

Big Tree Volunteer Fire Company, Inc.

Standard Operating Guideline

Responding To EMS Calls

Revised May 31, 2002

PURPOSE:

In order to ensure a timely and organized responses to EMS calls, it is important to have a guideline to follow. This guideline outlines the procedures to follow when responding to a request for first aid (EMS call). This guideline does not cover responses to Motorized Vehicle Crashes. Refer to the standard operating guideline entitled **Responding to Motorized Vehicle Crashes** for specifics regarding those types of responses.

POLICY:

Responding to the Hall

Upon receipt of a request for first aid, members shall respond to station 2 to staff the ambulance. Members shall dress appropriately for the weather conditions and shall wear their company EMS jumpsuit or turnout gear. Shorts, open-toe sandals, bathing suits, tank-tops, skirts, dresses and other such inappropriate clothing shall not be worn. When proceeding to the hall, members may utilize their blue light. However, since the blue light only requests courtesy of other drivers, members must obey all vehicle and traffic laws including speed limit, stop signs and traffic lights. Blue lights do not grant the user any special privileges or right-of-way. Members shall proceed safely but quickly to the hall.

Once at the hall, members shall park in an orderly manner and walk to the ambulance for a response. Running may result in injury if the member trips and falls. It is important to remember that member safety is paramount and supercedes the safety of the general public.

Responding in the Ambulance

Once at the hall, only qualified drivers may operate the ambulance unless otherwise directed to do so by an officer or chief. The ambulance shall not respond without a driver and non-probationary EMT unless directed to do so by an officer or chief. Whenever multiple people are available for a response, the senior most EMS provider (in terms of experience and level of care) shall man the ambulance. Other less senior members can round out the crew.

At no time shall a senior EMS provider be left behind or bumped off the crew by a provider with less experience or a lower level of care. When responding to the scene, the ambulance shall follow the response mode suggested by the dispatcher. This will either be cold (non-emergency; no lights and sirens) or hot (emergent; lights and sirens). The address shall be confirmed by the driver and directions obtained from the dispatcher if necessary. Once en-route to the call, the Town of Hamburg Dispatch Office shall be notified in order to record the time of response.

Once at the scene, the ambulance shall again notify the dispatch office of their arrival in order that the arrival time be recorded. The driver shall place the ambulance in an appropriate location and follow the vehicle placement orders of any officers or fire police members already on scene. Whenever it is required to back the ambulance up, the driver shall utilize the services of a spotter. Typically, the shot-gun (front seat passenger) shall assist the driver in backing up.

In addition to the response times listed previously, the ambulance crew shall contact the dispatch center when en-route to the hospital, upon arrival at the hospital, when returning from the hospital, and when back in service. All response times shall be recorded on the Patient Care Report (PCR) completed by the EMS provider. Additionally, these times shall be transferred to the sign-in sheet as outlined in the standard operating guideline entitled **Sign-in Procedures**.