontaminate, and seek medical care as needed.
Section 25: Implementation of Policies and Procedures

1. All policies and procedures will come into effect as of the “revised date” on the front cover of every manual.
2. All members, regardless of rank, will be required to follow every policy that pertains to them contained within this manual.
3. No member will be “grandfathered” out of any material contained within this manual simply because they became a member before the actual policy came to existence or went into effect.
4. It is up to each individual member to keep an up to date copy of this manual. Not knowing a new policy exists is not an excuse for disobeying any policy or procedure contained herein.
Section 26: Changes to the Policy and Procedure Manual

Changes can be made to this manual at any time by the Captain and Executive Officer, with the approval of the Western EMS Advisor.
Section 27: Meeting Attendance

Meeting attendance is a mandatory part of Western EMS. If a member fails to attend meetings then that member will not be fully informed of news within the organization.

1. All members of Western EMS must attend a minimum of 2/3 of all regularly scheduled meetings.
2. All officers will be required to attend a minimum of 2/3 of all the regularly scheduled officers meetings.
3. The times for both of these meetings will be announced within the first two weeks of each semester.
4. Attendance will be taken at each meeting and kept in a permanent file by the Executive Officer.
5. Any variation from this policy may be entered as a written reprimand for that member.
6. Special arrangements may be made with the Captain if this policy cannot be followed because of classes or other unforeseen reasons. It is the Captain’s decision as to whether or not the excuse is valid.
7. If a member misses more then two meetings without contacting the Special Duty Officer, Executive Officer or Captain with a valid reason, an automatic written reprimand will be issued.
8. If a member misses more then three meetings and has contacted the Special Duty Officer, Executive Officer or Captain but provided an invalid excuse, an automatic written reprimand will be issued.
Section 28: Death of a Patient

1. If a patient of Western EMS dies while being treated or after treatment is pronounced dead then:
2. All of the proper personnel will be notified.
3. A new crew will replace the crew that was on scene during the death. This will be done in one of two ways:
   A. The Duty Lieutenant for the shift will find a replacement crew.
   B. The Duty Lieutenant will assume the role of Senior EMT and assistant for the remainder of the night. They will then make every attempt to possible to find two people need not be Lieutenants but only an EMT and an assistant who are willing to carry a radio so they can be notified in the case of a second call.
Section 29: Emergency Leave of Crew

If at any time a Senior EMT needs to leave his/her assigned shift for purposes of illness, or other personal emergency including response for another emergency agency the EMT must assure the following:

A) There is a member of equal or greater rank available on the premises to take over assigned duties.
   1. This person must be the rank of Senior EMT of First Lieutenant but shall not already be assigned a duty for the shift.
   2. Relief worker must make contact with the duty crew and be ready to respond to any call.
   3. This change of duty is documented on the “Change of Duty” form found in the office.

If at any time an assistant needs to leave his/her assigned shift for purposes of illness, or other personal emergency including response for another emergency agency the EMT must assure the following:

A) There is at least one EMT and one assistant available for the duty crew.
   1. Relief worker must make contact with the duty crew and be ready to respond to any call.
   2. This change of duty is documented on the “Change of Duty” form found in the office.
Section 30: Mass Casualty or Multiple Victim Response

In the event that an incident develops into a Mass Casualty response, McDonough District Hospital should immediately be notified along with a casualty estimate. In addition, the Senior EMT should request that the Lieutenant crew is dispatched to the scene along with the Captain, Executive Officer and Training Officer if needed. The executive staff should have training in incident command, and can also provide extra skills in triage and treatment.

If additional resources beyond the capabilities of a Western EMS response, area Fire Departments can also provide mutual aid assistance.

It is imperative that early requests for resources are made, along with accurate patient counts. This will assist incoming resources and allow receiving hospitals to clear beds and call in staff.

Once a Mass Casualty Incident has been recognized, the Senior EMT will assume medical command until replaced by a higher authority. Incident Command is then responsible for requesting and directing incoming personnel to the incident.

Please see the McDonough District Hospital EMS System Manual for system guidelines of a Mass Casualty Incident or Multiple Victim Response.