



John Carroll University
Department of Emergency Medical Services

**STANDARD OPERATING PROCEDURES
REVISED**

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SECTION I:

Introduction



1. NOTES TO READER

In 2015, 13 years after the founding of the John Carroll University Department of Emergency Medical Services (JCU EMS), a comprehensive review of the Standard Operating Procedures (SOP) was undertaken. Having been written soon after the Department's founding in 2002, the SOP had not been updated since, and no longer accurately reflected certain aspects of the Department's operation. Thus, a focused effort was made to comb through the document to find where current practices and written procedures deviated, and then to decide in each case whether the document should be updated or practices changed. The result of this nearly year-long process is this set of revised Standard Operating Procedures.

As mentioned by Eric Beck, the Department's founder and first Chief, in his own notes retained below, the original Standard Operating Procedures were offered as "a solid foundation upon which the organization can grow." It is hoped that these revisions will build on the experience gained and lessons learned in the past decade since the Department's founding, in order to create a document that better reflects and encompasses the best practices in providing emergency medical care to the John Carroll campus community.

Respectfully submitted,

Spencer C. Furin, EMT-B
Chief, JCU EMS

Reader,

Please be advised that these standard operating procedures (SOPs) represent a significant effort to outline guidelines for the newly formed John Carroll University Emergency Medical Services (JCUEMS). JCUEMS is to be a department/division of Student Affairs that reports directly to the Vice President for Student Affairs and also to other applicable Student Affairs division/department heads (i.e. Campus Safety Services, Health Services).

These SOPs are the result of numerous interviews and consultations with both collegiate EMS personnel and their current SOPs. The National Collegiate EMS Foundation (www.ncemsf.org) was instrumental in supplying information regarding the SOPs of other collegiate EMS programs operating in the United States. This research drew upon the decades of operational experience that other collegiate EMS programs have already enjoyed.

In no way is this document complete. However, these SOPs should offer a solid foundation upon which the organization can grow.

Eric H. Beck, EMT-P, CCEMT-P
Chief of EMS, Ret.



2. INTENT AND PURPOSE

The John Carroll University Department of Emergency Medical Services Standard Operating Procedures (SOP) are guidelines that should be used by all JCU EMS personnel when responding and operating at the scene of an emergency incident while on duty. The goal of these procedures is to outline a structure for dealing with all incidents regardless of size and scope. It should be noted that there are uniform approaches to common incidents.

These procedures are not expected to encompass every situation that will be encountered. Situations where difficulties are encountered will be dealt with in a case by case basis through departmental notices, which shall be considered addenda to this document and treated as such. Departmentals will thus be added to this progressive document. The Departmentals section of the SOP will give an area for on-going, day-to-day, guidelines that are not otherwise categorized by the SOP.

These standard operating procedures provided a framework that can be adapted and applied universally to most incidents. In reality some scenarios will deviate from the norm, in such situations, prudent judgment and common sense should dictate the course of action. In general, the department expects these SOP's to be followed.



3. JCU EMS MISSION STATEMENT

To strive in all efforts to improve the health and safety of the John Carroll University campus through quality, caring pre-hospital emergency medical services, community education, staff training and development.



4. LEGAL COMPLIANCE

JCU EMS will comply in good faith, with all applicable local, state and federal laws (of University Heights, Ohio). Specifically, JCU EMS will comply with applicable provisions of Ohio Revised Code section 4765 and Ohio Administrative Code section 4765 whereas it pertains to the operations of JCU EMS as a volunteer, non-transporting, basic life support, emergency medical services organization. Where applicable, JCU EMS will follow rules adopted by the Division of Emergency Medical Services of the Ohio Department of Public Safety and the Ohio State Board of Pharmacy. The Medical Director of JCU EMS will provide advice and assistance in complying with all laws and rules governing the operations of JCU EMS.



5. FURTHER REVISIONS TO THESE STANDARD OPERATING PROCEDURES

It is understood that these Standard Operating Procedures are a living document and will more than likely need to be changed or updated throughout the Department's future. As such, the procedure outlined here describes how this document is to be amended.

Minor revisions and changes regarding the day-to-day operations of the Department may be issued under the executive authority of the Chief through the issuance of Departmental Notices. Such Notices shall serve as official addendum to this document.

Any member of the Department may contest a revision made by the Chief via Departmental Notice. In such cases, the Notice shall be presented to the Executive Board. The Executive Board shall either approve or deny the proposed revision with a simple majority vote. The Chief shall not vote in this decision. The Deputy Chief may vote only in order to break a tie.

Major revisions affecting multiple sections and/or resulting in a republication of the entire document shall be presented to the Executive Board for approval, following the same procedure as is outlined above. The suggested new edition of the Standard Operating Procedures will then be sent to the JCU EMS Advisor for approval and official adoption.

All revisions and/or changes to these Standard Operating Procedures shall consider the advice of the John Carroll University Office of Legal Affairs.



SECTION II:

Personnel



1. CHAIN OF COMMAND AND DUTY REQUIREMENTS

The Chain of Command for JCU EMS will follow the order of JCU EMS Advisor, Chief, Deputy Chief, EMS Supervisors (Shift Officer/Department Duty Manager), and finally Responder (EMT-P, EMT-I, EMT-B, EMR levels)

CHIEF

- Must be trained to at least the EMT-Basic level.
- Must meet all requirements and fulfill all duties of Shift Officer and Responder positions (listed below).
- Will work directly with John Carroll University Police Department (JCUPD) Liaison to oversee JCU EMS.
- Will work directly with Student Health and Wellness Center.
- Will work directly with University Heights Fire Department (UHFD).
- Will work with EMS Supervisors to ensure proper care can be provided in the most efficient manner.
- Maintains the right to appoint an acting Chief in his/her absence.
- Will oversee all functions of organization to ensure proper care to all patients.
- Will ensure all proper Department paperwork is in order, including annual renewal of licensure with the Ohio State Board of Pharmacy.
- Maintains the right to determine a responder's inability to function in JCU EMS.
- Is the responsible party for daily administrative and operation aspects of JCU EMS.
- Is selected according to the procedure outlined below for a term of one (1) year beginning in January.

DEPUTY CHIEF

- Must be trained to at least the EMT-Basic level.
- Must meet all requirements and fulfill all duties of Shift Officer and Responder positions (listed below).
- Will work directly with the Chief to oversee JCU EMS.
- Will maintain volume of paperwork as well as assume organizational duties for both departmental and Executive Board meetings.
- Is selected according to the procedure outlined below for a term of one (1) year beginning in January.

CAPTIAN (EXECUTIVE BOARD MEMBER)

- Must be trained to at least the EMR level, while EMT-B is preferable.
- Must meet all requirements and fulfill all duties of Responder position (listed below).
- Will work directly with the Chief and Deputy Chief to oversee JCU EMS.
- Will be appointed by Chief and Deputy Chief to position for a term of one (1) year beginning in January.



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- Will work directly with EMS Supervisors to ensure policy adherence and proper care to patients.
- Will act in the capacity of a Responder or Supervisor and must adhere to all rules applying to the Responder and the Supervisor while on duty.
- Can act as an acting chief only in the absence of the existing Chief, and only by request of the Chief.
- Is responsible for ensuring that all members of JCU EMS follow all medical direction and administrative direction laid out in the Standard Operating Procedures and protocols.
- Will be in charge of a specific subject area of Department administration (e.g. Membership, Training, PR/Communication, Scheduling, or Equipment) and must maintain appropriate records, documentation, and direction regarding all responders and functions in accordance with SOPs and protocols. Specific assignments and overall number of Captains to be determined by Chief and Deputy Chief.
- The Chief, Deputy Chief, and Captains of the Department shall collectively constitute the JCU EMS Executive Board.
- Will carry out any and all duties as assigned by the Chief.

SHIFT OFFICER

- Must be trained to at least the EMT-Basic level.
- Must meet all requirements and fulfill all duties of Responder position (listed below).
- Will work directly with the Chief to oversee JCU EMS.
- Will work directly with Captains to ensure policy adherence and proper care to patients.
- Will work directly with Responders as a shift supervisor.
- Will supervise shifts during the week and is in charge of all patient care, documentation, and problems and concerns while on duty.
- Is responsible for determining if transport by UHFD is necessary and requesting UHFD backup if indicated.
- Will act in the capacity of a Responder and Supervisor and must adhere to all rules applying to the Responder and the Supervisor while on duty.
- Is responsible for ensuring that all members of JCU EMS follow all medical direction and administrative direction laid out in the Standard Operating Procedures and protocols.
- Will carry out any and all duties assigned by Chief, Deputy Chief, and/or Captains.

RESPONDER¹

- Must have completed the proper training and State of Ohio certification at the EMR, EMT-B, EMT-I, or EMT-P levels. Must work a minimum of one shift per week for a minimum of two semesters.
- Will be on call with at least a shift supervisor.
- Must follow all medical direction as laid out in protocols.

¹ Throughout this document, the term “Responder,” when written with a capital “R,” indicates the position in the Department with no supervisory responsibilities. When written with a lowercase “r,” “responder” is used as a generic term to describe any member of JCU EMS.



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- Must follow all administrative Standard Operating Procedures.
- Is responsible for ensuring that all calls are properly documented.
- Must report to shift supervisor in case of problems or concerns.
- Must respond to all calls during his or her shift while on call and is responsible for all equipment taken to the call.
- Must be properly relieved by University Heights Fire Department. UHFD and the Shift Officer will determine when student Responders may clear the scene.
- Will carry out any and all duties assigned by EMS Supervisor, Captain, Deputy Chief, or Chief.

RESPONDER IN TRAINING (RIT)/RIDE-ALONG

- Non state-certified individual assists with administrative duties as well as equipment movement and communication.
- May aid with distribution of supplies and documentation purposes.
- Must be active in an EMR/EMT class.
- May only be “extra” on shift that already has State of Ohio certified practitioners scheduled.
- Not considered able to provide care.

DEPARTMENT RANK STRUCTURE

The Department Rank structure is listed below in order of descending seniority. Ranks shall be assigned to members of the Department according to the following:

- Chief – selected for a term of one (1) year according to process outlined below.
- Deputy Chief – selected for a term of one (1) year according to the process outlined below.
- Captain – member of the Executive Board, appointed for a term of one (1) by the Chief and Deputy Chief.
- Lieutenant – beginning 6th or 7th semester of service with the Department. Former Chiefs and Deputy Chiefs will revert back to the rank of Lieutenant after their term is completed.
- Sergeant – beginning 4th or 5th semester of service with the Department. Former Captains will revert back to the rank of Sergeant after their term is completed.
- Responder First Class – beginning 2nd or 3rd semester of service with the Department.
- Probationary Responder – beginning 1st semester of service with the Department.



2. CHIEF AND DEPUTY CHIEF SELECTION PROCESS

The current Deputy Chief shall be responsible for coordinating the selection process, unless he or she is participating in the selection process as a candidate. In this case he or she shall appoint an impartial designee (preferably a graduating senior) to administer the selection process.

- The Chief and Deputy Chief shall inform the Department of the beginning of the selection process in the first week of October.
- Eligible responders wishing to apply for the positions shall submit two copies of a formal Letter of Intent, one addressed to the Chief and Deputy Chief of JCU EMS and one addressed to the Chief and Deputy Chief of JCUPD. This is to be received on or before the last general Department meeting in the month of October.
- Candidates shall present a brief (two minutes or less) speech to the entire Department at the last general meeting in the month of October.
- Candidates shall be responsible for contacting, coordinating, and completing interviews with the following persons before the end of November:
 - Chief of JCUPD
 - Deputy Chief of JCUPD
 - Director of the Student Health and Wellness Center
 - JCU EMS Medical Director
 - JCU EMS Executive Board
 - Two JCU EMS alumni (preferably former Chief and/or Deputy Chief, to be selected by current Deputy Chief)
- Candidates shall complete a written examination to prove competence as an EMT before the end of November.
- The final decision will be made at a meeting with the Chief and Deputy Chief of JCU EMS and the Chief and Deputy Chief of JCUPD. This decision will be made no less than five (5) days before the Department's end-of-semester banquet in December.
- Candidates shall be informed of the decision no less than three (3) days before the Department's end-of-semester banquet. Candidates are not to inform anyone of the results until they are made public.
- The decision will be publicly announced at the Department's end-of-semester banquet.



3. SUPERVISOR RESPONSIBILITIES

DEPARTMENT DUTY MANAGER (DDM)

- Arrive to open duty key lockbox.
- Obtain DDM key ring from JCUPD guard shack and DDM radio.
- Call in-service as 898.
- Maintain radio communication with Shift Officer and shift personnel.
- Respond at request of Shift Officer or at personal discretion to EMS calls.
- Respond and assume EMS command of a major incident (e.g. MCI) if senior to Shift Officer on duty.
- Check in with each Shift Officer during the course of the shift.
- Will handle disciplinary issues as they arise.
- Will approve amendments in minimum/maximum shift staffing.
- Will assist SO to fill shift in event of no call/no show.
- Will serve as departmental liaison to medical director during shift.
- Maintain departmental compliance with SOP and EMS protocols.
- Assure safety of all on-duty EMS staff.
- The DDM is a non-essential position and is eligible for elimination based on current Department staffing, as determined by the Chief and Deputy Chief.

SHIFT OFFICER (SO) – ON-DUTY SUPERVISOR

- Arrive to open Station.
- Obtain duty key ring.
- Obtain SO radio.
- Call in-service assuming 800.
- Conduct turn-over with out-going Supervisor.
- Conduct turn-over with out-going Responders as needed.
- Assure opening responsibilities are completed.
- Assure readiness of shift and resources.
- Assign EMS personnel to respond to calls.
- Assure appropriate paperwork and radio traffic is completed.
- Notify Chief, Deputy Chief, and/or DDM in event of personnel or department problem.
- Maintain departmental compliance with SOP and EMS protocols.
- Assure closing responsibilities are completed.
- Assure safety of all on-duty EMS staff.
- Will additionally assume all duties and responsibilities of the DDM when none is present.



4. RESPONDER QUALIFICATIONS AND ABILITIES REQUIREMENT

- Has obtained a high school diploma or GED and is at least 18 years of age.
- Is a current student, alumnae, or faculty member of John Carroll University.
- Possesses and maintains a valid Ohio Department of Public Safety, Division of Emergency Medical Services, First Responder, ~~or~~ EMT-Basic, or higher certification.
- Possesses and maintains a valid American Heart Association Basic Life Support for the Health Care Provider certification (or equivalent).
- Possesses and maintains a valid driver's license.
- Ability to communicate well in both verbal and written forms.
- Hears and listens well.
- Ability to lift, carry, balance, manipulate and operate tools, equipment, instruments, implements to the specifications, standards, etc., of the manufacturer or the JCU EMS Patient Care Protocols.
- Ability to interpret written, oral and diagnostic forms of instructions.
- Ability to use good judgment and remain calm in high stress situations.
- Ability to work effectively in a variety of environments, including the out of doors and areas with loud noise and a high volume of people.
- Ability to function effectively through an entire shift or assignment.
- Ability to calculate simple weight and volume ratios and read small print both under life threatening time restrictions.
- Ability to read and understand English language manuals, texts and maps.
- Ability to converse and comprehend English effectively.
- Accurately discern and interpret directions, signage, locations and landmarks.
- Ability to appropriately interview the patient, bystanders and witnesses.
- Ability to document in writing, all relevant information in a prescribed format.
- Good manual dexterity, with ability to handle tools, implements etc. in order to perform all tasks related to the duties of a JCU EMS Responder.
- Ability to walk, run, bend, stop and crawl on uneven terrain.
- Ability to withstand varied environmental conditions such as extreme heat, cold, moisture, dryness, etc.
- Ability to work in a low-lighted confined spaces and potentially hazardous environments.
- Must have proof of appropriate immunizations on file with Student Health and Wellness Center including the Hepatitis B Vaccination or appropriate wavier declining Hepatitis B Vaccination.



5. RESPONDER SKILLS REQUIREMENT

- Patient assessment, including physical examination and First Aid and Basic Life Support including airway management, ventilatory support, circulatory and shock management, clinical assessment, orthopedic care, medication administration, obstetrics, medical and trauma care and patient extrication and safety.
- Recognizes the need for special or additional assistance, including ACLS, ambulance transport, aero medical transport, patient extrication, rescue or other services.
- Acts in best interest of patient.
- Physician contact, patient transfer and referral, transfer of care and follow up.
- Telecommunications, radio communications and dispatch of resources.
- Information gathering, reporting and documentation according to established procedures.
- Inspection, inventory, maintenance, preventative maintenance and cleaning of facilities, work areas, scenes, supplies and equipment.
- Safety awareness and reporting.
- Understands and performs appropriately under emergency response plans, including disaster and Multiple Casualty Incident (MCI) operations and management.
- Infection control, biohazardous material identification, clean up and disposal.
- Basic identification of hazardous atmospheres, scenes, materials and incidents.
- Clerical duties may include filing, distribution, computer operations, typing and data entry.
- Understands, supports and follows Standard Operating Procedures and Patient Care Protocols. Attends mandatory meetings, training and education, etc.
- May assist other personnel with their duties.
- Must remain alert, helpful and courteous at all times.
- Promotes a professional environment.
- Performs other duties as assigned, ordered, needed or required.
- Maintains a positive attitude and reflects a positive image of JCU EMS throughout the campus.

NOTICE:

This position may be exposed to blood, body fluids, other potentially infectious materials and communicable diseases.



6. TRAINING REQUIREMENT

Before a responder may practice as a member of JCU EMS, he/she:

- Must have completed and passed official EMS course (EMR, EMT-B, EMT-I, or EMT-P level) and demonstrated proficiency in all testing and practical areas with respective instructor.
- Must have completed and passed appropriate National Registry of Emergency Medical Technician exam.
- Must have the appropriate, up-to-date Ohio Department of Public Safety, Division of Emergency Medical Services certifications on file in the JCU EMS office.
- Must have read, understood, and signed all protocol/SOP guidelines.
- Must have completed vital signs practice worksheet.
- Must have appropriate medical tests and immunizations up-to-date (or applicable waivers) prior to first day of operation.
- Has demonstrated proficiency in medical practicals and adherence to policy in accordance with NREMT, Medical Direction and JCU EMS guidelines.



7. POST-ORIENTATION REQUIREMENT

CONTINUING EDUCATION

- All JCU EMS responders are required to adhere to the Ohio Department of Public Safety, Division of Emergency Medical Services guidelines for continuing education requirements in order to maintain certification. Failure to comply will result in removal from program.
- In order for a JCU EMS responder to maintain position within the organization, he/she must successfully complete 8 hours of continuing education per academic school year (2 semesters). Failure to comply will result in removal from program.
- JCU EMS responders may obtain continuing education hours by attending state approved medical lectures and/or refresher courses.
- Any other forms of continuing education hours must be authorized by Training Officer and/or JCU EMS Chief.
- Any and all continuing education hours must be kept properly documented and verified by Training Officer. Upon furnishing of continuing education hours, a certificate of completion must accompany the hours claim, and a syllabus on lecture outline may be required upon request.

SEMESTER REQUIREMENT

- Each semester, each member of the JCU EMS organization must participate in at least one audited scenario.
- Days on which audits will be placed are under the discretion of the Quality Control Officer and/or the other supervisors.
- The scenario will be overseen by an evaluation staff consisting of the Quality Control Officer or his/her designee, and one Supervisor at the EMT-B level.
- Each responder should be audited as part of a two- or three-person team, consisting of the duty crew normally assigned to each shift if practical. The level of the scenario chosen should be in accordance with the level of care JCU EMS provides.
- The Quality Control Officer will create a scenario which he/she sees fit.
- Following the scenario, the audit team will constructively critique the performance of the duty crew.
- The audit team will fill-out an evaluation form and discuss the performance with the duty crew. The evaluation will then go the Quality Control Officer for verification and then the Chief for finalization.
- All evaluations will be kept in the Quality Control Officer's file and a copy in each responder's personal service file.
- Audits are simply meant to provide in-service training and evaluation of responders in this organization. This is not a testing scenario. The evaluations will only be seen by the Chief, Deputy Chief, Quality Control Officer, and members of the audit team for each scenario.



8. FITNESS FOR DUTY: JCU EMS DRUG & ALCOHOL POLICY

PURPOSE

Being members of JCU EMS we must maintain a strong commitment to provide a safe and efficient environment for members and patients alike. JCU EMS is a job that requires split second decision making that could ultimately affect the life and death of a patient. One of the major factors that could impair the judgment of a member would be the use of illegal drugs and alcohol. It is harmful to the member and could be extremely harmful and disruptive to patient care and normal operating procedures. Therefore, the lawful use of alcohol and the unlawful manufacturing, distribution, possession, or use of a controlled substance or alcohol is prohibited in the JCU EMS office, when a member is on duty, or when it will affect the member's ability to perform his/her duties. JCU EMS and John Carroll University reserves the right to take appropriate action to enforce this policy. In addition, it is expected that JCU EMS members abide by State of Ohio and federal laws concerning these issues.

Violations of this drug and alcohol policy can result in disciplinary action up to and including termination of membership.

DEFINITIONS

- *illegal drugs* means any controlled substance or drug, the sale, possession, or consumption of which is illegal. The term includes prescription drugs not legally obtained and prescription drugs not being used in a manner, combination, or quantity prescribed.
- *legal drugs* include prescription drugs and over-the-counter drugs which have been legally obtained and are being used in the manner, combination, or quantity for which they were prescribed or intended.
- *positive alcohol / drug test* means that the member has ingested a drug which causes the member's threshold level to be above the Federal Department of Health and Human Services (DHHS) guidelines. A member's blood alcohol level is in violation if above a .001. We have a zero tolerance policy.

POLICIES

- The use of alcohol is prohibited by any JCU EMS member while on duty or while performing JCU EMS business. Possession of open or closed containers or consumption of alcohol is prohibited in the JCU EMS office.
- The unlawful manufacture, distribution, dispensation, possession, or use of a controlled substances is prohibited.
- Except as provided below, use or being under the influence of any legal drug by any member while on-duty or while performing organization business is prohibited to the extent that such use or influence may affect the safety of the member, co-worker, patient, or the general public, the member's ability to function as an EMT, EMR or representative



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of JCU EMS. A member under the influence of a legal drug has an obligation to inquire about and determine whether the legal drug he or she is taking may or will affect his or her ability to safely and effectively perform prescribed duties as a duty crew member. If drug has a questionable effect on a member, he or she must get a letter from a physician as to the possible side effects. Judgment will be made by the Chief of JCU EMS.

- Off-duty possession or use of drugs and/or alcohol is also prohibited to the extent that such possession or use adversely relates to JCU EMS legitimate interests or to the ability of the member to efficiently and safely act as a duty crew member. In general, alcoholic beverages should not be consumed within eight (8) hours of taking duty.
- Any member who has observed or has personal knowledge that another member is under the influence, using, or possessing drugs or alcohol in violation of this policy must make a good faith report to the Director of JCUPD, JCU EMS Chief and/or the Shift Supervisor.



9. MEMBERSHIP PERSONAL RIGHTS AND RESPONSIBILITIES

MEMBER CONSENT

A member's consent to a medical examination and drug and alcohol testing is required as a condition of a membership and a member's refusal to consent may result in disciplinary action. Consent to a medical examination and testing includes a member's obligation to fully cooperate. Upon request, a member must promptly complete any required forms and releases and promptly provide a sample for testing.

DISCIPLINARY ACTION

Violations of the Membership Personal Rights and Responsibilities SOP shall result in immediate suspension of the violating member and initiation of judiciary process to be determined by the Chief of JCU EMS. Members shall remain on suspension until the results of the drug/alcohol test have been obtained.

STRESS/FATIGUE

In the event that any duty-crew member is under emotional or physical stress or is too fatigued to effectively perform his or her functions as a duty-crew member, the member should not take duty. This includes taking duty after long, or all-night, study sessions.

INJURIES IMPAIRING DUTIES

Any injury to a member of JCUE MS that could possibly impair his/her ability to function effectively and efficiently as a duty crew member shall render the member unable to take duty. The member may not return to duty without written permission following a physical examination from a physician. In the event of an injury that will render the member unable to work for an extended period of time, he/she should request an extended leave of absence from the Chief of JCU EMS.

ON DUTY CONDUCT

At all times while on-duty, while wearing a JCU EMS uniform, or while conducting JCU EMS business, all members should conduct themselves in a professional and responsible manner.

ON DUTY ATTENDANCE AT SOCIAL FUNCTIONS

Duty-crew members may attend any social function, as long as there is no possibility that the duty-crew member could be construed as drinking alcoholic beverages. Duty crew members are prohibited from attending parties where alcohol is the main focus of the function. At no time should a duty crew member be present when illegal substances are in use unless directly related to a call for service.

OFF DUTY CONDUCT

At no time should an off-duty member respond to a JCU EMS call unless specifically requested. If an off duty JCU EMS member happens upon a scene of a medical emergency he or she should contact JCUPD dispatch at x1234 to alert JCU EMS duty crew. Upon arrival of the duty crew,



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he or she may ask a member of the crew if any additional assistance is necessary. The off-duty member must be in a condition to act in the capacity requested. Off-duty members must be in compliance with the drug/alcohol policy of these protocols.



10. GRIEVANCE/DISCIPLINARY PROCEDURE

GROUND FOR DISCIPLINARY ACTION

Any violations of these SOP, insubordination, or any act of unprofessional behavior shall be grounds for disciplinary action. The Medical Director, Faculty Sponsor, or Chief in conjunction with JCU EMS Executive Board, may, on his/her own initiative, suspend a member, with cause, until a Judiciary Board can form and render a decision regarding further disciplinary action. This suspension shall only be a suspension from shifts. The member must be notified of the suspension verbally as soon as possible followed by a written notification within two (2) business days of the suspension.

FILING OF COMPLAINTS

Any member who wishes to file a complaint shall do so in writing to the Chief of JCU EMS. Upon receiving the complaint it must be brought forth to the necessary Supervisors. A full evaluation of the complaint will be completed and the necessary actions will be taken. If necessary a Judiciary Board will be formed to deal with the formal complaint.

FORMATION OF A JUDICIARY BOARD

Upon violation of published protocols, the Chief and Deputy Chief shall form a Judiciary Board to investigate the complaint and take appropriate actions. The Judiciary Board shall consist of three Supervisors, one EMT Responder and one EMR Responder. The Chief of JCU EMS shall preside over the Board and only vote in case of a tie. The Chief of JCU EMS will randomly select the Board and if no one volunteers, the Chief may appoint members at his/her discretion. No member of the original complaint shall be eligible to sit as a Board member. The Board will determine the form of the meeting at the next JCU EMS meeting and render a decision by the second general meeting thereafter.

DISCIPLINARY ACTION TAKEN BY THE JUDICIARY BOARD

It is the responsibility to the Judiciary Board to review this evaluation and to take one or more of the following actions:

- No action.
- Verbal reprimand.
- Written reprimand.
- Probation.
- Suspension.
- Dismissal.
- Other action deemed appropriate.
- NOTE: Violations of the JCU Handbook will be reported to the Office of Judicial Affairs. JCU reserves the right to take appropriate action.

The Judiciary Board will use a majority vote to decide upon appropriate disciplinary action. All votes will be confidential and not be published. The results of the investigation shall be presented to the membership at the next general meeting as deemed prudent by the Judiciary Board.



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RIGHT TO APPEAL

A member of JCU EMS who receives a disciplinary action has the option/right to appeal the Board's decision. It shall be heard by the active members of JCU EMS. It is the responsibility of the group to determine whether these are a valid basis for appeal and render one of the following decisions:

- Nullification of disciplinary action.
- Modification of disciplinary action.
- Endorsement of disciplinary action.
- Return the case to the Judiciary Board for further consideration.



11. PERSONAL SERVICE FILES

The Human Resources Officer will assemble and maintain a Personal Service File in Station 2 for each active responder in the Department. Personnel files will be retained for ten (10) years after a responder leaves the Department.

Each Personal Service File shall contain a copy of each of the following:

- Initial JCU EMS application.
- Captains' notes from Executive Board acceptance interview.
- Signed Responder in Training Agreement
- AHA BLS for Healthcare Providers CPR card.
- NREMT Certification card.
- State of Ohio Division of EMS Certification card.
- Signed Oath of Office.
- Signed Responder Volunteer Service Agreement.
- Signed Responder Confidentiality Agreement.
- Signed Responder Acknowledgement of Standard Operating Procedures.
- Certificates from any continuing education completed.
- Any Department awards or commendations.
- Any Notices of Disciplinary Action and subsequent Appeals.
- Any Attendance Reports.
- Letter of Intent for application as Chief (if applicable).

A Department responder has the right to view or copy any item in his or her Personal Service File. He or she may request a copy by contacting the Human Resources Officer.



SECTION III: Administration



1. SCHEDULING

Purpose: To assure a proper and timely response to the scene of any call received, and to allow for flexibility of scheduling to accommodate the busy schedules of our responders.

- While it is understood that shift structures will vary depending on various circumstances from semester to semester (e.g. number of active responders in the Department), the intent of the Department shall always be to provide as much coverage as is practically possible. At a minimum, shifts will run from 1700 to 2300 hours Sunday through Thursday, and from 1900 to 0700 hours Friday and Saturday nights.
 - Coverage times may and should be expanded if practically possible, but shifts shall not begin earlier than 1500 hours or end later than 0700 hours in order to accommodate the fact that responders are primarily students of the University.
 - The exact number of shifts per week and their duration shall be established by the Chief, Deputy Chief, and Scheduling Officer at the beginning of each semester.
- During these hours there will be a minimum of two responders on duty. These will include a minimum of one Supervisor and one EMT on duty unless there are extenuating circumstances whereas there would still be a minimum of two Responders on duty where at least one is an EMT.
- All Responders and the Shift Officer on duty are required to respond to a call. They are required to stay on the campus of John Carroll University. The DDM shall respond to calls at his or her discretion or at the request of the Shift Officer. He or she must stay within five (5) minutes' walking distance from the campus of John Carroll University.
- All responders must work a minimum of one shift per week. In addition, all responders will be required to take weekend night shifts on a rotating basis. The scheduling sheet will be filled out on a semester basis for all shifts.
- Requests for permanent shift changes during the semester must be received and cleared by the Scheduling Officer. Proper documentation of the change must be filled out completely and signed off by the same Scheduling Officer. A temporary shift trade request form must be filled out and signed by any Supervisor. The Responder trading shifts is in charge of informing the two affected Supervisors of the change. It is up to the Responder trading shifts to find a replacement.
- If a Responder does not report for duty at his or her scheduled time, it is the responsibility of the DDM (or Shift Officer if no DDM is on duty) to find a replacement and fill in for him or her until an appropriate replacement arrives.
- In cases where no suitable replacement can be found in a reasonable amount of time, the Shift Officer shall cancel the shift and inform the Chief and JCUPD dispatch.
- In cases of illness or inability to report due to unforeseen circumstances, the Supervisor for the shift must be notified at least one hour before duty. The person calling off should attempt to find a proper replacement but the Supervisor on duty is ultimately responsible for finding one.
- In the case of absence or lateness, the Supervisor on duty is responsible for seeking out the person in question or finding a replacement. The Supervisor then must fill out an attendance report detailing the nature of the attendance violation.



2. SUPPLIES AND EQUIPMENT

USE

- All supplies and equipment are to be used in a manner consistent with the responder's level of training and following all medical protocols set forth by the JCU EMS Medical Director.
- Each responder shall take a radio and equipment bag while on duty for a shift.

STORAGE

- All supplies and equipment will be stocked according to the most updated inventory checklist.
- At the end of the last shift of the day, all equipment bags will be returned to Station 1 and secured in the appropriate area. All O₂ tanks will be secured and turned OFF whenever not actively being used to deliver oxygen to a patient.

INVENTORY AND REPLACEMENT

- At the beginning of the first shift of each day, the on duty members will perform a detailed inventory of the content of their equipment bag and document this inventory using the provided check sheets.
- All supplies, equipment, and medications will be checked to ensure that adequate quantities are available, all equipment is available in a clean and proper working order and that no expiration dates have passed.
- All mechanical and electronic equipment, including oxygen delivery devices and the AED will be checked at the beginning of the first shift of each day to ensure working order. The status of this equipment and the remaining pressure in the oxygen tank shall be recorded in the shift log.
- Items not found or found to be expired and/or defective during the inventory must be restocked. If they are unable to be restocked, it must be noted on the log sheet.
- Expiration dates will be noted in the shift log during the bag inventory. All expired items will be discarded and replaced.
- Reusable equipment and supplies will be cleaned, disinfected, and restocked immediately following patient use.
- Items labeled with an expiration date consisting of only the month and year will be considered expired on the first day of the month (e.g. if expiration date is 02/02, the item is considered expired on 02/01/02).
- No other JCU EMS-owned equipment may be removed from the office without prior authorization from the on-duty Supervisor or the Equipment Officer, except in an emergency or for use on a call.

DRUG STORAGE AND RECORD KEEPING

- All dangerous drugs must be secured using provided tamper-evident locks with access limited to EMS personnel based on their certification status except for sealed, tamper-evident solutions labeled for irrigation use. All registrants shall provide effective and



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approved controls and procedures to deter and detect theft and diversion of dangerous drugs.

- Administration of dangerous drugs by an EMS responder is limited to the scope of practice, as determined by the State of Ohio Emergency Medical Services Board, for the individual's certification level and the protocols as established by the Medical Director or when the individual is acting within their certification level pursuant to direct prescriber's orders received over an active communication link.
- All dangerous drugs will be maintained in a clean and temperature-controlled environment.
- Any dangerous drug that reaches its expiration date is considered adulterated and must be separated from the active stock to prevent possible administration to patients.
- Any non-controlled dangerous drug that is outdated may be returned to the supplier where the drug was obtained or may be disposed of in the proper manner.
- Any controlled substance that is outdated may be returned to the supplier where the drug was obtained.
- Any loss or theft of dangerous drugs must be reported upon discovery, by telephone, to the Ohio State Board of Pharmacy, local law enforcement and, if controlled substances are involved, to the Drug Enforcement Administration. A report must be filed with the Ohio State Board of Pharmacy of any loss or theft of the vehicle or storage cabinets containing dangerous drugs used by the EMS organization.
- Any dangerous drugs showing evidence of damage or tampering shall be removed from stock and replaced immediately.

REPORTING PROBLEMS

- The Equipment Officer shall immediately be made aware of all equipment and supply problems if it is critical to the operation of the shift. This includes the inability to restock any piece of equipment due to lack of resources.
- All other problems will be noted in writing to the Equipment Officer.
- Unreturned equipment will be the financial responsibility of the member who received it, unless that member can show that the equipment was used or damaged accidentally in the performance of JCU EMS duties.
- All equipment issued to a member must be returned upon demand of the Equipment Officer, Chief, or on-duty Supervisor.
- The Equipment Officer shall govern all equipment replacements. Every equipment purchase will go through the Equipment Officer, Chief and/or the designated faculty advisor.

REFILLING OXYGEN TANKS

- It is the responsibility of the duty crew to notify the DDM each time oxygen gas is administered to a patient. The DDM, in conjunction with the Shift Officer, will inform the Equipment Officer, who then needs to:
 - Contact University Heights Fire Department (UHFD) and confirm going there to refill the tank. The Equipment Officer should then take the oxygen tank to the



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University Heights Fire Department and refill it, with help from one of the firefighters on duty. This should be done within two (2) business days if at all possible.

- If UHFD is busy and would prefer the tanks to be refilled at another time other arrangements will be made.
- At no time should two oxygen tanks be left empty.



3. CONSERVATION AND ECONOMICAL PRACTICES

All attempts should be made for each person to become more environmentally responsible by using the following guidelines.

- Protect the environment. Attempt to eradicate any action that has the potential to induce harm to the environment or work areas.
- Make sustainable use of renewable natural resources. Recycle where available by using appropriate containers.
- Limit the amount of waste produced.
- Dispose of waste into appropriate containers.
- Limit energy consumption. Turn off lights and appliances when not in use.
- Attempt to minimize health and safety risks in your work environment.
- Dispose of materials identified as hazardous or harmful to the environment by proper means.



4. UNIFORM

All JCU EMS responders must be properly clothed in the following manner while on duty:

- Button-up uniform shirt for day shifts (shifts ending on or before 2300 hours) or JCU EMS uniform t-shirt or sweatshirt for night shifts (shifts ending sometime the following morning, usually at 0700 hours).
 - The uniform shirt must have all buttons, with the exception of the collar button, buttoned; responders must have the shirt tucked in at all times.
 - White, navy blue, gray, and black are the only permissible shirt colors for underneath the uniform.
 - In the winter months, responders may wear a long sleeve shirt underneath their uniform shirt, provided it is white, navy blue, gray, or black with no visible markings.
- The pants must be dark blue BDU or EMT pants; white or any other colors are not permissible; shorts are not permitted.
- A black belt must be worn.
- Black sturdy shoes are required. Boots are recommended.
- Socks must be worn.
- A watch with easily-visible seconds display or hand must be worn.
- A pen must be carried at all times as part of the uniform.
- Approved outwear items are: JCU EMS sweatshirt, embroidered job shirt, or uniform coat.
 - Hats and/or gloves are permitted in winter months provided that they are in keeping with the professional appearance of the uniform and do not detract from the responder's ability to render quality patient care.

The DDM shall be permitted to wear the uniform modified as follows:

- Should be worn at all times while acting as DDM.
- The DDM may wear an EMS uniform t-shirt, sweatshirt, or job shirt as his or her outermost layer for both day and night shifts. The DDM may wear jeans instead of uniform pants.

The optional Dress Uniform may be worn at formal JCU EMS functions (such as the end-of-semester banquet) or when representing the Department in an official capacity. It shall consist of the following:

- Button-up uniform shirt.
- Navy blue dress or uniform pants.
- Solid color navy blue necktie.
- Black dress shoes.
- Black belt.
- Socks must be worn.



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Responders may request exceptions to these uniform guidelines for religious reasons, and reasonable accommodations shall be granted by the Chief and Deputy Chief so long as said accommodations still allow the responder to be clearly identified as an on-duty member of JCU EMS and do not inhibit the safety of the responder, his or her ability to render quality patient care, or the professional image of the Department.

The JCU EMS uniform is a privilege. It stands for our department and can instill confidence on-scene. Therefore, persons other than on-duty responders must not wear the uniform shirt.

The uniform must always be clean, neat and look presentable. We cannot be trusted if we look disheveled when we arrive for a call. In general, we want to present a tasteful and professional appearance



5. GROOMING STANDARDS AND PROFESSIONAL APPEARANCE

The following personal hygiene requirements must be met upon arriving for duty. The on-duty Supervisor has a right to not allow a Responder to work if he or she feels that the appearance is unprofessional.

- No excessive or offensive makeup.
- Jewelry must be minimized; no distracting jewelry (e.g. dangling earrings).
- Fingernails and skin must be well kept.
- Hair must be maintained in a position that does not interfere with patient care and/or present an image unbecoming to JCU EMS.
- Personal hygiene must be maintained.
- No overwhelming perfumes or lotions are to be worn or used on duty.
- Gum chewing is prohibited while interacting with patients or the public.
- Smoking and other tobacco products are not to be used while on duty.

The above list is a partial list. The Supervisor will enforce, apply and expand upon these standards at his or her discretion.



6. DOCUMENTATION AND PATIENT CARE REPORT MAINTENANCE

All patient care documentation (PCRs, treatment logs and releases) will be kept on file with JCU EMS.

Patient care documentation will be maintained in locked file cabinets in Station 2, accessible only to the Chief and in secure electronic form, locally stored on the PC in Station 1.

JCU EMS documentation and patient care report maintenance will be overseen by the Director of the JCU Student Health Center. It is to be understood that the JCU Student Health Center adheres to all local, state and federal laws regarding the storage and maintenance of patient care and medical documents.

Requests for patient care documentation can only be made in writing to JCU EMS. All documentation to be released to the patient and only to the patient, or his or her parent or legal guardian if a minor, upon request, must first be reviewed by the JCU EMS Medical Director for approval. The JCU EMS Chief will be responsible for overseeing these events.

JCUPD may also retain patient information for internal reporting purposes so long as the local, state and federal laws of patient confidentiality are not breached.



7. QUALITY ASSURANCE AND PERFORMANCE IMPROVEMENT

To assist in ensuring our EMS professionals provide the appropriate standard of patient care on a consistent basis, we have implemented a Quality Assurance and Performance Improvement Program. The program is designed to evaluate the patient care and documentation performed by our EMS providers. This is done through a retrospective review and analysis of patient care documentation.

All JCU EMS Patient Care Reports (PCR) and patient care documentation will be reviewed for accuracy, completeness and compliance with current patient care protocols and standards.

SHIFT SUPERVISOR CHART REVIEW

- Prior to the end of each shift, the Shift Supervisor shall review all PCR and other patient care documentation completed during his or her tour of duty for accuracy, completeness and compliance with current patient care protocols and standards. The documenter shall make any required changes to documentation prior to the end of the shift.
- The goal of all reviews will be performance improvement.

CHART REVIEW

- On a weekly basis or as necessary, the JCU EMS Chief shall complete a Chart Review for every incident. A weekly summary report (with confidential patient information withheld) shall be sent to the Chief, Deputy Chief, and Shift Supervisors of JCUPD and the Director of the Student Health and Wellness Center.
- Chart Reviews will also be performed by the JCU EMS Physician Medical Director at least once a semester. Incidents or PCRs that in the opinion of the JCU EMS Chief, Deputy Chief, and/or Quality Assurance Officer is worthy of review shall be forwarded to the Medical Director with all confidential information removed.
- The goal of all reviews is performance improvement.



SECTION IV:

Operations



1. GENERAL RESPONSE

JCU EMS will comply with all of John Carroll University Police Department (JCUPD) instructions (i.e. scene safety and emergency response). JCUPD will maintain the incident command, or overall authority, for an emergency on the JCU campus. JCU EMS will function under the command of JCUPD.

Medical aspects of the emergency are the responsibility of JCU EMS until relieved by UHFD. Under the ORC and OAC, the highest trained EMS provider has medical authority at the scene of an emergency. Non-medical personnel should not make medical decisions.

In the event of non-EMS personnel at the scene of the emergency (i.e. a bystander physician, a Student Health Center nurse, RN, or an athletic department athletic trainer, ATC) the JCU EMS Patient Care Protocols will be employed to determine the authority of the party in question. It is the hope of JCU EMS that all agencies involved in emergency care work together in the patient's best interest.

- In situations in which an unclear call is placed and the Office of Residence Life or JCUPD have requested JCU EMS personnel to assess the situation, JCU EMS shall determine if an ambulance needs to be called. If appropriate, JCU EMS will request that University Heights Fire Department be called.
- If an on-duty JCU EMS responder happens upon an emergency situation in which a call to JCUPD has not been made, the responder has the duty to inform JCUPD of the situation and assess the situation (per the medical protocols) and determine if a call to UHFD is in order.
- In the case of emergencies at special events where JCU EMS has a Special Events Crew on stand-by, responders will first assess the emergency situation (per the medical protocols), followed by making an informed decision on the necessity of requesting University Heights Fire Department. If needed, the request will be made to UHFD.
- In general, a request for outside response, namely University Heights Fire Department, in special situations like the ones outlined above, is channeled through the on-duty Supervisor and JCUPD dispatch unless an obviously life threatening situation exists.



2. SCOPE OF PRACTICE

No personnel shall function at a level or provide patient care above that for which they are certified by the State of Ohio, authorized by JCU EMS and the JCU EMS Medical Director.

Emergency Medical Responders will function according to the DOT National Standard Curriculum, the State of Ohio First Responder Protocol and Statutes, the JCU EMS Medical Direction Protocols and the on-line orders of Medical Control Physician.

EMT-Basics will function according to the DOT National Standard Curriculum, the State of Ohio EMT-Basic Protocol and Statutes, the JCU EMS Medical Direction Protocols and the on-line orders of a Medical Control Physician.

EMT-Intermediates will function according to the DOT National Standard Curriculum, the State of Ohio EMT-Intermediate Protocol and Statutes, the JCU EMS Medical Direction Protocols and the on-line orders of a Medical Control Physician.

EMT-Paramedics will function according to the DOT National Standard Curriculum, the State of Ohio EMT-Paramedic Protocol and Statutes, the JCU EMS Medical Direction Protocols and the on-line orders of a Medical Control Physician.

NOTICE:

JCU EMS is an emergency medical services organization providing non-transporting, basic life support, emergency medical services. JCU EMS personnel will provide only that level of patient care and treatment and perform only those procedures for which they are trained, certified and authorized.



3. ON AND OFF DUTY GUIDELINES

- Report for duty as scheduled, on time, in full uniform, fit for duty, unless formally excused from duty.
- Behavior appropriate of a John Carroll Student abiding by the rules of not only the university handbook, but also in a manner befitting a first responder.
- The use of alcohol, prescription medications causing impairment, and other intoxicants that decrease ability within 8 hours of the responders' scheduled shift will not be tolerated.
- Respond to all calls received in a timely and professional manner.
 - Duty crew responders must remain on the John Carroll University campus for the entirety of the shift.
 - Duty crew responders are permitted to sleep while on duty provided that they are able to still respond to calls in a timely and professional manner.
 - Duty crew responders may not shower, swim, use workout facilities, or participate in any other activities that would prevent them from responding to calls in a timely and professional manner while on duty.
- Be courteous, polite, and respectful of not only the Supervisor on duty, but also to fellow responders on duty.
- While on duty members should refrain from profane language, and inappropriate non-verbal communication.
- If conflict arises between Responders that they cannot resolve, see the on duty Supervisor.
- If conflict arises between a Responder and the on duty Supervisor seek outside guidance from either another Supervisor or the acting Chief.
- If conflict arises between Supervisors or Responders with the Chief seek outside guidance from the Director of JCUPD.
- Respect and cooperate with JCU Police Department, administration, faculty and staff.
- Render all necessary pre-hospital care and service at the scene of a call.
- Supervisors are in charge during the shifts they are scheduled to work; respect the Supervisor's decisions and cooperate with them along with the Responders on duty.
- All documents written while on duty need to be accurate to best of the responder's knowledge, intentional falsification of documents will result in appropriate disciplinary action.
- Respect and use properly all equipment issued on scheduled shifts. Non-JCU EMS personal should not come in contact with JCU EMS medical equipment unless assisting in a medical emergency and is directed by the responders on duty to do so.
- The responder's first responsibility is to the safety of themselves and their fellow responders. If a situation is not safe, members should not begin medical assistance until appropriate help arrives to control the scene.



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- EMS responders should be conscious of proper Body Substance Isolation (BSI) precautions at all times to protect themselves, along with proper disposal of such materials to protect bystanders as well.

OFF DUTY GUIDELINES

- JCUEMS members should conduct themselves in accordance with the John Carroll University handbook.
- EMS responders must be respectful in speaking about the department, and uphold its integrity.
- While wearing JCU EMS paraphernalia members should be particularly aware of their conduct in public situations.
- Members will not discuss patient information with the public, strictly adhering to and respecting the aspects of patient confidentiality and the JCU EMS Responder Confidentiality Agreement.
- Participation in illegal activity that JCU EMS is made aware of will be dealt with utilizing the necessary organizational action to protect the organization, its members, and the John Carroll Community.
- If a responder is found to be a danger to him or herself, a danger to others, or unstable JCU EMS will appropriately deem that member fit or unfit for duty at the organizations discretion. After further evaluation and possible treatment the member's participation in the organization can be re-assessed.
- JCU EMS understands that its members are students who have been granted the privilege of serving the university community as EMS providers. Violation of university policies, regardless of when such violations occur, may result in organizational action against a member, up to and including suspension from duty and or removal from JCU EMS. In such cases, JCU EMS will consider the gravity of an offense and its circumstances in light of the effects on JCU EMS's reputation and ability to provide appropriate services to the University community.



4. PUBLIC RELATIONS GUIDELINES

- If a public relation issue arises it should be brought to the attention of the EMS Supervisor on duty, or the Chief if no Supervisor is on duty.
- JCU EMS is an emergency medical service designed to help maintain the wellbeing of the John Carroll Community; as a general rule members will refrain from commentary to the media without authorization.
- Medical information or documentation should not be released to the media or any party without authorization.
- The use of the JCUEMS logo or name in a public relations setting or situation must be authorized by the Chief or Deputy Chief.
- Public relations inquiries should be directed through the chain of command:
Responder to Shift Supervisor
Shift Supervisor to Chief (and/or Director of JCUPD)
Chief to Director of JCUPD (and/or V.P. for Student Affairs).

NOTE:

- JCU EMS media inquiries will be directed through the chain of command to the JCU Media Relations. JCU EMS public speaking will be conducted only with the advice and authorization of the university's Public Affairs department. Authorization for all public relations scenarios will be granted by the JCU V.P. for Student Affairs (or his/her delegate).



5. RADIO AND COMMUNICATIONS PROTOCOL

The JCU EMS radios should be used only for JCU EMS radio chatter. EMS responders should reply to radio chatter in numerical order (e.g. 801 replies before 802, etc). The Shift Officer's running number is always 800. The DDM's running number is always 898. A Responder in Training's running number is always 899. Individual responders' running numbers shall be assigned at the beginning of each semester, starting with the Chief as 801, Deputy Chief as 802, and so on in order of descending rank. When multiple Department members occupy the same rank, they shall be assigned running numbers in alphabetical order by last name. The exception to this is the Executive Board, who shall be assigned running numbers according to specialty.

SIGNING ON: Shift Officer informs dispatch that JCU EMS is in service at the beginning of shift. Responders do not participate. To be performed at the beginning of every shift, even if relieving another on-duty crew. Communications shall adhere to the following format:

SO: 8XX to Base.

BASE: Go ahead.

SO: 8XX signing on, assuming 800.

RADIO CHECK: Ensures functional communication between dispatch and JCU EMS. To be performed once per shift, preferably between one (1) and two (2) hours from the start of shift. Communications shall adhere to the following format:

SO: 800 to Base, radio check.

BASE: You are loud and clear.

RESPONDER 1: 8XX, (current location), copy.

RESPONDER 2: 8XX, (current location), copy.

DDM: 898, (current location), copy.

RECEIVING A CALL: Dispatch informs JCU EMS duty crew of location and nature of call. Communications shall adhere to the following format:

BASE: Base to 800.

SO: 800, go ahead.

BASE: (brief description of location and nature of call)

SO: 800 units enroute to (location of call).

REPONDER 1: 8XX, enroute from (current location).

REPONDER 2: 8XX, enroute from (current location).

CLARIFICATION OF MESSAGE: Shift Officer or Responder did not copy all or part of original message, and is seeking clarification. Communications shall adhere to the following format:

SO/RESPONDER: 8XX to (recipient), could you repeat (X)?



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ARRIVAL ON SCENE: Informs dispatch that JCU EMS units have arrived at the location of the call. To be performed immediately upon arrival by the first responder on scene.

Communications shall adhere to the following format:

SO/RESPONDER: 800 units on scene.

BASE: Copy.

CLEARING THE SCENE: Informs dispatch that JCU EMS has returned to service and is available for another call. To be performed immediately after transfer of patient care or patient release, not to be delayed by transit to the station or report writing. Communications shall adhere to the following format:

SO/RESPONDER: 800 units clear scene.

BASE: Copy.

SIGNING OFF SHIFT: Shift Officer informs dispatch that JCU EMS is off duty for the day. Responders do not participate. To be performed only at the end of the last shift of the day. EMS duty crew is officially on call until the end of sign off. Communications shall adhere to the following format:

SO: 800 to Base.

BASE: Go ahead.

SO: 800 units signing off until (time of beginning of next shift).

BASE: Copy.

ENCOUNTERED EMERGENCY: EMS duty crew responder informs dispatch that he or she is in need of additional EMS response. Used when encountering a patient by a means other than standard dispatch through JCUPD. Communications shall adhere to the following format:

SO/RESPONDER: 8XX to Base.

BASE: Go ahead.

SO/RESPONDER: 8XX requesting additional 800 unit response to (location) for (call).

REQUESTING UHFD ASSISTANCE: Shift Officer requests transport or additional response from UHFD. Shift Officer will inform a JCUPD Officer on scene that transport will be needed. The JCUPD Officer will contact JCUPD dispatch, who will then contact UHFD dispatch to request a squad.

ON-LINE MEDICAL CONTROL: Shift Officer requests additional advice, instructions, or permissions from the JCU EMS Medical Director. Upon request, the DDM will attempt to contact Dr. Arnold Feltoon (JCU EMS Medical Director) through either voice or text message to his pager. If he does not respond within a reasonable time frame, the DDM will attempt to contact Dr. Feltoon via his cell phone. If he is still unreachable, the DDM will contact the South Pointe Hospital Emergency Department. All relevant phone numbers are to be kept in the Shift Officer's clipboard.

RA ATTENDANCE: Office of Residence Life Resident Assistants (RA) carry radios and operate on the same channel as JCU EMS. At approximately 2000 hours each night the Area



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Coordinator (AC) will conduct RA roll call. JCU EMS does not participate. Once roll call has begun, responders should refrain from transmitting on the radios, except in an emergency situation, until roll call is completed. Roll call will end with Base replying "Base copies."

TELEPHONE COMMUNICATIONS: Communications over telephone landline or cell phone, as opposed to the radio. If Base is unavailable or unresponsive to radio communications, the duty crew may contact dispatch at University extensions 1234 (for emergencies) or 4600 (for non-emergencies), or by outside phone at 216-397-1234 or 216-397-4600, respectively. Additionally, times required to be recorded on the Patient Care Report shall be written down by JCUPD dispatch during the course of the call. The Shift Officer will call dispatch from an EMS Station phone following the call to retrieve the times for the report.



6. CONFIDENTIALITY

- All information relating to JCU EMS, safety, incidents, occurrences, accidents, injuries, or illness, patient information and the like is strictly confidential.
- Patient information can only be released to other health care providers who are responsible for the provision of care to the patient, such as transporting EMS providers or Medical Control. Any other release or discussion of this information, except that which is otherwise authorized or allowed by law, may be cause for immediate termination.
- Media contacts and other requests for information must be directed to the Supervisor on duty and up the chain of command to the JCU EMS Chief.
- JCU EMS personnel are never permitted to make any comment or statement to the public or media without authorization by the JCU V.P. for Student Affairs (or his/her delegate).
- All JCU EMS responders are required to abide by the JCU EMS Responder Confidentiality Agreement.



APPENDIX A:
Forms for Initial Entry



RESPONDER IN TRAINING (RIT) ACKNOWLEDGEMENT OF AGREEMENT

This statement serves to clarify my role as a non-state practitioner and assisting in duties while an individual certified by the State of Ohio provides care. The delineation of Responder in Training (RIT) is given only to those actively engaged in an EMR/EMT class or those with certification pending.

As an RIT I understand that I may only fill the role of a third responder if my certification is pending, I have a current BLS card and comprehend BSI precautions. Furthermore, as an RIT I agree to abide by the rules, regulations, procedures, policies and standards presented in the John Carroll University Emergency Medical Services Standard Operating Procedures.

Signature

Printed Name

Student ID

Date



RESPONDER VOLUNTEER SERVICE AGREEMENT

I hereby commit to:

- Acquire proper training to become a duty-crew member of JCU EMS.
 - Emergency Medical Responder training.
 - Or Emergency Medical Technician-Basic training.
- Provide volunteer service a minimum of ~~two~~ one shift per week for a minimum of two semesters per level of certification earned² on a crew assigned by the Scheduling Officer, including nights, weekends, and partial holidays periods that the group is responsible for covering.
- Attend membership and continuing education meetings.
- Maintain EMS certification and complete all required skill drills.
- Comply with the bylaws of the organization, standard operating procedures, and our medical direction.
- Maintain patient confidentiality.

I understand membership is at-will, and may be terminated at any time with or without cause by the Executive Board, Chief of EMS, or Director of JCUPD. I understand that if I receive training as an EMR and/or EMT-B through JCU EMS and I am terminated from the department or chose to leave before fulfilling the aforementioned minimum requirements, I am responsible for reimbursing JCU EMS for the costs of EMR and/or EMT-B training. The Director of JCUPD maintains the right to withhold semester grades or transcripts for any Responder who does not fulfill reimbursing JCU EMS when in violation of this agreement.

Signature

Printed Name

Student ID

Date

² If an EMR later completes EMT-B training at the Department's expense, an additional two semester commitment is incurred.



RESPONDER CONFIDENTIALITY AGREEMENT

In the performance of your duties and responsibilities at John Carroll University Emergency Medical Services, you are expected to maintain and protect the confidentiality of patient information. Confidential patient information may be released only with the patient's written authorization, by court order, or otherwise mandated by law.

Confidential Patient Information includes but is not limited to:

- Patient name and other information obtained during history and examination.
- All patient condition and treatment information.
- All information obtained from bystanders or other parties regarding the patient.
- All forms of patient records.
- All information related to the emergency incident.
- All information about the disposition or personal characteristics of patients.

Any breach of your duty to maintain and protect the confidentiality of patient information, including the unauthorized release of confidential information to third parties, may subject you to disciplinary action including dismissal and/or other appropriate legal action.

I acknowledge receipt of, and agree to the terms of the John Carroll University Emergency Medical Services Responder Confidentiality Agreement.

Signature

Printed Name

Student ID

Date



RESPONDER ACKNOWLEDGMENT OF STANDARD OPERATING PROCEDURES

I acknowledge that I have received a copy of the John Carroll University Department of Emergency Medical Services (JCU EMS) Standard Operating Procedures manual and I acknowledge its content. I understand that I am responsible for reading, learning and understanding the entire contents of this manual. Furthermore, I agree to abide by the rules, regulations, procedures, policies and standards presented in this manual and those of the organization.

I understand that the information contained in this manual is proprietary and is owned in its entirety by JCU EMS. This manual is to be used exclusively by authorized JCU EMS personnel. This manual is not to be copied, distributed or displayed without the written consent of JCU EMS. The unauthorized use of this manual could result in criminal prosecution. Any non-authorized individual found in possession of this manual and its contents will be prosecuted to the fullest extent of the law.

Signature

Printed Name

Student ID

Date



JCU EMS OATH OF OFFICE (TEMPLATE)

I, _____, do solemnly swear or affirm that I will abide by the regulations and scope of practice established by the Ohio Department of Public Safety Division of Emergency Medical Services, the policies of John Carroll University, and the policies, procedures and directives of the John Carroll Department of Emergency Medical Services and that I will faithfully, honestly and impartially discharge my duties as **<Position>** of the Emergency Medical Services Department of John Carroll University, during the term of my appointment in said position.

Signature of **<Position>**

Sworn to before me and subscribed in my presence this **<Day>** day of **<Month>**, **<Year>**

<Name> – Chief of EMS

<Name> – Deputy Chief of EMS

<Name> – Chief of Police



APPENDIX B:
Forms for Everyday Use



PERMANENT SHIFT TRADE REQUEST FORM

Scheduled Responder: _____

Shift Days and Hours: _____

Scheduling Officer Approval: _____ Date: _____

Scheduled Responder: _____

Shift Days and Hours: _____

Scheduling Officer Approval: _____ Date: _____



TEMPORARY SHIFT TRADE REQUEST FORM

Scheduled Responder: _____

Shift Days and Hours: _____

Supervisor Approval: _____ Date: _____

Scheduled Responder: _____

Shift Days and Hours: _____

Supervisor Approval: _____ Date: _____



ATTENDANCE REPORT

Responder Name: _____

Date of Scheduled Shift: _____ Hours: _____

Late

Advanced Notice

No Notice

No Show

Less than one (1) hour Notice

Found Coverage

No Coverage Found

Comments: _____

Supervisor signature: _____ Date: _____



NOTICE OF DISCIPLINARY ACTION

Responder Name: _____ Date: _____

GENERAL REASON FOR DISCIPLINE
(Check all that apply)

Insubordination:	_____	Unsatisfactory Work Performance:	_____
Excessive Tardiness:	_____	Intoxication:	_____
Absenteeism:	_____	Violation of SOP:	_____
Other:	_____		

ACTION TAKEN
(Please initial instead of a check mark)

Warning: _____

Suspension: _____

 Number of Days: _____

 To Return to Duty On: _____

Termination: _____

SPECIFIC INCIDENT

Responder Signature: _____ Incident Supervisor: _____

Chief Review: _____ Director Review: _____

Date: _____



JCU EMS PATIENT CARE REPORT COPY REQUEST

An adult patient (patient who is at least 18 years old), a patient's Legal Guardian, or a minor patient's Parent may request a copy of their Patient Care Report. Upon completion of this form and upon approval, a copy of the report will be mailed to the address listed below within five business days.

PATIENT INFORMATION

_____ First Name	_____ MI	_____ Last Name
_____ Date of Birth		_____ Student ID Number
_____ Date of Incident		_____ Type of Incident (Describe Illness or Injury)

REQUEST FOR INFORMATION

_____ First Name	_____ MI	_____ Last Name		
Relationship to Patient:	Self	Parent	Legal Guardian	Other
_____ Mailing Address		_____ Daytime Phone Number		
_____ City		_____ State	_____ Zip Code	
_____ Signature (of patient)		_____ Date of Request		



APPENDIX C:

Additional Communications Guidelines



1. RULES AND REGULATIONS OF THE FEDERAL COMMUNICATION COMMISSION (FCC)

- It is unlawful to transmit superfluous signals, messages, or communications of any kind on the radio.
- It is unlawful to use profane, indecent or obscene language.
- It is unlawful to willingly permit radio apparatus to be damaged.
- It is unlawful to cause malicious interference with any other radio communications.
- It is unlawful to intercept and use or publish the contents of any radio message without the expressed written permission of the proper authorities in your department/organization.
- It is unlawful to make unnecessary or unidentified radio transmission.
- It is unlawful to transmit a call signal, letter, or numeral which has not been assigned to you, your station or car.
- It is unlawful to make an adjustments, repairs, or alterations whatsoever to your radio.
- It is unlawful to deny access to your radio equipment if a proper identified representative of the FCC asks to inspect it. The equipment must be made available for inspection at any reasonable hour.



2. COMMUNICATIONS PROWORDS

Prowords (Procedure words) are used to convey a specific meaning. They are used in standard phrases between radio operators to shorten and minimize transmissions.

BREAK – Stop current transmission and beginning new one to new individual. Listen closely to what follows.

DO YOU COPY? – Let me know that you have received and understood the last transmission.

COPY – I have received and understand your last transmission.

HOW DO YOU COPY? – This is a radio check meaning: How do you hear me, or what is my signal strength and readability?

CORRECTION – An error has been made. The correct version is as follows.

ALL UNITS – This message is for everyone on this channel.

REPEAT – Repeat all of your last transmission, or the portion indicated.

I REPEAT – I am repeating transmission, or portion indicated.

E.T.A. – Estimated time of arrival.

STAND BY – Listen, but do not transmit until directed to do so.

STANDING BY – I am listening and will wait for you to transmit again.

NEGATIVE – No.

AFFIRMATIVE – Yes.

A.Y.C. – At your convenience.

F.Y.I. – For your information.

U.T.L. – Unable to locate.