



# Boundary Volunteer Ambulance Service, Inc.

## Standard Operating Guidelines / Policy

### ***100-001R Emergency Vehicle Operation***

**Purpose:** To define the procedure to be followed during emergency operation of EMS vehicles in the Boundary Volunteer Ambulance System. The guideline/policy will explain when and how to operate a vehicle when responding to emergency and non emergency calls for service.

#### **Definitions(s):**

Code 1 – non emergency operation

Code 3 – response with lights and sirens

Passenger compartment – the “cab” of a vehicle.

Patient compartment – the rear section of an ambulance, where the cot is mounted and patient care occurs

Clearing an intersection – the process of reducing speed to the extent possible to fully stop prior to entering an intersection (including railroad crossings) in order to visually inspect all access to determine that vehicles, objects or pedestrians are fully yielding to the approaching emergency vehicle.

#### **Preparation:**

Seatbelts will be worn at all times when an EMS vehicle is in motion. (in the passenger compartment)

Seatbelts will be worn whenever feasible when an EMS vehicle is in motion. (in the patient compartment)

At no time will more passengers or patients be transported than there are seatbelts.

All loose equipment should be secure. (both passenger and patient compartments)

No one shall travel in the “pass through” or bulkhead area of an ambulance.

Children shall always be transported in an approved child safety seat as per SOC (Standard Occupational Classification).

Headlights or running lights will be “on” when an EMS vehicle is in motion.

All EMS vehicles shall have a routine inspection for burnt out lights at least monthly.

Personal vehicles shall not be operated with emergency lights or sirens.

Drivers of personal vehicles will obey all traffic laws including speed limits.

#### **Procedure:**

*During any mode of operation:*

Turn signals will be used.

The vehicle will clear the intersection at ALL railroad crossings before proceeding across.

Brake early.

Drivers will not answer cell phones, text or operate the radio unless absolutely needed.

*Code 1 operation:*

*See also BVA SOC.*

Code 1 operation will be utilized at all times unless there is a clearly defined imminent threat to life or limb (normal traffic, “BLS” and some “ILS” dispatches where there is no indication of a significant patient condition, Code Green or Yellow patient transports).

A siren will be used at any time that you are requesting the right of way as per Code 3 response.

EMS vehicles will pass on the left only. If there is absolutely no path for passing on the left, travel at minimum speed, do not use a siren and “check” each vehicle as you pass.

SOG - Effective Date: 03/11/2014. - Authorized \_\_\_\_\_

**Boundary Volunteer Ambulance Inc.**

PO Box 441, Bonners Ferry, ID 83805 - Phone: 208.267.0624 - [www.boundaryambulance.org](http://www.boundaryambulance.org)



## Boundary Volunteer Ambulance Service, Inc.

### Standard Operating Guidelines / Policy

Speed: When driving Code 3, you may drive 10 mph over the posted speed limit on secondary roads.

Maximum response speed will be reduced whenever road, traffic or weather conditions do not permit the safe operation of your emergency vehicle regardless of the posted speed limit.

During periods of inclement weather (wet, snow or icy conditions), the maximum response speed will (shall) not exceed the posted speed limit.

The maximum speed when proceeding through any uncontrolled intersection or green light should be no greater than the posted speed limit.

Do not exceed the speed limit in posted school zones.

Intersections: Response vehicles will clear the intersection before proceeding across ANY railroad crossing.

Response vehicles will clear the intersection before proceeding through any red light or stop sign.

Response vehicles will clear the intersection before proceeding through any controlled intersection.

Response vehicles will never pass a stopped school bus whose red lights are flashing and/or stop signal is activated.

#### *Staging on scene:*

Unless needed for traffic safety, turn off all but the “primary” flashers and parking lights on ambulances,

Turn off forward facing White lights.

#### **Training:**

All new personnel will attend driver orientation training and complete at least 5 “code 3” runs under the supervision of an approved preceptor.

All personnel will complete EVOC (Emergency Vehicle Operation Course) within 1 year of joining BVA.

All personnel will attend a yearly driving refresher course.

#### **Measurement:**

A copy of any incident or accident report regarding vehicle operation will be forwarded to the BVA training officer.

Spot checks can be utilized.

A video or car chip review of vehicle operation can be utilized, monitored by the BVA Vehicle Officer monthly, who will advise the training officer of any discrepancies.



# Boundary Volunteer Ambulance Service, Inc.

## Standard Operating Guidelines / Policy

### 100-002 Ambulance Backing

**Purpose:** To define the procedure of backing the ambulance safely.

**Definition(s):** Backer – the person driving the ambulance  
Spotter – person assigned by driver to assist with backing

#### Procedure:

##### Backing the Ambulance

1. Backing of the ambulance shall be avoided whenever possible. Where backing is unavoidable, a spotter or an assistant outside the vehicle shall be used.
2. In addition, a spotter shall be used when vehicles must negotiate forward runs with restrictive side clearances and where height clearances are uncertain. The purpose of the spotter is to expand the driver's sense for the right, left, front and rear space cushions.
3. Under circumstances where the ambulance is staffed by only the driver (e.g. all other personnel are inside the residence with the patient), the driver shall utilize any available emergency services personnel to act as spotters. Where no personnel are available to assist, the driver shall park the vehicle, get out, and make a complete survey of the space cushion around all four sides of the vehicle to determine if any obstructions are present before proceeding to back the ambulance.
4. Spotters are never permitted to ride the tailboard or running boards while the vehicle is in motion. The spotter shall be in a visible safe zone positioning him/her ten (10) to fifteen (15) feet at the left rear of the ambulance.
5. Driver shall roll the driver-side window down completely before backing in order to make visual and verbal contact with spotter.
6. The vehicle shall not be backed until the spotter is in position in the safe zone and has communicated his/her approval to begin backing by way of a hand signal, and voice, when possible. Spotters shall remain visible to the driver in the safe zone. ***Any time the driver loses sight of the spotter, the vehicle shall be stopped immediately*** until the spotter is again visible and the communication to continue backing is processed. This is definitely not a high-speed maneuver. It shall be done very slowly and cautiously.

##### Parking the Ambulance



## Boundary Volunteer Ambulance Service, Inc.

### Standard Operating Guidelines / Policy

1. Always park the ambulance in a hazard-free area to protect the crew, patient and the ambulance (e.g. at a motor vehicle accident pull past the accident, avoiding fuel spills, and park the vehicle off the road on the shoulder).
2. When parking to the driver's blind side a spotter shall be used.
3. When parking in a parking space or driveway, back into the parking area so that you have a safe and efficient exit.

#### General Rules for Drivers and Spotters

1. Never be in a rush when backing or parking!
2. Do not start to back or park when unsure of the area.
3. Do not put the ambulance into reverse gear until it has come to a complete stop.
4. When it is dark outside use the side and rear spotlights when backing to light the area.
5. If the vehicle has a backup alarm that can be disengaged, it shall always be in the "on" position before backing the vehicle.

#### Driver Responsibilities

1. Use a spotter if possible.
2. Bring unit to a complete stop.
3. Roll window down completely.
4. Make verbal and visual contact with spotter. If you cannot hear the spotter, don't back up.
5. Make sure the spotter is eight to ten feet to the left rear of the ambulance.
6. Be able to see the spotter in the left rear view mirror. If you can't see the spotter, don't back up.
7. Establish and maintain continuous eye-to-eye contact in the left rear view mirror at all times.
8. Drivers and spotters must have a thorough knowledge of the hand signals to be used.
9. Follow the hand signals of the spotter. Do not begin to back up until signaled to do so.

#### Spotter Responsibilities:

- a) Get out of the ambulance and survey the right side and rear area for obstacles that may damage the ambulance. Check overhead clearance.
- b) Place yourself eight to ten feet to the left rear of the ambulance.
- c) Make sure the driver can see and hear you.
- d) Be familiar with hand signals before allowing backing maneuver to begin.
- e) Maintain eye contact with driver at all times through the left side rear view mirror and direct the driver using approved hand signals.



## Boundary Volunteer Ambulance Service, Inc.

### Standard Operating Guidelines / Policy

#### Standard Signals for Spotters

1. Straight Back - One hand above the head with palm toward face, waving back; other hand at your side.
2. Turn - Both arms pointing the same direction with index fingers extended.
3. Stop - Both arms crossed with hands in fists. Be sure to reinforce the signal by yelling the stop order loud enough so the driver can hear.
4. Night Backing - Signals are the same. The spotter shall assure that the spotlights on the rear of the ambulance are turned on before allowing the vehicle to be backed. A flashlight, wand type is useful, maybe carried but at no time will it be directed towards the mirrors.



# Boundary Volunteer Ambulance Service, Inc.

## Standard Operating Guidelines / Policy

### 100-003 Staff Motor Vehicle Collisions

#### VEHICLE ACCIDENT REPORTING

**Purpose:**

The purpose of this guideline is to define procedures to be executed when a BVA employee is involved in an on-duty vehicle collision with a BVA vehicle, snowmobile, bicycle or ATV.

**Scope:**

All vehicle collisions shall be reported to the Chief and/or Shift Supervisor no matter how minor the injury and/or damage appears. This includes single vehicle collisions.

**Guidelines:****Contact Dispatch:**

- Advise them that you have been in an accident.
- Request a law enforcement officer be sent to your location.
- Request to be taken out of service.
- Advise dispatch to dispatch other units to respond to the call if enroute to a call.
- If you are transporting a patient, have the nearest EMS unit dispatched to transport. Use your best judgment on critical patient transfers to determine if continuing the transport is safe. Separate PCR's need to be completed if there is a change of personnel and both PCR's will need to be flagged for a QA review.
- Advise dispatch if there are any injuries; check all vehicles involved.
- The driver shall not operate BVA vehicles until the investigation is complete or authorization from the Chief is obtained. A chase car operator may continue to drive at the discretion of the shift supervisor or chief.
- Every effort shall be made to notify the owners of damaged property as soon as possible. This shall be done by the shift supervisor or their designee and not the vehicle operator.

**Scene Integrity:**

- Notify the Chief and Shift Supervisor immediately.
- Keep control of the scene.
- Do not leave the accident scene.
- If possible take or have pictures taken of the scene.
- Obtain names and contact numbers for all witnesses.
- Obtain a copy of the police report or the police report number.

SOG - Effective Date: 03/11/2014. - Authorized \_\_\_\_\_

**Boundary Volunteer Ambulance Inc.**

PO Box 441, Bonners Ferry, ID 83805 - Phone: 208.267.0624 - [www.boundaryambulance.org](http://www.boundaryambulance.org)



## Boundary Volunteer Ambulance Service, Inc.

### **Standard Operating Guidelines / Policy**

- Obtain information from others involved. (Name, address, telephone number, insurance information, etc.)
- A drug test must be performed at BCH directly after being released from the scene.
- Fill out proper accident form upon return to station.
- The supervisor shall review and/or investigate the accident within 72 hours and their findings shall be given to the Chief.
- The vehicle maintenance officer must be notified.



## Boundary Volunteer Ambulance Service, Inc.

### Standard Operating Guidelines / Policy

#### 100-004 Highway Scene Safety

##### **Purpose:**

###### *Vehicle Accidents*

The purpose of this Policy is to describe the required personal protective apparel to be worn by BVA members and placement of vehicles when working at an incident that places members and patients in or near moving traffic. Incidents such as vehicle collisions/injury crashes, extrications, fluid spills, dangerous conditions, and vehicle fires are typical situations where this policy is applicable.

##### **Scope:**

For incidents where exposure to the hazards of moving traffic are present for EMS department personnel working on foot, this department policy can be summarized in the statement "If your feet are on the street, your vest is on your chest." Conforming to this policy places the member in compliance with Federal law 23 CFR Part 634 and applicable provisions of the Federal Highway Administration's Manual on Uniform Traffic Devices (MUTCD).

The scene shall always be protected by a vehicle. We should never work exposed to oncoming traffic.

##### **Guidelines:**

###### *Appropriate Apparel*

Specifically, when the nature of the incident requires the member to work in or near Moving traffic, the following personal protective apparel shall be worn:

- ANSI 107-compliant Class II vest, Class III Highway Safety garment, or ANSI 207 Public Safety vest

If a member prefers to wear a non-compliant BVA coat due to inclement weather; i.e. rain, cold, etc, the ANSI highway safety vest must be donned over the coat. The new ANSI compliant, bright yellow coats may be used without a vest.

###### *Ambulance Placement*

Listed below are the benchmarks for Safe Parking of **ambulances and emergency vehicles** when operating in or near moving traffic. In most cases Fire department apparatus should be used to protect the scene. In rare cases an ambulance and/or chase-car can be used until other units arrive. Use of an ambulance is the last resort.

1. Always position first-arriving apparatus to protect the scene, patients, and emergency personnel.

SOG - Effective Date: 03/11/2014. - Authorized \_\_\_\_\_

**Boundary Volunteer Ambulance Inc.**

PO Box 441, Bonners Ferry, ID 83805 - Phone: 208.267.0624 - [www.boundaryambulance.org](http://www.boundaryambulance.org)





## Boundary Volunteer Ambulance Service, Inc.

### Standard Operating Guidelines / Policy

- a. Initial apparatus placement should provide a work area protected from traffic approaching in at least one direction.
  - b. Angle apparatus on the roadway with a “block to the left” or a “block to the right” to create a physical barrier between the crash scene and approaching traffic.
  - c. Allow apparatus placement to slow approaching motorists and redirect them around the scene.
  - d. Use other available apparatus to block at least one additional traffic lane more than that already obstructed by the crashed vehicles(s).
2. Positioning of large apparatus must create a safe parking area for EMS units and other vehicles. Operating personnel, equipment and patients should be kept within the “shadow” created by the blocking apparatus at all times.
  3. When blocking with apparatus to protect the emergency scene, establish a sufficient size work zone that includes all damaged vehicles, roadway debris, the patient triage and treatment area, the extrication work area, personnel and tool staging area and the ambulance loading zone.
  4. When the scene is already protected, loading ambulances should be positioned within the protected work area with their rear patient loading door area angled away from the nearest lanes of moving traffic.
  5. Command shall stage unneeded emergency vehicles off the roadway or return these units to service whenever possible.
  6. Personnel shall place cones and flares and retrieve cones while facing oncoming traffic.



# Boundary Volunteer Ambulance Service, Inc.

## Standard Operating Guidelines / Policy

### 200-001 Complaints Process

**Purpose:** To define the procedure to be followed when receiving a complaint from a citizen or outside agency in the BVA. This guideline/policy will explain how to document the complaint, relay information to the proper supervisors and to respond to the reporting party.

**Definition(s):**

Reporting party - the person, persons or entity that reports an incident

**Procedure:**

The form attached to this document shall be completed in total for each complaint received. Complaints are accepted by telephone, email, text message, fax, in person or in writing. Reporting parties are encouraged to identify themselves, but anonymous complaints are accepted.

The following are the steps:

- Obtain the information required for the complaint form
- Attach a copy of the complaint to an email and forward to the Deputy Chief and/or Chief.
- The Deputy Chief and/or Chief will be responsible for investigating each complaint. All operational or clinical complaints shall be assigned to the Deputy Chief. All administrative and human resource complaints shall be assigned to the Chief.
- All investigations will be completed and action plans, as necessary, will be commenced within 7 days of receipt by the Chief and/or Deputy Chief.
- All complaints will be categorized in the following manner
  - Driving complaints
  - Clinical/patient care complaints
  - Incident operations complaints
  - Privacy/HIPPA complaints
  - Inter-agency relations
  - On duty employee behavior
  - Off duty employee behavior
  - Billing/ collections complaints
  - ALL OTHERS
- Reporting parties shall be contacted with a resolution within 14 days of receipt.

**Measurement:**

A copy of each complaint form shall be recorded.



Boundary Volunteer Ambulance Service, Inc.

## Standard Operating Guidelines / Policy

### BVA COMPLAINT FORM

#### Reporting Party Information

FIRST NAME

CONTACT PHONE

LAST NAME

OTHER PHONE

ADDRESS LINE 1

ADDRESS LINE 2

CITY

ST

ZIP

Nature of complaint    Other

“Other” Explain here:

#### Incident Description

Complaint assigned to:

Chief

Investigation assigned to:

Chief

Date

Date

#### Incident Resolution

SOG - Effective Date: 03/11/2014. - Authorized \_\_\_\_\_

**Boundary Volunteer Ambulance Inc.**

PO Box 441, Bonners Ferry, ID 83805 - Phone: 208.267.0624 - [www.boundaryambulance.org](http://www.boundaryambulance.org)



## Boundary Volunteer Ambulance Service, Inc.

### Standard Operating Guidelines / Policy

#### 300-001 Promotions

The following procedure will be implemented for promotions within BVA

1) When a Vacancy in a rank occurs the Chief shall determine when the vacancy will be filled. If no tested candidates are available to fill a vacant rank, it will remain open until the next testing period that will be determined by the Chief. Vacancies will be announced by email at least two weeks prior to the start of the testing process.

##### 2) Eligibility

- a) Applicants may apply for next rank if the candidate successfully completes one year, including successful probationary period, at current rank during the 12 months covered by the promotion examination process. Applicant must complete one year in rank before being eligible for promotion
- b) Promotion list resulting from this test will be used for promotions for the next 12 months .
- c) Additional requirements for a particular job and rank may be required by the Chief and will be published in writing. In the event there is only a single applicant for a posted officer position, the Chief may choose to select that applicant without requiring a written test. Peer evaluations and interview boards will still be required.

##### 3) Written Test.

- a) Will include information from resources of Chiefs choice.
- b) Test will be graded on 100 point scale

##### 4) Performance Appraisal

- a) Most recent score on Performance Appraisal, based on 100 point scale

##### 5) Peer Evaluations

- a) Candidates will be evaluated by current active BVA members. EMT's on probation at the time of the evaluation will not participate in the evaluation. Candidate will not evaluate him/her self.
- b) Candidates will be evaluated on ten management/leadership characteristics by all of the active members with the exception of EMT's serving in a probationary status.
- c) Peer Evaluation results will be given to candidates and Interview Board prior to Interview. Candidates may be asked to answer questions concerning Peer Evaluation results.
- e) An overall score of less than 3 or higher than 7 on an item will require a written comment on the bottom of the form to justify the score. Failure to provide a written comment will not discount (eliminate) the score.

##### 6) Interview Board

- a) Evaluators may include Chief and Assistant Chief.

SOG - Effective Date: 03/11/2014. - Authorized \_\_\_\_\_

**Boundary Volunteer Ambulance Inc.**

PO Box 441, Bonners Ferry, ID 83805 - Phone: 208.267.0624 - [www.boundaryambulance.org](http://www.boundaryambulance.org)



## Boundary Volunteer Ambulance Service, Inc.

### Standard Operating Guidelines / Policy

b) Evaluations will be graded on a 100 point scale

- Written test 25%
- Interview Board 30%
- Resume 30%
- Performance Appraisal 10%
- Peer Evaluation 5%

7) Seniority based on total time in service shall be tiebreaker, if necessary.

8) The Chief will compile the ranking of candidates based on all of the criteria listed above. Test results will not be posted. All components of the test must be passed with a minimum of 70% to be eligible for promotion.

9) The Chief will discuss with the Deputy Chief and Captains the individual(s) to be promoted and shift assignments prior to the actual promotion.

10) Promotional results will be good for a period of one year (no new test will be given).



# Boundary Volunteer Ambulance Service, Inc.

## Standard Operating Guidelines / Policy

### 300-002 Background Checks

Purpose: To provide a procedure and control to ensure personnel hired and BVA members have a background appropriate to EMS work and to ensure existing staff/members continue to adhere to those standards.

#### PROCEDURE

#### BACKGROUND CHECKS

BVA shall perform all necessary background checks, including criminal history, child or elder abuse history, driving record and other required background checks prior to any service performed by a potential employee/member. Each employee/member must satisfactorily complete the background check process prior to performing any services independently. Personnel may work in a training status until the results of the background check is complete.

##### A. Criminal History Record

1. Each applicant for employment must provide information required for the necessary regional, state or federal criminal background check form. Each applicant shall also complete a background check authorization form.
2. BVA will submit the necessary federal or state background check form on behalf of each applicant to the relevant state or federal agency. BVA shall bear any cost of any background investigation after an offer of employment or membership is made. Any cost related to a background investigation prior to an offer of employment or membership is the responsibility of the candidate.

If a criminal history record check indicates that a potential employee/member has been convicted (including a plea of "no contest") of any crime that is relevant when considering employment or membership, he or she may not be eligible for employment or membership. Additionally, any employee or member who is later convicted of a crime may be subject to immediate termination of employment or membership. (Convictions for offenses will not necessarily preclude employment or membership, but will be considered in making employment/membership decisions based on the relevance of the conviction to the work performed.

3. Any applicant who does not cooperate with the criminal history records check process will not be considered for employment or membership.
4. In addition to cooperating with the background check, each applicant shall provide a list of all criminal convictions. Convictions will be considered

SOG - Effective Date: 03/11/2014. - Authorized \_\_\_\_\_

**Boundary Volunteer Ambulance Inc.**

PO Box 441, Bonners Ferry, ID 83805 - Phone: 208.267.0624 - [www.boundaryambulance.org](http://www.boundaryambulance.org)



## Boundary Volunteer Ambulance Service, Inc.

### Standard Operating Guidelines / Policy

based on factors that relate to suitability for employment or membership in the position applied for, including the type and severity of the crime and then the conviction occurred.

5. BVA may periodically request that additional criminal background checks occur throughout the term of employment or membership. Full cooperation with such periodic checks is expected and failure to cooperate will result in discipline.
6. All personnel have an ongoing obligation to disclose to BVA any arrests or convictions during their employment or membership. Personnel who fail to make such a disclosure will be subject to appropriate discipline up to and including termination.

#### B. Driving Record

1. At all times during employment or membership, personnel must meet the following criteria while operating BVA vehicles:
  - a. Must have a valid driver's license.
  - b. Must observe all traffic laws.
  - c. Must not be addicted to or under the influence of alcohol or drugs.
  - d. Must be free from physical or mental impairments (unless the impairment can be reasonably accommodated) that may adversely affect the person's ability to drive.
2. Individuals with a poor driving record may not be permitted to operate BVA vehicles, and in some cases, may not be considered for employment or membership. Each applicant is required to submit a copy of his/her driving record to BVA. Must have successfully completed Emergency Vehicle Operator's Course of instruction. (This is not a prerequisite for vehicle operator status; however, when a program is offered through BVA, all employees and members are required to attend.)
3. All members that drive BVA's vehicles will adhere to the requirements as listed in the VFIS Emergency Vehicle Driver Selection Criteria. See Appendix A.
4. Any changes in an employee's or members driving record (such as a conviction for speeding or any conviction of a traffic violation) must be reported to a supervisor immediately. Failure to do so may result in disciplinary action up to and including termination.

#### C. References

1. Applicants shall provide a list of references, including past employers. References shall not include family members and social friends.



Boundary Volunteer Ambulance Service, Inc.

## **Standard Operating Guidelines / Policy**

2. BVA may contact each named reference to confirm the qualifications, abilities or character of each applicant.
3. Any applicant who does not supply references will not be considered for employment or membership.





# Boundary Volunteer Ambulance Service, Inc.

## Standard Operating Guidelines / Policy

### 400-001 Daily Crew Expectations

**Purpose:** To define the daily expectations of on duty crew members

**Definition(s):** The daily duties refer to the daily 24 hour shifts starting at 0800 and ending at 0800 the following day 365 days per year. Shifts are completed in a 48/96 schedule where back-to-back 24 hour shifts are performed followed by four days (96 hours) off duty. These shifts are covered by full time staff with possible part time staff filling in for absences.

**Preparation:** To familiarize personnel with the requirements set out by BVA for 2 24-hour shifts. This SOG will serve as a guideline for matters concerning shift duties and responsibilities, as well as administrative matters.

**Procedure:**

**24 Hour Shifts: 0800-0800 7-days a week**

- Personnel shall report to prescheduled station for shifts. Personnel are required to be in uniform, ready to work by 0800 hours. On-coming personnel are not expected to handle calls prior to 0800, unless the oncoming personnel agree to replace one of the on-duty crew-members in such circumstances.
- In the event of an illness during the shift that requires the member to go home, the department member shall contact the Shift Captain or immediate supervisor prior to leaving the Station. In the event of an injury, follow BVA Policies and Procedures.
- Personnel who become ill prior to working a 24-hour shift shall notify the Duty Officer or immediate supervisor as soon as possible to the start of the shift so attempts can be made to find a replacement.
- Personnel may utilize available down time for the purpose of eating meals and performing various personal tasks while on duty. As emergency workers there is no expectation or guarantee of break or meal times every day. Personnel are expected to initiate and complete all duty related tasks before taking breaks. Under no circumstances are personal tasks to occur when there is any type of request pending to assist the public be it an emergency or non-emergency. In addition, personal activities shall cease immediately when such request are received and the task shall be completed without delay.
- Each crew member shall not take a BVA vehicle to any location other than those locations dictated by 911 calls and non-emergency transports without the express knowledge and approval of the shift officer or designee.
- Each crew member shall make every effort to remain in contact with dispatch and the duty supervisor at all times. It is known that parts of our response area may limit radio \ and cell phone reception making this difficult. While it is not a requirement that crew members carry their personal cell phones, we ask that if you use these devices for personal reasons on duty that you also use them to maintain contact when the radio does not function.



## Boundary Volunteer Ambulance Service, Inc.

### Standard Operating Guidelines / Policy

#### Shift Duties

A shift duties list shall be posted in each computer room. This list outlines the daily duties and responsibilities for personnel working shifts. An Officer may assign additional duties at any time. Some discretion for manipulating those duties is allowed upon approval of the Shift Captain or immediate supervisor. However, excluding extreme extenuating circumstances, call load shall not be acceptable for not completing assigned duties.

Shift duties shall be completed during the day as well as the evening. Upon completion of all assigned duties for the shift, personnel will be allowed to perform personal activities including but not limited to:

- Personal study
- Practice skills
- Physical training
- Perform community support activities
- Watch training videos/presentations
- Other duties as approved by the shift supervisor or designee

#### Training Requirements

The Training Officer shall provide training topics to assist personnel working 24-hour shifts in obtaining one hour of training during the 24-hour shift. The Training Officer or Chief needs to approve "out of department training" for members to receive credit for BVA's education criteria.

#### Business Hours

**0800-1700** shall be considered "Business Hours." During this time, personnel shall complete assigned duties, training, inspections, etc. Physical Training can take place during this time only if all other assigned duties, training, inspections, etc. have been completed. Personnel shall not wash personal vehicles during these hours.

**1700-0800** shall be considered "After Business Hours." During this time, personnel can complete physical training, utilize in-station entertainment media. If assigned duties and training were not completed during Business Hours, personnel shall need to complete them prior to the end of their shift. Only extreme extenuating circumstances shall allow personnel not to complete assigned tasks and duties. Such occurrences shall be evaluated on a case-by case basis. At no time will any crew member engage in an activity that interferes with their ability to promptly respond to an incident. Prior to the end of the shift, personnel shall assist in assuring apparatus and equipment used during the shift is cleaned and ready for the next call. Personnel shall be dressed in the appropriate uniform at the start of their shift. Station and ambulances are to be clean and neat, ready for the oncoming crews.

#### Other Items Not Specifically Referenced

Personnel shall refer to BVA Policies & Procedures Manual for any other items not addressed specifically in this SOG. Personnel shall be professional at all times. While this

SOG - Effective Date: 03/11/2014. - Authorized \_\_\_\_\_

**Boundary Volunteer Ambulance Inc.**

PO Box 441, Bonners Ferry, ID 83805 - Phone: 208.267.0624 - [www.boundaryambulance.org](http://www.boundaryambulance.org)



Boundary Volunteer Ambulance Service, Inc.

## Standard Operating Guidelines / Policy

is your "home away from home" it is not your house. Personnel are expected to clean up after themselves at all times. All of our actions while at this agency shall be professional. Personnel shall represent the agency in a positive manner at all times and in all of their actions.

### 400-002 Emergency Vehicle, Equipment & Personnel Readiness

**Purpose:** To formalize the daily process of ensuring this agency is fully ready to respond to requests for assistance from the public. We will ensure our vehicles, supplies, equipment and personnel are instantly ready for deployment.

**Definition(s):**

Vehicle check: The process of comparing vehicle contents, operation and appearance to a written check-list document.

SOG - Effective Date: 03/11/2014. - Authorized \_\_\_\_\_

**Boundary Volunteer Ambulance Inc.**

PO Box 441, Bonners Ferry, ID 83805 - Phone: 208.267.0624 - [www.boundaryambulance.org](http://www.boundaryambulance.org)



## Boundary Volunteer Ambulance Service, Inc.

### Standard Operating Guidelines / Policy

Check Sheet: A checklist unique to each unit that shows all the supplies and equipment required to be present, operating, unexpired in the correct storage locations. This list shall be filled out by a crew member or by the acting shift supervisor at the beginning of each shift. This form will be in the Run Book and will be scanned each month onto the shared drive under the folder: "Truck Check Forms" and filed under the vehicle number.

Turn out time: The amount of time from when an alarm sounds and the transport unit and/or chase car has wheels turning towards the call destination.

#### **TURN OUT TIME Procedure:**

Personnel may "acknowledge" receipt of tones by handheld radio but they are never to indicate a unit is responding until wheels have turned.

Non-emergency inter-facility transfers we will target 30 minutes for delivery of a ready crew to the local healthcare facility. It is understood that this time may vary depending on availability and location of off duty personnel.

#### **VEHICLE CHECK Procedure:**

Each ambulance and chase car assigned to each station shall be subject to a daily check to begin no later than 8:30am each day provided calls for public assistance are not pending or in progress. All crew members on duty are expected to actively participate unless assigned to another duty by an acting officer. All deficiencies must be rectified. Inability to rectify a deficiency must be reported to the acting shift supervisor who will determine if the ambulance or chase car is to be taken out of service. Out of service vehicles must have the hood up, the keys removed, and a clearly written note on the steering wheel. The daily check shall include the following:

- Fuel levels (after each run): transfer unit to be full, locally run units to be  $\frac{3}{4}$  full
- Engine operation
- Tire pressure and condition
- Emergency lights & siren operation
- Radio check
- Drug expirations (beginning of each month)
- Disposable equipment expirations (beginning of each month)
- Equipment, clean, operating and in correct storage location.
- Supplies accounted for and correctly stored
- Oxygen levels in portable and vehicle cylinders
- Cleanliness

Any disagreement on completeness or unwillingness to sign on the part of any crew member shall be brought to the duty officer for resolution and if necessary to a chief officer.



# Boundary Volunteer Ambulance Service, Inc.

## Standard Operating Guidelines / Policy

### 400-004 Guest Riders

Purpose: As an agency BVA is more than happy to show hospitality to the public. If someone desires to spend a day observing what we do, we will do our best to accommodate that request. This SOG draws distinct boundaries with the intent to look out for the best interest and safety of the crew and an observer.

#### Definition(s):

Guest rider- Anyone not employed by or a member of Boundary Volunteer Ambulance

Student- Anyone riding along for EMS ride time, such as for school requirements or employment.

#### Procedure for scheduling ride along's:

1. The person making the request will speak to the chief to schedule the day they wish to ride.
2. The request should be made at least one week in advance.
3. Riders are welcome from 1100 to 2100.
4. Only one rider is allowed at a time. Exceptions can be made at the discretion of the supervisor.
5. The rider will be assigned to a specific crew and ambulance. The crew is responsible for the safety and well being of the rider.
6. The rider must wear an ID badge and a safety vest at all times while on calls.
7. A waiver must be filled out by the rider or their guardian before they are allowed to ride along.
8. The rider is not allowed to be in any vehicle or restricted areas without a crew member.
9. If a rider or student's behavior is not appropriate, the crew supervisor may terminate the ride-along without notice. Unique conditions that may create an unsafe environment for a rider may result in a cancellation or early termination of a guests ride. A full report will be made available to the Chief as soon as possible.
10. A dress code will be required for guest riders: Long pants (if possible Navy blue / black slacks), plain t-shirt or polo if available, closed- toed shoes and a weather appropriate coat.
11. The rider is encouraged to eat with the crew. They will have to bring their own food or contribute to the money used to buy the food.
13. Students reports and evaluations must be complete before leaving shift.



# Boundary Volunteer Ambulance Service, Inc.

## Standard Operating Guidelines / Policy

### 400-005 Drug Testing

**Purpose:** It is imperative that we have control(s) in place that ensures that no provider (crew member or supervisor) is ever on duty under the influence of any substance that impairs performance mentally, physically or both.

**Definitions:**

**Drug:** Any substance, controlled, non-controlled, legal or illegal that has a deleterious effect on mental and/or physical performance. This includes alcohol, prescribed medication, non-prescribed controlled medication, certain over-the counter medications and all illegal substances.

**Reasonable suspicion:** The Chief or Supervisor shall determine the grounds, based upon behavioral and/or physiological observation that there is a high likelihood that a particular employee is under the influence of a drug or alcohol.

#### PROCEDURE

#### DRUG TESTING

- A. Regulating the use, possession, and testing for presence of alcohol and drugs shall be administered fairly and consistently to all employees.
  
- B. Pre-employment or membership screening shall be performed. All applicants will be requested to sign an authorization and release agreeing to submit to a drug screen. Applicants who refuse to sign the authorization or to submit to a drug screen will not be considered for employment or membership.
  
- C. Post- accident testing of personnel is mandatory after any accident resulting in physical injury or property damage. "Reasonable suspicion" testing of personnel will occur at the discretion of the Chief or Supervisor. The employee must report to their assigned facility for testing immediately upon receipt of written notification to test.
  
- D. Employees may be required to submit to drug testing under the following circumstances:
  - 1. When state or federal regulations require such testing
  - 2 . When BVA has reasonable suspicion of on-the-job impairment or intoxication.
  - 3. When it is determined that controlled substances under the direct or indirect control of the employee, members or patients are missing. When narcotics are found to be missing all persons with access to the drugs may be required to submit to a urine or hair test.
  - 4. When an employee has been referred to a treatment program for alcohol and/or drug abuse, the employee shall be subject to random testing for one (1) year after he or she has returned to work. Employees will also be required to furnish BVA with a copy of the treatment facility's prescribed after care program and proper verification of the employee's compliance with the after care program or revisions thereto.

SOG - Effective Date: 03/11/2014. - Authorized \_\_\_\_\_

**Boundary Volunteer Ambulance Inc.**

PO Box 441, Bonners Ferry, ID 83805 - Phone: 208.267.0624 - [www.boundaryambulance.org](http://www.boundaryambulance.org)



## Boundary Volunteer Ambulance Service, Inc.

### Standard Operating Guidelines / Policy

1. Following a motor vehicle accident resulting in property damage or injury however minor, in which the staff member was the operator of the vehicle.
  
- E. Employees or members who are required to submit to drug testing shall be informed of the reason for such testing. In the case of "reasonable suspicion" testing, the employee/member shall be given a copy of the written order from the supervisor(s) involved or chief, including documentation of the specific objective facts constituting "reasonable suspicion" in accordance with this Policy. The employee/member will be requested to sign an acknowledgment that testing has been requested and that he or she consents to such testing.
- F. Employees or members who refuse to sign a requested testing agreement or who refuse to submit to testing after signing the agreement shall be immediately suspended, and an investigation shall occur to determine whether the refusal was reasonable. If the refusal is found to be unreasonable, it will be treated as an intentional violation of this Policy, and may lead to discipline, up to and including termination.
- G. Testing procedures shall conform to accepted practices, and BVA may utilize an outside or contracted person or organization for this purpose.
- H. Test results:
  1. Shall be communicated to the BVA chief or Supervisor
  2. Copies of all documents including test results, computer printouts, graphs, interpretations and chain of custody forms may be given to the employee/member at the discretion of management upon written request.
  2. Any employee/member who, as a result of testing, is found to have above the DOT legal limit of 0.02% alcohol or illegal drugs in his or her system will be considered in violation of this Policy and incident will be reviewed by Chief/supervisor.
  3. All records and information obtained by BVA regarding drug testing, requests for testing, the test results, and treatment of personnel for chemical dependency will be confidentially maintained by the Chief or Supervisor, and will be used in accordance with the law. Test results will be shared with designated management personnel or others on a "need to know" basis only.
- I. Test subject may be escorted by approved BVA representative to the test site.



# Boundary Volunteer Ambulance Service, Inc.

## Standard Operating Guidelines / Policy

### 400-006R1 Cellular Phone and Mobile Data Computer (MDC) Use

Purpose: To regulate the use of personal and department cell phone and Mobile data Computer (MDC) use.

#### PROCEDURE

#### CELLULAR PHONE USE

Cellular phone use and use of personal digital assistants (PDA's) while on duty shall be limited to the following:

1. Personal cellular telephones are permitted to be carried while on duty, but must be placed on silent mode, and allow voice mail to answer the call. Messages may be checked on "down time" when not actively involved on a call or performing work duties. Cell phones may be use at any time when it involves conducting official business appropriate to the given situation.
2. Cellular phones may be used during your down-time for personal purposes, but conversations should be kept to a minimum, and never be cause for delay in responding to a patient or beginning an assignment.
3. **While operating a BVA vehicle, an employee shall not, under any circumstances, send text messages, check electronic mail, operate applications or operate a cell phone in a manner other than to make and receive phone calls. Making and receiving phone calls shall be consistent with state or local laws or ordinances that relates to the use of cell phones while operating motor vehicles.**
4. Employees are prohibited from using personal cellular telephones or PDA's for personal reasons between the dispatch of a call and the time that the call is cleared. This is to prevent any distractions while engaged in patient care, and to avoid any possible interference with equipment that may occur based upon the cellular activity.
5. We request that if you carry a personal cell phone, that we be allowed to contact you on it while you are on duty. There is no requirement that you do so.

#### A. BVA Issued Cellular Phones

1. BVA issued cellular phones or PDA's shall be used primarily for BVA business, including, but not limited to, making contact with dispatch, medical control, or a receiving hospital. Use of the cell phone for personal calls is discouraged, but not prohibited.
2. **Employees in two person vehicles will not utilize a cellular telephone or PDA while driving. If cellular or PDA communication is necessary, the passenger should handle the telephone.**
3. Personnel working aboard one-person vehicles will minimize the use of BVA issued cell phones while operating department vehicles.
4. BVA issued cell phones shall be surrendered to the investigating officer or designee in the case of a vehicle accident collision involving the employee while

SOG - Effective Date: 03/11/2014. - Authorized \_\_\_\_\_

**Boundary Volunteer Ambulance Inc.**

PO Box 441, Bonners Ferry, ID 83805 - Phone: 208.267.0624 - [www.boundaryambulance.org](http://www.boundaryambulance.org)





## Boundary Volunteer Ambulance Service, Inc.

### Standard Operating Guidelines / Policy

operating a BVA vehicle. The investigating officer or designee shall inspect the device to determine if the operation of the phone may have contributed to the accident. Deletion or erasing of potential evidence shall be considered a serious integrity violation that may result in termination of employment.

#### MOBILE DATA COMPUTER USE

The mobile data computers are valuable response tools that contain a variety of critical information for responding to calls. They should be used following these guidelines:

1. In two person vehicles the use of the MDC shall be restricted to the passenger and the screen should not be facing the driver.
2. In one person vehicles while driving
  - a. Typing anything while the vehicle is in motion is strictly prohibited.
  - b. Attempting to read the status update text while driving is prohibited
  - c. Looking at the map in the same manner one would utilize a GPS device is acceptable. Any attempt to study the map in a detailed manner (requiring more than a 1-2 second glance) shall not be done while the vehicle is in motion.
3. The MDC has a mechanism for sending messages to other units and members of 911-dispatch. Messages shall always be work-related and professional in nature. Note that all messages and call notes are public record.



# Boundary Volunteer Ambulance Service, Inc.

## Standard Operating Guidelines / Policy

### 400-008 Drug Free Workplace

Purpose: BVA is committed to programs that promote safety in the workplace, Employee/member health and well being and public confidence including a "Drug Free Workplace". Consistent with the spirit and intent of this commitment, BVA has developed a policy which complies with Public Law 100-690, Title V, Section 1515.

#### POLICY

BVA is committed to providing a safe work environment, fostering the well-being and health of its employees and members, encouraging programs that promote safety and public confidence. That commitment is jeopardized when any BVA employee/member illegally uses drugs on the job, comes to work under the influence of such, or possesses, distributes or sells drugs in the workplace.

1. It is a violation of BVA policy for any employee to possess, sell, trade, manufacture, transport, or offer for sale illegal drugs or otherwise engage in the illegal use of BVA policy for anyone to report to work under the influence of illegal drugs and/or alcohol.
2. It is a violation of the BVA policy for anyone to use prescription drugs illegally. (However, nothing in this policy precludes the appropriate use of legally prescribed medications.)
3. It is a violation of the BVA policy for anyone to bring drug paraphernalia as defined by Idaho Code onto BVA property at any time.
4. Violations of this policy are subject to disciplinary action up to and including termination.

#### PROCEDURE

1. It is the intent of BVA to establish a drug free work place for the safety and health of BVA employees and members, customers and the general public; to increase employees' productivity and work quality; and also to support the objectives of "Idaho Private Employer Alcohol and Drug Free Workplace Act", Idaho Code Section 712-1701, et, seq.
2. In keeping with BVA's commitment to provide a drug free work place for its employees/members, the Chief shall direct investigation and take remedial action whenever there is reason to believe that the unlawful manufacture, distribution, possession or use of an illegal substance and/or alcohol is present. Other persons such as contractors while performing duties for BVA who violate these prohibitions will not be allowed on BVA premises, and such violations may be grounds for a termination of their relationship or duties performed for BVA.
3. If a violation has taken place, disciplinary action against the offending BVA employee/member may follow. Appropriate disciplinary action may include termination. Any illegal substance that is found in the possession of an employee/member or on the premises will be turned over to the appropriate law enforcement agency and may result in criminal prosecution.
4. Employees will not be permitted to work with a detectable level of prohibited drugs in their system. The basis for determining "under the influence" and/or "detectable level" is, for the purposes of this policy, a positive test result for drugs and/or alcohol. A positive test for alcohol shall be a result of .02 alcohol content or more. Prohibited drugs include both illegal and legal substances, including alcohol or prescription

SOG - Effective Date: 03/11/2014. - Authorized \_\_\_\_\_

**Boundary Volunteer Ambulance Inc.**

PO Box 441, Bonners Ferry, ID 83805 - Phone: 208.267.0624 - [www.boundaryambulance.org](http://www.boundaryambulance.org)



## Boundary Volunteer Ambulance Service, Inc.

### Standard Operating Guidelines / Policy

drugs that have not been specifically prescribed by a licensed physician for specific treatment purposes of the employee/member. The restriction shall not apply to over the counter medications provided such medications do not prevent the employee/member from performing his/her duties.

5. All employees and members must notify their immediate supervisor or the Chief of any criminal drug statute violations or alcohol violations involving BVA employees or members occurring on or off work time. A report of a citation involving drugs or alcohol must be made to BVA within the same day of receiving the citation, unless unusual circumstances exist. In that case, the report must be made within 48 hours of the issued citation. If the employee is convicted of a violation of the same, he/she must notify his/her immediate supervisor or the Chief of the conviction no later than five (5) calendar days after the conviction. Employees or members who are convicted under any criminal drug or alcohol related statute for violation are subject to disciplinary action, up to and including suspension or termination of employment or membership. Refer to Drug testing guidelines and policy found under SOG 400-005 Drug testing.

#### CONFIDENTIALITY

BVA has a commitment to maintaining confidentiality of drug and alcohol testing information. All information, interview, reports, statements, memoranda or test results, written or otherwise, received through a substance abuse testing program shall be kept confidential and are intended to be used only for an employer's internal business use or in a proceeding related to the discharge of the employee/member. Laboratory, medical review officer, Occupational Health and BVA staff who receive or have access to information concerning test results shall keep the information confidential.



# Boundary Volunteer Ambulance Service, Inc.

## Standard Operating Guidelines / Policy

### 400-009 Purchasing, Vehicles, and Travel

Purpose: To regulate purchases of goods and services including using agency vehicles and business travel.

#### PURCHASING

- Personnel assigned to building maintenance, vehicle maintenance, office operations, radios, safety and training shall not be required to obtain approval for those expenses that are part of the ordinary course of operating the agency. The intent is to allow these employees to purchase those items and services that have been specifically planned for in the current year's budget.
- Personnel as described above may purchase goods and services not already included in the budget without approval up to \$100 per month.
- All other expenses must be approved by the Chief. The Chief shall be e-mailed an "EXPENSE REQUEST" form. The Chief will approve, deny or hold the request.

#### VEHICLES

- Emergency response vehicles are issued to the Chief or Supervisor for the purpose of emergency response 24 hours a day, 7 days per week. These vehicles may be driven within the response area (Boundary County) for personal reasons with the expectation that the operator is prepared for emergency response at any time. Fuel and maintenance will be paid by BVA.
- Under certain circumstances crew members may be assigned an emergency response vehicle to take home for the purpose of their on-call response. These vehicles may be driven within the response area (Boundary County) for personal reasons with the expectation that the operator is prepared for emergency response at any time. Fuel and maintenance will be paid by BVA.

#### TRAVEL

All travel expenses, including anticipated expenses must be approved, in advance, by the Chief within the following guidelines:

- Pre-approved use of personal vehicles will be reimbursed at the current business mileage rate as published by the Internal Revenue Service.
- Air travel expenses shall be the lowest available fare that is reasonably convenient to the traveler(s).
- Rental car expenses shall be avoided whenever possible by utilizing hotel shuttles and close proximity of meeting places to the hotel. In the event that a rental car is required it will be the lowest cost class of vehicle.
- Arrangements for direct billing by the hotel shall be attempted prior to using the BVA credit card. Allow for at least two weeks to establish credit with the hotel.
- Reimbursement for meals will be at the per diem rate as published by the General Services Administration for meals and incidental expenses unless pre-approved by the Chief. <http://www.gsa.gov/portal/category/100120>
- All reimbursed expenses shall require a receipt and a properly filled out Excel Travel Form. The form is available at the BVA office.

SOG - Effective Date: 03/11/2014. - Authorized \_\_\_\_\_

**Boundary Volunteer Ambulance Inc.**

PO Box 441, Bonners Ferry, ID 83805 - Phone: 208.267.0624 - [www.boundaryambulance.org](http://www.boundaryambulance.org)