

STANDARD OPERATING GUIDELINES

Purpose

To ensure all providers understand the proper procedures and the expectations that are required as a first responder of UREMS.

Equipment Procedures

When a provider is on duty he or she will be fully prepared with all necessary equipment to complete his or her required shift.

- **Equipment**
 - Providers shall have all assigned communications equipment on their person during their entire shift. This includes all assigned radios and duty phones.
 - Providers shall have all assigned medical equipment on their person during their entire shift.
 - Providers will complete an inventory check-list on the UREMS website at the beginning of each shift. All issues with equipment will be reported immediately to the Chief of Operations.
 - Providers shall have their assigned Richmond Ambulance Authority identification badge on their person during their entire shift.
 - Providers shall wear a minimum of one article of their assigned uniform during their entire shift. Providers should attempt to wear the blue or white UREMS polo at all times.
 - Uniforms other than UREMS are not to be worn while on-call as the UREMS 1 or UREMS 2.

Response Procedures

When a provider is on-duty, he or she will respond to every on-campus medical emergency.

- **Response**
 - Providers shall notify their professors, employers, and all other applicable parties of their responsibilities to respond to all on-campus medical emergencies during each of their shifts.
 - At the beginning of each new semester or in the case that a new provider is cleared, the provider will email the VP of Administration their class schedule, professor names, and professor emails so that the VP of Admin can send out the necessary information to them.
 - In the case of a failure to respond to an on-campus medical emergency, the provider will need to notify the Chief of Operations and report the reason. This notification should be done in person or via phone at an appropriate time.
 - In the case that a provider's partner fails to respond to an on-campus medical emergency, the provider will need to notify the Chief of Operations and report the incident. This notification should be done in person or via phone at an appropriate time.

- In the case when a provider will be delayed in response to a call, or believes they may need additional assistance due to the nature of the call they will utilize the UREMS hotline to contact the on duty UREMS supervisor.
- In the event a provider is flagged down, he or she must report the incident to URPD before making patient contact.
- Providers with vehicles registered with Parking Services shall have the appropriate parking pass properly displayed from their rear-view mirror during their entire shift.
- Providers shall utilize their hazard lights and not create a traffic hazard while parking their vehicles during response to a medical emergency.
- **Attendant in Charge (AIC)**
 - The “AIC” will be the on-scene UREMS 1 for all regular calls.
 - The AIC is in charge of the call and responsible for writing the PCR and reporting any issues to the Chief of Operations.
 - In the event that the UREMS 1 and 2 are on different calls at the same time the UREMS 2 will become the AIC on one of the calls.
 - A supervisor will attempt to attend any call in which the UREMS 2 is acting as the AIC. However, it is the expectation that the UREMS 2 will continue their AIC role despite the presence of the supervisor.
- **Radio Communications**
 - After receiving a page from Richmond Ambulance Authority dispatching UREMS to the scene of a medical emergency, both providers will acknowledge that they are:
 - Enroute (ex. “UREMS 1 is enroute to Robins Hall”- channel 1)
 - Onscene (ex. “UREMS 2 is onscene”- channel 2)
 - Only the AIC will acknowledge on the radio:
 - Patient Contact (“UREMS has patient contact.”- channel 2)
 - Clear Status (ex. “UREMS all clear, back in service.”- channel 2)
 - Both providers will acknowledge the call on channel 1 and then switch to channel 2 for the remainder of the call.
 - Both providers will keep their radios powered on until the UREMS 1 marks “UREMS all-clear, back in service.”
 - Both providers should be familiar with the proper procedure for clearing an accidental mayday activation if the dispatcher announces that UREMS is “Signal 33”.
 - Press and hold the orange mayday button until it beeps. Announce clearly on the radio: “UREMS acknowledges accidental activation of signal 33 employee ID number #####”
 - If UREMS has the need to speak with each other or the responding ambulance for more than a sentence or two, they will ask the other responder to meet them on Channel 4. (ex. “UREMS 1 to 484, please meet me on Channel 4”- done from channel on when request is made)
 - Channel 4 is the designated tactical channel should UREMS need to provide directions to the responding ambulance.

- **Patient Care Report**
 - After any on campus emergency where UREMS providers were dispatched, the UREMS1 or AIC will fill out a handwritten patient care report (PCR) and submit it to the Chief of Operations within 24 hours of the end of their shift.
 - Providers are required to fill out all aspects of the PCR including the narrative.
 - The Chief of Operations will appoint a member of the organization to review and provide feedback on all PCRs.
 - Any questions regarding the PCR should be referred to the Chief of Operations, Training Officer, or any Field Training Officer.
- **Supervisor**
 - Every shift must have an on duty supervisor.
 - The supervisor may attend any call he or she sees fit and if necessary may take the AIC position.
 - The Chief of Operations may designate any provider as a Supervisor pending approval of the URPD and RAA liaisons.
 - All supervisors will be added to the UREMS Hotline. The on duty supervisor will answer the Hotline and address the problem accordingly.
 - The on duty supervisor must inform the Chief of Operations and the President of any assistance provided by the end of his or her shift.
 - UREMS Supervisors are authorized by RAA and URPD to respond to all calls using visual warning lights in accordance with state law.
- **UREMS Hotline**
 - All providers must have the UREMS Hotline number, (given during orientation), saved in their personal phone at all times.
 - Providers may utilize the hotline to request additional resources including but not limited to a supervisor, additional equipment, etc.
 - Providers are encouraged to use the hotline for any and all timely questions when responding to an on campus emergency.
 - The UREMS hotline number shall not be given to any non-UREMS first responders. The hotline shall not be used to report a call and in the event an individual calls the hotline requesting EMS assistance they must be referred to 911 or campus police, 804-289-8911.

Professional Conduct Procedures

When a provider is on duty, the expectation is that they will conduct themselves in a professional manner during their entire shift or other assignment.

- **Professional Conduct**
 - Providers shall never conduct themselves in a manner which brings shame or reflects poorly upon the organization whether on or off duty.
 - Providers are not permitted to wear UREMS clothing in the presence of drugs or alcohol.
 - Providers may not respond to calls while not on duty and in uniform with the exception of the on duty supervisor.
 - Providers are to obey all state and federal laws at all times.

- Providers should recognize that any illegal or inappropriate actions and/or violations of the University Code of Conduct are a reflection of this organization whether or not they are specifically representing the squad at the time. The Disciplinary Board reserves the right to evaluate appropriate temporary leave, suspension, expulsion, or other necessary actions to preserve the code of conduct expected of UREMS responders.

Alcohol and Drugs Procedures

Providers are strictly forbidden from consuming any alcohol or using any drugs which may impair their abilities during an on-campus medical emergency.

- **Alcohol and Drugs**
 - Within eight hours prior to the Start of Shift and throughout their entire duty shift, providers are strictly forbidden from consuming any alcohol or using any drugs, illicit or over-the-counter, which may impair their ability to respond to, or provide patient care during, an on-campus medical emergency.
 - Any questions regarding the usage of prescription or over-the-counter drugs while on duty will be referred to the Chief of Operations, President, or RAA Liaison.
- **Parties**
 - No provider shall be at a party during their duty shift. A party is defined as any registered campus event, or any gathering serving alcohol that is large enough to need to be registered (an “unregistered party”). No provider shall allow a party to be hosted in their residence during their duty shift.

Shift Procedures

Providers are expected to report for duty during all assigned shifts and stand-by events.

- **Coverage**
 - It is the sole responsibility of the provider to find coverage for any shift in which they are incapable of responding. It is expected that a provider finds a provider of equal or higher designation (UREMS 1 designees must find UREMS 1 designees to cover their shifts. UREMS 2 designees must first seek a UREMS 2, however a UREMS 1 may cover the UREMS 2 spot).
 - When a provider requests coverage, they will inform the Chief of Operations who will be covering the shift, even for partial shift coverage.
 - In the case when a provider cannot find coverage and does not report for their shift, this will be reported to Chief of Operations to be dealt with by the Disciplinary Board.

Grievance Procedure

- In the event of a violation of the Standard Operation Guidelines the accusing party should inform the Chief of Operations. In the event the Chief of Operations is unavailable, the accusing party shall inform the President.
- The Vice President of Operation will fill out an incident report, detailing what happened and the resulting repercussions.

- Depending on the seriousness of the offense, the Chief of Operations will issue a punishment at his or her discretion. If the accused disagrees with the seriousness of the punishment they may request a disciplinary board hearing. (See Disciplinary Board)

Incident Report

- An incident report will be completed by the Chief of Operations for any incident in which there is a problem involving:
 - Interagency relations
 - Violation of SOG's or Constitution
 - Violation of state, federal, or local laws
 - Violation of University of Richmond Code of Conduct

Disciplinary Board

It is the duty of the Disciplinary Board to maintain order and discipline pertaining to all matters relating to the squad. Any and all decisions of the disciplinary board are final. If a membership is revoked, one appeal may be made to the URPD Chief of Police and/or RAA CEO.

- The Chief of Operations shall be the Chairperson of the Disciplinary Committee.
 - The President shall be the Chairperson of the Disciplinary Committee in the absence of the Chief of Operations.
- The Disciplinary Committee shall consist of the following:
 - URPD Advisor(s)
 - RAA Advisor (s)
 - President
 - Vice President
 - Chief of Operations
 - President-Emeritus
- The Disciplinary Committee may take the following actions:
 - Penalty duty shifts or stand-bys
 - Suspension of membership
 - Revocation of membership
 - Revocation of student officer positions

Required Certifications

If a provider lacks any of the following certifications, they will not be permitted to respond on campus as a UREMS First-Responder. Providers must also sign a waiver form, permitting a full criminal background check, as well as a check of their University of Richmond disciplinary history.

- All UREMS First-Responders must have the following up to date certifications and forms of identification:
 - Commonwealth of Virginia EMT-B (or higher)
 - CPR/AED for Professional Rescuers and Healthcare Providers (or equivalent)
 - NIMS 100, 200, 700
 - University of Richmond SpiderCard (with UREMS all-access)
 - State ID, Passport, or any other Federally approved form of identification

- Richmond Ambulance Authority Employee ID

Precepting Procedures

- **UREMS 2**
 - In order to begin first responding on campus it is necessary to complete a precepting process with both RAA and UREMS.
 - The Precepting Process shall consist of the following:
 - Three 12-hour shifts on a Richmond Ambulance Authority ambulance supervised by a preceptor.
 - One 12-hour shift with a supervisor where 6 hours will be spent in the RAA communications room and the other 6 hours with the field supervisor.
 - Upon completion of the 4 RAA shift the individual must meet with the Chief of Operations, UREMS President, Training Officer and RAA Liaison.
 - The provider will then either be requested to complete additional shifts or cleared as an on campus first responder.
 - When first cleared to respond providers will be given the UREMS 2 designation.
- **UREMS 1**
 - The UREMS 1 provider will act as the AIC. The provider will be recognized as such for the purpose of call reporting. The UREMS 1 will also act as the “crew chief.” It is the responsibility of the provider to ensure that any and all incidents during the duty shift are reported to the Chief of Operations.
 - In order to earn the UREMS 1 designation providers must complete additional precepting with RAA. To be eligible to begin precepting a provider must have a minimum of 1 semester (17 weeks) on-campus experience and have completed all requirements as specified in the Field Training Guide book. The provider must then seek the approval of the Chief of Operations and President to precept.
- All UREMS providers must ride a minimum of two twelve-hour shifts on an ambulance at a transport agency in the immediate area including but not limited to RAA or TVRS. Evidence of each shift must be given to the Chief of Operations.

Safety Procedures

Providers are expected to act in a manner that does not jeopardize their own well-being and take accountability for their actions.

- Insurance
 - Due to the duties incident to response it is necessary for the providers to possess health insurance. It is the sole responsibility for the provider to provide their insurance and act in the safest possible manner.
 - Providers that utilize personally owned vehicles must possess automobile insurance. It is the sole responsibility of the UREMS First-Responder to provide their insurance and to use their vehicle in accordance with state code and using due regard.

General Vehicle Requirements

- The UREMS vehicle shall only be operated by personnel who have been approved for driving after completion of the driver training program and approval by the Chief of Operations, Training Officer, and President. As well the provider must meet the following conditions:
 - Shall hold a current drivers license valid one of the fifty states.
 - Shall hold a certificate from the approved emergency vehicle driver training course EVOC.
 - Shall agree to operate the vehicle within all state, county, and city laws in addition to university guidelines
- The UREMS vehicle must remain the boundaries of campus. This includes all on-campus roads as well the roads that immediately surround the campus. Including but not limited to River Road, Boatwright Drive, Campus Drive, College Road.
- The UREMS vehicle is only permitted to travel off campus (outside of the above stated road) if the driver is given explicit permission by the Chief of Operations and or the President. At this time the driver must notify the RAA Communications Center that they will be “leaving campus and will notify upon return”. The provider will also notify their partner that they will be off campus.
- The vehicle must be driven in a safe manner at all times.
- No food or drink (other than water) is to be consumed within the vehicle.
- There shall be no “patrolling” in the vehicle. The provider(s) shall either be stationed at a particular place or en route to an approved location (Does not apply when conducting driver training).

Parking

The UREMS vehicle may be parked anywhere at anytime with the following exceptions:

- Under absolutely no circumstances shall the vehicle be parked in a handicapped parking space.
- Under absolutely no circumstances shall the vehicle be parked in a manner blocking traffic or creating a road hazard, except when unavoidable on the scene of an emergency.
- Providers should avoid parking in grassy areas unless absolutely necessary to reach a patient in an emergency.
- When parking the vehicle while making a response:
 - Consideration **MUST** be given to other incoming vehicles such as police and transport agency vehicles. Do not block their access to the scene.
 - Crew and patient safety shall be the most important factors in selecting an appropriate location.

Vehicle Response Type and Procedure

Due regard for the safety of the crew and others must continuously be exercised while driving the UREMS vehicle. Additionally, members should never operate a vehicle when they are too tired to do so safely or when taking medications with warnings against operating motor vehicles.

Non-Emergency Operations – anytime the UREMS truck is not on an assignment other than an emergency call shall be considered to be a non-emergency operation.

Non-Emergency Operation Procedures:

- All non-emergency operations will be made using headlights only – no visual or audible warning devices shall be used. During a non-emergency operation, an EMS vehicle shall be driven in a safe manner and is not authorized to use any emergency vehicle privileges as provided for in the Virginia State Vehicle and Traffic Law.

Emergency Operations – shall be limited to any emergency dispatched by URPD or Richmond Ambulance Authority.

Emergency Operation Procedures:

- EMS response vehicles do not have an absolute right of way; it is requested and cannot be taken forcefully.
- Only a Priority 1 dispatch permits the usage of emergency lights and sirens. Based on the provider's proximity to the call, time of day, and expected level of traffic it will be at his or her discretion whether or not to use such devices.
- During an emergency operation, where the usage of audible and visual warning devices are indicated, the provider must use the "all or nothing" method as per Virginia State Vehicle and Traffic Law. Meaning the provider must use lights and sirens **together** one cannot be operated without the other when moving.
- Any Priority 2 or greater response will **NOT** use audible or visual warning devices other than headlights.
- Providers are encouraged to leave their emergency lights on to "mark the scene" for the oncoming ambulance. Audible devices are not to be left on while the vehicle is parked.
- A UREMS vehicle shall be operated in accordance with state code.
- The vehicle must **ALWAYS** be operated with due regard to the safety of persons and property.

Driver's Responsibility

- Review, understand and follow all relevant Virginia State Traffic Laws regarding emergency vehicle operations.
- Walk around the vehicle to ensure no damages present. If any damage is found it must be reported to the Chief of Operations immediately.
- Report any and all warning lights, such as the “check engine light,” to the Chief of Operations immediately.
- No person, other than a UREMS first responder, URPD officer, or RAA employee, may ride in the vehicle unless pre-approved by Chief of Operations or the President
- Ensure that all doors the UREMS vehicle remain locked at all times except for when being attended to by:
 - UREMS First Responders
 - Public Safety Personnel
 - Other agency responders
- Ensure that the vehicles' fuel tank remains at least half full at all times. When approaching the ½ way mark the driver will notify the Chief of Operations or President who will bring out the “gas key” that unlocks the University fuel pump.
- Ensure that all persons are wearing seat belts
- Keeping the vehicle clean and ready to respond.
- Placement of the vehicle at all times.
- Appropriate usage of emergency warning devices (lights and sirens)
- Radio usage for city and county calls.
 - On a county call, the provider must notify dispatch that they are responding to a Henrico county call and then again when they are back in service. No other traffic necessary.
- Failure to properly execute any of the above-mentioned items will result in immediate disciplinary action.

Personal Vehicle

When providers have a personal vehicle registered with Parking Services, they may use their personal vehicle to respond to on campus emergencies. Providers must follow the follow protocol:

- **Providers shall follow all Virginia Traffic Laws while operating their vehicles during their entire shift, including during response to a medical emergency.**
- Providers shall ensure that their vehicles have adequate fuel to operate during their entire shift without the need for refueling.
- Providers shall maintain their vehicle in the closest available parking spot to their location during their entire shift.
- Providers may park in any space: faculty/staff, student, visitor, timed and no parking areas if necessary during their entire shift. Providers are not authorized to park in fire lanes, handicap spaces, reserved spaces, grassy areas or in such a way that they are creating a traffic hazard.
- Providers shall utilize their hazard lights and not create a traffic hazard while parking their vehicles during response to a medical emergency.

Notes on Vehicle Operations:

EMS emergency response vehicles must be operated in a manner that provides for due regard and the safety of all persons and property. Safe crew, bystander, and patient welfare shall always have priority over unnecessary speed or hazardous driving practices.

Traffic conditions should not affect the decision to respond in emergency mode. If stuck in traffic while operating in non-emergency mode, contact dispatch, advise of the situation, and ask to be notified if the patient's condition changes.

Off duty UREMS members may not respond to any incident on the University of Richmond campus except in the event of an MCI designated by incident command. Any driver of any UREMS vehicles must complete the Driver Training Program as outlined by the Chief of Operations.

Vehicle Accidents

In the event of an accident involving a UREMS vehicle, the driver will stop immediately and notify URPD. The vehicle operator will then notify RAA of the vehicle contact. A supervisor will be dispatched to the scene. The crew will then determine whether medical assistance is necessary for any party involved. If medical assistance is required and the crew can perform it without endangering their own well being, then they should administer care and request additional resources as needed. Should there be no medical injuries the UREMS 2 will continue to the originally dispatched call on foot and the UREMS 1 will stay with the vehicle.

The President and Chief of Operations must be notified immediately following the accident. If the accident occurs while en route to a call, URPD should be notified and another medical unit dispatched. Under no circumstances should the EMS truck leave the scene of an accident. Under no circumstances are any members of the involved crew to comment on the accident, or make statements about how UREMS or University of Richmond will respond. The President and Chief of Operations will decide how to proceed following the accident including requiring the driver to terminate his/her involvement in the shift, remove the vehicle from service, and any other actions deemed necessary. Should it be necessary the Chief of Operations should be notified of damage to the truck and should take the proper action to schedule repairs and/or an estimate of damage. The Chief of Operations will take pictures of the damages and maintain them for records. A police report must also be filed within 24 hours of the accident.