

Description: This SOP states the reasons for having standard operating procedures and the results they are intended to produce.

Scope:

Situation: Most events encountered in performing administrative and operational duties.

Intended Audience: All squad members.

Purposes: Establish and articulate standard courses of action in all aspects of squad administration and operation.

Explain the expectations and requirements of squad members.

Convey operational guidance to members to ensure safe and effective emergency response operations.

Ensure squad compliance with governing laws, regulations, and standards.

Policy: These procedures serve as guidelines for decision-making and action. They do not replace a member's thinking ability. They provide foundations on which a member is expected to build a favorable outcome based on his or her integrity, training, experience, and instincts. Members are expected to exercise judgment about the best way to implement a procedure in a situation to which it applies.

The SOPs augment rules and regulations established by the Commonwealth of Virginia and protocols, policies, and procedures of the Peninsulas EMS Council, Inc. If conflicts arise between the SOPs and these documents, the stipulations of these governing agencies shall apply, except as provided by specific exemptions and variances.

Procedures: All members shall be familiar with the standard operating procedures.

Members shall refer to the SOPs and other governing documents (see References below) as needed when questions arise about squad management and emergency operations.

Members shall have ready access to all documents that govern squad management and operations.

References: Bylaws of the Mid-County Volunteer Rescue Squad.

Rules & Regulations, Commonwealth of Virginia, Office of Emergency Medical Services.

Patient Care Protocols, Policies & Procedures, Peninsulas EMS Council, Inc.

Hampton Roads Regional Incident Response Protocols.

Description: This SOP describes the process for developing, adopting, and amending the Standard Operating Procedures.

Scope:

Situation: Development and ratification of new SOPs, development and ratification of revised SOPs.

Intended Audience: All squad members.

Purpose: Achieve consensus about policies and procedures.

Policy: All members are responsible for ensuring operating procedures that ensure the squad's continuous ability to meet its purpose. All members have the right (and obligation) to participate in the development and review process. Any member can initiate the process, whether to create a new procedure, improve an existing one, or delete an obsolete procedure.

According to the bylaws, the SOPs are to undergo an annual review.

- Procedures:**
1. A member has an idea for an SOP.
 2. The member presents the idea to the SOPs committee.
 3. The member and SOPs committee refine the idea into a draft document.
 4. The SOPs committee presents the draft to the membership at a regular monthly business meeting and a comment period begins.
 5. Discussion of the draft SOP occurs at the next business meeting. The comment period ends at the close of that meeting.
 6. The SOPs committee refines the draft SOP based on member comments.
 7. The SOPs committee presents the SOP for vote at the next business meeting.
 8. A simple majority vote of a quorum of members present (as defined in the Bylaws) ratifies the SOP.
 9. If a quorum is not present, the SOP is tabled until a meeting at which a quorum is present.

References: Bylaws of the Mid-County Volunteer Rescue Squad, Article V.

Description: This SOP outlines the command structure of the Mid-County Volunteer Rescue Squad.

Scope:

Situation: Information exchange, recommendations, problem reports, and resource requests pertaining to day-to-day squad business, emergency operations, incident response.

Intended Audience: All squad members.

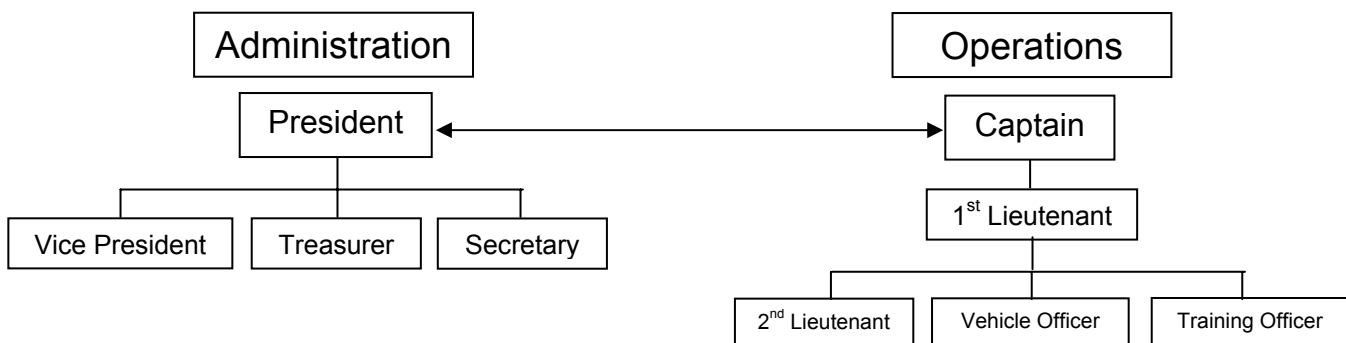
Purpose: Assist members in solving problems, acquiring resources, recommending improvements, and delivering high-quality emergency medical services.

Policy: Squad members must interact in a manner that contributes to the well-being of patients, citizens and visitors of Northumberland County, fellow squad members, hospital staff, and members of other EMS agencies, fire departments, and law enforcement agencies.

To that end, the command structure shown below shall guide members in communicating about problems, recommended solutions, resource requests, and other squad business directly with the responsible officer.

Procedures: The command structure implies efficiency rather than inflexibility. Communication directly with the responsible officer helps ensure that the person who has the knowledge and resources to address a matter is aware of it first-hand. No opportunity therefore exists for forgotten, mixed, or misinterpreted messages along the chain of command.

Officers who receive a communication for which they are not ultimately responsible are obligated to take certain action: either instruct the member to redirect the matter to the appropriate command, or agree with the member to handle the matter yourself with that command—and make absolutely certain to keep that agreement. Similarly, members who do not communicate through the appropriate command are obligated to see that the matter receives satisfactory follow-up.



References: Bylaws of the Mid-County Volunteer Rescue Squad
Job Descriptions (SOPs III.D.5)

Description: This SOP articulates the documents and procedures for keeping records related to membership participation requirements, operations inventory, vehicle status, and purchasing.

Scope:

Situations: Routine operations.

Intended Audience: All squad members.

Purpose: Inform members about forms and systems that help busy volunteers run the squad efficiently.

Policy: Systems exist for keeping track of what the squad does and the resources it consumes. Members must maintain these systems so that the squad can be well-informed, staffed, supplied, and in compliance with EMS laws, state regulations, and regional protocols.

All members have a responsibility to use the record keeping tools at their disposal. Officers are obligated to attend to the systems under their command and respond to the input that the systems provide.

Procedures: Squad record keeping consists of at least the forms and systems listed below. Refer to the SOP for each system for policies and procedures.

1. Duty Roster.
2. Vehicle Inspection.
3. Oxygen Inventory.
4. Supply List.
5. Purchasing.
6. Call Log.
7. Special Service Log.
8. Monthly Call and Special Services Report.
9. Fuel Purchase Documentation.
10. Vehicle Fuel Log.
11. Vehicle Operations & Maintenance Logs .
12. Member Files.
13. Meeting Minutes.
14. Equipment Inventory.
15. Operations Database.

References: Bylaws of the Mid-County Volunteer Rescue Squad.
SOPs, Section II.B.I, all sections.

Description: This SOP describes the format and intended use of the Mid-County duty roster.

Scope:

Situations: Compliance with membership requirements.

7-day, 24-hour staffing

Intended Audience: All squad members.

Purpose: Help members meet membership participation requirements for calls run and ensure compliance with state rules and regulations.

Policy: Mid-County membership requires members to fill a duty shift if they cannot fulfill their membership obligations in other ways as specified in the Bylaws. In addition, state rules and regulations require the squad to provide emergency medical services on demand, round the clock, seven days a week, 365 days a year. To meet these requirements, members should take advantage of the duty roster sign-up system. The system keeps members informed about staffing requirements and documents member participation for purposes of the biannual membership review.

Members can sign up for regular or flexible duty shifts consisting of 12 hours a week. The 12-hour period can be split over two days, as long as no shift consists of less than 6 hours.

Procedures: The squad shall maintain a fully staffed duty roster at all times.

Members can sign up for duty shifts in three ways:

1. The squad's web site, located at the URL <http://rivnet.net/mcvrs>.
2. Notifying the Captain, in writing or by phone message, of the date(s) and time(s) he or she is available.
3. Signing up in the duty roster book in the engine room.

If a vacancy exists on a shift for which a member wants to sign up, but the shift is already staffed by another member having equal certification, a member can sign up for another crew position for which he or she is qualified.

If the shift for which a member wants to sign up is already fully staffed with an EMT, driver, and a third, the member can negotiate a swap with any member of that shift having equal or higher certification. The member must notify an operations officer of the crew change or record the change on the website duty roster or duty roster book.

Members who use the duty roster should sign up for shifts at least a month in advance.

The Captain or a designee will post the duty roster every month on the Operations Board, using information from the web site, duty roster book, and written notices from members. After the roster has been posted, members are responsible for updating it with information about crew changes and new sign-ups for the posted month.

A member who signs up for a shift, but is unable to fulfill the obligation, must take two actions: 1) negotiate with another member to cover the shift **and** 2) notify an operations officer of the change to the duty roster.

References: Bylaws of the Mid-County Volunteer Rescue Squad.
Duty Roster Book.
Mid-County VRS web site.

Description: This SOP describes use of the vehicle inspection forms and vehicle board.

Scope:

Situations: Following every use of a vehicle.

Intended Audience: All squad members.

Purposes: Ensure that emergency vehicles are always clean, fully stocked, operational, and in a ready state. Document vehicle maintenance and problems. Establish accountability for vehicle condition.

Policy: Ultimate responsibility for vehicle condition rests with the attendant-in-charge at the time a vehicle leaves the building. However, every squad member, regardless of level of certification or role, is obligated to make sure the vehicle is clean, fully functional, and ready for the next use. If any crew member notices a problem with a vehicle, he or she must notify the attendant-in-charge and follow up to make sure the problem is addressed immediately or that the appropriate command is alerted.

Procedures: A vehicle must be inspected after every use, whether the vehicle is used for emergency response, standby, public service event, training, or maintenance. The attendant-in-charge has primary responsibility for ensuring inspection and documentation of the condition patient compartment and all external compartments containing rescue or medical equipment. The driver has primary responsibility for inspecting and documenting the vehicle's mechanical and electrical readiness.

The 2nd lieutenant shall inspect the patient compartment of and complete a daily inspection checklist for each ambulance at least once a week if the vehicle is not used.

The 2nd lieutenant shall inspect the patient compartment of each ambulance and the supply and equipment compartments of the first response vehicle at least once a month. A monthly inspection sheet shall be filled out for all vehicles.

The vehicle officer shall inspect all vehicles for mechanical readiness at least once a month, regardless of mechanical inspections that other members have completed.

Vehicle inspections must be documented on the inspection checklist (sample attached). Every crewmember who participates in the inspection must sign the checklist. The completed checklist shall be deposited in the run sheet box.

If the inspection reveals a problem that cannot be addressed immediately, a notice must be written on the vehicle board in the squad engine room. If necessary, the notice should also be written on a note taped to the vehicle's steering wheel.

If the problem is severe enough to take the vehicle out of service, the crew must **also** notify the vehicle officer or, in if the vehicle officer is unavailable, any other operations officer. A message left on an officer's telephone answering machines will not meet this notification requirement. The notice must be given directly to an officer.

The 2nd lieutenant shall ensure that copies of the blank checklist are always available in the patient compartment of each ambulance and on the operations bulletin board in the squad engine room.

References: Bylaws of the Mid-County Volunteer Rescue Squad.
SOP II.B.2.a. Vehicle Board.
SOP III.B.4. Vehicle Inspection.
SPO III.D.5.a. Operations Job Descriptions.
Daily Vehicle Inspection Checklist.
Monthly Inspection Checklist.



Daily Vehicle Inspection Checklist

Mid-County Volunteer Rescue
 Squad
 Agency #488

Date _____

Unit _____

		Problems: Reported	Corrected
Oxygen	Main tank reading: _____ (must be 300 psi or greater)	<input type="checkbox"/>	<input type="checkbox"/>
	Portable tank 1 reading: _____ (must be 500 psi or greater)	<input type="checkbox"/>	<input type="checkbox"/>
	Portable tank 2 reading: _____ (must be 500 psi or greater)	<input type="checkbox"/>	<input type="checkbox"/>
	Code bag tank reading: _____ (must be 500 psi or greater)	<input type="checkbox"/>	<input type="checkbox"/>
	NRBs & cannulas in portable pockets & in cabinet	OK <input type="checkbox"/>	<input type="checkbox"/>
	Regulator wrenches on board, stowed	OK <input type="checkbox"/>	<input type="checkbox"/>
	All regulators & flowmeters turned off	OK <input type="checkbox"/>	<input type="checkbox"/>
Defibrillator	2 charged batteries in place	OK <input type="checkbox"/>	<input type="checkbox"/>
	Spare battery in charger	OK <input type="checkbox"/>	<input type="checkbox"/>
	Shock pads in place, not expired	OK <input type="checkbox"/>	<input type="checkbox"/>
	Shock leads in place & intact	OK <input type="checkbox"/>	<input type="checkbox"/>
	Spare monitor pads in place	OK <input type="checkbox"/>	<input type="checkbox"/>
	Monitor leads intact & in place	OK <input type="checkbox"/>	<input type="checkbox"/>
	Self-test successful	OK <input type="checkbox"/>	<input type="checkbox"/>
	Data card cleared	OK <input type="checkbox"/>	<input type="checkbox"/>
Suction	All pockets secured	OK <input type="checkbox"/>	<input type="checkbox"/>
	Portable unit on board, batteries viable & charging	OK <input type="checkbox"/>	<input type="checkbox"/>
	All suction devices clean	OK <input type="checkbox"/>	<input type="checkbox"/>
Pulse oxymeter	2 sets of tubing & catheters on board	OK <input type="checkbox"/>	<input type="checkbox"/>
	Batteries viable, pulse/SPO ₂ readings accurate	OK <input type="checkbox"/>	<input type="checkbox"/>
Glucometer	Batteries viable	OK <input type="checkbox"/>	<input type="checkbox"/>
	Calibration tested	OK <input type="checkbox"/>	<input type="checkbox"/>
	Lancets/glucose strips on board	OK <input type="checkbox"/>	<input type="checkbox"/>
	Glucose strips same # as glucometer	OK <input type="checkbox"/>	<input type="checkbox"/>
IV bag	Supplies rotated	OK <input type="checkbox"/>	<input type="checkbox"/>
	Fully stocked & orderly	OK <input type="checkbox"/>	<input type="checkbox"/>
BP monitor	Battery viable & charging	OK <input type="checkbox"/>	<input type="checkbox"/>
2 KEDs on board	OK <input type="checkbox"/>	<input type="checkbox"/>	
3 backboards (2 adult, 1 pediatric) on board w/head cushions	OK <input type="checkbox"/>	<input type="checkbox"/>	
Traction splint on board & intact	OK <input type="checkbox"/>	<input type="checkbox"/>	
2 sets spider straps, head chocks, chin straps on board	OK <input type="checkbox"/>	<input type="checkbox"/>	
Long & short splints on board	OK <input type="checkbox"/>	<input type="checkbox"/>	
Pt compartment	Litter & medical waste cleaned up	OK <input type="checkbox"/>	<input type="checkbox"/>
	Trash emptied	OK <input type="checkbox"/>	<input type="checkbox"/>
	Personal belongings removed	OK <input type="checkbox"/>	<input type="checkbox"/>
	Floor swept	OK <input type="checkbox"/>	<input type="checkbox"/>

Drug box expiration date: _____

Comments: _____

Inspectors: _____

Time inspection completed: _____

(Mechanical checklist on reverse)

Daily Vehicle Mechanical Checklist

Date _____

Unit _____

		Problems: Reported		Corrected
Tires	Inflation.....	OK	<input type="checkbox"/>	<input type="checkbox"/>
	Tread	OK	<input type="checkbox"/>	<input type="checkbox"/>
Fluids (contact Captain or Vehicle Officer before adding fluids)				
Coolant:				
	Level	OK	<input type="checkbox"/>	<input type="checkbox"/>
	Leaks	OK	<input type="checkbox"/>	<input type="checkbox"/>
Engine Oil:				
	Level	OK	<input type="checkbox"/>	<input type="checkbox"/>
	Leaks	OK	<input type="checkbox"/>	<input type="checkbox"/>
Patient Compartment Generator Oil:				
	Level	OK	<input type="checkbox"/>	<input type="checkbox"/>
	Leaks	OK	<input type="checkbox"/>	<input type="checkbox"/>
Windshield Washer:				
	Level	OK	<input type="checkbox"/>	<input type="checkbox"/>
	Leaks	OK	<input type="checkbox"/>	<input type="checkbox"/>
Other Fluids (specify): _____				
	Level	OK	<input type="checkbox"/>	<input type="checkbox"/>
	Leaks	OK	<input type="checkbox"/>	<input type="checkbox"/>
Batteries/electric	Headlamps.....	OK	<input type="checkbox"/>	<input type="checkbox"/>
	Turn signals.....	OK	<input type="checkbox"/>	<input type="checkbox"/>
	Reverse lights.....	OK	<input type="checkbox"/>	<input type="checkbox"/>
	Hazard lights	OK	<input type="checkbox"/>	<input type="checkbox"/>
	Scene lights	OK	<input type="checkbox"/>	<input type="checkbox"/>
	Emergency running lights	OK	<input type="checkbox"/>	<input type="checkbox"/>
	Circuit breaker reset (unit 46, if necessary)	OK (n/a).....	<input type="checkbox"/>	<input type="checkbox"/>
	Shore power connected	OK	<input type="checkbox"/>	<input type="checkbox"/>
	Shore power turned on (unit 48)	OK (n/a).....	<input type="checkbox"/>	<input type="checkbox"/>
	All doors closed securely (unit 48)	OK (n/a).....	<input type="checkbox"/>	<input type="checkbox"/>
Exterior appearance/cleanliness	OK	<input type="checkbox"/>	<input type="checkbox"/>	
Air dump bled (unit 48)	OK (n/a).....	<input type="checkbox"/>	<input type="checkbox"/>	

Comments: _____

Inspectors: _____ Time inspection completed: _____



Monthly Vehicle Inspection Checklist

Mid-County Volunteer Rescue Squad
 Agency #488
 Heathsville, Virginia 22473

Date _____

Unit _____

		Problems:		Reported	Corrected
Oxygen	Main tank reading: _____ (must be 300 psi or greater)..n/a.....			<input type="checkbox"/>	<input type="checkbox"/>
	Stretcher tank reading: _____ (must be 500 psi or greater)...n/a.....			<input type="checkbox"/>	<input type="checkbox"/>
	Portable tank reading: _____ (must be 500 psi or greater)..			<input type="checkbox"/>	<input type="checkbox"/>
	Code bag tank reading: _____ (must be 500 psi or greater)..n/a.....			<input type="checkbox"/>	<input type="checkbox"/>
	Regulator wrenches on board, stowed	OK		<input type="checkbox"/>	<input type="checkbox"/>
	All regulators & flowmeters tight & operational	OK		<input type="checkbox"/>	<input type="checkbox"/>
Batteries	Marquette AED batteries tested	OK	n/a	<input type="checkbox"/>	<input type="checkbox"/>
	HeartStart AED batteries swapped (41 only).....	OK	n/a	<input type="checkbox"/>	<input type="checkbox"/>
	Glucometer batteries viable	OK		<input type="checkbox"/>	<input type="checkbox"/>
	Pulse oxymeter batteries viable	OK	n/a	<input type="checkbox"/>	<input type="checkbox"/>
	Portable suction.....	OK		<input type="checkbox"/>	<input type="checkbox"/>
	Pt. Thermometer	OK	n/a	<input type="checkbox"/>	<input type="checkbox"/>
Lamps & Batteries	Cab dome	OK		<input type="checkbox"/>	<input type="checkbox"/>
	Pt compartment dome	OK	n/a	<input type="checkbox"/>	<input type="checkbox"/>
	Flashlights (cab & pt cmpt).....	OK		<input type="checkbox"/>	<input type="checkbox"/>
	Streamlight charging & viable	OK		<input type="checkbox"/>	<input type="checkbox"/>
	Penlights.....	OK		<input type="checkbox"/>	<input type="checkbox"/>
	On-board laryngoscope	OK	n/a	<input type="checkbox"/>	<input type="checkbox"/>
Code bag laryngoscope	OK	n/a	<input type="checkbox"/>	<input type="checkbox"/>	
Fluid Expiration Dates	IV bag	OK	n/a	<input type="checkbox"/>	<input type="checkbox"/>
	IV box	OK	n/a	<input type="checkbox"/>	<input type="checkbox"/>
	IV cabinet	OK	n/a	<input type="checkbox"/>	<input type="checkbox"/>
	Trauma jump bag	OK	n/a	<input type="checkbox"/>	<input type="checkbox"/>
	Code jump bag	OK	n/a	<input type="checkbox"/>	<input type="checkbox"/>
	Pediatric jump bag	OK	n/a	<input type="checkbox"/>	<input type="checkbox"/>
Fluids in cabinet	OK	n/a	<input type="checkbox"/>	<input type="checkbox"/>	
Blood Tube Exp. Dates	IV bag	OK	n/a	<input type="checkbox"/>	<input type="checkbox"/>
	IV box	OK	n/a	<input type="checkbox"/>	<input type="checkbox"/>
Forms & Paper Supply	Daily Vehicle Inspection Checklist & clipboard	OK	n/a	<input type="checkbox"/>	<input type="checkbox"/>
	PPCR forms & clipboard	OK	n/a	<input type="checkbox"/>	<input type="checkbox"/>
	AED	OK	n/a	<input type="checkbox"/>	<input type="checkbox"/>

Comments: _____

Inspectors: _____

Time inspection completed: _____

Description: This SOP describes the squad's oxygen inventory management tools.

Scope:

Situations: Routine oxygen use.

Intended Audience: All squad members, 2nd lieutenant.s

Purposes: Ensure that an adequate supply of oxygen is always in stock. Provide information to command about oxygen supplies on hand. Alert command to need to replenish oxygen stores.

Policy: Details about the squad's oxygen inventory are recorded whenever supplies are used or replenished.

Procedures: An oxygen inventory sheet (sample shown below) shall be posted in the supply closet at all times.

Any member who removes a new oxygen tank from storage shall record the removal on the oxygen inventory sheet.

On delivery, replacement tanks shall be recorded by the 2nd lieutenant.

Receipts that accompany oxygen delivery shall be turned over to the treasurer.

References: SOP III.D.5.a, Operations Job Descriptions
 Oxygen inventory sheet.

Date	Tank Size (large, medium, small)	Quantity	In (Unit #)	Out (Unit #)
2/5/02	Large	1		447
3/14/02	Small	2		477
3/29/02	Small	1		464
4/5/02	Large	3	447	
4/5/02	Small	4	447	

Description: A mechanism exists for managing inventories of operations supplies. This SOP describes it.

Scope:

Situation: Removing and replenishing operations supplies.

Intended Audience: All squad members, 1st Lieutenant, Captain.

Purpose: Maintain a record of stocked supplies. Alert command to the need for additional or replacement supplies.

Policy: An inventory and shopping list of operations and medical supplies is maintained at all times in the squad's supply closet. All members are responsible for updating the list as supplies are used. The 1st lieutenant or captain is responsible for updating the list as supplies are stocked.

Procedures: A supply list (example below) shall be posted at all times in the supply closet.

Members record items removed from stock.

When supply of a stocked item is nearly depleted, members add the item to the shopping list column of the supply sheet.

The 1st Lieutenant or Captain orders supplies as needed, usually once a month.

When an item has been received, the 1st Lieutenant or Captain crosses it off the shopping list.

References: III.M.3, Ordering and Stocking Medical Supplies.

III.D.5.a, Operations Job Descriptions.

Date	Item	Quantity	In (✓)	Out (✓)	Member #	Shopping List
2/5/02	Trauma shears	6	✓		464	penlights Marquette shock pads Goggles BP cuffs Kling wrap – all sizes
2/5/02	Penlights	12	✓		464	
2/5/02	Ice packs	44	✓		464	
2/5/02	1000 mL IV fluid	4	✓		464	
2/5/02	500 mL sterile water	8	✓		464	
2/15/02	2x2s	handful		✓	447	
2/18/02	Pediatric O2 cannula	1		✓	434	

Description: Record keeping guidelines for purchasing.

Scope:

Situation: Purchases of supplies, equipment, and services.

Intended Audience: Treasurer, president, and captain; other officers and members having designated purchasing authority.

Purpose: Financial records are a critical factor in resource control and accountability, particularly for an organization whose monetary existence depends on public trust. Any squad member who spends squad money for any purpose is responsible for making sure the transaction is properly documented and that documentation is turned over to the treasurer.

Policy: According to squad bylaws, all expenditures must be authorized by the board of directors, except for routine administrative and operations purchases as follows:

- Up to \$250 per month for administrative and building supplies, not to exceed budgeted limits, by the president and treasurer.
- Up to \$500 per occurrence for repair of vehicles and equipment and purchase of supplies necessary to maintain squad operations, by the captain.

Officers and members who do not have direct spending authority can receive such authority from the board of directors, president, or captain as long as expenditures do not exceed the amounts established in the bylaws.

All expenditures shall be appropriately documented.

Procedures: Purchases can be made in four ways—cash, credit card, purchase order, or direct billing.

Receipts for cash and credit card expenditures shall be turned over to the treasurer immediately.

Direct-billed purchases shall be billed to the treasurer at the squad's mailing address. Members shall refrain from having invoices for squad expenditures billed to their personal addresses.

If a receipt or invoice does not fully describe the item(s) purchased, the member making the purchase writes on the receipt or invoice (or attaches thereto) the item name and purpose for which it was purchased.

Purchase orders can be obtained from any squad officer as needed for an authorized expenditure.

References: Bylaws of the Mid-County Volunteer Rescue Squad, Article X – Spending Authority.

Description: Log of emergency responses and non-emergency activities.

Scope:

Situations: Response to dispatched call, training event, standby, public service.

Intended Audience: All squad members.

Purpose: A log of crewed squad activities gives all members ready access to information about what's been happening. The log also provides backup information about events that might not have been adequately recorded on the run sheet.

Policy: A call logbook shall be maintained in the engine room.

The call log is not a legal document.

Procedures: All members on an emergency or non-emergency crew shall be responsible for ensuring that a log entry is made following every event that involves moving a squad vehicle off premises.

All pertinent information on the log sheet shall be filled in.

The attendant-in-charge shall ensure that the log entry has been completed before leaving the station.

All members are responsible for making sure that the logbook always contains a supply of blank forms. Three alternatives exist for adhering to this procedure:

- 1) Make photocopies of a blank form from the book.
- 2) Ask an operations officer for an original of the form, then make photocopies.
- 3) Log on to <http://rivnet.net/mcvrs>
 - i) Click the Documents button
 - ii) Click the Forms link.
 - iii) Click the Call Log Form.
 - iv) Download a copy of the form, then make photocopies.

Copies must be three-hole punched (punch is stored in the photocopier closet) and placed in the logbook.

References: Call Log Sheet (sample attached)



Mid-County Volunteer Rescue Squad

Call Log

PPCR#: _____ Incident #: _____ Date: ___/___/___

Unit: ___ 41 ___ 46 ___ 48 Total mileage: _____

Time out: _____ Time in: _____ Location: _____

Drug box used? ___ No ___ Yes New box expires on date: ___/___/___

TYPE OF CALL:

- | | |
|--|---|
| <input type="checkbox"/> Accident-Farm/Industrial/Construction | <input type="checkbox"/> Mutual Aid: _____ |
| <input type="checkbox"/> Accident-MVC | <input type="checkbox"/> Standby/Public Service |
| <input type="checkbox"/> Assault | <input type="checkbox"/> Transport/Routine |
| <input type="checkbox"/> Fire | <input type="checkbox"/> Maintenance |
| <input type="checkbox"/> Other injury (injury not listed) | <input type="checkbox"/> Training |
| <input type="checkbox"/> Medical Emergency | <input type="checkbox"/> Squad Business |
| <input type="checkbox"/> Other: _____ | |

HOSPITAL/DESTINATION:

___ RGH ___ RTH ___ Refusal ___ No patient Other: _____

EQUIPMENT LEFT AT HOSPITAL:

PROBLEMS/COMMENTS:

Members on Complete Run:

(Circle AIC, X driver, ✓ attendants)

___ 404 W. Brown	___ 445 J. Hughes	___ 464 C. deCapiteau		
___ 430 D. Rundall	___ 447 R. Loving	___ 465 S. Breneman		
___ 434 W. Allison	___ 451 S. Smith	___ 467 H. Fowler		
___ 436 C. Perry	___ 452 J. Suttles	___ 470 N. Wagner		
___ 441 G. Parker	___ 458 E. Smith	___ 484 J. Newsome		
___ 442 A. Bryant	___ 459 D. Townshend	___ 488 D. Parker		
___ 443 R. Haynie	___ 461 A. Bird	___ 485 A. Butler		

Junior Squad:

Members Assisting at Scene:

___ 490	___ 495 S. Hayes	Unit #	Name
___ 491	___ 496		
___ 492	___ 497		
___ 493	___ 498 D. Basye		
___ 494	___ 499 M. Delano		

Description: This SOP describes the intended use of the Mid-County Special Service Log.

Scope:

Situations: Compliance with membership requirements.

Intended Audience: All squad members.

Purpose: Document member participation in squad activities.

Policy: Mid-County membership requires members to complete one special service task a week if they cannot fulfill their membership obligations in other ways as specified in the Bylaws. To meet these requirements, members should take advantage of the special service log.

The log informs members of chores that have been done recently. By extension, it also informs members of chores that have NOT been done recently and are therefore candidates for special service attention.

The log documents member participation for purposes of the biannual membership review.

Procedures: The Special Service Log is maintained in the engine room.

Members completing special service chores should check the maintenance list first to see what likely needs to be done.

After completing a job, members shall make an entry in the Special Service Log.

Immediately following the last day of the month, the president shall summarize special service activities for each member and convey the information to the captain for inclusion in the monthly call report.

References: Bylaws of the Mid-County Volunteer Rescue Squad.

Maintenance List.

Special Service Log.

Maintenance List

Take a look – if you think it needs doing, do it. No permission or certification required!
Record your work in the Special Services Log Book!

Bays:

- Empty trash cans – replace bags
- Clean trash cans – replace bags
- Hose down floor & apron
- Put away chairs & tables
- Dust – mail slots, desk, battery charger & turnout gear shelves, window sills
- Clean vehicle supply cabinet top, shelves
- Put vehicle supplies away in cabinet
- Wash vehicle linens
- Mop up water around hose bibs

Vehicles:

- Wash & dry exterior
- Inspect patient compartment & complete inspection sheet side 1
- Inspect mechanical & complete inspection sheet side 2
- Scrub patient compartment floors, cabinets, walls, behind cushions
- Straighten up linen cabinets

Public areas:

- Sweep floors
- Dust window sills, tables, bookshelves, closet shelves, appliances
- Wash windows
- Empty wastebaskets
- Tidy up photocopier closet
- Erase calendar for past month; fill in dates/events for new month
- Scrub smudges around light switches, edges of doors, doorknobs
- Clean bathrooms
- Restock paper towels, toilet paper
- Clean kitchen
- Clean laundry room, scrub sink, washer & dryer

Outdoors:

- Pull weeds, trim bushes
- Clean up after smokers in bays & around front door
- Clean up litter around building, driveway, lot, on highway
- Wash windows
- Clean rain gutters

Supply closet:

- Clear equipment from walk space
- Check expiration dates on supplies
- Note supplies/equipment needs
- Keep cabinets orderly
- Restack linens

Description: This SOP describes the intended use of the Monthly Special Service and Call Report.

Scope:

Situations: Compliance with membership requirements.

Intended Audience: All squad members.

Purpose: Document member participation and squad activities.

Policy: Mid-County membership requires members to participate in squad activities as follows:

1. Complete one special service task a week, or
2. Run 10% of calls (emergency or non-emergency), or
3. Stand in good faith 12-hours of regular duty shift each week.

In addition, the number and nature of calls run is of interest to all members.

For these reasons, the captain or a designee shall compile a report each month that documents squad activities.

Procedures: The report shall contain at least the following elements:

1. Number and nature of calls run.
2. Vehicle mileage.
3. Member participation on calls and special service duties.
4. Duty shifts for which each member has signed up.

The report shall be posted on the Operations bulletin board.

Squad officers shall use the report data in the biannual member participation review.

References: Bylaws of the Mid-County Volunteer Rescue Squad.

Call Report.

SOP II.B.1.g. Special Service Log.

Description: Records for fuel tax reimbursement.

Scope:

Situations: Vehicle fuel purchases.

Intended Audience: All squad members.

Purpose: Collect records of fuel purchase for tax reimbursement.

Policy: Reimbursement for fuel tax paid at point of purchase is available for non-profit organizations. To qualify for reimbursement, Mid-County must document fuel purchases. The operator of a vehicle that is refueled is responsible for documenting the purchase according to the procedures outlined below.

Procedures: A receipt must be obtained from the vendor at the time of purchase.

The operator must make sure that the date of purchase, vehicle unit number, quantity of fuel purchased, and purchase price are all written on the receipt.

A bin shall be available in the engine room as a temporary depository for fuel receipts.

Members shall place fuel receipts in the fuel receipts bin.

The treasurer shall periodically recover receipts from the bin for use in fuel tax reimbursement documentation.

References: SOPs, II.B.2.g. Fuel Receipts Bin

SOPs, III.D.5.b(3) Treasurer's Job Description

SOPs, III.D.5.a(2)(b) Operator's Job Description

Description: Recordkeeping for vehicle refueling.

Scope:

Situations: Vehicle refueling.

Intended Audience: All squad members.

Purpose: Collect data and maintain records of fuel consumption and replacement.

Policy: Every squad vehicle must be refueled as soon as possible whenever its fuel gauge registers below $\frac{3}{4}$ full. The operator is responsible for recording every fuel purchase. In addition to obtaining a receipt for a purchase, the operator must also record the purchase in a fuel log. The vehicle officer shall use the fuel log to monitor refueling history and fuel consumption.

Procedures: A notebook that contains a supply of fuel log forms shall be kept in each vehicle at all times.

For each fuel purchase, the vehicle operator must write the following information into the log:

1. Date of purchase
2. Operator name or unit number
3. Vehicle mileage after refueling
4. Amount (number of gallons) of fuel purchased
5. Fuel receipt number.

The driver must make sure the fuel receipt is properly filled out and placed in the fuel receipts bin as soon as possible after refueling.

References: SOPs II.B.1.i. Fuel Purchase Documentation
SOPs, II.B.2.g. Fuel Receipts Bin
SOPs, III.D.5.a(1)(d) Vehicle Officer's Job Description
SOPs, III.D.5.a(2)(b) Operator's Job Description
Fuel Log form (attached)

Description: This SOP describes the intended uses and contents of member personnel files.

Scope:

Situations: Permanent personnel record for each member.

Intended Audience: Each squad member; officers.

Purpose: Repository for information about member history, experience, certification, health & safety, and personnel actions.

Policy: In accordance with state regulations, the squad shall maintain a current personnel record for each member.

Procedures: Personnel files shall be stored in a lockable cabinet in the squad's operations office.

Each file shall contain (at a minimum) copies of the following items:

- Application for membership.
- Results of criminal background investigation.
- Immunization record.
- Reports of infectious substance exposure.
- Reports of injury while on duty.
- EMS certificates (if applicable).
- Current CPR certificate.
- EVOC certificate.
- Certificates of completion for training received.
- Quarterly continuing education report from the Office of EMS.
- Correspondence relating to squad matters.

A member's file is confidential. It can be reviewed only by the member, the president, captain, and designated infection control officer.

References: Virginia Emergency Medical Services Regulations, 12VAC5-31-2120, Personnel Records.

Description: Vehicle operator's log of problems and maintenance.

Scope:

Situations: Day-to-day vehicle operation.

Intended Audience: Vehicle operators.

Purpose: Collect data and maintain records about vehicle problems and maintenance requirements as noted by drivers.

Policy: The vehicle officer and every vehicle operator are responsible for making sure squad vehicles are maintained in road-ready condition at all times. A vehicle's operator is in the best position to be alert for, take appropriate action on, and document deficiencies and maintenance requirements. Therefore, the operator shall document the condition of a after every use.

Three forms of documentation shall be maintained for compliance with this policy:

1. The vehicle inspection sheet (SOP II.B.1.a)
2. The vehicle board (SOP II.B.2.a)
3. The operator's maintenance log (attached).

Procedures: A notebook that contains a supply driver's maintenance logs shall be kept in each vehicle at all times.

The operator shall complete a vehicle inspection after every vehicle use and document the vehicle condition on the inspection sheet.

If the inspection reveals problems, the operator must also document the condition in the driver's maintenance log, to include the following information:

1. Date of report.
2. Description of problem.
3. Name or unit # of reporting operator.
4. Whether or not problem was reported to vehicle officer.

The operator must report the problem directly to the vehicle officer as soon as possible.

The operator should also record the problem on the vehicle board.

The vehicle officer shall review the operator's maintenance log periodically to learn if problems have been recorded there of which he or she was not previously aware.

References: SOP II.B.1.a. Vehicle Inspection

SOP II.B.2.a. Vehicle Board

SOP, III.D.5.a(1)(d) Vehicle Officer's Job Description

SOP, III.D.5.a(2)(b) Operator's Job Description

Operator's Maintenance Log



Operator's Maintenance Log

Unit #: _____

Date	Problem*	Recorded by	Reported to vehicle officer
			Yes No
			Yes No
			Yes No
			Yes No
			Yes No
			Yes No
			Yes No
			Yes No
			Yes No
			Yes No
			Yes No
			Yes No
			Yes No
			Yes No
			Yes No
			Yes No
			Yes No
			Yes No
			Yes No
			Yes No

Reviewed by: _____ **Date:** _____

* "Problem" is a malfunction, potential malfunction, or other problem, such as "Worn tires," "Worn brake pads," "Broken belt," etc.

Description: Vehicle officer's log of maintenance performed and repairs made.

Scope:

Situations: Routine and non-routine vehicle maintenance.

Intended Audience: Vehicle Officer.

Purpose: Maintain records of vehicle maintenance and repair.

Policy: The vehicle officer holds ultimate responsibility for making sure squad vehicles are maintained in road-ready condition at all times. State rules and regulations require that:

An EMS Agency must have records for each vehicle currently in use to include maintenance reports demonstrating adherence to manufacturer's recommendations for preventive maintenance

It is therefore the policy of Mid-County VRS that the vehicle officer shall keep vehicle maintenance records in a form and manner he or she deems appropriate to comply with regulations.

Procedures: The vehicle officer's maintenance record shall be maintained with other vehicle records in the squad's operations office.

The vehicle officer shall enter information into the log to include at least the following:

1. Date of maintenance or repair.
2. Description of condition.
3. Action taken.
4. Service provider (internal or external to squad).
5. Cost (if any).

References: Virginia Department of Health, Virginia Emergency Medical Services Regulations, 12VAC5-31-2125 EMS Vehicle Records

SOGs II.B.1.a. Vehicle Inspection

SOGs II.B.2.a. Vehicle Board

SOGs II.B.1.k(1) Operator's Maintenance Log

SOGs III.D.5.a(1)(d) Vehicle Officer's Job Description

SOGs III.D.5.a(2)(b) Operator's Job Description

Description: This SOP describes meeting minutes.

Scope:

Situations: Formal discussions of squad business.

Intended Audience: All squad members.

Purpose: Permanent and legal record of squad business and decisionmaking.

Policy: Minutes shall be taken and maintained for all regular or special business meetings.

Procedures: The secretary is responsible for recording minutes.

Minutes shall contain at least the following elements:

Date of meeting.

Members present and absent.

Discussion topic.

Important comments with name of speaker.

Statements of motions made and amended, with names of maker and second.

Result of vote or statement of decision.

References: Bylaws, Article III, Meetings.

SOPs, III.D.5.b.4 Secretary's Job Description.

Description: Policies and uses of the squad's inventory of equipment.

Scope:

Situations: Equipment control.

Intended Audience: President, captain.

Purpose: Describes the equipment inventory file.

Policy: The squad shall maintain up-to-date records of all administrative and operations equipment.

Procedures: An electronic file of the squad's equipment inventory is stored on the computer in the operations office (D:\MCVRS).

The file is an Excel workbook.

To the extent possible, the file contains information as follows for all equipment and furnishings:

Description.

Manufacturer.

Serial number.

Date of purchase.

Quantity.

Storage location.

The inventory is kept current by the captain and president.

All new equipment is recorded in the file as soon as possible.

References: SOP II.B.10 Electronic data processing and recordkeeping equipment.

Description: Policies and uses of the squad's operations database.

Scope:

Situations: Emergency response data, membership data, radio assignments, member participation data.

Intended Audience: President, captain.

Purpose: Describes the operations database.

Policy: The squad shall maintain up-to-date records of squad members and emergency operations.

Procedures: The operations database is stored on the computer in the operations office (D:\MCVRS).

The file is an Access database.

The file contains information as follows for each emergency or non-emergency call:

- PPCR #.
- Date of call.
- Crew members.
- Nature of call.
- Unit responding.
- Miles driven.
- Destination.

The file contains information as follows for each squad member:

- Unit #.
- Name.
- Address.
- Social Security Number.
- Date of birth.
- Squad membership date.
- Telephone number.
- E-mail address.
- Certifications held and expiration dates.
- Squad position held.
- Immunization record indicator.
- Date of last HEPA mask fit test and size of mask.
- Radio assignment.
- Meeting attendance record.
- Special service record.

The call information is kept current by the captain or a designee.

The database is used to prepare the following reports:

- Monthly Call and Special Services Report.
- Membership Roster.
- Member Participation Summary.
- Radio Assignment.
- Member Name and Address Report.

References: SOP II.B.1.h Monthly Call and Special Services Report.

SOP II.B.10 Electronic data processing and recordkeeping equipment.

Description: Liability, vehicle, umbrella insurance on members, auxiliary, station, vehicles.

Scope:

Situations: Routine operations; accidents and injuries; public events outside and inside squad headquarters; training.

Intended Audience: Administration.

Purpose: Outline insurance requirements.

Policy: According to the Rules and Regulations of the Virginia Department of Health, Office of Emergency Medical Services:

A. An EMS Agency must have in effect and be able to furnish proof on demand of contracts for vehicular insurance.

1. Insurance coverage for emergency vehicles must meet or exceed the minimum requirements as set forth in Section 46.2-920 of the Code of Virginia.

2. Insurance coverage for non-emergency vehicles must meet or exceed the minimum requirements as set forth in Section 46.2-472 of the Code of Virginia.

The squad shall comply not only with those requirements, but shall also maintain insurance to cover damage and liability for the station, grounds, and members of the squad and auxiliary.

Liability insurance sufficient to meet the requirements of the Riverside Schools of Health Occupations shall be maintained for training purposes.

Workers' Compensation insurance is maintained according to the laws of the Commonwealth of Virginia.

Procedures: An insurance policy manual is maintained in the administrative office. The manual is reviewed and updated annually by the president or designees.

Details about insurance coverage for all operations activities, hazards (such as fire and/or loss), liability coverage, workers' compensation, and vehicles are listed in the insurance manual.

References: Rules and Regulations, Virginia Office of EMS, 12VAC5-31-2095, Agency Insurance. Insurance Policy Manual, Heathsville Insurance Agency, 580-5122.

Peninsula's Center for Regional EMS Education, 2246 George Washington Memorial Highway, Suite B, Hayes, VA 23072, (804) 462-1887.

Code of Virginia, Title 65.2, Workers' Compensation, Chapter 8, Insurance and Self-Insurance.

Description: Policies and procedures for internal communications.

Scope:

Situations: Administration and operations.

Intended Audience: All squad members.

Purpose: Describe methods and tools to deliver information that supports the squad's mission.

Policy: Well-informed officers and members are essential to squad operations and patient care. Internal communication deals with such matters as squad business and finance, equipment condition, member certification, squad and auxiliary activities, events that require member participation, changes in squad policies and procedures, quality of service, and station and grounds maintenance.

Tools exist to assist officers and members in staying informed. All members should be aware of the tools, understand their use, and take advantage of them when appropriate.

Procedures: Internal communications tools shall consist of at least the following:

1. Vehicle Board
2. Operations Board
3. Administration Board
4. Training Board
5. Member Mail Slots
6. Office Door Pockets
7. Fuel Receipts Bin
8. Regular Business Meeting
9. Meeting Minutes
10. MCVRS Web Site

References: Bylaws of the Mid-County Volunteer Rescue Squad
SOPs, Section II.B.2, all subsections.

Description: This SOP describes the intended use of the vehicle board.

Scope:

Situations: Vehicle problems or conditions about which all members need to know.

Intended Audience: All squad members.

Purpose: Advise officers and members of vehicle problems requiring prompt attention, especially those that require removing a vehicle from service.

Policy: The operating condition of squad vehicles is a concern of all members. The vehicle board enables members to advise other members about safety concerns, equipment shortages, drug box expiration dates, electrical and mechanical problems, or any condition that could compromise the squad's ability to perform its duties.

Procedures: The vehicle board shall hang in the engine room at all times.

Only dry-erase (non-permanent) markers shall be used to record information on the vehicle board.

Information written on the board shall be dated and signed with the posting member's unit number.

If a member posts an out-of-service notice on the vehicle board, the member shall also notify the vehicle officer immediately and directly, either in person or by telephone. If the vehicle officer cannot be reached directly, the member must leave a message on the officer's home answering machine. It is not acceptable for the member to convey an out-of-service report through a third party.

As a courtesy, any person who corrects a problem reported on the vehicle board should advise the reporting member that the matter has been resolved.

References: SOP II.A. Command Structure.

Description: This SOP describes the intended use of the operations bulletin board.

Scope:

Situations: Operations.

Intended Audience: All squad members.

Purpose: Communicate notices and information that pertain to operations status, patient care, member health and safety, policies and procedures, labor standards, and the good of the operational order.

Policy: A bulletin board shall be available for use by the operations command. Members shall check the board on a regular basis.

Procedures: The operations board shall hang in the engine room at all times.

The operations board shall be maintained by the operations command.

The operations command shall ensure that all postings on the board are current, accurate, and appropriate.

Examples of appropriate postings for the board include the monthly call report, OSHA bulletins, patient care directives, and equipment operating instructions.

References: Virginia Department of Health, Virginia Emergency Medical Services Regulations.

Description: This SOP describes the intended use of the administration bulletin board.

Scope:

Situations: Administration.

Intended Audience: All squad members.

Purpose: Communicate notices and information that pertain to administrative matters and community relations.

Policy: A bulletin board shall be available for use by the administration command. Members shall check the board on a regular basis.

Procedures: The administration board shall hang in the engine room at all times.

The administration board shall be maintained by the administrative command.

The administrative command shall ensure that all postings on the board are current, accurate, and appropriate.

Examples of appropriate postings for the administration board include business meeting minutes, news clippings, and letters of thanks from patients and their families.

References:

Description: This SOP describes the intended use of the training bulletin board.

Scope:

Situations: Training.

Intended Audience: All squad members.

Purpose: Communicate notices and information about training opportunities and certification requirements.

Policy: A bulletin board shall be available for use by the operations command. Members shall check the board on a regular basis.

Procedures: The training board shall hang in the lobby at all times.

The training board shall be maintained by the training officer.

The training officer shall ensure that all postings on the board are current, accurate, and appropriate.

Examples of appropriate postings for the administration board include notices of upcoming training events, recertification requirements, certification test site locations and dates, certification expiration dates for all members, a roster of squad members who hold any level of EMT certification, and notices of changes in training or certification requirements.

References: Virginia Department of Health, Virginia Emergency Medical Services Regulations.

SOP III.D.5.a(1)(e) Training Officer's Job Description.

Description: This SOP describes the use of the mail slots.

Scope:

Situations: Written communication.

Intended Audience: All squad members.

Purpose: As a means of reducing postage costs, mail slots are used to deliver printed materials, squad business papers, and other communications to members.

Policy: A mail slot shall be available for every squad member.

Procedures: Each mail slot is marked with a member's unit number.

The President or a designee maintains the mail slot numbers.

Members should check their mail slots whenever they come to the building.

References: SOP III.D.5.b(1) President's Job Description

Description: This SOP describes the use of the pockets on the doors of the administrative and operations offices.

Scope:

Situations: Mail, messages, and materials directed to squad officers.

Intended Audience: All squad members.

Purpose: Information delivery to squad officers in a way that's hard for them to miss.

Policy: A pocket shall be affixed to the exterior side of the door to each office.

Procedures: Any member who needs to deliver something to the immediate attention of an officer should place it in the pocket on the appropriate office door.

Avoid putting anything that weighs too much in a pocket.

If it doesn't fit in the pocket, leave it on the floor in front of the office door.

References:

Description: Provide fuel purchase data to the treasurer.

Scope:

Situations: Vehicle fuel purchases.

Intended Audience: All squad members.

Purpose: Deliver receipts for fuel purchases to treasurer.

Policy: Reimbursement for fuel tax paid at point of purchase is available for non-profit organizations. To qualify for reimbursement, Mid-County must document fuel purchases. The operator of a vehicle that is refueled is responsible for providing documentation to the treasurer.

Procedures: A bin shall be available at all times in the engine room to receive fuel receipts.

Vehicle operators must make sure a completed receipt is placed in the fuel receipts bin as soon as possible after every fuel purchase.

The treasurer shall periodically recover receipts from the bin for use in fuel tax reimbursement documentation.

References: SOPs, II.B.1.i. Fuel Purchase Documentation
SOPs, III.D.5.b(3) Treasurer's Job Description
SOPs, III.D.5.a(2)(b) Operator's Job Descriptions

Description: This SOP describes the monthly business meetings.

Scope:

Situations: Formal discussion of problems and solutions, policy and procedure, income and expenditure, recruitment and retention and all other squad business.

Intended Audience: All squad members.

Purpose: Exchange of information, venue for decisionmaking.

Policy: The squad's regular business meeting is the most effective and efficient means of achieving consensus among members. According to the bylaws, the meeting must be held monthly. All members are required to attend.

Procedures: The meeting shall be conducted by the president or a designee, under the parliamentary procedure as outlined in *Roberts' Rules of Order*.

One or more announcements of the meeting shall be made by Base 2 dispatch within the 24-hours preceding a business meeting.

Whenever possible, members who want to conduct new business at a business meeting shall provide advance notice (24 hours or more) to the president, especially if the new business requires special resources (e.g., audio-visual) or involves attendance of individuals who are not squad members (guest speakers).

If a meeting must be cancelled for any reason, the president shall reschedule it at the earliest possible opportunity.

Members shall conduct themselves with dignity and respect for others during the business meeting.

References: Bylaws, Article III, Meetings

SOPs, III.D.5.b.1 President's Job Description.

Description: This SOP describes special business meetings.

Scope:

Situations: Formal discussion of extraordinary squad business.

Intended Audience: All squad members.

Purpose: Exchange of information, venue for decisionmaking.

Policy: Special meetings can be called as deemed necessary by the President.

Procedures: The meeting shall be conducted by the president or a designee, under the parliamentary procedure as outlined in *Roberts' Rules of Order*.

One or more announcements of the meeting shall be made by Base 2 dispatch within the 48-hours preceding a business meeting.

Members shall conduct themselves with dignity and respect for others during the business meeting.

References: Bylaws, Article III, Meetings.

Bylaws, Article VII, Amendments.

SOPs, III.D.5.b.1 President's Job Description.

Description: Mid-County website.

Scope:

Situations: Information about squad activities, duty roster, squad documents.

Intended Audience: All squad members and the public.

Purpose: Mechanism for sharing information with members and the public. Repository for squad documents, forms. On-line duty shift sign-up.

Policy: The squad shall maintain a web site.

Procedures: The URL for the website is <http://www.rivnet.net/mcvrs>.

Any squad member who is interested can volunteer to serve as webmaster.

Members who have computers at home should make a habit of checking the site periodically for news.

Any member can fulfill his or her squad participation obligations by using the site to sign up for a duty shift (and attending to that shift in good faith).

The squad's bylaws and standard operating procedures shall be posted on the site.

Forms and other documents of interest to squad members shall be posted on the site.

References: SOPs, II.B.1.a. Duty Roster.

SOPs, III.D.5.b.6. Webmaster's Job Description.

Description: Policies and procedures for external communications.

Scope:

Situations: Administration and operations.

Intended Audience: All squad members.

Purpose: Describe methods for establishing and maintaining communications with government agencies, community institutions, other emergency services organizations, the public, and entities with which the squad must have cooperative relationships to accomplish its mission.

Policy: Squad officers and members must stay informed about matters related to emergency services in general and emergency medical services in particular.

In addition, squad members must maintain cordial and effective communication with the public.

Procedures: External communications shall be maintained through the following mechanisms:

1. Annual fund drive letter.
2. Mutual aid agreements.
3. Grant requests.
4. Virginia Association of Volunteer Rescue Squads.
5. Peninsulas EMS Council, Northern Neck Prehospital Committee.
6. Northumberland Emergency Services Management Team.
7. Northumberland 911 Committee.
8. Virginia Office of EMS.

References: SOPs, Section II.B.2.

Description: Policies and procedures for the annual fund drive letter

Scope:

Situations: Community fundraising.

Intended Audience: Administrative officers, auxiliary.

Purpose: Describe process for developing and implementing the annual community fund drive.

Policy: The squad and auxiliary shall work together to produce an annual letter to residents and property owners in the Mid-County first due area. The letter provides a report of squad accomplishments during the past year, plans for the coming year. It also expresses appreciation for the community's past financial support and requests continued support.

The squad shall maintain an automated database of resident and property owner names and addresses, based on three data sources:

1. Property owner list obtained from the Northumberland County building and zoning office.
2. Structure database obtained from the Northumberland County administrator's office.
3. Local knowledge of squad and auxiliary members.

Procedures: The fund drive letter is produced through these chronological events:

February: The squad president writes the letter and submits to the squad board of directors for approval.

- March:**
1. Squad board of directors suggests revisions for the letter and approves its spirit and intent.
 2. A squad or auxiliary member obtains name and address changes from the three sources listed above.
 3. Using the change data, a squad or auxiliary member having the technical ability updates the squad's name and address database, which is stored in Microsoft Access.
 4. A count of addresses is provided to the squad president.
 5. The squad president checks the closet in the administration office for envelopes left over from the previous fund drive.
 6. The squad president signs the letter and delivers it to the printer with job specifications as follows:
 - Print quantity of letters and envelopes as indicated by supplies on hand and count of addresses in database.
 - Print letter on squad letterhead.
 - Fold for #10 envelope (trifold).
 - Print #10 envelopes with squad corner card and bulk mailing permit number.
 - Print return envelopes with squad's name and address.

7. After the database is updated, labels are printed (sorted by zip code).
8. At the auxiliary business meeting in March, a date is set to stuff, seal, and label the fund drive envelopes.
9. At the March squad business meeting, the president requests volunteers to assist the auxiliary in processing the fund drive mailing.

Day before processing: Request 8-10 bins from the Heathsville post office.

Day of processing: Pick up bins from the Heathsville post office.

After envelopes are stuffed and labeled, process them as follows:

- Put all Heathsville (22473) envelopes in their own bins. Record the count.
- Put all other 224 and 225 envelopes in a separate bin. Record the count. (Must be at least 150 to qualify for bulk mailing rate.)
- All other zip codes can be placed in remaining bins in no particular order. They do not need to be packaged in any quantity, but the total count must be recorded.

Day after processing: Deliver envelopes and bins to the Heathsville post office.

Fill out bulk mailing form at Heathsville post office. Be prepared to supply the total number of envelopes and the combined total for zip codes 224 and 225.

References:

Description: Rationale, policy, and procedures for mutual aid agreements.

Scope:

Situations: Support for and by fire departments and other EMS agencies.

Intended Audience: Operations officers.

Purpose: Describe process for developing and implementing mutual aid agreements.

Policy: Regulations of the Virginia Office of EMS require that:

A Designated Emergency Response Agency must maintain written Mutual Aid Agreements with adjacent Designated Emergency Response Agencies in another locality with which it shares a common border.

As a result, the squad shall maintain mutual aid agreements with the following agencies:

1. Callao Volunteer Fire Department.
2. Fairfield's Volunteer Fire Department.
3. Callao Volunteer Rescue Squad.
4. Northumberland County Rescue Squad.

Procedures: All mutual aid agreements shall be renewed every two years, prior to the biennial state inspection.

The captain or 1st lieutenant shall write the agreements on Mid-County letterhead.

The agreements shall detail the aid to be received by and provided by Mid-County as follows:

1. For Callao and Fairfield's fire departments, Mid-County provides standby, fireworker resuscitation, and emergency medical services at firegrounds within the Mid-County first-due area.
2. From the fire departments, Mid-County receives extrication, scene control, and incident command at incidents to which the fire departments respond.
3. For Callao and Northumberland rescue squads, Mid-County provides emergency medical services and personnel as required on calls for which mutual aid is activated.
4. From the rescue squads, Mid-County receives emergency medical services and personnel as required on calls for which mutual aid is activated.

Two copies of each agreement shall be signed by the captain and delivered to the chief operations officer of the mutual aid agency for his or her signature.

One fully executed copy of each agreement shall be returned to Mid-County. The other copy shall be retained by the mutual aid agency.

Executed mutual aid agreements shall be kept on file in the operations office.

References: Rules and Regulations, Virginia Office of EMS, 12VAC5-31-2170 Designated Emergency Response Agency Mutual Aid.

Description: Rationale, policy, and procedures for grant requests.

Scope:

Situations: Financial assistance from government, private foundations, and other charitable organizations.

Intended Audience: Administration officers.

Purpose: Describe process for developing requests for financial assistance.

Policy: Mid-County shall take advantage of money available from external funding agencies whenever possible, as an independent applicant or as part of a joint application by other Northern Neck EMS agencies, fire squads, or the Northumberland County Emergency Services Management Team.

Procedures: The vice president seeks out grant opportunities and analyzes their application requirements.

The treasurer provides copies of financial statements that might be required.

The captain or first lieutenant identifies operations needs for which external funding is appropriate and compile specifications, costs, and other documentation to justify the funding request.

The president or a designee identifies administrative needs for which external funding is appropriate and compile specifications, costs, and other documentation to justify the funding request.

Applications to the Rescue Squad Assistance Fund, (other funds...) of the Virginia Office of EMS are made through the electronic submission tools available on the OEMS web site at (URL).

Applications for funds available to emergency consortia are generally made through the Northumberland Emergency Services Management Team, although no invitation to apply for money as an adjunct to any group should be ignored.

References: Grants program page of the Virginia Office of EMS website,
<http://www.vdh.state.va.us/oems/>

SOPs, Northumberland Emergency Services Management Team, II.B.3.f.

SOPs, President's Job Description, III.D.5.b.1

SOPs, Vice President's Job Description, III.D.5.b.2

SOPs, Captain's Job Description, III.D.5.a.1

SOPs, 1st Lieutenant's Job Description, III.D.5.a.2

Description: Virginia Association of Volunteer Rescue Squads.

Scope:

Situations: Training, political and legislative action, communication with other Virginia EMS agencies.

Intended Audience: All members.

Purpose: Describe policy and procedures for taking advantage of VAVRS membership benefits.

Policy: The squad shall maintain membership and active participation in the Virginia Association of Volunteer Rescue Squads.

Procedures: The president is the official liaison between the squad and VAVRS.

The treasurer budgets for the VAVRS membership fee and makes annual membership payments.

The president or a designated squad member attends all VAVRS District 8 meetings and reports back to the membership about developments.

The president and training officer attend the annual VAVRS convention and report back to the membership about developments.

Copies of VAVRS newsletters, reports, and meeting minutes are kept in the squad lounge for member review.

The training officer monitors the VAVRS newsletter, website, meeting minutes, and reports for VAVRS training opportunities.

The training officer makes sure that the squad is represented at VAVRS training events conducted within a 50-mile radius of Heathsville.

The captain or 1st lieutenant use VAVRS as the primary source of certification rockers, Virginia EMS patches, and other materials sold by VAVRS.

References: VAVRS website, <http://www.vavrs.com/>

SOPs, President's Job Description, III.D.5.b.1

SOPs, Treasurer's Job Description, III.D.5.b.3

SOPs, Captain's Job Description, III.D.5.a.1.a

SOPs, 1st Lieutenant's Job Description, III.D.5.a.1.b

SOPs, Training Officer's Job Description, III.D.5.a.1.e

Description: Peninsulas EMS Council, Inc., Northern Neck Prehospital Committee.

Scope:

Situations: Training, political and legislative action, communication with other Virginia EMS agencies.

Intended Audience: All members.

Purpose: Describe policy and procedures for taking advantage of PEMS membership benefits through the Northern Neck Prehospital Committee.

Policy: The squad shall maintain membership and active participation in the Peninsulas EMS Council, using the vehicle of the Northern Neck Prehospital Committee.

Procedures: The president and captain are the official members of the NNPHC and attend or ensure squad representation at all meetings.

NNPHC meetings generally occur on the (?) Wednesday of January, April, July, and October at a location announced in advance by PEMS.

The squad has two votes on NNPHC business.

Any member who attends the NNPHC meeting in place of the president or captain must have a written proxy to vote on behalf of the absent member. If, for example, only the president attends, the captain must supply a written proxy to enable the squad to use both its votes.

Any member who attends the NNPHC meeting reports back to the membership about developments.

The president and captain are responsible for ensuring compliance with PEMS policies and procedures as communicated at the NNPHC meeting.

NNPHC meeting minutes are maintained on the PEMS website.

The training officer monitors the PEMS website, meeting minutes, and reports for training opportunities.

The training officer makes sure that the squad is represented at PEMS training events (as appropriate to squad needs) conducted within a 50-mile radius of Heathsville.

References: PEMS website, (URL).

SOPs, President's Job Description, III.D.5.b.1

SOPs, Captain's Job Description, III.D.5.a.1.a

SOPs, Training Officer's Job Description, III.D.5.a.1.e

Description: Northumberland Emergency Services Management Team.

Scope:

Situations: Emergency policy development, interagency conflict resolution, emergency & disaster management.

Intended Audience: Operations officers.

Purpose: Outline squad's roles and responsibilities in the County's emergency management infrastructure.

Policy: The squad shall participate in the management of emergencies in Northumberland County, as coordinated by the County Administrator.

Procedures: The captain and a squad member selected by the captain are the official members of the task force and attend or ensure squad representation at all meetings.

Team meetings occur quarterly and are held at the Northumberland County Board of Supervisors meeting room.

The Team representatives communicate to the membership any decisions and policies that affect squad business or operations.

The captain can appoint squad members to serve on ad hoc committees of the Team as needed.

References: SOPs, Captain's Job Description, III.D.5.a.1.a

Description: Northumberland Sheriff's 911 Task Force.

Scope:

Situations: Emergency dispatch quality control, interagency communication.

Intended Audience: Operations officers.

Purpose: Outline squad's roles and responsibilities in the 911 Task Force.

Policy: The squad shall participate on the 911 Task Force established by the Northumberland Sheriff's Department.

Procedures: The captain and 1st lieutenant are the official members of the task force and attend or ensure squad representation at all meetings.

Task Force meetings are scheduled by the Dispatch Supervisors on an as-needed basis.

The Task Force representatives communicate to the membership any decisions and policies that affect squad business or operations.

References: SOPs, Captain's Job Description, III.D.5.a.1.a

SOPs, 1st Lieutenant's Job Description, III.D.5.a.1.b

Description: Describe information access from and interactions with personnel of the Commonwealth of Virginia Department of Health, Office of Emergency Medical Services.

Scope:

Situations: Administration, operations, training, certification.

Intended Audience: Officers.

Purpose: The Virginia Office of EMS is the primary government oversight agency for EMS in Virginia. Rules and regulations developed and enforced by OEMS govern most aspects of squad operations and administration. As part of the Code of Virginia, the rules and regulations bear the force of law. In addition, the squad is licensed by OEMS and cannot operate without the license. For these reasons, squad officers must cultivate relationships with OEMS staff and maintain a basic understanding of the rules and regulations.

Policy: Squad officers shall be aware of and rely on resources and services available from the Office of EMS.

Procedures: The Office of EMS is located at:

1538 E. Parham Road
Richmond, VA 23228
1-800-523-6019, Fax: 1-804-371-3543

The OEMS web site is the first source of OEMS information, including the rules and regulations, certification and continuing education requirements, and EMS news. Officers and members should visit the site frequently to stay abreast of developments.

An OEMS program representative is assigned to Mid-County and other EMS agencies in our region of Virginia. The program representative is the second source of OEMS information, including interpretation of the rules and regulations. The name, telephone numbers, and addresses (physical and email) of our program representative are listed on the OEMS web site.

OEMS specialists are a third source of information about their areas of expertise. Names are listed on the OEMS web site.

Written communications with OEMS benefit from tracking services (certified mail, return receipts, etc.) of the U.S. Postal Service. Any mail sent to OEMS should always be traceable.

Be sure to keep copies of email correspondence with OEMS and file them so you can find them in the future—especially if an OEMS specialist renders an interpretation of the rules and regulations.

References: Rules and Regulations, Virginia Office of EMS

The OEMS web site <http://www.vdh.state.va.us/oems/index.asp>

Description: Describes command and responsibilities for squad contacts with the public and news media.

Scope:

Situations: High-profile emergencies and routine media inquiries.

Intended Audience: All squad members.

Purpose: This SOP establishes authority and procedures for conveying information about the squad, its members, and its operations to the public.

Policy: The president is responsible for maintaining the squad's public image and ensuring the accuracy and consistency of information provided to the media.

Procedures: Inquiries from news media representatives are directed to the president.

The president mediates inquiries relating to high-profile operations activities by advising the appropriate command of the nature of the inquiry and, if possible, making a recommendation about the squad's response.

If necessary, the president assembles the board of directors to discuss the results the squad hopes to achieve from a given media interaction and the best approach for achieving it.

The president can use the squad's web site as an information outlet.

To convey accurate information, the president relies as needed on other members of the administrative and operations commands.

Specific information about a particular emergency response must be filtered through considerations of patient confidentiality and therefore cannot be used to answer public inquiries.

Summary information, such as that provided on the monthly call report, is suitable for public consumption.

Response to public inquiries should always emphasize the voluntary, contributor-dependent nature of the squad's mission and the high degree of commitment required and delivered by members.

References: SOPs, III.D.5.b.1 President's Job Description.

SOPs, II.B.2.j, Mid-County Website

Website, <http://www.rivnet.net/mcvrs>

SOPs, (monthly call report)

Description: Web-based public communications.

Scope:

Situations: Routine operations.

Intended Audience: President, Board of Directors, Webmaster.

Purpose: Consideration of the squad web site as a tool for communicating with the public.

Policy: Squad officers and members shall bear in mind that, although the squad web site is primarily a tool for internal squad communications, it is available for viewing by the public. Whenever practical and appropriate, the squad shall use the web site as a mechanism for communicating with the public and the EMS community.

Procedures: All public communications are generally handled by the President or an officer specifically designated by the President.

In the case of the squad's web site, the President may designate a webmaster from any willing and able squad member. The webmaster serves at the President's discretion.

The President has final authority over web site content, and works with the Board of Directors and the Captain or an operations officer designated by the Captain to ensure that the squad's internet presence is accurate and in line with the squad's mission and strategic plan.

References: SOGs, II.G.3 Public Affairs: MCVRS Web Site.
SOGs, III.E.6.b(1) President's Job Description

Description: Policy and use of map book.

Scope:

Situations: Locating residences and structures at which an emergency response is needed.

Intended Audience: All squad members, especially drivers.

Purpose: Details about the map books provided by Northumberland County.

Policy: A Northumberland County 911 map book shall be on board every Mid-County vehicle. All members shall be familiar with the book and know how to use it in the event clear directions to a scene are not available through other means.

Procedures: The map book is a reference of last resort in the event precise directions to a scene are not available from dispatch or from local knowledge of crew members.

The map book is a large 3-ring binder, labeled "Northumberland E-911 Street Maps." Each book contains an index of road names and maps covering all roads and structures in Northumberland County as of the year 2000. Pages in the binder are contained in sheet protectors. Pages are printed in water-soluble ink, so care must be taken to avoid spills and smudges on the paper.

Cover. The map book cover shows a numbered grid over a Northumberland County map. The number in each grid corresponds to the number of a map in the book. With a basic knowledge of Northumberland geography, a squad member can identify the approximate map number for a scene by studying the map book cover.

Road Name Roster. The first 6 sheet protectors in the binder contain an index of road names in alphabetical order, cross-referenced to map number. The roster also lists the state or county route number, as well as lowest and highest 911 numbers assigned to structures along the road. An example follows:

Road Name	Route	Map #	Low	High
Bay Quarter Dr.	1401	12	1	1027
Bay Quarter Rd.	751	18	1	849

Northumberland 911 Structure Numbers. The number of a given structure in Northumberland County corresponds to its distance from a benchmark road. For example, the address 1214 Forrest Landing Rd. is 1.214 miles away from U.S. 360.

Caution: The roster does not always provide information for the full length of roads that traverse more than one map grid. Forrest Landing Road, for example, is listed in the roster as follows:

Road Name	Route	Map #	Low	High
Forrest Landing Rd.	612	23	1	1397

Map #23, however, shows only the first 2/10 mile of Forrest Landing Road. All but 3 structures on Forrest Landing are actually shown on map #17. The only way to discover that fact is to consult map 23 first and find it lacking in important data. The remedy is to consult the binder cover, identify Forrest Landing Road on map grid #23, and follow it to the adjacent map grid #17. This task will be difficult to do at night, in a moving vehicle, and without one's glasses. You have been warned.

Map pages. A given map grid on the binder cover usually translates to several map pages. Map grid #23 is associated with 4 map pages. Each map page is further divided into 6 grids,

labeled alphabetically. Structure numbers correspond to the alphabet. The lowest structure numbers on the first page of a map are generally found in grid A. Therefore, if you're looking for a low-numbered 911 address, look on the first map page for a given map number. This is important to know because although the map pages show water features, houses and other structures, route numbers, and road names, **they do not show 911 addresses.**

References:

Description: Policies and uses of the Northumberland County Structure Database.

Scope:

Situations: Annual fund drive letter, map book updates.

Intended Audience: President, captain, Auxiliary.

Purpose: Describes the structure database provided by Northumberland County and the ways in which it is used by the squad.

Policy: The squad shall take advantage of the Northumberland County Structure Database to supplement and update the annual fund drive mailing list. Any member so inclined is also invited to exploit the database's potential for improving the 911 map book.

Procedures: The database contains the name and street address of every resident who owns or rents a home and who has a telephone in Northumberland County. The database is maintained by the County Office of Zoning and Building and is updated on a regular basis.

The most recently updated database should be obtained from the County Administrator in sufficient time to analyze, extract, and add new addresses and name changes to the squad's mailing list.

Only the names and addresses of owners of property in the Mid-County first-due area shall be used for the mailing list.

The database is in an electronic format that is likely to change from year-to-year. Installation and operation instructions must be obtained from the zoning office.

References: SOP II.B.3.a Annual Fund Drive Letter.

SOP II.B.4 Northumberland County 911 Map Book.

SOP II.B.6 Northumberland Property Owner Database.

SOP II.B.7 Fund Drive Mailing List

Description: Policies and uses of the Northumberland Property Owner Database.

Scope:

Situations: Annual fund drive letter.

Intended Audience: President, captain, Auxiliary.

Purpose: Describes the property owner database provided by Northumberland County and its use as the primary source of addresses for the squad's fund drive mailing list.

Policy: The squad shall take advantage of the Northumberland Property Owner Database to develop and update the annual fund drive mailing list.

Procedures: The database contains the name and street address of every property owner in Northumberland County. The database is maintained by the County Office of Zoning and Building and is updated on a regular basis.

The most recently updated database should be obtained from the County Administrator in sufficient time to analyze, extract, and add new addresses and name changes to the squad's mailing list.

The database is in an electronic format that is likely to change from year-to-year. Installation and operation instructions must be obtained from the zoning office.

References: SOP II.B.3.a Annual Fund Drive Letter.

SOP II.B.5 Northumberland County Structure Database.

SOP II.B.7 Fund Drive Mailing List

Description: Policies and uses of the Mid-County Fund Drive Mailing List.

Scope:

Situations: Annual fund drive letter.

Intended Audience: President, captain, Auxiliary.

Purpose: Describes the development and maintenance of the mailing list used for the squad's annual fund drive letter.

Policy: The squad shall maintain a mailing list of past donors, property owners, and residents associated with the Mid-County first-due area.

Procedures: The mailing list now exists in a Microsoft Access database stored on the computer in the operations office.

As part of the annual fund drive letter process, the mailing list is updated using data from the Northumberland Structure Database, the Northumberland Property Owner Database, and a list of new donors provided by the Treasurer.

The list is sorted in zip code order prior to printing mailing labels.

Mailing labels are printed on label stock directly from the database.

References: SOP II.B.3.a Annual Fund Drive Letter.

SOP II.B.5 Northumberland County Structure Database.

SOP II.B.6 Northumberland Property Owner Database

SOP II.B.8 Electronic Data Processing and Recordkeeping Equipment

SOP III.D.5(b)(3) Treasurer's Job Description

Description: Policies and procedures for computers owned by the squad.

Scope:

Situations: PPCR data collection and reporting, annual fund drive letter, membership records, equipment inventory, financial records, meeting minutes, communications, website.

Intended Audience: President, treasurer, secretary, captain, attendants-in-charge.

Purpose: Describes the requirements, specifications, and uses of squad computers.

Policy: The squad shall maintain at least one computer, equipped to automate as much business as possible.

Procedures: A computer is kept in the operations office.

The operations computer contains the following software:

- Microsoft Office for Small Business.
- OEMS PPDR program.
- OEMS grants application program.
- MCVRS inventory database.
- A web browser.

The computer is equipped with the following hardware:

- Modem, connected to the squad's dedicated fax line, 580-9500.
- Color printer.
- Sound card and speakers.
- CD drive.
- Tape backup drive.

Squad data are stored on the computer (D:\MCVRS) as follows:

- MCVRS operations database.
- Fund drive mailing list.
- Northumberland structure database.
- Northumberland property owner database.
- Mutual aid agreements.
- OMD agreements.
- Bylaws.
- Standard Operating Procedures.
- Forms.

Computer and software documentation is kept in the leftmost storage cabinet in the operations office.

Printer supplies and diskettes are stored in the bottom drawer of the tall file cabinet in the operations office.

References: SOP II.B.1 Internal Recordkeeping.
SOP II.B.3 External Communications.
SOP II.B.5 Northumberland Structure Database.
SOP II.B.6 Northumberland Property Owner Database.
SOP II.B.7 Fund Drive Mailing List.

Description: Policy and procedures for inspection by VA OEMS.

Scope:

Situations: Routine operations; biennial licensure inspection.

Intended Audience: All members.

Purpose: Advise members about maintenance and preparations for state inspection.

Policy: According to the Rules and Regulations of the Virginia Department of Health, Office of Emergency Medical Services, a designated emergency response agency:

... and all places of operation must be subject to inspection by the Office for compliance with these regulations. The inspection may include any or all of the following:

- 1. All fixed places of operations, including all offices, stations, repair shops or training facilities.*
- 2. All applicable records maintained by the applicant agency;*
- 3. All EMS Vehicles and required equipment used by the applicant agency.*

With this regulation in mind, and the fact that our licensure is contingent upon passing any such inspection, Mid-County shall maintain every aspect of its administration and operations in inspection-ready condition at all times.

Procedures: The OEMS program representative assigned to our region conducts a regular licensure inspection every two years. The most recent inspection at the time this SOP was drafted was July 2001.

At its whim and option, OEMS can order an inspection at any time. Such an inspection can focus on the squad's station or on vehicles, which can be stopped for an inspection while on the road.

After every patient transport, the patient compartment of each ambulance must be cleaned, restocked, and inspected. The attendant-in-charge must ensure that an inspection sheet is completed to document the vehicle's condition. Any deficiencies must either be immediately corrected or reported to an operations officer, who will remedy the problem as soon as possible.

Once a month for each ambulance, a detailed inspection must be completed by the 1st lieutenant or a designee. The monthly inspection sheet must be completed to document the vehicle's condition. Any deficiencies revealed by the inspection must be corrected as soon as possible.

At least monthly, the vehicle officer must complete a mechanical inspection on each vehicle and document the results. Deficiencies must be corrected as soon as possible.

Every member is responsible for maintaining the station grounds and structures in a clean, hazard-free, and orderly condition at all times. If you see something out-of-place, correct the problem or report it to someone who can.

Records of finance, insurance, member certification, training, and infection control measures shall be maintained in accordance with state OEMS regulations and the U.S. Internal Revenue Code.

References: SOP II.B.1.b Vehicle Inspection.
Rules and Regulations, Virginia Office of EMS, 12VAC5-31-2060-E, Inspection.

Description: Internal operations overview.

Scope:

Situations: Routine and special operations.

Intended Audience: All members.

Purpose: Defines internal operations.

Policy: The squad shall work to maintain and improve operations within its first-due area, and the integrity of its members and station.

Procedures: The standard operating procedures in this section provide guidance for the following operations areas:

1. First-due area.
2. Internal investigations.
3. Station.

References: SOGs, Internal Operations, II.C.1-3

Description: Policies and procedures relating to the squad's run area.

Scope:

Situations: Routine operations; mutual aid.

Intended Audience: All members.

Purpose: Describes the squad's first-due area and procedures for boundary line changes.

Policy: Mid-County Volunteer Rescue Squad serves a specific geographic portion of Northumberland County and is solely responsible for the delivery of emergency medical services within the boundaries specified below.

Procedures: The Mid-County first-due falls within the following boundaries:

- Northeast of U.S. Rt. 360 beginning at Forrest Landing Road to Indian Valley Road.
- Southwest of U.S. Rt. 360 beginning at Coan Church Road (off Coan Stage Road) to Indian Valley Road.
- East side of Ridge Road south of Coan Stage Road to Miskimmon Road.
- Miskimmon Road to Courthouse Road
- Courthouse Road from Heathsville to Beane's Corner Road.
- Knights' Run Road from Howland to Sampson's Wharf.
- Light Street from Knights' Run Road to Beane's Corner Road.

Emergency medical services outside these boundaries are provided under the protocols of mutual aid agreements.

Changes to these boundaries must be negotiated between the captains of the squads involved.

When agreement is reached to change a first-due boundary, written notice must be provided to the Northumberland Sheriff's office to implement changes in squad assignment in the 911 database.

References:

Description: Discovery of facts in response to allegations of member misconduct.

Scope:

Situations: Deviations from standard of care, misuse of squad resources, injury to or by members conducting squad business, damage to squad property.

Intended Audience: Board of Directors.

Purpose: The Mid-County Bylaws state:

All members shall conduct themselves at all times in such a manner as to receive the respect of the officers of the Squad and the general public.

In addition, the Bylaws require that:

Any member violating any of these Bylaws or Squad SOPs shall, after investigation and a fair hearing by the Board of Directors, be subject to such penalty as prescribed by the Board of Directors.

With these mandates in mind, this SOP describes chain of command, procedures for factfinding, and resolution of incidents that adversely affect the squad's ability to fulfill its mission.

Policy: The Board of Directors shall investigate and determine appropriate responses to any matter in which the squad's reputation in the community or its legal and medical standing are in jeopardy.

Investigations shall be conducted under strict confidentiality.

Procedures: The investigation is handled by the command to which it pertains. For example, an allegation of theft of medical supplies would be addressed by operations. A report of inappropriate activity by squad members on squad premises would be addressed by administration.

The investigating officer gathers all information possible about the incident through activities such as these:

- Review of records.
- Interviews of members and other individuals who might be involved.
- Review of pertinent protocols, bylaws, and standard operating procedures.
- Analysis of facts as presented.

After factfinding and analysis are complete, the officer compiles a report and conveys it, along with any supporting documents, to the Board of Directors.

The Board of Directors shall determine appropriate next steps.

References: Bylaws, Section IV, Conduct
Bylaws, Section V, Disciplinary Action

Description: Station Maintenance.

Scope:

Situations: All operations.

Intended Audience: All members.

Purpose: Describes policies and procedures for station infrastructure maintenance.

Policy: The squad shall work to maintain the station in a safe and fully operational condition at all times.

Procedures: This section lays out maintenance policies and procedures for the following systems:

1. Building Committee.
2. Maintenance.
3. Public use.
4. Security.
5. Blueprints.
6. Electric.
7. HVAC.
8. Vehicle doors.
9. Communications.
10. Water.
11. Propane.
12. Rain gutters.
13. Floors.
14. Trash.
15. Septic.
16. Appliances.
17. Restrooms.
18. Kitchen.
19. Training room.
20. Closets.
21. Fire extinguishers.

References: SOPs , II.C.3.a-g Internal Operations:Station.

Description: Establishes a standing committee for oversight of building development and upkeep.

Scope:

Situations: Station construction, improvement, and maintenance.

Intended Audience: All members.

Purpose: Outline roles and responsibilities of the permanent building committee.

Policy: The squad shall sustain a permanent committee to monitor, analyze, recommend, design, and oversee operations to ensure continuing structural integrity of the squad's station and grounds.

Procedures: The committee is chaired by a squad member who has background in building construction. The chairman is the squad's building maintenance officer.

The building committee consists of 3-7 members who assume responsibility for overseeing all phases of construction and maintenance, including needs analysis, design, feasibility, bids, quality assurance, and funding.

A roster of committee membership is posted on the Administration board.

The committee has primary responsibility for monitoring the condition of the station and grounds.

The committee's most important job is ensuring the continuous maintenance and integrity of the station.

The committee keeps a schedule of maintenance tasks and ensures that tasks are completed as scheduled.

The committee meets as needed to accomplish its projects in a timely manner.

Committee members function in a managerial capacity and are not expected to complete work on the building themselves, unless they are willing to do so.

To complete its projects, the committee can rely on work details by squad members or paid contractors, as appropriate.

The committee reports to the board of directors. The committee identifies and recommends building projects to the board and vice versa.

Final approval of building construction and maintenance projects rests with the board of directors. The board of directors authorizes funds based on cost estimates provided by the committee.

References: SOPs , III.D.5.b(7), Building Maintenance Officer Job Description.
SOPs, II.B.2.c. Administration Board.

Description: Policies and procedures for upkeep of the Mid-County station and grounds.

Scope:

Situations: Routine and extraordinary maintenance.

Intended Audience: All members.

Purpose: Maintain squad headquarters in a safe, clean, sound, and attractive condition.

Policy: Every member must be aware of the condition of the squad's building, infrastructure, grounds, and road and take appropriate action to correct deficiencies.

Procedures: A member who notices a problem is responsible for doing something about it.

If the problem is simple, such as an overflowing trashcan, members can correct it as part of the membership commitment.

Complex problems are reported quickly to any member of the building committee.

Members participate in work details as scheduled by the building committee.

Every member is responsible for policing his or her own activities while at the station; if you make a mess, clean up after yourself.

The building must be secured whenever it is unoccupied. Make a habit of checking for open or unlocked doors and windows before you leave.

Most lights must be turned off when the station is not occupied. The exceptions are the exterior lights over the pedestrian doors, the ceiling light in the front hallway leading to the ambulance bays, and the light over the call desk in the ambulance bays. All other lights must be turned off when you leave the station.

Compliance with this SOP can be assured most easily if every member frequently reviews the maintenance list posted in the engine room and takes care of something.

References: SOPs, II.C.3.a Building Committee.
SOPs, II.C.3.f Station Infrastructure.
SOPs, II.B.1.g Special Service Log (maintenance list).
Bylaws, Section II, Membership.

Description: Policies and procedures for public use of the Mid-County station and grounds.

Scope:

Situations: Reimbursed or gratis non-squad events sponsored by squad members, government agencies, private businesses and organizations, or the general public.

Intended Audience: Administration, all members.

Purpose: Respond to requests to use the station for public events, while covering squad expenses and ensuring public safety, security, and sound condition of the station, its grounds, and contents.

Policy: The squad shall make the station and its premises available for selected non-squad events.

Procedures: **Requests.** All requests for non-squad station uses are directed to the president.

Suitability. The president evaluates the suitability of the request based on the following criteria:

1. Sponsor. Priority consideration is given to:
 - Events sponsored directly by squad members for the benefit of their immediate families.
 - Volunteer community organizations.
2. Nature of the event. Appropriate public uses include:
 - Banquets, parties, and dances.
 - Games and competitions.
 - Festivals.
 - Training.
 - Business meetings.
 - Trade and craft shows.
3. Suitability of the squad facilities and environment for the proposed event:
 - Estimated attendance.
 - Activities to be conducted (noise and nuisance to squad neighbors).
 - Insurance requirements.
4. Station availability in view of squad activities.

Decision. After judging a proposed event to be suitable, the president brings the proposal before the board of directors. The board of directors makes the ultimate decision about the event and can establish additional requirements not covered by this SOP.

Agreement. Prior to an event, the president secures an agreement from the sponsor. The agreement addresses at least the following:

- Name, address, telephone numbers for sponsor.
- Date and time of the event.
- Dates and times of setup and closedown.
- Description of the event.

- Payment and refund of maintenance deposit (if applicable).
- Payment of rental fee (if applicable).
- Cleanup and trash disposal following the event.

Maintenance deposit. A maintenance deposit of no less than \$100 is charged and must be paid prior to the time stated in the agreement for setup. The president can recommend a higher amount for the deposit if he or she deems it to be appropriate.

Waiver of maintenance deposit. The maintenance deposit is waived for members of the Mid-County Rescue Squad, Junior Rescue Squad, and Auxiliary.

Inspection. A squad or auxiliary member conducts an inspection with the event sponsor prior to the event to establish a shared view of building condition. The same member and event sponsor conduct another inspection following the event to assess whether or how much of the maintenance deposit will be returned to the event sponsor.

Refund of maintenance deposit. The maintenance deposit is refunded if inspection after the event reveals no damage or uncleared refuse.

Rental fee. Rent of no less than \$35 per event is charged. The president can increase the rental fee at his or her discretion.

Waiver of rental fee. The station is let gratis to members of the Mid-County Rescue Squad, Junior Rescue Squad, and Auxiliary and to volunteer, non-profit organizations.

Supervision. At least one member of the squad or auxiliary must be present at all times during the occupancy prior to, during, and following the event, as stated in the event agreement. The member keeps an eye on the event and is available to answer questions, solve infrastructure problems, and take appropriate action in the event of emergency.

Alcohol. Alcoholic beverages are not permitted inside or outside the premises at any time.

Off-limits. The following areas are off-limits to individuals other than squad or auxiliary members and their guests:

- Administrative and operations offices.
- Medical, training, and office supply or equipment closets.
- Vehicles.
- Vehicle maintenance workbench.
- Auxiliary shed.
- Crew lounge, sleeping quarters, and restrooms (upstairs).

References: SOPs, III.D.5.b(1) President's job description.
SOPs, II.C.3.b Station Maintenance.
SOPs, II.B.1.g Special Service Log (maintenance list).

Description: Safety and security of grounds, station, and contents.

Scope:

Situations: Routine operations and public events in and around the station.

Intended Audience: Administration, all members.

Purpose: Ensure occupant safety and security of the station, its grounds, and contents.

Policy: All members shall act to ensure that the station is secured at all times to prevent vandalism, theft, and unauthorized intrusion.

Procedures: The following security mechanisms are in place:

Electronic fire alarm system. This system is provided and maintained by Northern Neck Security (804-580-2059). The system automatically calls the Northumberland Sheriff's office if smoke monitors (located throughout the building) detect combustion above a certain concentration.

Engine exhaust fumes can set off the alarm, so internal combustion engines must not be run inside the engine room, except as needed to move vehicles in and out of the station. This prohibition extends to lawnmowers, chainsaws, generators and any other internal combustion engine. If you must run such an engine inside the station, run it near the bay doors and keep the door open.

Coded door lock. The front door is secured by a 3-digit punch-code lock. The lock cannot be disabled. During public events, a doorstop keeps the door open. The stop must be removed so the door can close to secure the entrance.

Keyed door locks. Side entrances on the lower level have keyed locks and steel doors. These locks can be disabled. To ensure that they are not left unlocked when the building is unoccupied, they must be checked whenever a squad or auxiliary member is the last person to leave the building. Keys to these locks are not issued.

Office doors. The administrative and operations offices are locked unless a keyholding officer is on the premises. Locks are changed on the whim of the president and/or captain.

Closet doors. The training supply closet is locked unless a keyholding officer or trainer is on premises. The medical supply closet can be locked, but is normally unlocked to provide easy access for ambulance restocking. The closet is locked during public events for non-squad activities.

Keysafes. A keysafe is located in each squad office. Keys are assigned to the president, captain, and first lieutenant. The safes are kept locked at all times.

Unkeyed locks. The external door on the upper level and the external pedestrian door in the bay are always locked from the outside. No mechanism exists on either door to permit re-entry from the outside. These doors are often inappropriately propped open and therefore must be checked whenever a squad or auxiliary member is the last person to leave the building.

Electric doors. The three vehicle doors on the engine room are equipped with electric remote-control devices. Each door responds only to its own control device, which is kept in the vehicle garaged behind that door. Vehicle crews must remember that the control devices represent a security breach if they are lost or otherwise removed from the vehicles. Vehicle driver compartments should therefore be locked when they are not occupied.

Lighting. Night-time lighting is stationed at the vehicle doors, parking lot, and pedestrian doors. The pole-mounted parking lot light is maintained by Virginia Dominion Power. All other lighting is maintained by the Squad

Making it work. Always make sure all doors and windows are locked and secured when you are the last person to leave the station. Notify the building maintenance officer about problems.

References: SOPs, II.C.3.b Station Maintenance.
SOPs, II.B.1.g Special Service Log (maintenance list).

Description: Blueprints and infrastructure diagrams.

Scope:

Situations: Building maintenance and new construction.

Intended Audience: Administration, building committee.

Purpose: Provide information and schematics to assist in making infrastructure repairs, augmenting existing systems, designing and building new systems or structures.

Policy: Plans for all building construction projects shall be maintained as permanent records.

Procedures: A storage cabinet, suitable for storage of blueprints and sized to fit in the administrative office, shall be purchased.

The cabinet shall be kept in the administration office. Responsibility for its upkeep belongs to the building maintenance officer.

Any plans now in existence shall be assembled and stored.

If they do not already exist, schematics shall be drawn up showing labels and paths of electrical, radio, and telephone wiring, gas, sewerage, water delivery/drainage infrastructure, and HVAC ductwork.

Floorplans shall be drawn up to note the location of HVAC, water heater, water softener, telephone and CATV jacks, electrical outlets, and ventilation.

Plans for all current and future maintenance and construction projects shall be maintained.

References: SOPs, II.C.3.b Station Maintenance.
SOPs, II.C.3.a Building Committee.
SOPs, III.D.5.b(7) Building Maintenance Officer Job Description.

Description: Policies and procedures for the station's electrical plant.

Scope:

Situations: Building construction and maintenance.

Intended Audience: Administration, building committee.

Purpose: Describes operation & maintenance of the station's electrical infrastructure.

Policy: The station's electrical systems shall be maintained in peak operating condition at all times.

Procedures: The station's electric plant consists of the following elements:

- Wiring.
- Electrical panels.
- Standby generator.

Wiring. The station is wired to code for commercial structures. Wiring schematics are maintained by the building committee and are stored in the administration office.

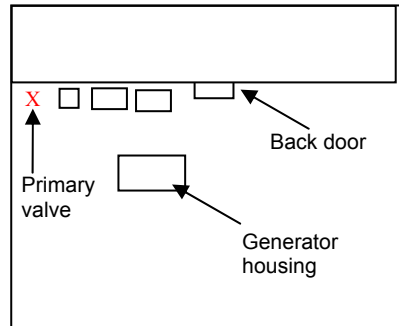
Electrical panels.



The station is equipped with two electrical panels (circuit breaker boxes), which are installed in the laundry room. The left hand box (panel #1) supports the engine room and its external electrical systems. The right hand box (panel #2) supports the half of the building that contains the kitchen, training room, business quarters and living quarters. Breaker switches are labeled.

Standby generator. A standby generator powers the entire building during power outages. The generator consists of three components: the fuel source (propane tank), transfer switch box (laundry/utility room), and the generator housing (outside, behind the station).

Power source. Propane. The generator is piped to the propane tank located at the edge of the woods behind the station. Two **shut-off valves** serve the generator:

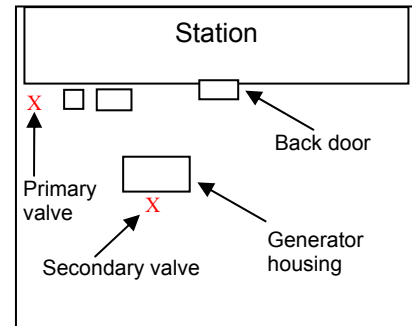


The **primary valve** is located outside on the back kitchen wall.

The valve controls fuel from the propane tank to the generator. Use this valve to isolate the generator from the fuel source at any time, but especially if a hazard makes it unsafe to approach the generator housing.



The secondary valve is located at the base of the generator housing, on the side facing away from the station.



Transfer switch box



The transfer switch box is located in laundry room, adjacent to electrical panels. This cabinet contains the cables, switches, fuses, and sensors that automate the generator. This equipment is connected directly to the power grid and is therefore loaded with high voltage at all times. The box is always locked to prevent injury and mischief. Keys are stored in the key safes in both the administrative and operations offices, but **the box is to be opened only by the Building Maintenance Officer or other authorized personnel.**

A display on the outside of the box shows the status of power sources to the building:

Source 1=power grid (electric company)

Source 2=standby generator

When the display indicates Source 2, the building is being powered by the standby generator.

A prominent yellow label on the control box shows the telephone number for the system's distributor, Carter, 1-800-835-1166.

Generator housing.



The generator is housed outside and behind the station.



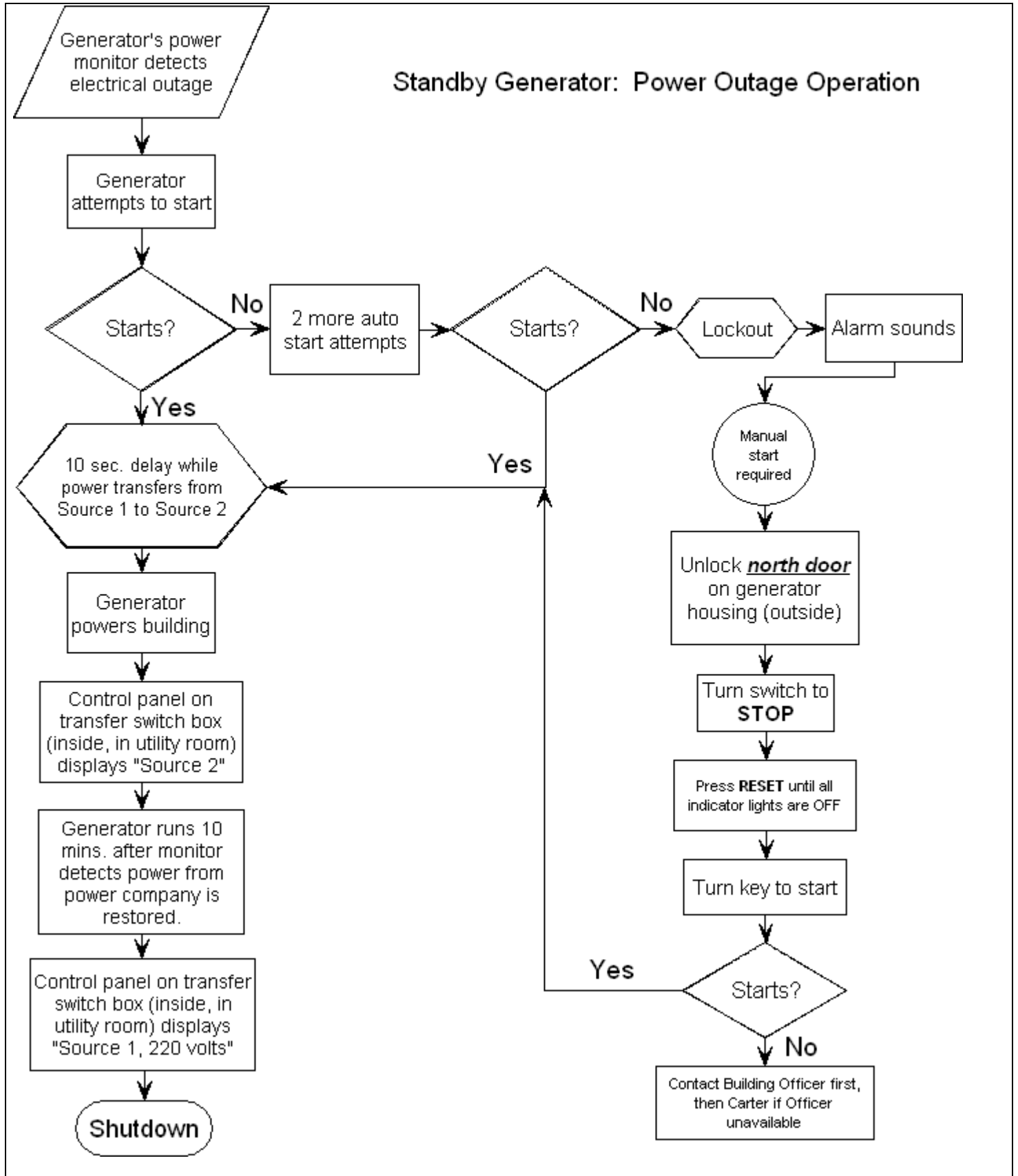
A locked control panel is located on the north end of the housing.



Access the generator through locked doors on the east side of the housing.

Keys are stored in the key safes in both the administration and operations offices.

Power outage. The generator is programmed to operate during power outages as shown in the following flowchart:



System test. The generator system conducts a self-test every week (Saturday beginning at noon). In addition, the system needs to be exercised and monitored at least quarterly. To ensure that a system test occurs and is monitored, the best time for the exercise is during the regular monthly business meeting (1st Wednesday of each month). The test procedure is stored with the packet of generator manuals and schematics in the administrative office. A copy of the procedure is also stored in the transfer switch control box.

References: SOPs, II.C.3.a Building Committee.
SOPs, II.C.3.b Maintenance.
SOPs, II.C.3.e Station Construction & Maintenance Plans.
SOPs, II.C.3.g.1 Standby Generator Maintenance.

Description: Policies and procedures for the station's heating and cooling plant.

Scope:

Situations: Building construction and maintenance.

Intended Audience: Administration, building committee.

Purpose: Describes operation & maintenance of the station's heating, ventilation, and air conditioning infrastructure.

Policy: The station's heating and cooling systems shall be maintained in peak operating condition at all times.

Procedures: The station's HVAC plant was installed and is serviced by RMC Mechanical Contractors, Inc., Richmond Highway, Village, VA, 804-529-7934.

The station's HVAC plant consists of the following elements:

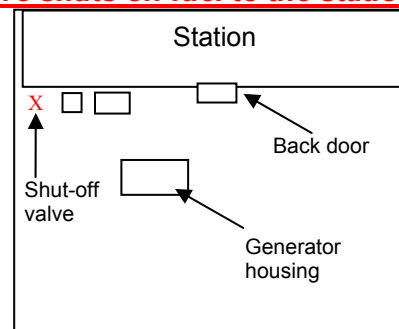
- Fuel source.
- Electrical.
- Thermostats.
- Air delivery and return vents.
- Filters.
- Bay heaters.
- Heat pumps.
- Kitchen fans.
- Engine room fan.

Fuel source.



The HVAC system is powered by gas, which is piped from the propane tank located at the edge of the woods behind the station. A propane **shut-off valve** to the HVAC system is located outside, behind the station, on the rear kitchen wall, near the south edge of the building.

Two valves are mounted in this location. The TOP valve shuts off fuel to the station.



Electrical.

The electrical panels in the laundry room provide primary electrical for the HVAC electric infrastructure. Panel #2 (right hand box) supports the kitchen, training room, business quarters and crew quarters. Breaker switches pertaining to HVAC are so labeled. These switches must be activated at all times, except during maintenance and repairs that require electrical power to be discontinued.

Panel #1 (left hand box) contains the breakers for the bay heaters and bay fan. The bay fan breaker must not be activated if the bay fan cover is in place. The breaker is protected from accidental activation by a labeled barrier.

Thermostats. All thermostats are secured by locked plastic boxes. Keys are stored in the operations office key safe.

Four thermostats control temperature for the station:

1. In the hallway across from the administrative office. Controls HVAC to the first-floor restrooms, conference room, and offices.
2. Training room, next to windows on wall adjacent to kitchen. Controls HVAC to training room and kitchen.
3. Engine room, in the center back wall. Controls bay heaters.
4. Crew living quarters (upstairs) in a location to be determined.

Air delivery and return vents. Air delivery vents are located in the ceilings of rooms throughout the work and living quarters of the station. Two air returns are located on the main floor, one in the front hallway across from the operations office and the other in the training room, on the kitchen wall, adjacent to the windows. The air return location for the upstairs crew quarters will be determined during final construction.

Filters. All air returns are equipped with filters that must be changed at least once a year. A sticker showing the installation date is attached to each filter. Additional filters are stored in the utility room off the crew lounge upstairs.

Engine room heaters. Propane-fueled heaters are suspended from the ceiling over each vehicle bay. These are controlled by the thermostat located on the center back wall of the bay.

Heat pumps.



Two heat pumps, located behind the building, serve the station. The smaller of the two provides heating and cooling for the downstairs offices, conference room, and restrooms. The larger unit heats and cools the kitchen and training room. A third heat pump will be installed during the fall of 2002 to provide heating and cooling for the 2nd floor crew quarters.



Each unit is equipped with a reset switch as shown at left. If a malfunction occurs, contact the Building Maintenance Officer for information about the conditions under which resetting might solve the problem.

Kitchen fans. Exhaust fans are installed over each stove in the kitchen. These are equipped with filters that must be inspected and cleaned at least once a year.

Engine room fan. A fan ventilates the engine room. The fan is equipped with a manual switch located on the back wall of the bay.

During the colder months of the year, the fan is shut down and covered. The fan circuit breaker (in electrical panel #1) must not be activated if the bay fan cover is in place. The breaker is protected from accidental activation by a labeled barrier.

Refer to SOPs, II.C.3.f(3) Engine Room Fan for seasonal maintenance procedures.

- References:
- SOPs, II.C.3.a Building Committee.
 - SOPs, II.C.3.b Maintenance.
 - SOPs, II.C.3.e Station Construction & Maintenance Plans.
 - SOPs, II.C.3.f(3) Engine Room Fan.
 - SOPs, II.C.3.d Security.

Description: Maintenance procedures for the ventilating fan in the station's ambulance bays.

Scope:

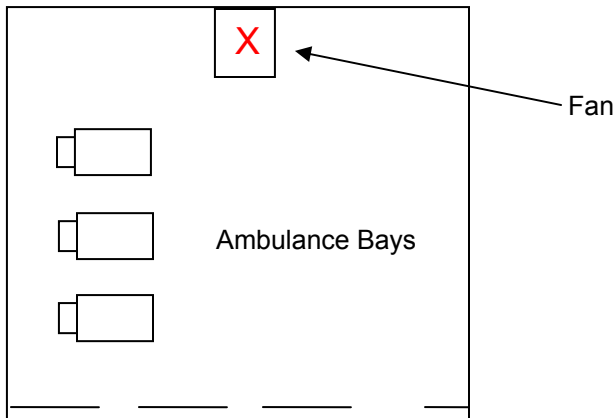
Situations: Routine maintenance.

Intended Audience: Administration, building committee.

Purpose: Describes maintenance of the engine room fan.

Policy: The station's engine room ventilation fan shall be maintained in peak operating condition at all times. Maintenance procedures shall be conducted in a safe and complete manner as directed below.

Procedures: The ventilating fan for the ambulance bay area is located near the roof peak on the north exterior wall of the station.



During the colder months, the fan is shut down and covered. The fan's circuit breaker, located in electrical panel #1, must not be activated if the bay fan cover is in place. The breaker is protected from accidental activation by a labeled barrier.

The fan cover is a large insulated box that requires at least a two-man crew to install and remove.

Requirements: 2-man crew (ground man, ladder man)
20-foot extension ladder



Fan cover (Stored in storage room on the east side of the 2nd floor crew quarters)

Pins to secure cover over fan (stowed in housing that surrounds the fan)

		<p>Suspension system (stowed with fan cover)</p>
		<p>Shackle permanently mounted on joist adjacent to fan. (View from engine room floor adjacent to fan, looking up)</p>

Fall. Take the following steps to cover the fan for the winter:

1. Turn off circuit breaker (in electrical panel #1).
2. Stabilize ladder.
3. Secure block and line to shackle on ceiling.
4. Hoist cover—
 - Ground man maintains tension on line.
 - Ladder man guides cover (to avoid hitting lights with cover).
6. Place cover over mounts.
7. Insert pins.

Make sure louvers on outside of building are closed; lubricate if necessary.

Spring. Take the following steps to set up the fan for warm-weather operation.

Requirements:

1. Make sure circuit breaker is turned off.
2. Stabilize ladder.
3. Secure block and line to shackle on ceiling.
4. Ladder man removes pins from either side of cover.

5. Ladder man lifts cover off mounts and stows pins in fan housing
7. Lower cover—
Ground man maintains tension on line.
Ladder man guides cover (to avoid hitting lights with cover).
8. Turn on circuit breaker (in electrical panel #1).
9. Test fan & speed control.
10. Stow cover (in storage room on east side of 2nd floor crew quarters).

Make sure louvers on outside of building open and close freely; lubricate if necessary.

References: SOPs, II.C.3.a Building Committee.
SOPs, II.C.3.b Maintenance.
SOPs, II.C.3.f(2) HVAC

Description: Maintenance procedures for the vehicle doors on the station's engine room.

Scope:

Situations: Building maintenance; vehicle ingress and egress.

Intended Audience: All members, building committee.

Purpose: Describes operation and maintenance of the vehicle doors.

Policy: The station's engine room doors shall be operated safely, securely, and shall be maintained in peak operating condition at all times.

Procedures: The vehicle entrances to the engine room are covered by lift doors that are controlled by mounted or remote switches.

The squad has a maintenance contract with **Apple Door, Fredericksburg, VA, 540-898-4700**.

Safety. At the time this SOP was developed, the doors have no safety mechanism to prevent accidental closure on vehicles, objects, or people standing under them. Pressure detectors will be installed in the near future, but until they are, members must be vigilant to prevent accidents and injuries. Watch your head and those of others.

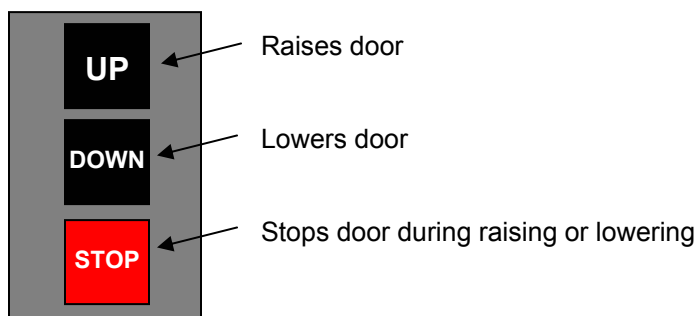
Door malfunctions. The doors can fail to operate during power outage or a malfunction along the electrical path to the door. The station's standby generator ensures that power is available to the doors within a few minutes of an outage. If the doors do not operate under normal power conditions or if the generator is running, check the circuit breaker (located in the laundry room, left-hand breaker box).

Contact the building maintenance officer if the cause of an electrical malfunction cannot be corrected immediately.

Debris. The pressure detector installed in each door is highly sensitive and can be activated by miniscule obstructions. If a door fails to remain closed, check the floor under the closing edge of the door for debris and remove anything (even leaves) you find. Also check the gasket; debris that sticks to the rubber gasket at the bottom edge of the door can cause the door to malfunction, but won't show up on the floor.

Security. To maintain security at the station, the doors remain closed when the building is unoccupied. The doors should be closed even when the building is occupied if occupants do not have a constant and clear view of the engine room.

Mounted switches. When viewed from inside the engine room, controls are permanently mounted on the left side of each door. Each control has three switches, as shown below:



Remote transmitter. The doors are also controlled by transmitters stored on the driver-side sun visor in each vehicle. The remote controls have one switch that opens or closes the doors. The remotes can reverse the direction a door is traveling, but cannot stop it altogether.

Each remote is coded to a specific door; the remote for one door cannot operate another door. When a vehicle is moved to a different bay in the engine room, the transmitter must also be moved into the vehicle garaged behind the door coded to that transmitter.

Maintenance.



Overhead lift mechanisms are electrically powered. They need to be lubricated annually. The lubrication is part of the squad's maintenance contract with Apple Door.



The doors open and close through a large spring mechanism located on top of the door frame. The springs need inspection and lubrication at least once a year, as part of the maintenance contract.

Report door malfunctions to the building maintenance officer.

References:

SOPs, II.C.3.a Building Committee.

SOPs, III.5.b.7 Building Maintenance Officer's Job Description.

Description: Telephone policies and procedures.

Scope:

Situations: Routine operations, telephone problems.

Intended Audience: All members, treasurer, building committee.

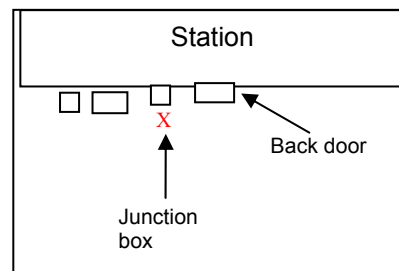
Purpose: States policy for telephone use; describes telephone system & procedures for diagnosing problems.

Policy: The squad shall maintain the telephone system in peak operating condition at all times for the convenience of members and support of squad operations and administration.

Procedures: **System.** The telephone system consists of a junction box, internal wiring and jacks, telephones, a fax machine, and telephone service (local and long distance).



Junction box. The junction box is located outside the station, adjacent to the pedestrian door on the back wall of the engine room. Telephone lines enter the building through the box. It is also used to test system problems.



Internal wiring and jacks. The station is wired to provide telephone jacks in the squad offices, kitchen, engine room, and crew quarters.

Lines. The station is served by two telephone lines. Line 8615 provides voice service. 9500 provides fax and internet communications.

Responsibility for internal problems. The squad does not have a contract with the telephone company for maintenance on wiring, jacks, or equipment inside the station. As a result, system problems caused by a problem inside the building must be resolved at the squad's expense.

Telephones. At least one telephone is mounted in each room equipped with a jack.

Fax machine. A fax machine is installed in the operations office. Rolls of fax paper are stored in the supply closet in the operations office; at least two rolls of paper must be kept on hand at all times. Paper is available at Wal-Mart or any office supply store.

Telephone service. The squad has Community Plus local telephone service. The local calling area includes Northumberland, Lancaster, Richmond and (Westmoreland?) Counties. Long distance service is provided by AT&T.

Long-distance policy. As a rule, members must not make long-distance calls on the squad's telephones except for squad business. When you make a long-distance call, write down the date, time, number called, and purpose of the call. Leave the note to the treasurer's attention in the document pocket on the door of the administrative office.

The treasurer reviews each month's telephone bill and matches long-distance calls to documentation provided by members. Members will be billed for personal long-distance calls and are expected to reimburse the squad promptly.

Fax policy. The fax machine should be reserved for use on squad business, especially if a fax involves a long-distance call. If you fax to a long-distance number, write down the date, time, number called, and purpose of the fax. Leave the note to the treasurer's attention in the document pocket on the door of the administrative office.

The treasurer reviews each month's telephone bill and matches long-distance fax calls to documentation provided by members. Members will be billed for personal long-distance calls and are expected to reimburse the squad promptly.

System testing. Telephone system problems can result from equipment malfunctions inside or outside the station. The origin of the problem dictates who is responsible for solving it, so before you report a problem to the telephone company, test the equipment.

Purpose of test. A system test determines whether the problem originates from inside or outside the building.

Tools required. Flat-blade screwdriver, telephone with receiver, receiver cord, and wall cord.

Procedure:

1. Define the problem—no dial tone, static on the line, humming noise, dead line, etc.
2. Attach a different telephone to the same wall jack. If the problem does not occur, it likely is a malfunction of the original telephone. If the problem persists, go to step 3.
3. Carry a screwdriver and telephone outside to the junction box.



4. Open the junction box.



5. Open the cover for the line you want to test.

For example, if you detect a problem on the fax line, open the cover for 580-9500.

Cover in open position.



6. Gently pull the built-in plug from its jack.



7. Plug the telephone wall cord into the now-empty jack.

8. Lift the telephone receiver and listen.

- a. If the same problem occurs at the junction box as inside the station, the problem is the phone company's. Contact the building committee chairman and describe the problem.
- b. If the problem does not occur at the junction box, it is probably related to the wiring or jack. Contact the building maintenance officer and describe the problem.

References: SOPs, II.C.3.a Building Committee.
 SOPs, III.5.b.7 Building Maintenance Officer's Job Description.
 SOPs, III.5.b.3 Treasurer's Job Description.

Description: Emergency radio infrastructure.

Scope:

Situations: Routine operations.

Intended Audience: All members, building committee.

Purpose: Describes radio system & procedures for diagnosing problems.

Policy: The squad shall maintain a communications system that enables all members to contact the emergency dispatch center.

Procedures: The emergency radio system consists of the external infrastructure, frequency licenses, handheld radios, mobile radios, a base radio, a scanner, passive paging system, battery charging systems, and a battery conditioner.

Problems. Report all radio problems to the 1st lieutenant

External infrastructure. External support for the squad's radio communications is provided and maintained by Northumberland County. Transmitters, receivers, and repeaters in various locations (Heathsville, Surprise Hill, Good Luck Road in Lancaster County) enable handheld-to-handheld communications throughout the Mid-County first-due area.

Frequency licensure. The squad maintains licenses for three frequencies (what are they?). Licenses must be renewed (when and how?) by applying to the Federal Communications Commission. The license renewal process can be completed online, using the FCC's website at (URL???) . An account for the squad was established in 2002, using the squad's employer ID number, (what is it?)

Handheld radios. The squad assigns one of three types of handheld radio to every active member.

Motorola HT600 – Probationary members, junior squad members, less active thirds. These radios are equipped with six channels, as described on the operating instructions (attached).

Motorola HT1000 – Active thirds, drivers. HT1000 radios have 16 channels, as described on the operating instructions (attached).

Motorola HT750 – EMTs, officers. HT750 radios have 16 channels as described on the operating instructions (attached).

Assigned with every radio are an antenna, charging stand, two batteries, and operating instructions.

Every member is responsible for the proper use, security, and maintenance of the assigned radio and peripheral equipment.

Emergency radio scanners that are monitored by many curious citizens can pick up any transmission from handheld radios. Use discretion when you talk.

Poor signal quality for handheld radios sometimes occurs in Bay Quarter Shores, Pine Point, Sampson's Wharf, and defolate areas along Light Street. Members working or living in these areas must plan to use the telephone to contact dispatch if necessary.

Mobile radios. Two kinds of mobile radios are installed on squad vehicles, the operations radio and the COR radio. The radios are supported by antennae located on the vehicle roof. Use caution .

Operations radio. All three vehicles have an operations radio that enables communications to dispatch, Lancaster Fire/Rescue, and the HEAR frequencies for Rappahannock General Hospital, and Riverside Tappahannock Hospital. Receiver/transmitters for this radio are installed in all vehicles. In the ambulances, operations radios are installed in both the cab and patient compartment. Use the operations radio for communications with dispatch and the emergency departments at both hospitals. Transmissions from the operations radio can be picked up on citizen scanners. Use discretion when you talk.

COR system. A COR (Cardiac and Orders Radio) system is installed in each ambulance. The system consists of a transmitter/receiver and repeater (in the patient compartment), and an HT1000 handheld (in the cab).

Use the COR system to transmit cardiac strips from the ambulance's heart monitor to the hospital emergency department. Also use COR for patient care requiring physician orders of any kind. Transmissions are tape recorded at the hospital. The COR radio operates over private frequencies, so transmissions are not picked up on citizen scanners.

Base station. Northumberland County has supplied each fire and rescue agency with a six-channel base station. At Mid-County, the base station is located in the engine room. Signals are fed to the station from an antenna mounted on the south side of the building. A cable transmits the signal across the crew quarters ceiling to the base station. This radio is designated as "Mid-County Base."

Scanner. A scanner monitors channels of interest to squad operations. The scanner is located in the crew quarters, east side storage closet, adjacent to the water softener. Speakers are located in the engine room and operations office. The scanner is served by an antenna mounted over the pedestrian door on the outside of the engine room's back wall.

Passive paging system. The station's metal skin interferes with signal reception on handheld radios inside the building. A passive internal paging system has been installed to counter the interference. It works by means of an external antenna, mounted on the south side of the building, adjacent to the crew quarters emergency exit, a cable across the crew quarters ceiling, and another antenna mounted in the engine room. Members can receive a paging signal on their handheld radios anywhere inside the building. As a result, always carry your handheld with you when you are at the station.









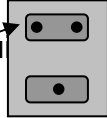
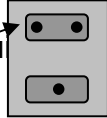
Battery charging systems. Battery chargers for each type of handheld radio are stationed in the engine room adjacent to the training room door. Use the appropriate charger if your battery needs to be charged while you are at the station.

Battery conditioner. A battery conditioner for all types of handheld radio batteries in use at Mid-County is installed in the operations office. The 1st Lieutenant uses the conditioner to extend the life of batteries that no longer accept a suitable charge. Reconditioned batteries are used as backup batteries and reconditioned until they no longer maintain a 12-hour charge.





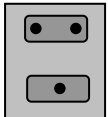
References:

- SOPs, II.C.3.a Building Committee.
- SOPs, III.5.a.1(b) 1st Lieutenant's Job Description.
- SOPs, II.F. Property Control.
- SOPs, III.C. Communications Protocol
- SOPs, III.Q. Other Equipment.
- Handheld radio operating instructions (attached).

Motorola HT600


<p>Power on/off, volume</p>	 <p>Turn  left or right</p>	<p>“Beep” confirms power on</p>
<p>All Northumberland tones/transmissions (monitor mode)</p>	 <p>Turn  to channel 1, silver switch in open position</p> 	<p>Channels:</p> <ul style="list-style-type: none"> 1 - Base 2 2 - Tactical 3 - Sheriff Repeater (receive only) 4 - Lancaster Fire/Rescue 5 - Fireground 6 - Statewide Fire
<p>MCVRS tones only (pager mode)</p>	 <p>Turn  to channel 1, silver switch in closed position</p>   <p>Press  and release</p>	
<p>Charging</p>	<p>Turn radio OFF. Detach battery from radio. Place battery in charger. Change batteries daily (every 12-24 hrs as needed).</p>	

Motorola HT1000

<p>Power on/off, volume</p>	 Turn left or right	<p>"Beep" confirms power on</p>
<p>All Northumberland tones/transmissions (monitor mode)</p>	 Turn to channel 1, silver switch in open position	<p>Channels:</p> <ul style="list-style-type: none"> 1 - Base 2 2 - Tactical 3 - Sheriff Repeater (receive only) 4 - Lancaster Fire/Rescue 5 - Statewide Disaster 6 - Rappahannock General 7 - Riverside Tappahannock 8 - Fireground 9 - Westmoreland 10 - State Police (receive only) 11 - Statewide Fire 12 - VHF Channel 13 13 - VHF Channel 68 14 - VHF Channel 88 15 - Lancaster Fireground 16 - Weather
<p>MCVRS tones only (pager mode)</p>	 Turn to channel 1, silver switch position A  Press and release  quickly	
<p>Charging</p>	<p>Turn radio OFF. Detach battery from radio. Place battery in charger. Change batteries daily (every 12-24 hrs as needed).</p>	

Motorola HT750

Power on/off, volume

Turn  left or right.
Single tone confirms power on.

- Channels:
 1 - Base 2
 2 - Talk-Around Channel
 3 - Base 1 (receive only)
 4 - Lancaster Fire/Rescue
 5 - Statewide Disaster
 6 - Rappahannock General
 7 - Riverside Tappahannock
 8 - Northumberland Fireground
 9 - Middlesex Fire/Rescue
 10 - State Police (receive only)
 11 - Statewide Fireground
 12 - VHF Channel 16
 13 - VHF Channel 68
 14 - VHF Channel 88
 15 - Weather
 16 - MCVRS Pager Only

All Northumberland tones/transmissions (monitor mode)

Turn  to channel 1



MCVRS tones only (pager mode)

Turn  to channel 16


Charging

Turn radio OFF. Detach battery from radio. Place battery in charger. Change batteries every 24-36 hrs as needed.


Scanning

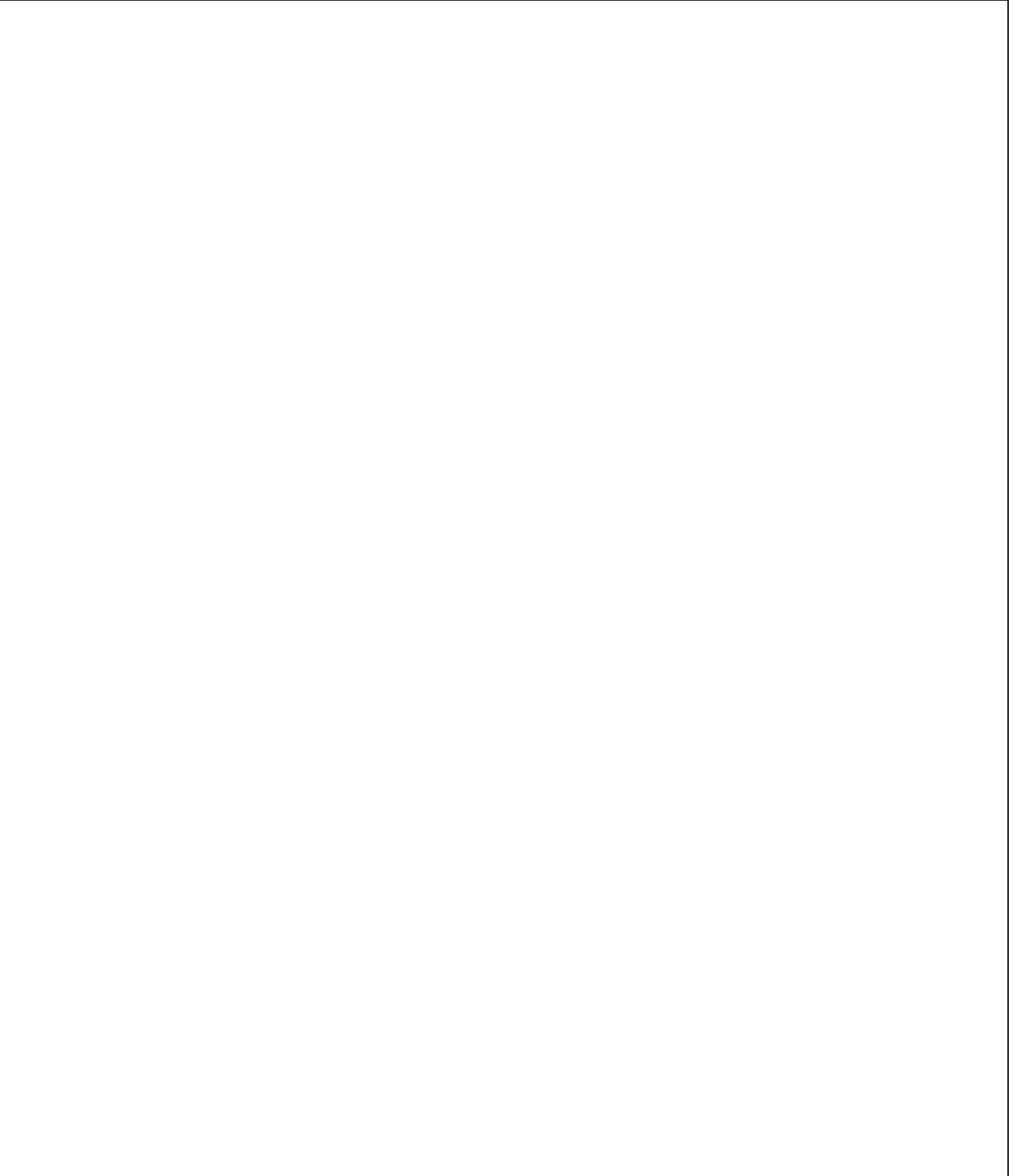
Turn  to channel 1
 On side of radio, press 
 and release immediately (listen for two **ascending** tones)

Delete nuisance channel from scan

Listen for traffic on nuisance channel. Press 
 and hold until you hear a single tone and nuisance traffic stops.

Stop scanning

On side of radio, press 
 and release immediately (listen for two **descending** tones)



Description: Water well infrastructure.

Scope:

Situations: Routine operations.

Intended Audience: Building committee, all members.

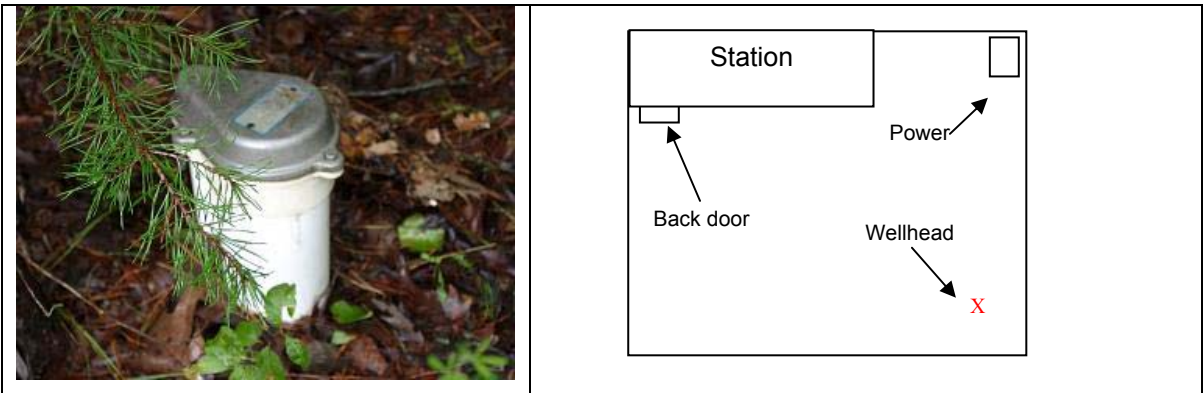
Purpose: Describes the station's water well system and maintenance procedures.

Policy: The squad shall maintain a permanent and reliable potable water supply system to support station operations and events.

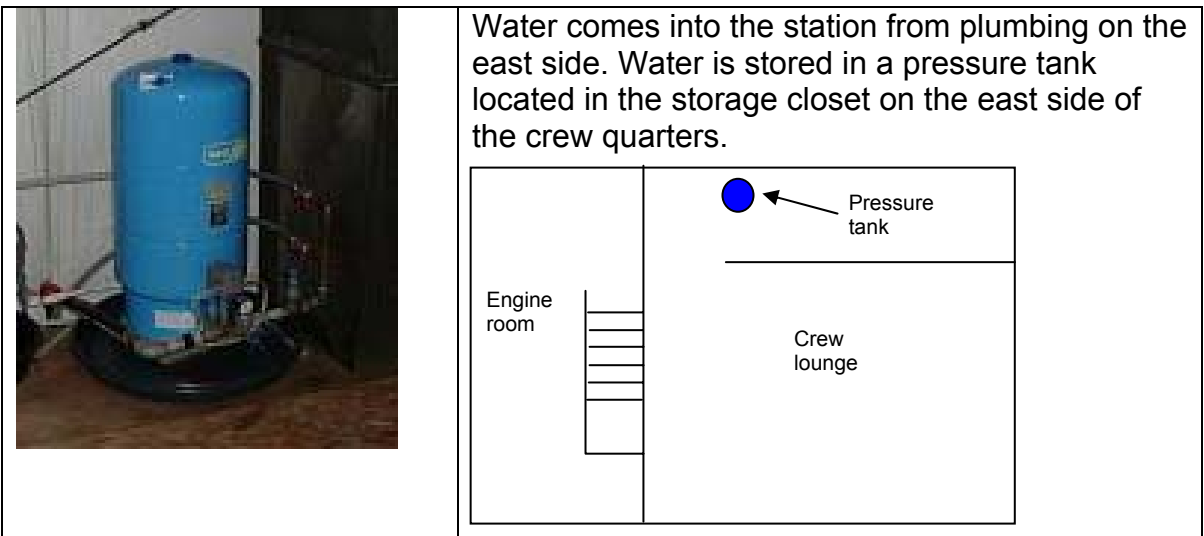
Procedures: A deep well supplies water to the station. The well was drilled in 1993. Water comes to the station from a depth of 240'. Total depth of the well is +/-650'.

Problems. Report all water problems to the building maintenance officer.

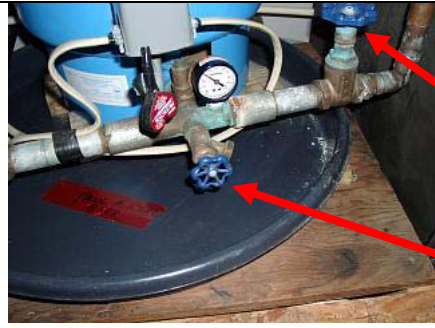
The wellhead is located on a diagonal line off the northeast corner of the station at the edge of the woods.



The well pump is powered electrically and continues to work when the building is powered by the standby generator.



Water comes into the station from plumbing on the east side. Water is stored in a pressure tank located in the storage closet on the east side of the crew quarters.



Shutoff valves are located on the front of the pressure tank.

Controls water to kitchen, restrooms.

Controls water to engine room.

Contact **Fetterolf's Well Drilling, 804-758-4050** for maintenance and repair on the well or well pump.

References: SOPs, II.C.3.a Building Committee.
SOPs, III.5.b.7 Building Maintenance Officer's Job Description.

Description: Waste disposal infrastructure.

Scope:

Situations: Routine operations.

Intended Audience: Building committee, all members.

Purpose: Describes the station's waste disposal system and maintenance procedures.

Policy: The squad shall maintain a permanent and reliable wastewater disposal system to support station operations and events.

Procedures: A septic system serves the Mid-County station.



The septic tank and drain field are located on the south side of the station, adjacent to the kitchen door.

A rail fence at the edge of the perimeter of the drain field, adjacent to the parking lot, protects the sewerage infrastructure from damage. **Do not drive cars or move heavy equipment into this perimeter.**

Wastewater draining can be sluggish when the water table is high during extended rainy periods. Slow draining manifests itself as a strong odor of sewer gas, usually detected in the lobby or in the engine room.

Suspect a clogged drain if the odor doesn't go away shortly after the rain stops. The usual culprits are the toilets and the floor drains in the engine room.

You can prevent problems with these drains:

- Do not flush anything except toilet paper.
- Wrap sanitary napkins and tampons in paper towels and dispose of them in the trash.
- Before you hose down the engine room floor, sweep it and place the debris in a trashcan.
- Do not wash construction debris, kitty litter, sweeping compound, dirt, scraps of paper, medical waste, or any other solids into the floor drains.
- Dispose of debris from the kitchen sink drain baskets in the trash.

Problems. Report all water problems to the building maintenance officer.

Contact **W.C. Lowery, 804-529-6210** for maintenance and repair the sewerage system.

References: SOPs, II.C.3.a Building Committee.
SOPs, III.5.b.7 Building Maintenance Officer's Job Description.

Description: Engine room water delivery system.

Scope:

Situations: Routine operations.

Intended Audience: Building committee, all members.

Purpose: Describes the purpose, use, and maintenance of water infrastructure in the engine room.

Policy: The squad shall maintain a permanent and reliable water delivery system in the engine room to support vehicle maintenance and a clean station.

Procedures: Hose bibs, hoses, and hose nozzles are installed adjacent to the door for each vehicle bay.

This equipment exists for the primary purpose of washing squad vehicles, cleaning roof gutters, and keeping the engine room, aprons, and station clean.

Vehicle washing. Dirt and debris from vehicles and the engine room floor get flushed into the floor drains if vehicles are washed inside. Debris can produce drainage problems. Water from vehicles washed inside places excessive load on the station's septic system. Therefore, always wash vehicles outside the station, except in freezing weather. If you must wash a vehicle inside, make sure the floor is free from dirt and debris before you turn on the water. Furthermore, squeegee the floor when you finish to minimize the risk of injury from slipping on a wet floor.

System maintenance.



Hose bibs must be turned off and hoses drained and coiled on their hangers when not in use. Keep an eye out for leaking connections and damaged or worn hoses and nozzles. Report problems to the building committee chairman.



The northwest front corner of the engine room (adjacent to the workbench) serves as storage for buckets and brushes used to clean vehicles. Water tends to collect in this corner. Make sure the faucet is turned off completely and the hose is drained outside after use. In addition, sweep standing water out onto the apron outside (not into the floor drain).

Problems. Report all water problems to the building maintenance officer.

References: SOPs, II.C.3.a Building Committee.
SOPs, II.C.3.f(6)(b) Sewerage.
SOPs, III.5.b.7 Building Maintenance Officer's Job Description.

Description: Engine room water conditioning.

Scope:

Situations: Vehicle washing.

Intended Audience: Building committee, all members.

Purpose: Describes the purpose, use, and maintenance of water conditioning infrastructure in the engine room.

Policy: The squad shall maintain a permanent and reliable water conditioning system in the engine room to minimize water spotting on vehicles after washing.

Procedures: The system conditions water only in the engine room. Water in the kitchen and restrooms is not conditioned.

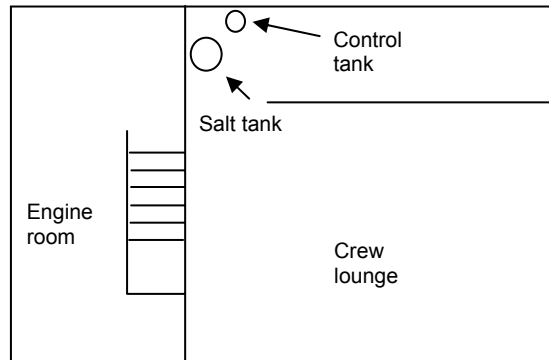
The conditioner does not eliminate water spotting entirely, but it does reduce it. Vehicles must still be toweled off after washing.

When the water conditioner is working properly, water should flow off a vehicle surface in sheets and only a small amount of spotting should occur. If spotting seems excessive, the water conditioner probably needs service.

System description. The water conditioner was installed in 2000 by **Bayside Water Treatment, 6004 Richmond Road, Warsaw, 804-333-3938.**



The water conditioner has two components (in addition to plumbing). A salt tank holds blocks of chemicals that condition the water.





A control tank stores conditioned water to be shunted into the engine room plumbing. The box on top of the tank contains controls for the system's automatic backflushing operation.



System maintenance. The system flushes automatically every 24 hours. Salt blocks must be added periodically to the salt tank. The system needs to be inspected monthly to make sure the salt tank is full.

Salt blocks. Restock salt by contacting **Bayside Water Treatment, 6004 Richmond Road, Warsaw, 804-333-3938.**

Problems. Report all water problems to the building maintenance officer.

References: SOPs, II.C.3.a Building Committee.
SOPs, II.C.3.f(6)(b) Sewerage.
SOPs, III.5.b.7 Building Maintenance Officer's Job Description.

Description: Water heating.

Scope:


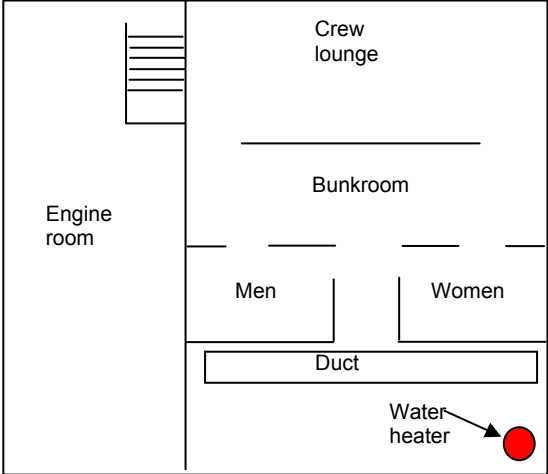

Situations: Routine operations.

Intended Audience: Building committee, Auxiliary, all members.

Purpose: Describes the location and maintenance of water heating infrastructure in the engine room.

Policy: The squad shall maintain a permanent and reliable water heating system in the station's kitchen, utility room, and restrooms. Capacity of the system shall be adequate to support all Auxiliary and squad operations. Overflow drainage shall be plumbed into the station's sewerage.

Procedures: The appliance is powered by electricity.

	<p>The water heater is located in the storage area upstairs behind the crew restrooms.</p> 
	<p>The power disconnect is located behind the right-hand door of the electrical panel in the laundry room.</p>



Pressure relief valve



Water shutoff
Outflow
Intake



Drain.

Inspection and maintenance. The water heater must be inspected at least once a year. Check the following items and replace or repair as needed:

Debris. Make sure the area around the water heater is free from debris and stored materials. Maintain clear access to the appliance.

Pressure relief valve. Lift and release the lever handle on the release valve to make certain the valve operates freely. Make certain the discharged water is directed toward an open drain. The water can be hot.

Plumbing. The water heater is plumbed with polybutylene, which is known to have a high rate of failure. All PB inlet and outlet pipes and fittings must be examined for cracks and leaks, especially at joins of metal and plastic.

Flush. The holding tank should be flushed as follows:

Set the power switch to the off position.

Open the drain valve (Where's the control for the drain valve?).

Allow several quarts of water to drain from the tank, or until the drained water runs clear.

Close the drain valve.

Water temperature. Temperature control is set at no higher or lower than 140 degrees.

Problems. Report all water problems to the building maintenance officer.

References: SOPs, II.C.3.a Building Committee.
SOPs, II.C.3.f(6)(b) Sewerage.
SOPs, III.5.b.7 Building Maintenance Officer's Job Description.

Description: Laundry.

Scope:

Situations: Routine operations.

Intended Audience: Building committee, Auxiliary, all members.

Purpose: Describes the use and maintenance of the station's laundry facilities.

Policy: The squad shall maintain reliable laundry facilities to support squad and auxiliary operations.

Procedures: The facilities are intended to help squad and auxiliary members maintain clean and safe equipment and facilities.

The laundry facilities shall be used only by squad and auxiliary members.

Personal use of the facilities by squad and auxiliary members is allowed, but only for their immediate household laundry only. Members are not allowed to use the facilities for laundry belonging to family outside their immediate household, to their businesses, or to friends.

The squad's laundry facilities cannot be used for a member's monetary profit under any circumstances.

The facilities are kept clean at all times. Detergent spills and splashes (whether liquid or powder) are cleaned up immediately. Machines are wiped down after every use to keep them free of dust and dirt.



The washer is equipped with a control for both hot and cold water. The lever must be in the off position after every use.

The lever points toward the wall when the control is off.

The dryer lint trap is cleaned of lint after every use.

Inspection and maintenance. The dryer is disconnected and moved from the wall at least once a year to clean the dryer vent.

Problems. Report all water problems to the building maintenance officer.

References: SOPs, II.C.3.a Building Committee.

SOPs, II.C.3.f(6)(b) Sewerage.

SOPs, III.5.b.7 Building Maintenance Officer's Job Description.

Description: Ice Machine.

Scope:

Situations: Routine operations.

Intended Audience: Building committee, Auxiliary, all members.

Purpose: Describes the use and maintenance of the station's ice machine.

Policy: The squad shall maintain an ice machine to support Auxiliary and squad operations.

Procedures: The ice machine is intended for the use of Auxiliary and squad members for fundraising and social events.

The ice machine shall be used only by squad and auxiliary members.

Personal use of ice by squad and auxiliary members is allowed, but only for their immediate household only.

The Auxiliary has priority use of ice.



The ice machine and the floor around it are kept clean at all times. Ice dropped on the floor must be cleaned up immediately. The machine case is to be wiped down after every use to keep it free of dirt and standing water.



A cave can form in the bottom of the machine's storage bin.

This happens because of an ice jam above the. The ice in the bottom gradually melts away, but is not replaced by new ice because the machine shut down when it reaches capacity. Ice must to be vigorously dislodged to break up the block from the bottom, then stirred down from the top.



When the machine reaches capacity (or thinks it has), the sensor that tells the machine when to make more ice gets stuck. Lift the condenser cover from the top and tap on the switch housing with your fingers to reset the sensor.

Tap here

Problems. Report all water problems to the building maintenance officer.

- References:** SOPs, II.C.3.a Building Committee.
SOPs, II.C.3.f(6)(b) Sewerage.
SOPs, III.5.b.7 Building Maintenance Officer's Job Description.

Description: Kitchen.

Scope:

Situations: Routine operations, special events.

Intended Audience: Building committee, Auxiliary, all members.

Purpose: Describes the use of and maintenance of the water and the dishwasher in the station's kitchen.

Policy: The squad shall maintain water delivery, disposal, and dishwashing facilities in the kitchen.

Procedures: The kitchen and its appliances are intended for the use of Auxiliary and squad members for fundraising and social events and for meal preparation for squad members on duty.

The kitchen shall be used only by squad and auxiliary members.

The kitchen is not equipped with in-sink garbage disposals, so members who use the kitchen must take care to keep the sink drains free from debris.

Sink drain baskets must be kept in place at all times and emptied as needed.

Dirty dishes can be accumulated in the dishwasher until they make up a full load. However, they must be rinsed thoroughly first if the dishwasher will not be run immediately.

Inspection and maintenance. The under-sink kitchen plumbing is to be inspected annually for leaks.

Problems. Report all water problems to the building maintenance officer.

References: SOPs, II.C.3.a Building Committee.

SOPs, II.C.3.f(6)(b) Sewerage.

SOPs, II.C.3.g(8) Kitchen maintenance.

SOPs, III.5.b.7 Building Maintenance Officer's Job Description.

Description: Showers.

Scope:

Situations: Routine operations.

Intended Audience: Building committee, all members.

Purpose: Describes the use of and maintenance of the showers in the station's crew quarters.

Policy: The squad shall maintain showers for crews returning from calls or standing by at the station.

Procedures: The showers are intended for the use of squad members only.

The exhaust fan is to be running whenever the shower is used.

Following every use of the shower, the shower walls are to be dried and debris removed from the drain grate.

All personal items are removed immediately from the restrooms and stowed in a member's locker.

Used linens must be placed neatly on towel racks and moved to the linen hamper as soon as they are dry. Each member is responsible for handling his or her own linens.

Problems. Report all water problems to the building maintenance officer.

References: SOPs, II.C.3.a Building Committee.

SOPs, II.C.3.f(6)(b) Sewerage.

SOPs, II.C.3.g(7) Restroom maintenance.

SOPs, III.5.b.7 Building Maintenance Officer's Job Description.

Description: Propane fuel system.

Scope:

Situations: Routine operations.

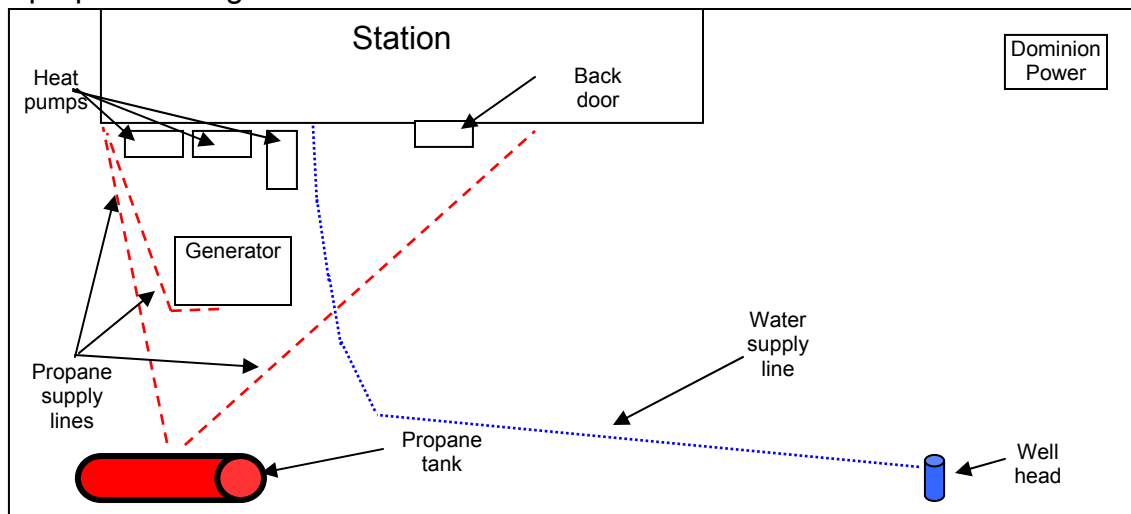
Intended Audience: Building committee, all members.

Purpose: Describes the station's propane infrastructure.

Policy: The squad shall maintain a propane system to power the station's standby generator and stoves.

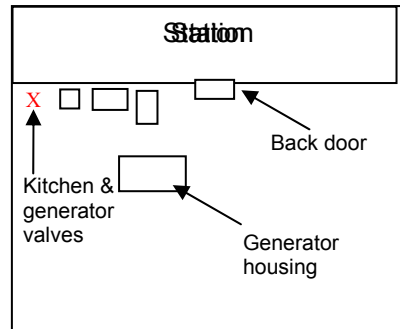
Procedures: Propane is supplied by Amerigas Propane, 98 Main Street, Warsaw, VA 804-333-3790.

A propane storage tank is located behind the station.



The storage tank must be kept free from encroaching trees and foliage. A 360-degree perimeter must be maintained around the tank to allow access of at least 3 feet.

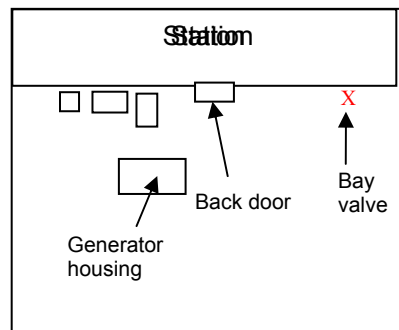
Shutoff valves are located as follows:



These valves are located outside on the back kitchen wall.

The top valve controls fuel from the propane tank to the kitchen and water heater (gas-fueled water heater not installed at time of ratification).

The lower valve controls fuel to the generator.



This valve is located outside on the back ambulance bay wall.

The valve controls fuel from the propane tank to the ambulance bay heaters.

Dependent appliances:

Standby generator.

Kitchen stoves.

Water heater.

Other than shutting off the propane during emergencies or for maintenance

Problems. Report all propane-related problems to the building maintenance officer.

- References:** SOPs, II.C.3.a Building Committee.
 SOPs, II.C.3.f(1)(b) Standby Generator.
 SOPs, II.C.3.g(6) Appliances.
 SOPs, III.5.b.7 Building Maintenance Officer's Job Description.

Description: Exterior rain gutters.

Scope:

Situations: Routine operations.

Intended Audience: Building committee.

Purpose: Describes maintenance of the station's rain gutters.

Policy: The squad shall maintain rain gutters on the station's roof to direct runoff away from doors, windows, and the foundation.

Procedures: The stations rain gutters are cleaned and inspected twice a year (late spring and late fall).

The building committee is authorized to set up work details for gutter cleaning, drawing from membership of the junior and senior squads.

Junior squad members who are part of work details are to be supervised by a senior squad member at all times.

Debris from gutters must be cleaned up and disposed of before the detail ends.

Inspection criteria:

Joints do not leak

All anchors are secure to the building along the length of each gutter

Downspout joints are properly aligned and secure

Downspouts are free of debris

Downspouts drain away from the building

No evidence of soil erosion at the base of downspouts

Problems. Report any problems to the building maintenance officer.

References: SOPs, II.C.3.a Building Committee.

SOPs, III.5.b.7 Building Maintenance Officer's Job Description.

Description: Maintenance procedures for closets.

Scope:

Situations: Training, fundraising, and special events; building rental.

Intended Audience: Auxiliary, all squad members.

Purpose: Describes appropriate use and maintenance procedures.

Policy: The squad shall keep its storage closets in a safe and orderly condition at all times. Closets should be thoroughly cleaned at least once a year.

Procedures: Maintenance for squad storage facilities means making sure they contain only what they are supposed to and—to the extent possible—that the contents have a practical use in the foreseeable future. In other words, if it doesn't belong there, don't put it there and if you can't think of a specific reason to keep it, get rid of it. "We might need it some day" is not a specific reason.

The squad has storage closets or cabinets in several locations. Each is used and maintained as follows:

Administrative office. Contains office and fundraising supplies. Materials need to be cleaned out now and then to inspect for evidence of mice and to sweep the floor.

Operations office. Contains office supplies, radio equipment, medical and ambulance equipment, medical reference and protocol books, catalogs, uniforms. These supplies need to be culled and reorganized periodically.

Men's room. Cleaning supplies, paper towels, toilet paper. Clean up spills and make sure supplies are neatly organized.

Conference room. Auxiliary storage. Cull, sweep the floor, and reorganize as needed.

Training room. This room has two closets.

One contains overhead projectors, photocopier and related supplies. Clean up loose paper, staples and paper clips. Move the overhead projectors out of the closet and sweep the floor. Remove gifts from mice on shelves and floor.

The second closet contains training supplies. Cull, sweep the floor, and reorganize. Remove gifts from mice on shelves and floor.

Kitchen. A closet in the kitchen serves as the Auxiliary's pantry. It gets disorderly and overcrowded frequently and needs at least biannual attention. Auxiliary members are responsible for keeping the closet in good shape.

Laundry room. Cabinets over the laundry machines are there to hold laundry supplies, trash bags, spare light bulbs, and other utility supplies as space permits. Clean up detergent spills and smudges inside and outside the cabinets.

Bays. The bays contain four storage areas.

A **coat and boot** rack adjacent to the stairway holds turnout gear and turnout gear only. The space under the boot rack should be cleaned whenever the bay floor itself is cleaned. The boot rack should be cleared, vacuumed, and reorganized at least biannually.

The **supply room** under the stairway is intended for medical and ambulance supplies ONLY. The floor of this room must be kept clear to allow access to all supplies at all times. Cull, sweep the floor, and reorganize supplies as needed.

A **workbench** near the northernmost vehicle bay contains vehicle supplies. Keep the benchtop clear of towels, rags, and cleaning supplies. The countertop should be wiped down every time a vehicle is washed.

The **northeast corner** of the bays serves as a storage area for tables, chairs, and bingo equipment. It is suitable for temporary storage of other items, but these items must be moved to permanent storage, or put into service, or removed from the building as soon as possible.

Crew quarters. Storage in the crew quarters has not been developed as of this writing.

Problems. Report any problems to the building committee chairman.

References: SOPs, II.C.3.a Building Committee.
SOPs, III.5.b.7 Building Maintenance Officer's Job Description.

Description: Maintenance procedures for fire extinguishers.

Scope:

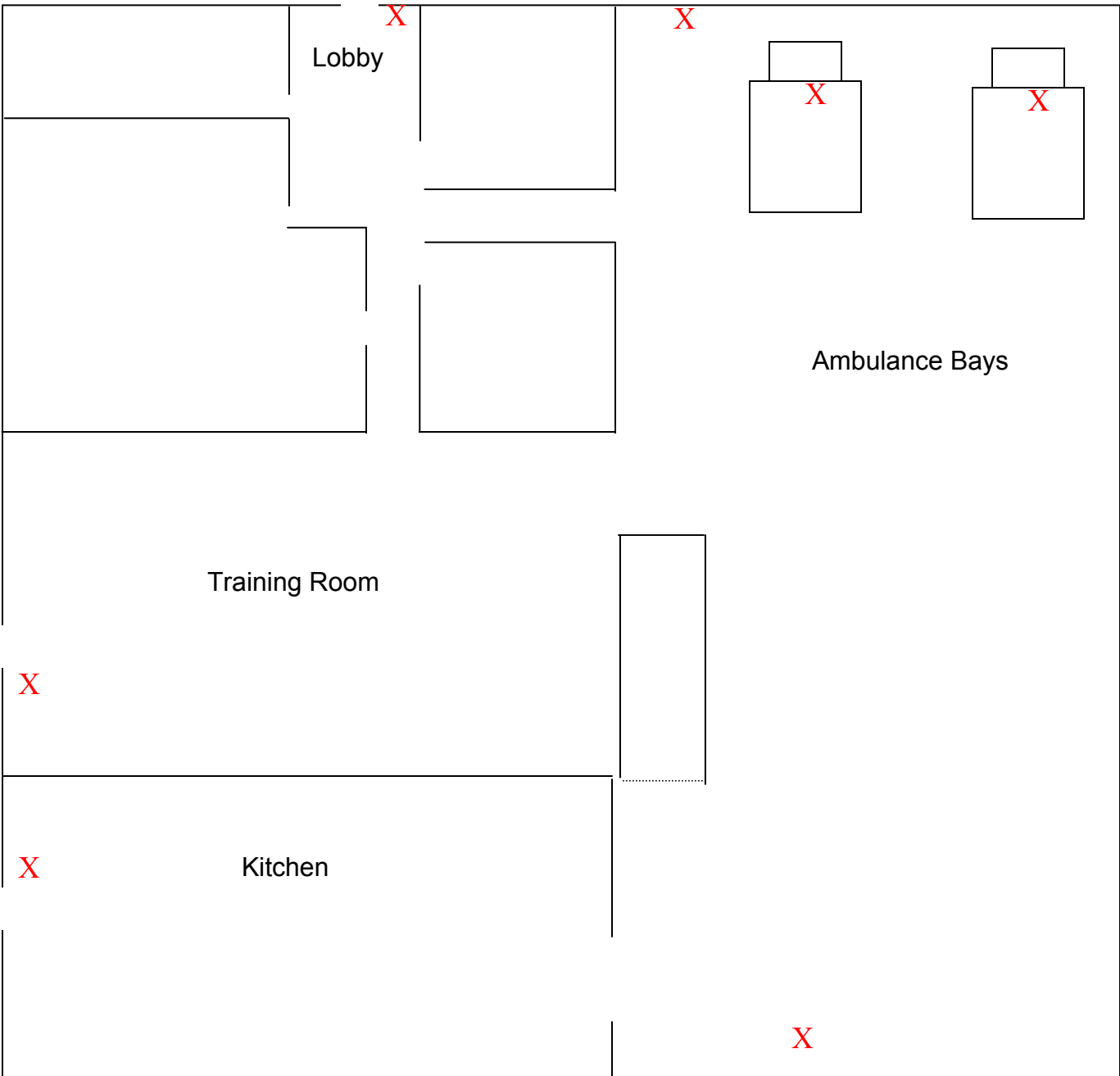
Situations: Routine operations.

Intended Audience: Auxiliary, all squad members.

Purpose: Describes maintenance procedures.

Policy: The squad shall keep fire extinguishers in operating condition at all times.

Procedures: Fire extinguishers are located at the positions marked in the diagram below:



Fire extinguishers must be inspected and recharged every two years. Contact **Virginia Fire & Safety, 804-580-3402**.

Description: Floors.

Scope:

Situations: Routine operations.

Intended Audience: Building committee, Auxiliary.

Purpose: Describes maintenance of the station's floors.

Policy: The squad shall maintain clean and safe floors throughout the building.

Procedures: All floors and carpeting are cleaned professionally at least once a year.

Between professional cleanings, floors are kept free from debris and clutter; if you see something out of place, clean it up or put it away.

The **engine room floor** warrants special attention; treat oil spills as soon as you notice them.

1. Cover the spill lightly with absorbent compound (kitty litter), which is stored in a bucket next to the workbench.
2. Sweep up the compound and return it to the bin after several hours.

Tile floors on the first floor are swept prior to and following any special event.

Carpeting in the crew quarters must be vacuumed at least once every 7 days whenever the crew quarters are occupied continuously for 24 hours or more. This means, for example, that even when a standby crew is at the station for only 1 or 2 days during a storm, the carpeting gets vacuumed before the crew leaves the station when the standby is discontinued. Report any carpet damage or stains you can't remove to the building maintenance officer.

The **kitchen floor** is swept at least once every 24 hours when a standby crew occupies the building. Wipe up spills immediately.

The station's isolated setting in woodlands makes it susceptible to incursion by rodents. Crumbs, fast food wrappers, soft drink containers, and leftover food must be cleaned up and disposed of in the trash bins **outside the building** before you leave.

The building committee is authorized to set up work details for cleaning floors, drawing from membership of the junior and senior squads.

Junior squad members who are part of work details are to be supervised by a senior squad member at all times.

Problems. Report any problems to the building maintenance officer.

References: SOPs, II.C.3.a Building Committee.

SOPs, II.C.3.g(3) Trash.

SOPs, III.5.b.7 Building Maintenance Officer's Job Description.

Description: Trash disposal.

Scope:

Situations: Routine operations.

Intended Audience: Building committee, Auxiliary, all members.

Purpose: Procedures for trash disposal.

Policy: The squad shall maintain control of trash and litter throughout the station and its premises. The squad shall also maintain a contract with a waste disposal service to empty dumpsters and remove trash from the premises on a regular basis.

The squad's trash facilities are intended only for trash generated on premises, highway litter pickup, or in squad vehicles as a result of squad or Auxiliary operations.

Procedures: All Squad members clean up after themselves and others.

- We do not leave drink containers sitting around the engine room or anywhere else in the station.
- We do not leave fast food wrappers and leftover food in the conference room, training room, kitchen, offices, engine room, crew quarters, storage areas, or outside.
- When we see trash, we clean it up, **even if it was left there by somebody else**.
- We do not allow food to make a hazmat site of the refrigerators. If you put leftovers in a refrigerator, remove and dispose of them outside if you're not going to eat them within 24 hours.

All trash containers are kept lined at all times. Liner bags are stored in the laundry room and in the engine room workbench. If you remove a liner from a can, put a fresh one back in.

When you take the last trash bag from supply, add "trash liner bags" to the shopping list in the supply room.

Food. The station's isolated setting in woodlands makes it susceptible to incursion by rodents. Crumbs, fast food wrappers, soft drink containers, and leftover food must be cleaned up and disposed of in the dumpsters **outside the building**.

Dryer lint. Place dryer lint in the wastebasket intended for that purpose. The wastebasket sits on top of the dryer.

All trashcans are emptied and cleaned as necessary at least once a week and following every special event.

Biohazard trash. Biohazardous trash generated as a result of rescue operations must be properly bagged and disposed of at a hospital. Do not place biohazard trash, even if properly bagged, in the squad's waste collection containers (except on ambulances)

Problems. Report any problems to the building maintenance officer.

References: SOPs, II.B.1.d Supply list.
SOPs, II.C.3.a Building Committee.
SOPs, III.5.b.7 Building Maintenance Officer's Job Description.
SOPs, III.G Biohazard Disposal

Description: Drain field and septic tank.

Scope:

Situations: Routine operations.

Intended Audience: Building committee, Auxiliary, all members.

Purpose: Use and maintenance of the station's septic system.

Policy: The squad shall use and maintain its sanitary waste disposal system in compliance with local and state regulations and with consideration of the environmental sensitivity of the station's location.

Procedures: The septic system was installed in 1993 by W.C. Lowery, Callao, **804-529-6210**.

The station is situated in woodlands with natural watershed on the south side of the property. It is served by a sanitation system consisting of one septic tank and a ¼-acre drain field. With these factors in mind:

- The septic tanks must be pumped out at least every 5 years. Contact W.C. Lowery for pump-out service.
- Do not flush hair, floor sweepings, paper towels, Kleenex, diapers, tampons, or sanitary napkins in the toilets. With the exception of toilet paper, do not flush anything down a toilet that hasn't gone through your own personal waste system first.
- Do not flush or pour into sink or floor drains oil of any kind, paint, or any chemical that is not specifically intended as a laundry or household cleaning detergent.
- Do not use the following kinds of drain cleaners: (are there any prohibitions?)
- Do not place any enzymatic waste digestion products into drains or toilets; according to W.C. Lowery, these products are not helpful or necessary. In addition, they can dissolve some components of the system, causing malfunctions.

Problems. Report any problems to the building maintenance officer.

References: SOPs, II.C.3.a Building Committee.
SOPs, II.C.3.f(6)(b) Sewerage.
SOPs, III.5.b.7 Building Maintenance Officer's Job Description.

Description: Maintenance procedures for station HVAC infrastructure.

Scope:

Situations: Routine operations.

Intended Audience: Building committee, Auxiliary, all members.

Purpose: Describes regular maintenance required to ensure comfort for station occupants and an even temperature operating environment for medical supplies and office equipment.

Policy: The squad shall maintain the station's heating and cooling infrastructure in a fully operational and safe condition at all times.

Procedures: The HVAC infrastructure has two parts—a primary system for the office, meeting, and living quarters and a secondary system for the vehicle bays (engine room).

The primary system was initially installed in 1993 by **RMC, Inc., Callao, VA, 529-7934**. Since that time, RMC has performed all system maintenance and upgrades. The last upgrade was in January 2003, when the HVAC system for the crew quarters was completed.

The primary system is powered by electricity and is fully operational when the station is powered by the standby generator.

The system consists of the following major elements:

<p>Heat pumps, located immediately behind the station. Each heat pump serves a different part of the building, as follows:</p> <ul style="list-style-type: none"> #1 – Kitchen and training room (1993) #2 – Offices, restrooms, conference room (1993) #3 – Crew quarters (upstairs) (2002) 	<p>The diagram shows a top-down view of the station. At the top is a box labeled 'Station'. Below it are three numbered boxes (1, 2, 3) circled in red. To the right of these boxes is a box labeled 'Heat pumps'. Below the heat pumps is a box labeled 'Back door'. To the left of the numbered boxes is a box labeled 'Propane shutoff valves'. Below that is a box labeled 'Generator housing'.</p>
<p>Air handlers, located upstairs. Each serves a different part of the building, as follows:</p> <ul style="list-style-type: none"> #1 – Kitchen and training room (1993) #2 – Offices, restrooms, conference room (1993) #3 – Crew quarters (upstairs) (2002) 	<p>The diagram shows a vertical cross-section of the upstairs area. It features three numbered boxes (1, 2, 3) arranged vertically. Box 2 is labeled 'Overhead'. To the right of the boxes is a staircase. A red 'X' is located on the wall to the right of the boxes.</p>
<p>Air return on the first floor occurs through two vents, located on the walls outside the conference room and in the training room as shown at right.</p> <p>Each vent houses an air filter, which must be changed at least once a year. Replacement filters are available at any hardware store.</p> <p>Thermostats are located as shown by the red Xs.</p>	<p>The floor plan shows several rooms: 'Administration' at the top right, 'Operation' below it, 'Training' in the center, 'Kitchen' at the bottom left, and 'Conference' on the left side. Red 'X' marks are placed on the walls of the 'Conference' and 'Training' rooms, indicating thermostat locations.</p>

Air returns in the crew quarters are located in the ceiling in each room. Filters must be washed once a year. See washing instructions on the edge of the filter before cleaning.	
---	--

All primary system thermostats should be set at 60 degrees (winter) and 78 degrees (summer) when the building is unoccupied. Any auxiliary or squad member who adjusts a thermostat for a squad function must ensure that the device is reset before he or she leaves the building when the event ends.

The secondary system consists of the two propane-fueled overhead space heaters. These are controlled by a thermostat located on the back wall of the vehicle bays.

The secondary system thermostat should be set at 60 degrees (winter) when the building is unoccupied. Any auxiliary or squad member who adjusts a thermostat for a squad function must ensure that the device is reset before he or she leaves the building when the event ends.

Problems. Report any problems to the building maintenance officer.

References:

- SOPs, II.C.3.a Building Committee.
- SOPs, II.C.3.f(1)(b) Standby Generator.
- SOPs, II.C.3.f(1)(c) Circuit Breaker Boxes.
- SOPs, II.C.3.f(2) HVAC.
- SOPs, II.C.3.f(3) Engine Room Fan.
- SOPs, III.5.b.7 Building Maintenance Officer's Job Description.

Description: Maintenance procedures for the station's cook stoves.

Scope:

Situations: Routine operations.

Intended Audience: Building committee, Auxiliary, all members.

Purpose: Describes maintenance procedures to ensure that the kitchen stoves work properly and safely.

Policy: The squad and auxiliary shall maintain the station's kitchen stoves in a fully operational, safe, and clean condition at all times.

Procedures: The squad's Whirlpool cook stoves were installed in 1998.

Fire hazard. Keep the stove tops clear of paper, cloth, and any other flammable material **at all times, whether the stoves are operating or not.** A fire extinguisher hangs near the kitchen's exterior door.

Electronic ignition. The stoves have electronic ignition systems that require maintenance to keep them operating properly. If a burner or oven does not light automatically when the knob is turned on, the ignition system needs attention. Advise the building maintenance officer.

Propane. The stoves must be disconnected from the propane fuel source prior to maintenance. Contact the building maintenance officer.

Mice. The gas pilots are a source of warmth and are attractive to mice that move into the station when cold weather sets in. Always inspect the ovens before you turn them on to make sure nobody is living inside.

Oven cleaning. The ovens are self-cleaning and must be run through a cleaning cycle as needed to keep them sanitary and efficient. **Do not use oven cleaners on these appliances.**

Stove top cleaning. Clean the stove tops with warm soapy water after every use. Clean up spills as soon as possible, including the space under the burners. Remove grates and clean under the stove top cover to make sure no sources of food for resident mice exist.

Problems. Report any problems to the building maintenance officer.

References: SOPs, II.C.3.a Building Committee.

SOPs, II.C.3.f(7) Propane.

SOPs, II.C.3.g(6) Appliances.

SOPs, III.5.b.7 Building Maintenance Officer's Job Description.

Description: Maintenance procedures for the station's microwave oven.

Scope:

Situations: Routine operations.

Intended Audience: Building committee, Auxiliary, all members.

Purpose: Describes maintenance procedures to ensure that the microwave oven works properly and safely.

Policy: The squad and auxiliary shall maintain the microwave oven in a fully operational, safe, and clean condition at all times.

Procedures: The squad's General Electric Spacemaker microwave oven was installed in 1998.

Owners manual for the oven is located in the Administration Office.

Fire hazard. Keep an eye on food containers, especially paper and plastic, when using the microwave oven. A fire extinguisher hangs near the kitchen's exterior door.

Oven cleaning. Wipe out the inside of the oven after every use. Also remove the glass turntable, clean with hot soapy water, dry and replace. ***Do not use oven cleaners or household spray inside the oven.***

Problems. Report any problems to the building maintenance officer.

References: SOPs, II.C.3.a Building Committee.

SOPs, II.C.3.g(6) Appliances.

SOPs, III.5.b.7 Building Maintenance Officer's Job Description.

Description: Maintenance of the squad's refrigerator.

Scope:

Situations: Routine operations.

Intended Audience: Building committee, Auxiliary, all members.

Purpose: Describes use policy and maintenance procedures.

Policy: The squad and shall maintain the refrigerator in a fully operational, safe, and clean condition at all times.

Procedures: The squad's Montgomery Ward refrigerator was donated to the squad.

Responsibility. Squad members are responsible for keeping the light-duty refrigerator clean, free from science projects, and running. The Auxiliary and building renters can use the appliance for temporary storage, but must make sure to remove their food at the conclusion of their events.

Health hazard. Any member who has the heart to clean the refrigerator has authority to throw out anything that he or she believes represents a health hazard. No questions asked. If you want to eat something you put in the refrigerator, remember to take it with you when you leave the station.

If you clean the refrigerator, please dispose of food in the dumpsters **outside the building**. If you place it in a trash can inside, the mice will thrive on it.

Defrosting. The freezer compartment of this donated appliance is not frost-free. It must be defrosted periodically.

Close the door. The refrigerator and freezer doors do not always close completely. Always make sure the doors are fully and tightly closed when you walk past or away from the refrigerator. If you can't close the freezer door at all, defrost it.

Problems. Report any problems to the building maintenance officer.

References: SOPs, II.C.3.a Building Committee.

SOPs, II.C.3.g(6) Appliances.

SOPs, III.5.b.7 Building Maintenance Officer's Job Description.

Description: Maintenance procedures for the auxiliary's commercial refrigerator.

Scope:

Situations: Routine operations.

Intended Audience: Building committee, Auxiliary, all members.

Purpose: Describes policy and maintenance procedures.

Policy: The commercial refrigerator is the responsibility of the Auxiliary and shall be maintained in a fully operational, safe, and clean condition at all times.

Procedures: The Auxiliary's Arctic Air refrigerator is intended as cold storage for food prepared for fund-raising events. It was installed in 1998.

Squad members are allowed to store food temporarily in the commercial refrigerator, but must remove it promptly or make arrangements with the Auxiliary for longer-term storage. Auxiliary members have the authority to remove food at any time if they need the space.

Property ownership. Food in the commercial refrigerator is the property of the Auxiliary. Do not remove anything from the refrigerator unless an Auxiliary member has authorized you to do so.

Private parties. When the building is rented for private parties or other events, renters are allowed to use the commercial refrigerator, but must dispose of food when they leave.

Problems. Report any problems to the building maintenance officer.

References: SOPs, II.C.3.a Building Committee.
SOPs, II.C.3.c Public Use of the Station.
SOPs, II.C.3.g(6) Appliances.
SOPs, III.5.b.7 Building Maintenance Officer's Job Description.

Description: Maintenance procedures for the auxiliary's freezer.

Scope:

Situations: Routine operations.

Intended Audience: Building committee, Auxiliary, all members.

Purpose: Describes policy and procedures for the Auxiliary's chest freezer.

Policy: The commercial freezer is the responsibility of the Auxiliary and shall be maintained in a fully operational, safe, and clean condition at all times.

Procedures: The Auxiliary's Sears Coldspot freezer is intended as cold storage for food prepared for fund-raising events. It was installed in 1998.

Squad members are allowed to store food temporarily in the freezer, but must remove it promptly or make arrangements with the Auxiliary for longer-term storage. Auxiliary members have the authority to remove food at any time if they need the space.

Property ownership. Food in the freezer is the property of the Auxiliary. Do not remove anything from the refrigerator unless an Auxiliary member has authorized you to do so.

Private parties. When the building is rented for private parties or other events, renters are allowed to use the freezer, but must dispose of food when they leave.

Problems. Report any problems to the building maintenance officer.

References: SOPs, II.C.3.a Building Committee.
SOPs, II.C.3.c Public Use of the Station.
SOPs, II.C.3.g(6) Appliances.
SOPs, III.5.b.7 Building Maintenance Officer's Job Description.

Description: Maintenance procedures for the dishwasher.

Scope:

Situations: Routine operations.

Intended Audience: Building committee, Auxiliary, all members.

Purpose: Describes policy and maintenance procedures for the dishwasher.

Policy: The dishwasher shall be maintained in a fully operational, safe, and clean condition at all times.

Procedures: The **Whirlpool model D6900PCDB5** dishwasher was installed in 1998.

Owners manual for the dishwasher is located in the administration office.

Full load. Run the dishwasher only with a full load.

Dirty dishes should be scraped and rinsed, then stored in the dishwasher until a full load accumulates.

Private parties. When the building is rented for private parties or other events, renters are allowed to use the dishwasher, but must empty it before they leave.

Problems. Report any problems to the building maintenance officer.

References: SOPs, II.C.3.a Building Committee.

SOPs, II.C.3.c Public Use of the Station.

SOPs, II.C.3.g(6) Appliances.

SOPs, III.5.b.7 Building Maintenance Officer's Job Description.

Description: Maintenance procedures for the soft drink machine.

Scope:

Situations: Routine operations.

Intended Audience: Junior Squad, Auxiliary, senior squad members.

Purpose: Describes policy and maintenance procedures.

Policy: The squad shall maintain a soft drink machine in a fully operational, safe, and clean condition at all times.

Procedures: The Junior Rescue Squad is responsible for cleaning, maintaining, and stocking the soft drink machine.

The Junior Squad maintains control over the key to the machine.

Profits. All profits from the machine belong to the Junior Rescue Squad.

Problems. Report any problems to the junior squad president.

References:

Description: Maintenance procedures for the laundry machines.

Scope:

Situations: Routine operations.

Intended Audience: Auxiliary, all squad members.

Purpose: Describes policy and maintenance procedures.

Policy: The squad shall maintain the washer and dryer in a fully operational, safe, and clean condition at all times.

Procedures: Squad and Auxiliary members who use the laundry facilities are responsible for cleaning the machines and reporting problems.

The laundry machines are powered by electricity and are in service when the station itself is operating on power from the standby generator.

Water supply. Hot and cold water to the washing machine are controlled by an easy-to-use lever. This must be set in the on (forward) position to allow water to flow into the machine.



To eliminate the danger of accidental flooding, the levers must be set in the off position when you finish using the washing machine.

Spills. Ironically, spilled laundry detergent attracts dirt and creates a disgusting mess if not cleaned up quickly. Always wipe the laundry machines off after every use. Be sure to wipe under the washing machine lid, too.

Lint. Dryer lint is a fire hazard. Clean out the lint trap after every load. Put the lint in the trash. Do not leave it on top of the dryer.

Floor. Sweep the laundry room floor while you're waiting for your wash.

Problems. Report any problems to the building committee chairman.

References: SOPs, II.C.3.a Building Committee.
SOPs, II.C.3.f(1)(b) Standby Generator.
SOPs, III.5.b.7 Building Maintenance Officer's Job Description.

Description: Maintenance procedures for station appliances.

Scope:

Situations: Routine operations.

Intended Audience: Building committee, Auxiliary, all members.

Purpose: Establishes maintenance policy to ensure that appliances work properly.

Policy: The squad shall maintain the station's kitchen and laundry appliances are in a fully operational and safe condition at all times.

Procedures: Kitchen appliances consist of the following:

- Two propane cooking ranges & ovens
- Microwave oven
- Small refrigerator
- Large refrigerator
- Dishwasher
- Freezer
- Soft drink machine

Laundry appliances consist of

- Washing machine
- Dryer

All appliances are powered by electricity or propane and are functional when the station is powered from the standby generator. Most are maintained the same as any household appliance. See the SOP pertaining to each appliance for specific maintenance procedures.

Problems. Report any problems to the building maintenance officer.

References:

SOPs, II.C.3.a Building Committee.

SOPs, II.C.3.f(1)(b) Standby Generator.

SOPs, II.C.3.g(6)(a) Kitchen Appliances.

SOPs, II.C.3.g(6)(b) Laundry Appliances.

SOPs, III.5.b.7 Building Maintenance Officer's Job Description.

Description: Maintenance procedures for the restrooms.

Scope:

Situations: Routine operations.

Intended Audience: Auxiliary, all squad members.

Purpose: Describes policy and maintenance procedures.

Policy: The squad shall maintain restrooms and showers in a fully operational, safe, and clean condition at all times.

The restrooms and showers are intended primarily for use by squad members on duty, fundraising events by Auxiliary members, and building renters.

Squad and Auxiliary members may use the facilities for other legal and reasonable purposes, provided adhere to maintenance procedures.

Procedures: Each member is encouraged to look out for problems, correct them when possible, and report problems that cannot be corrected immediately.

The restrooms are not equipped with floor drains, so all members must be particularly alert to clogged drains and toilets, leaky plumbing, and any other conditions that could produce flooding.

Restrooms are not subject to heavy use, so keeping them clean and supplied is mostly a matter of cleaning up after yourself and replacing supplies when you use them up.

Cleaning supplies. A dustpan and broom, detergent, bleach, disinfectant, and toilet cleaning supplies are kept in the cabinet in the men's restroom. Additional cleaning supplies are stored in the laundry room and under the kitchen sink. If the stock runs low for any item needed to help keep the restrooms clean, please add it to the shopping list in the medical supply closet.

Return all cleaning supplies to storage when you finish using them.

Hand soap and paper supplies. Liquid hand soap, paper towels, and toilet paper are stored in the cabinet in the men's room. Replenish these items when you see they are running low.

Dispenser keys. A key for the soap, towel, and toilet paper dispensers hangs from a nail near the ceiling on a partition in each restroom. After you restock a dispenser, make sure to return the key to its location.

Wash basins & mirrors. After you use a wash basin, wipe up splashed water from the basin, faucets, and mirror.

Showers. Wipe down the shower walls and clean debris from the drain when you finish.

Toilets. Do not flush feminine products, paper towels, or any other material that is unsuitable for a septic system.

Problems. Report any problems to the building committee chairman.

References: SOPs, II.B.1.d Supply List.
SOPs, II.C.3.a Building Committee.
SOPs, II.C.3.f(6) Water Infrastructure.
SOPs, III.5.b.7 Building Maintenance Officer's Job Description.

Description: Maintenance procedures for the kitchen.

Scope:

Situations: Routine operations.

Intended Audience: Auxiliary, all squad members.

Purpose: Describes policy and maintenance procedures.

Policy: The squad shall maintain the kitchen in a fully operational, safe, and clean condition at all times.

The kitchen is intended for use by squad members on duty, fundraising events by Auxiliary members, and building renters.

Squad and Auxiliary members may use the facilities for other legal and reasonable purposes, provided adhere to maintenance procedures.

Procedures: Each member is encouraged to look out for problems, correct them when possible, and report problems that cannot be corrected immediately.

The kitchen is not equipped with a floor drain, so all members must be particularly alert to clogged drains and toilets, leaky plumbing, and any other conditions that could produce flooding.

Cleaning supplies. A dustpan and broom, detergent, bleach, disinfectant, and toilet cleaning supplies are kept in the cabinet in the men's restroom. Additional cleaning supplies are stored in the laundry room and under the kitchen sink. If the stock runs low for any item needed to help keep the kitchen clean, please add it to the shopping list in the medical supply closet.

Return all cleaning supplies to storage when you finish using them.

Hand soap and paper supplies. Liquid hand soap is stored in the cabinet in the men's room. Paper towels are stored in the laundry room. Replenish these items when you see they are running low.

Cooking appliances. The stoves and microwave oven must be kept clean and in good working order at all times.

Dishwasher. Stow dirty dishes in the dishwasher until a full load has accumulated. Because significant time often must pass before a full load accumulates, dishes must be scraped and rinsed thoroughly. Any food left on dishes will dry out and stick, increasing the potential for incomplete cleaning when the dishwasher is finally run.

Refrigerators. Make sure refrigerator doors are always closed completely. Some of them tend to not seal tightly without special attention. When a freezer needs defrosting, defrost it.

Linens. Hang wet linens on towel bars to dry. Wash and dry them when they get dirty.

Sink. Clean the sinks now and then. Don't let crud accumulate.

Problems. Report any problems to the building committee chairman.

References: SOPs, II.B.1.d Supply List.
SOPs, II.C.3.a Building Committee.
SOPs, II.C.g.6(a) Kitchen Appliances.
SOPs, II.C.3.f(6) Water Infrastructure.
SOPs, III.5.b.7 Building Maintenance Officer's Job Description.

Scope:

Situations: Training, fundraising, and special events; building rental.

Intended Audience: Auxiliary, all squad members.

Purpose: Describes policy and maintenance procedures.

Policy: The squad shall maintain the training room in a safe and clean condition at all times.

Procedures: The training room is intended primarily for by squad and Auxiliary meetings, banquets, fundraisers, and training events.

Squad and Auxiliary members may use the training room for other legal and reasonable purposes, provided they recognize priority users and adhere to maintenance procedures.

Each member is encouraged to look out for problems, correct them when possible, and report problems that cannot be corrected immediately.

Any individual or group using the training room for any reason is responsible for cleaning up and resetting the thermostat.

Cleaning supplies. A broom and dustpan, detergent, bleach, and disinfectant are kept under the kitchen sink, in the laundry room and in the cabinet in the men's restroom. If the stock runs low for cleaning supplies, please write them on the shopping list in the medical supply closet.

Return all cleaning supplies to storage when you finish using them.

Air return. An air return for the station's HVAC system is located in the training room. The filter must be changed at least once a year. Fresh filters are kept in the storeroom adjacent to the crew lounge over the kitchen.

Thermostat. A thermostat in the training room controls temperature for the training room, kitchen, and laundry room. The thermostat is covered by a locked box. The key is kept in the key safe in the operations office. When the building is not occupied, the thermostat should be set at 68F (winter) and 78F (summer).

Fire doors. Two fire doors protect the room from fire. One door leads to the ambulance bays and the other to the lobby. Both doors must be kept closed at all times the building unoccupied.

External door. The training room's external door must be kept closed at all times the building is unoccupied. If you are the last person to leave the station, make sure the door is secured.

White board. Use only dry-erase markers on the white board. When you pick up a marker, always read the label to make sure the marker does not contain permanent ink. Permanent ink can be removed (with difficulty) with hairspray and a bottle is kept in the photocopier for that purpose. If you clean the board with hairspray, wipe the surface with a damp paper towel to remove ink and hairspray residue. Then dry the surface.

Windowsills. Windowsills should be kept free of clutter and dust. Feel free to wipe them down now and then.

TV/VCR. The training room is equipped with video equipment. Please treat the equipment with care and report problems quickly. The equipment needs to be kept in good repair so it always operates correctly.

Problems. Report any problems to the building committee chairman.

References:

SOPs, II.B.1.d Supply List.

SOPs, II.C.3.a Building Committee.

SOPs, II.C.3.c Public Use of the Station.

SOPs, II.C.3.d Security.

SOPs, II.C.3.f(1) Electric Infrastructure.

SOPs, II.C.3.f(2) HVAC Infrastructure.

SOPs, III.5.b.7 Building Maintenance Officer's Job Description.

Description: Uniforms, gear, and equipment assigned to operations members.

Scope:

Situations: Routine operations.

Intended Audience: Operations members.

Purpose: The operating procedures under this heading establish policies and procedures for assigning squad property to operations members. Also stipulates standards for use, care, and maintenance of assigned property, as well as conditions under which and procedures for turning property back over to the squad.

Policy: The squad shall assign uniforms, gear, and equipment to members as needed so they can fulfill their roles. Such materiel remains property of the squad and must be returned to the squad when a member no longer needs it or demonstrates failure to use it appropriately. Items assigned to squad members must be maintained in a secure, clean, and operational condition at all times.

The squad will maintain records to track assigned equipment on a property sheet for each member to whom equipment is assigned.

The First Lieutenant ensures that equipment is assigned and records are maintained in accordance with this policy.

Procedures: Items covered under this SOP include:

- Property sheet.
- Radios and accessories.
- Uniforms.
- Blood pressure cuffs and stethoscopes.
- Automated external defibrillators.
- Gear bags.
- ID badges.

References: SOGs, II.E.6.a.1(b) First Lieutenant's Job Description.
SOGs, II.F Property Control

Description: Recordkeeping for materiel assigned to operations members.

Scope:

Situations: Routine operations.

Intended Audience: Officers and members.

Purpose: Describes the property sheet used to keep track of squad property assigned to operations members. Stipulates procedures for filling out and filing the property sheet.

Policy: The squad shall maintain for each member a property sheet that lists all squad property assigned to the member. Maintenance of the property sheet is a responsibility of the First Lieutenant.

A sample property sheet is attached to this SOP.

Procedures: The property sheet shall be completed when any of the following equipment is assigned to a squad operations member:

- Radio and accessories.
 - Uniform, including coveralls, vest, jacket, coat, and helmet.
 - Blood pressure cuffs and stethoscopes.
 - Automated external defibrillators.
 - Gear bags.
1. Create a property sheet for each member.
 2. When equipment is assigned:
 - a. Describe equipment, including condition.
 - b. Record serial number.
 - c. Record date of assignment.
 - d. Obtain member's signature acknowledging receipt of equipment.
 3. When equipment is returned:
 - a. Record date of return.
 - b. Note condition of equipment.
 - c. Note immediate disposition of equipment (e.g., returned to inventory and place where it is now stored).
 4. The property sheet is stored on a clipboard hanging from the bulletin board in the operations office.

References: SOGs, II.E.6.a.1(b) First Lieutenant's Job Description.

PROPERTY SHEET

The following equipment is the property of the Mid-County Volunteer Rescue Squad that is on loan to the named squad member for the duration of their active membership. Upon leaving the squad, or at the request of a squad officer, the equipment will be returned in the best possible clean, working order.

Squad Member Name _____ MCVRS ID # _____

EQUIPMENT /ITEM	ID/ SERIAL #	SIGNATURE	DATE	RETURN	DATE	CONDITION
Radio						
Helmet						
Coverall Uniform						
AED						
Stethoscope						
BP Cuff						
ID Badge						

Description: Radios and radio accessories assigned to operations members.

Scope:

Situations: Routine operations.

Intended Audience: Operations members.

Purpose: Establishes policies and procedures for assigning radios and radio accessories to operations members. Also stipulates standards for use, care, and maintenance of this equipment, as well as conditions under which and procedures for returning it to the squad when a member no longer needs it to fulfill his or her duties.

Policy: The squad shall assign a radio to each operations member. Along with the radio, a member receives a charger, 2 batteries, and a set of operating instructions.

The squad will maintain a record of the radio assignment on the member's property sheet.

Procedures:

1. A radio and its accessories shall be assigned to a member as soon as possible after he or she is voted in as an operations member.
2. An entry shall be made on the member's property sheet to record the radio make, model, serial number, condition, and date of assignment. The member shall sign the entry to acknowledge receipt of the equipment.
3. When the member receives the radio, he or she shall also receive instructions for operating it, to include the following:
 - a. Syntax for marking on.
 - b. Demonstration of Mid-County alert tones.
 - c. Demonstration and explanation of proper amount of time to hold down PTT button prior to talking.
 - d. Explanation of battery charging procedures.
 - e. Demonstration of operations as noted on operating instruction sheet.
 - f. Explanation that the operations sheet is also available on the squad's web site and in the forms folder located in the photocopier closet.
 - g. Referral to SOP II.C.1, which describes proper operation and maintenance of handheld radios.
4. The radio and accessories shall be kept clean and in working condition. Problems with radio operation shall be brought to the attention of the First Lieutenant.
5. The radio and its accessories shall be returned to the squad under the following conditions:
 - a. A change in a member's squad role contraindicates his or her continued use of the equipment.
 - b. Member suspension.
 - c. Member dismissal
 - d. Member resignation.
 - e. Member switches to administrative membership.
 - f. Member fails to adhere to membership requirements as stipulated in the Bylaws.
6. At the time equipment is returned to the squad, the member's property sheet shall be updated to note that the equipment is again in the squad's possession.

References: SOGs, II.C.4.a Property Sheet.
SOGs, III.C.1 Handheld Radios.
SOGs, II.E.6.a.1(b) First Lieutenant's Job Description
Bylaws, Section II

Description: Uniforms and other apparel assigned to operations members.

Scope:

Situations: Routine operations.

Intended Audience: Operations members.

Purpose: Establishes policies and procedures for assigning uniforms to operations members. Also stipulates standards for use, care, and maintenance of this equipment, as well as conditions under which and procedures for returning it to the squad when a member no longer needs it to fulfill his or her duties.

Policy: The squad shall assign appropriate apparel to each operations member.

The squad will maintain a record of assigned apparel on the member's property sheet.

Procedures:

1. Appropriate apparel shall be assigned to a member as soon as possible after he or she is voted in as an operations member. Determination of the type of apparel appropriate for a given member shall be determined by his or her EMS experience and the role he or she fulfills:
 - a. T-shirt bearing the squad's logo.
 - b. ID badge.
 - c. Coveralls and a helmet.
 - d. Winter coat bearing the squad's logo.
2. An entry shall be made on the member's property sheet to record the type of apparel, its condition, serial number (if appropriate) and date of assignment. The member shall sign the entry to acknowledge receipt of the apparel.
3. Members shall keep squad apparel clean and in good repair.
4. Members to whom coveralls are assigned shall wear them on calls whenever practical, especially on calls involving motor vehicle extrication, the presence of hazardous chemicals and solid materials, biohazards, or any other hazard that presents potential for injury or illness.
5. Members out of uniform who appear at hazardous scenes might be turned away until they are properly attired with personal protective gear.
6. Members to whom a helmet is assigned shall check operation of the helmet light on a regular basis.
7. Worn or damaged uniforms shall be returned to the squad for repair or disposal.
8. Apparel shall be returned to the squad under the following conditions:
 - a. A change in a member's squad role contraindicates his or her continued use of the apparel.
 - b. Member suspension.
 - c. Member dismissal
 - d. Member resignation.
 - e. Member switches to administrative membership.
 - f. Member fails to adhere to membership requirements as stipulated in the Bylaws.
9. At the time apparel is returned to the squad, the member's property sheet shall be updated to note that the apparel is again in the squad's possession.

References: SOGs, II.C.4.a Property Sheet.
SOGs, II.C.4.g ID Badge.
Bylaws, Section II

Description: Blood pressure monitors and stethoscopes assigned to EMTs.

Scope:

Situations: Routine operations.

Intended Audience: Operations members.

Purpose: Establishes policies and procedures for assigning blood pressure monitors and stethoscopes to members certifying or certified as Emergency Medical Technicians. Also stipulates standards for use, care, and maintenance of this equipment, as well as conditions under which and procedures for returning it to the squad when a member no longer needs it to fulfill his or her duties.

Policy: The squad shall assign a blood pressure monitor and stethoscope to each operations member who is participating in an EMT certification class or who currently holds EMT certification.

The squad will maintain a record of assigned equipment on the member's property sheet.

Procedures:

1. A blood pressure monitor and stethoscope shall be assigned to a member who is participating in an EMT certification class and to members who already hold EMT certification.
2. An entry shall be made on the member's property sheet to record assignment of the equipment, as well as its condition, serial number (if appropriate), and date of assignment. The member shall sign the entry to acknowledge receipt of the apparel.
3. Members to whom this equipment is assigned are expected to use it when responding to emergency calls.
4. Members shall keep this equipment clean and in good repair.
5. Members to whom this equipment is assigned shall check its operation on a regular basis.
6. Worn or damaged equipment shall be returned to the squad for repair or disposal.
7. Equipment shall be returned to the squad under the following conditions:
 - a. A change in a member's squad role contraindicates his or her continued use of the equipment.
 - b. Member demonstrates consistent failure to use the equipment on calls.
 - c. Member suspension.
 - d. Member dismissal
 - e. Member resignation.
 - f. Member switches to administrative membership.
 - g. Member fails to adhere to membership requirements as stipulated in the Bylaws.
8. At the time this equipment is returned to the squad, the member's property sheet shall be updated to note that the equipment is again in the squad's possession.

References: SOGs, II.C.4.a Property Sheet.
Bylaws, Section II

Description: Automatic External Defibrillators (AEDs) assigned to EMTs.

Scope:

Situations: First response to operations involving witnessed or potential cardiac arrest.

Intended Audience: Emergency Medical Technicians.

Purpose: Establishes policies for assigning AEDs to EMTs who live in strategic areas of the Mid-County County first-due area and who are qualified to respond to an emergency scene in advance of the ambulance. Also stipulates standards for use, care, and maintenance of this equipment, as well as conditions under which and procedures for returning it to the squad when a member no longer needs it to fulfill his or her duties.

Policy: The squad shall assign AEDs to members who live in strategic areas of the Mid-County first-due area, as determined by the Captain.

The squad will maintain a record of assigned equipment on the member's property sheet.

Procedures:

1. An AED shall be assigned to active EMTs who are situated and available to act as first responders.
2. An entry shall be made on the member's property sheet to record assignment of the equipment, as well as its condition, serial number (if appropriate), and date of assignment. The member shall sign the entry to acknowledge receipt of the apparel.
3. Members to whom this equipment is assigned are expected to use it as appropriate when responding directly to the scenes of emergency calls.
4. Members to whom this equipment is assigned shall be trained in its use and shall recertify in its use annually.
5. Members shall keep this equipment clean, readily available, and in good repair.
6. Members to whom this equipment is assigned shall check its operation on a regular basis.
7. Worn or damaged equipment shall be returned to the squad for repair or disposal.
8. Equipment shall be returned to the squad under the following conditions:
 - a. A change in a member's squad role contraindicates his or her continued use of the equipment.
 - b. Member demonstrates consistent failure to use the equipment on calls.
 - c. Member suspension.
 - d. Member dismissal
 - e. Member resignation.
 - f. Member switches to administrative membership.
 - g. Member fails to adhere to membership requirements as stipulated in the Bylaws.
9. At the time the AED is returned to the squad, the member's property sheet shall be updated to note that the equipment is again in the squad's possession.

References: SOGs, II.C.4.a Property Sheet.
SOGs, II.D.4 First-Due Area
Bylaws, Section II

Description: Gear bags assigned to operations members.

Scope:

Situations: Routine emergency operations.

Intended Audience: All members.

Purpose: Establishes policies for assigning equipment bags to operations members. Also stipulates standards for use, care, and maintenance of this equipment, as well as conditions under which and procedures for returning it to the squad when a member no longer needs it to fulfill his or her duties.

Policy: At the discretion of the squad Captain, First Lieutenant, or Second Lieutenant, the squad shall assign a gear bag to active operations members.

The squad will maintain a record of assigned equipment on the member's property sheet.

Procedures:

1. A gear bag shall be used to store supplies and equipment that a member is likely to require when responding to an emergency.
2. An entry shall be made on the member's property sheet to record assignment of the equipment, as well as its condition, serial number (if appropriate), and date of assignment. The member shall sign the entry to acknowledge receipt of the apparel.
3. Members to whom this equipment is assigned are expected to carry and use it as appropriate when responding to emergency calls, whether they respond directly to a scene or respond with an ambulance or first-response vehicle.
4. Members shall keep this equipment clean, readily available, and in good repair.
5. Members to whom this equipment is assigned shall check its inventory and the condition of its contents on a regular basis.
6. Worn or damaged equipment shall be returned to the squad for repair or disposal.
7. Equipment shall be returned to the squad under the following conditions:
 - a. A change in a member's squad role contraindicates his or her continued use of the equipment.
 - b. Member demonstrates consistent failure to use the equipment on calls.
 - c. Member suspension.
 - d. Member dismissal
 - e. Member resignation.
 - f. Member switches to administrative membership.
 - g. Member fails to adhere to membership requirements as stipulated in the Bylaws.
8. At the time the bag is returned to the squad, the member's property sheet shall be updated to note that the equipment is again in the squad's possession.

References: SOGs, II.C.4.a Property Sheet.
Bylaws, Section II

Description: Identification badges assigned to operations members.

Scope:

Situations: Routine operations.

Intended Audience: All members.

Purpose: Establishes policies for assigning identification credentials to operations members. Also stipulates standards for use, care, and maintenance of this equipment, as well as conditions under which and procedures for returning it to the squad when a member no longer needs it to fulfill his or her duties.

Policy: An ID badge shall be assigned to all operations members.

The squad will maintain a record of the badge assignment on the member's property sheet.

Procedures:

1. An ID badge shall be issued to every operations member. The badge shall bear the member's photograph, squad unit number, official position (if any) and squad role (e.g., Third Member, EMT).
2. An entry shall be made on the member's property sheet to record assignment of the badge, as well as its condition, serial number (if appropriate), and date of assignment. The member shall sign the entry to acknowledge receipt of the apparel.
3. Members to whom this equipment is assigned are expected to wear it when responding to emergency calls.
4. Members shall keep this equipment clean, readily available, and in good repair.
5. A worn or damaged badge shall be returned to the squad for repair or disposal.
6. A lost badge shall be reported immediately to the First Lieutenant.
7. The badge shall be returned to the squad under the following conditions:
 - a. Member suspension.
 - b. Member dismissal.
 - c. Member resignation.
 - d. Member switches to administrative membership.
 - e. Member fails to adhere to membership requirements as stipulated in the Bylaws.
8. At the time the bag is returned to the squad, the member's property sheet shall be updated to note that the equipment is again in the squad's possession.

References: SOGs, II.C.4.a Property Sheet.
SOGs, III.E.6.a.1(b) First Lieutenant's Job Description.
Bylaws, Section II

Description: Designation of responsibility and processes for handling membership applications.

Scope:

Situations: Receipt of applications for squad membership.

Intended Audience: Membership Coordinator, Board of Directors.

Purpose: Assigns responsibility for background check, recordkeeping, notification, and other actions that must occur when an application for squad membership is received.

Policy: Membership applications shall be processed in a manner that investigates the applicant's character, qualifications, and suitability for administrative or operations squad work and ensures compliance with Rules and Regulations of the Commonwealth of Virginia.

Membership applications are handled by the squad's Membership Coordinator (or squad President if the Membership Coordinator position is unfilled). As deemed appropriate by the Membership Coordinator, specific tasks are delegated to individuals who serve on the Membership Committee

Procedures: When any squad member receives an application for membership, the following actions occur:

1. Present the application to the Membership Coordinator (or President if the Membership Coordinator position is not filled).
2. Initiate a **log form** (sample attached) (also available on the Forms page of the squad's website <http://rivnet.net/mcvrs>) for the applicant. Entries are made to the log form as the application review progresses.
3. Review application for completeness and follow up as needed. As specified on the **application form** (available in the Forms page of the squad's website <http://rivnet.net/mcvrs>), operations applicants must obtain their own driving record from the Virginia DMV. The squad will reimburse the cost of obtaining the record.
4. Review driving record.
5. Request background check from Virginia State Police (CCRE), using the **CCRE form** (available on the Forms page of the squad's website <http://rivnet.net/mcvrs>).
6. Review background check from CCRE and validate with online information. Many sites exist that provide criminal and sex offender data. A few suggestions follow:
 1. <http://sex-offender.vsp.state.va.us/cool-ICE/>
 2. <http://www.fbi.gov/hq/cid/cac/registry.htm>
 3. <http://www.criminalcheck.com/>
7. Follow up with the references supplied on the application.
8. If the application's driving record, background check, or reference follow-up reveals a troublesome history, refer the application to the Board of Directors for a decision about the suitability of the applicant for squad membership. Otherwise, proceed to step 9.
9. When an applicant is deemed suitable for membership, schedule a Membership Committee meeting and interview the candidate.
10. Notify the applicant of the results of the interview. If the interview reveals that the applicant is suitable for membership, ask him or her to attend the next monthly business meeting.
11. Notify the President that the candidate will be present at the next meeting.

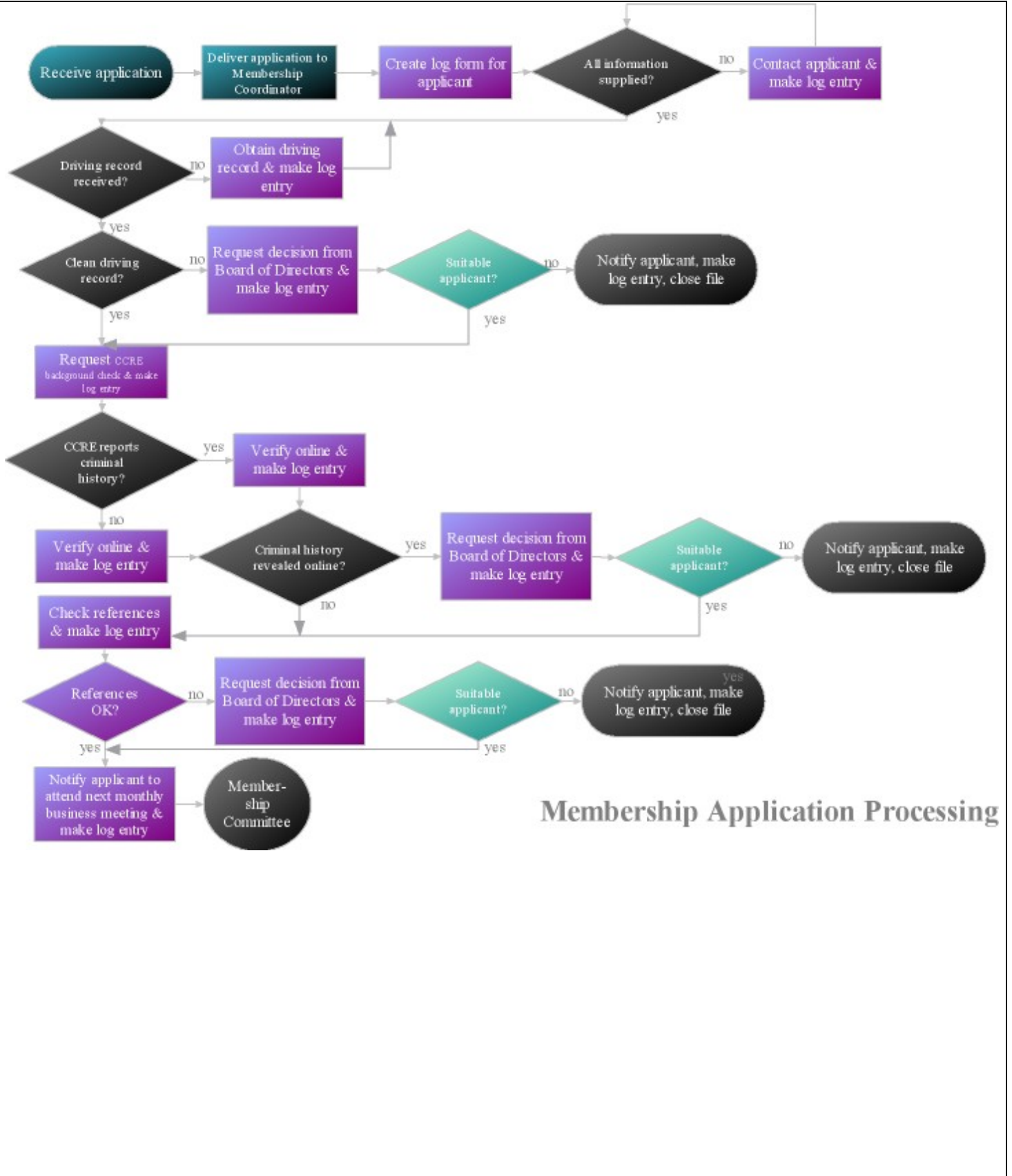
This process is summarized in the attached flowchart.

References: SOGs, Membership Committee, II.C.6.a
SOGs, Membership Coordinator Job Description, III.E.6.b(8)
Virginia EMS Rules and Regulations, 12 VAC 5-31-540. Personnel records.

**Mid-County Volunteer Rescue Squad
Membership Application Log**

Date application received:	
Applicant name:	
Applicant's telephone #:	
Driving record received? (attach copy)	<input type="checkbox"/> Yes <input type="checkbox"/> No
If No, follow-up initiated:	(date)
Driving record received:	(date)
Driving record clean?	<input type="checkbox"/> Yes <input type="checkbox"/> No
CCRE background check requested: (attach copy of request form)	(date)
CCRE background check report received: (attach copy of report)	(date)
CCRE background check validated online	(date)
List sites visited:	
References checked:	(date)
	Comments:
Referred to Board of Directors for action <input type="checkbox"/> Not applicable	(date)
Referred to Membership Committee	(date)
Applicant interview:	(date)
	Interview results: <input type="checkbox"/> refer to membership for vote <input type="checkbox"/> deny membership
Applicant notified of interview results: <input type="checkbox"/> by letter <input type="checkbox"/> by phone	(date)
Applicant vote taken:	(date)
	Vote results: <input type="checkbox"/> accept <input type="checkbox"/> deny membership
Application record* turned over to Training Officer	(date)

*Consists of log, driving record, results of background check, copies of any written correspondence.



Membership Application Processing

Description: Designation of responsibility and authority of Membership Committee.

Scope:

Situations: Processing of and decision-making about membership applications.

Intended Audience: Membership Coordinator, Membership Committee members.

Purpose: Assigns responsibility interviews, notification, and other actions that must occur when an application for squad membership is received.

Policy: To the extent possible given availability of personnel, the squad shall establish and maintain a Membership Committee. The purpose of the committee is to review membership applications, interview applicants, forward recommendations about applicants to the Board of Directors or general membership, and establish personnel records.

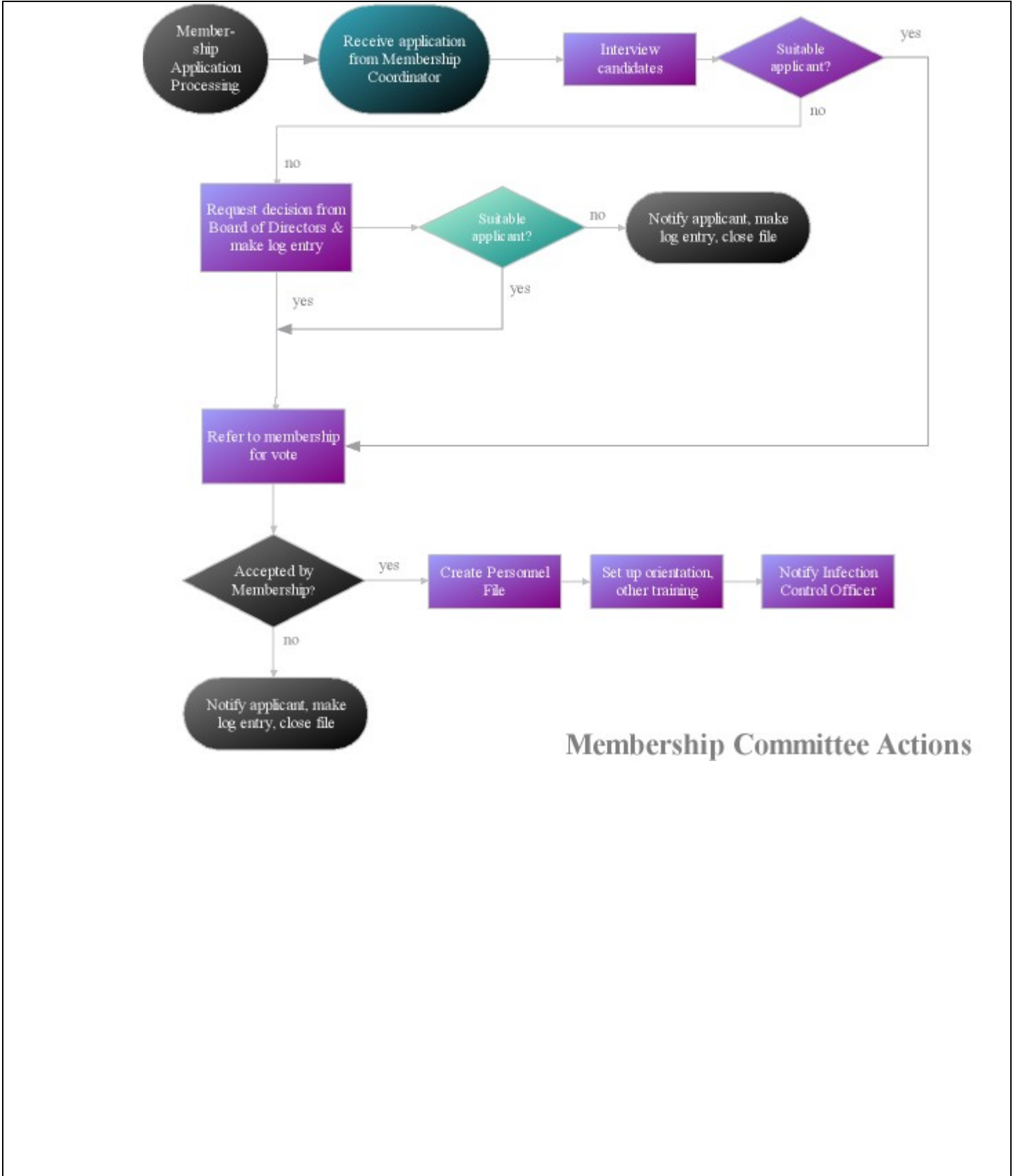
The Membership Coordinator shall serve as Committee Chairman. The Committee shall be comprised, at a minimum, of the Membership Coordinator, Training Officer, and one other squad member selected by the Membership Coordinator. Other members can be appointed as deemed appropriate by the Membership Coordinator.

Procedures: The Membership Committee handles specific tasks as delegated by the Membership Coordinator and as outlined in SOPs II.C.5.a, Membership Application Processing. In addition, the Committee is responsible for the following activities:

1. Conducts interviews for potential squad members. The purpose of these interviews is to determine an applicant's suitability for squad membership on the basis of the following factors:
 - Driving record
 - Criminal history
 - References
 - EMS background
 - Administrative qualifications
 - Willingness and ability to serve in a capacity that supports the squad's mission.
2. Convey the results of the interviews to the Board of Directors for further decisionmaking or to the membership for a vote.
3. Notify applicants about the status of their applications.
4. Establish property sheets for new members.
5. Establish personnel files for new members. The file shall contain:
 - Application records
 - Correspondence related to application
 - Copies of all certifications as indicated by membership type (operations or administrative):
 - CPR
 - EVOC
 - EMT
 - Others
 - Immunization record form (available on the Forms page at <http://rivnet.net/mcvrs>)
6. Maintain a file of rejected applicants.
7. Initiate suitable training for new members.
8. Notify the Infection Control Officer to make sure immunizations are up-to-date for new members.

This process is summarized in the attached flowchart.

References: SOGs, Membership Application Processing, II.C.5.a
 SOGs, Property Sheet, II.C.4.a
 SOGs, Infection Control Officer Job Description, III.E.6.a(1)(h)
 Virginia EMS Rules and Regulations, 12 VAC 5-31-540. Personnel records.

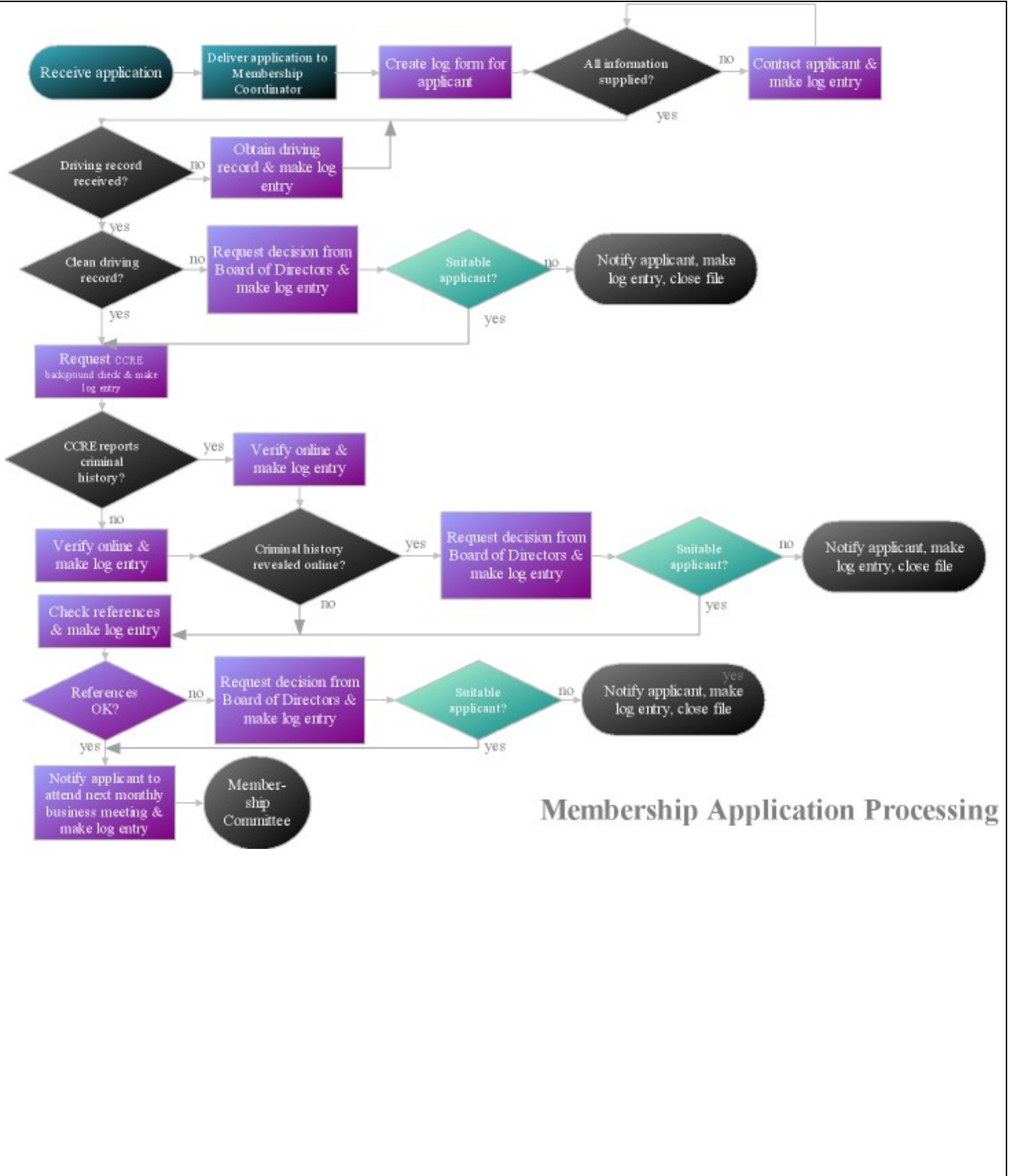


Membership Committee Actions

**Mid-County Volunteer Rescue Squad
Membership Application Log**

Date application received:	
Applicant name:	
Applicant's telephone #:	
Driving record received? (attach copy)	<input type="checkbox"/> Yes <input type="checkbox"/> No
If No, follow-up initiated:	(date)
Driving record received:	(date)
Driving record clean?	<input type="checkbox"/> Yes <input type="checkbox"/> No
CCRE background check requested: (attach copy of request form)	(date)
CCRE background check report received: (attach copy of report)	(date)
CCRE background check validated online	(date)
List sites visited:	
References checked:	(date)
	Comments:
Referred to Board of Directors for action <input type="checkbox"/> Not applicable	(date)
Referred to Membership Committee	(date)
Applicant interview:	(date)
	Interview results: <input type="checkbox"/> refer to membership for vote <input type="checkbox"/> deny membership
Applicant notified of interview results: <input type="checkbox"/> by letter <input type="checkbox"/> by phone	(date)
Applicant vote taken:	(date)
	Vote results: <input type="checkbox"/> accept <input type="checkbox"/> deny membership
Application record* turned over to Training Officer	(date)

*Consists of log, driving record, results of background check, copies of any written correspondence.



Membership Application Processing

Description: Policies and procedures for dispatcher orientation to EMS operations.

Scope:

Situations: Any emergency response.

Intended Audience: All members, Northumberland Emergency Dispatchers and Dispatch Supervisors.

Purpose: Describes procedures for participation by communications officers of the Northumberland County Sheriff's Department to observe emergency medical service operations by responding with Mid-County on emergency calls.

Policy: Mid-County Volunteer Rescue Squad shall operate an observer program for communications officers employed by the Northumberland Sheriff's Department. Officers who participate will not receive financial compensation from Mid-County.

Procedures:

Duration: The observation period for a given communications officer is 14 days, during which time the observer can run as many calls as he or she is willing and able.

Sign-up: Participant completes sign-up sheet and submits to dispatch supervisor.

Dispatch supervisor faxes sign-up sheet to Mid-County (580-9500).

Mid-County captain or a designee contacts participant to schedule orientation.

Captain advises dispatch supervisor of orientation date.

Orientation: Orientation is held at the Mid-County station (7990 Northumberland Highway, Heathsville) and includes the following:

- Unit # assignment.
- Building tour.
- Vehicle tour.
- Response procedure.
- Radio assignment to 1st scheduled observer.
- Radio operation.

Response Procedure: Observers take these steps to respond to Mid-County calls:

- Monitor Base 2 traffic on handheld radio.
- When Mid-County tones broadcast, use handheld radio to mark on as follows:
 - Unit #400.
 - Responding as observer.
- Respond to Mid-County station (not to scene).

Observer Responsibilities: Communications officers who participate in this program have the following responsibilities:

- Get to Mid-County station safely and lawfully.
- On calls, observe.
- Following calls, ask questions.
- Assist Mid-County crew as directed:
 - Take notes.
 - Retrieve equipment.
 - Assist with inspecting, restocking ambulance.

- Radio:
 - Get from dispatch supervisor at beginning of observation period.
 - Maintain in working condition.
 - Cycle batteries through charger at least every 24 hours.
 - Maintain possession.
 - Turn in to dispatch supervisor at end of observation period.

Dispatch Supervisor Responsibilities: The dispatch supervisors have the following responsibilities:

- Provide safekeeping for radio, charger, and batteries when not assigned to an observer.
- Approve communications officer participation.
- Debrief communications officer at end of observation period.

Mid-County Responsibilities: Mid-County VRS assumes responsibility for the following activities:

- Contact observer to schedule orientation.
- Conduct orientation.
- Provide insurance coverage.
- Ensure observer safety.
- Supply radio, charger, and batteries to Northumberland Sheriff's Department for use in this program.
- Assign observer to a crew member during each emergency response.
- Debrief communications officer at end of observation period.

Safety and Liability Protections

- Observers will take infection control precautions as directed by any Mid-County crew member.
- Observers will wear clothing that provides sufficient protection from infection and injury.
- Observers will not be permitted to enter a scene that is deemed unsafe by any Mid-County crew member.
- Observers will be covered under insurance provided by Mid-County VRS.

References:

Description: Policies for public service rendered by the squad.

Scope:

Situations: Non-emergency public activities.

Intended Audience: Administration and operations officers, all squad members.

Purpose: Outlines policies and procedures for squad participation in non-emergency service to the public in Northumberland County and mutual aid areas.

Policy: The squad shall respond to requests from the public to participate in community events. The squad's primary public service duty is to the citizens of Northumberland County, but can also participate in events outside the county if authorized by the board of directors.

Procedures: Non-emergency public activities consist of the following events:

- a. Ambulance standby at community festivals.
- b. Ambulance standby at school events.
- c. Parades.
- d. CPR and first-aid classes.
- e. Educational presentations at schools and community events.
- f. Non-emergency patient transport.
- g. Courtesy calls.

Policies and procedures for each type of public service are outlined in separate SOPs.

References:

Description: Policies for standby service at public festivals.

Scope:

Situations: Non-emergency public activities.

Intended Audience: Board of directors, all squad members.

Purpose: Outlines policies and procedures for squad participation in standby service to the public in Northumberland County.

Policy: The squad shall respond to requests from the public for standby service at public events in the Mid-County first due area.

Procedures: The squad stands by at following festivals, regularly scheduled each year:

1. Court Day (April).
2. St. Stephens Strawberry Festival (Memorial Day weekend).
3. Bay Quarter Shores fireworks display (4th of July weekend).
4. St. Stephens Christmas Countdown (Labor Day weekend).

Other irregularly scheduled public events also require the squad's service. These include walk-a-thons of the American Cancer Society, church homecoming events, the Kirkland Grove revival, and non-educational events that use school facilities.

It is the responsibility of the festival sponsors to notify the squad of dates and times. Although they usually do so, sometimes they wait until the last minute. Squad members need to be alert to signs and notices of these events and advise the squad's operations officers as soon as possible.

At the February business meeting, an operations officer posts a sign-up sheet for standby crews at all the known festivals. Volunteers are solicited at each business meeting to make sure the events are crewed.

Operations officers need to check the sign-up sheet regularly to make sure the standby roster is full; if it isn't, nagging is permissible.

Operations officers must also make sure that a backup crew is available to run calls during the standby and to assume standby duty if necessary.

Once a crew signs up for standby duty and arrives at the event, its duty is at the event and only the event. Standby crews should not leave the event to run other calls except in extraordinary circumstances.

If the standby crew responds to an emergency at the event and leaves the event as a result, the squad must provide a replacement crew. An operations officer activates mutual aid for other squad calls until a crew returns to the station.

A standby crew consists of (at least) a driver, EMT, and one ambulance.

If a crewmember who has signed up for a standby cannot pull the duty, he or she must find a replacement.

References: SOPs II.C.4 First-Due Area.

Description: Policies for standby service at school athletic events and other activities.

Scope:

Situations: Non-emergency school activities.

Intended Audience: Board of directors, all squad members.

Purpose: Outlines policies and procedures for squad participation in standby service to the schools in Northumberland County.

Policy: The squad shall respond to requests from the county schools for standby service in the Mid-County first due area.

Procedures: The squad stands by at following school activities:

1. Commencement.
2. Varsity football home games.
3. Invitational athletic events (drill team, for example).

Other school events might also require stand by service.

It is the responsibility of the school administration to notify the squad of standby dates and times. The high school publishes a schedule of athletic activities and distributes it late in August. If the schedule isn't at the squad by early September, contact the school office at **580-5192**.

Note also that the schedule can change without notice. Squad members need to be alert to notices of schedule changes and advise the squad's operations officers as soon as possible.

At the September business meeting, an operations officer posts a sign-up sheet for standby crews at all the known activities. Volunteers are solicited at each business meeting to make sure the events are crewed.

Operations officers need to check the sign-up sheet regularly to make sure the standby roster is full; if it isn't, nagging is permissible.

Operations officers must also make sure that a backup crew is available to run calls during the standby and to assume standby duty if necessary.

Once a crew signs up for standby duty and arrives at the event, its duty is at the event and only the event. Standby crews should not leave the event to run other calls except in extraordinary circumstances.

If the standby crew responds to an emergency at the event and leaves the event as a result, the squad must provide a replacement crew. An operations officer activates mutual aid for other squad calls until a crew returns to the station.

A standby crew consists of (at least) a driver, EMT, and one ambulance.

If a crewmember who has signed up for a standby cannot pull the duty, he or she must find a replacement.

References: SOPs II.C.4 First-Due Area.

Description: Policies for squad participation in parades.

Scope:

Situations: Non-emergency public events.

Intended Audience: All squad members.

Purpose: Outlines policies and procedures for squad participation in parades.

Policy: The squad shall respond to invitations to appear in parades as crew and vehicle availability permit. The squad shall participate in parades only in Northumberland County.

Procedures: The squad participates in the following parades:

1. Edwardsville Day (June).
2. Reedville 4th of July.
3. Callao Firemen's Festival (August).
4. Homecoming (August)

Other parade invitations are considered by operations on a case-by-case basis.

The squad shall participate in parades only in Northumberland County.

Except for events in Heathsville proper, the squad shall enter no more than two vehicles in a parade—one ambulance and a first-response vehicle. One ambulance is left at the station to respond to emergency calls.

A parade crew consists of at least two people—a driver and an EMT. Other members can ride along if they want to.

At the business meeting for a month during which a parade is scheduled, an operations officer posts a sign-up sheet for the parade crews. The parade is announced and volunteers are urged to sign up.

If nobody signs up, the squad will not be represented in the parade.

Operations officers must also make sure that a backup crew is available to run calls during the parade.

Once a crew signs up for parade duty and arrives at the lineup, its duty is at the parade only. A parade crew should not leave the event to run emergency calls except in extraordinary circumstances.

If a crewmember who has signed up for a parade cannot pull the duty, he or she must find a replacement and notify an operations officer.

References:

Description: Policies for public service through community education.

Scope:

Situations: Community CPR and First Aid.

Intended Audience: Board of Directors, Training Officer, all squad members.

Purpose: Describes tradition, policy, and procedures for education outreach through community CPR and first aid classes.

Policy: Given the availability of one or more qualified instructors, the squad shall maintain its tradition of offering CPR and first aid classes to citizens of Northumberland County.

Procedures: The squad shall support members (including Auxiliary members) who are willing to serve as CPR and first aid instructors. Such support includes payment of tuition for training, reimbursement of documented expenses, storage space for equipment and books, and use of squad facilities for conducting classes.

Instructors shall be certified by any nationally recognized CPR program, including the American Heart Association, American Red Cross, and American Safety and Health Institute.

Instructors shall not charge tuition to students.

Instructors can recoup out-of-pocket expenses for books and supplies directly from students, provided they charge a reasonable amount. The judgment of "reasonable" is left to the instructor's discretion and integrity, in keeping with the squad's spirit of volunteer service. All expense reimbursement requests must be accompanied by receipts or other documents that describe the materials purchased and the price paid.

If books and supplies are paid for by the squad, students are required to pay only the squad's cost. In this case, instructors must turn over to the squad any funds collected for books and supplies.

CPR and first aid instructors can conduct classes according to their own schedules, as long as classes do not interfere with other squad activities. (Make sure the facilities and equipment are available before you schedule a class.)

Instructors can advertise class schedules through any means they choose, including the following:

 Newspaper and radio announcements.

 An announcement on the squad's telephone answering machine.

 Flyers and posters.

The squad will assist with costs for advertising and promotion, provided costs are kept low and the board of directors deems the method is effective. Prior approval of advertising expenses must be obtained from the board of directors.

References:

Description: Policies for public service through community education.

Scope:

Situations: Community Emergency Response.

Intended Audience: Board of Directors, Training Officer, all members.

Purpose: Describes policy and procedures for education outreach through squad sponsorship of a CERT Team.

Policy: When resources make it feasible to do so, the squad shall sponsor a Community Emergency Response Team made up of citizens from the Mid-County first-due area.

Procedures: A CERT team is an organization of community members trained to take appropriate action in the period after an emergency occurs and help arrives. CERT members are trained in emergency preparedness, first aid, CPR, search tactics, and other emergency management and stabilization activities.

Sponsorship of a CERT entails initial organization, recruitment, training, and equipping team members. Once the CERT is established, it is intended to become self-sufficient, relying on the squad only for facilities, training support, and technical consultation.

A squad member volunteers as CERT coordinator. The CERT coordinator receives training in CERT organization from an agency such as the Federal Emergency Management Administration or the Virginia Department of Emergency Management. The coordinator relies on resources provided by these agencies via print materials and web sites.

A set of organization materials is on hand in the squad's operations office.

The coordinator can recoup out-of-pocket expenses for books and supplies from the squad until the CERT becomes self-sufficient. All expense reimbursement requests must be accompanied by receipts or other documents that describe the materials purchased and the price paid.

The coordinator can advertise CERT opportunities through any practical means, including the following:

- Newspaper and radio announcements.

- An announcement on the squad's telephone answering machine.

- Flyers and posters.

The squad will assist with costs for advertising and promotion, provided costs are kept low and the board of directors deems the method is effective.

CERT members and trainers are recruited from Auxiliary members, school and church groups, civic associations, law enforcement, business, and local government.

References: SOGs, II.D.4 First-Due Area.

Description: Policies for public service through community education.

Scope:

Situations: Emergency services day, other appearances on request.

Intended Audience: Board of Directors, junior squad, all members.

Purpose: Describes policy and procedures for education outreach in Northumberland schools.

Policy: The squad shall respond to requests to provide demonstrations, lessons, and learning opportunities to students in Northumberland's public and private schools.

Procedures: The squad serves all three public schools in Northumberland County. The elementary school (in particular) asks the squad to make presentations to student assemblies. The middle and high schools occasionally ask for assistance in health classes and student assemblies.

Requests are made through the 1st Lieutenant or Captain.

The operations officer analyzes the request, determines the best people to respond, assembles the crew, and specifies required resources.

The Captain approves the request and communicates approval to the school either directly or through the 1st Lieutenant.

As much advance notice as possible should be provided to the crew about dates, times, and the nature of the presentation.

References:

Scope:

Situations: Non-routine, non-emergency transport.

Intended Audience: Operations officers.

Purpose: Describes policy and procedures for non-emergency transport requests.

Policy: The squad shall respond to requests for non-emergency patient transport for citizens of Northumberland County, especially those in the squad's first-due area as permitted by crew and equipment availability.

Procedures: As a rule, the squad does not provide non-emergency transport service, unless charges for such are not covered by a patient's health care insurance or Medicare.

Better medical insurance plans and Medicare cover charges for inter-facility transport. Insurance generally does not reimburse costs for transport to physician's appointments, physical therapy, or routine treatment (such as dialysis) from a patient's home. Since costs for such transport can be prohibitive for under-insured patients, the squad strives to provide these services when possible.

Requests for pro bono transports generally come to the squad through hospital or community social service agencies on behalf of patients or directly from patients or their families. Requests should be directed to the Captain or 1st Lieutenant.

The responding operations officer determines whether costs for the transport can be borne by insurance. If they can and no overriding considerations exist, the request should be referred to a commercial transport agency.

The squad attempts to meet transport requests based on a patient's ability to pay, the availability of a suitable transport crew, and the availability of an ambulance for the trip.

Suitability of crew is determined by certification to handle the patient's ALS care needs (if any). A crew for an ALS transport must consist of at least 2 EMTs, one of whom has ALS certification, in accordance with state rules and regulations. This requirement must be met without regard to exemptions and variances that might be held by Northumberland County.

Prior to departure for a transport, the following information must be in the hands of the crew: physician's name and telephone number, destination hospital name, emergency department phone number, and destination department name and phone number. Beyond that, patient care during the transport is handled according to protocols for a non-critical emergency transport.

The squad's backup ambulance should generally be used for the transport, but the Captain or 1st Lieutenant may authorize the primary ambulance if the transport crew deems the primary ambulance better suited.

If a second ambulance is not available for service during the transport, the transport should be rescheduled if possible. Otherwise, the Captain or 1st Lieutenant must request a vehicle from another squad or activate mutual aid until the transport vehicle is back at the station.

The operations officer handling the transport request must ensure that adequate coverage remains in the first-due area to cover emergency calls while the transport is in progress.

If the squad is called out on an emergency call while the transport is underway, operations must notify dispatch that mutual aid is in effect until one or the other crew returns to the station.

The transport crew treats the transport as an emergency call. Treatment is rendered as appropriate to the patient's signs and symptoms according to protocol. At least two sets of vital signs are taken, one prior to leaving the scene and one prior to transferring care to the receiving facility.

A run sheet is always completed for a transport. With the exception of an incident number, all details that would be required for an emergency transport are also required for a non-emergency transport run sheet.

References: Virginia Emergency Medical Services Regulations:
12 VAC 5-31-850. EMS vehicle equipment requirements

- 12 VAC 5-31-1140. Provision of patient care documentation
- 12 VAC 5-31-1180. Adequate response staffing
- 12 VAC 5-31-1230. Ground ambulance staffing requirements
- 12 VAC 5-31-1260. Supplemented transport requirements

Description: Policies for public service through non-transport patient care.

Scope:

Situations: Non-transport assistance to citizens.

Intended Audience: Operations officers.

Purpose: Describes policy and procedures for assisting citizens who do not request transport for definitive care.

Policy: The squad shall respond to requests for non-transport assistance to citizens in the Mid-County first-due area as permitted by crew and equipment availability.

Procedures: Citizens sometimes ask for reassurance or help with situations they cannot handle on their own, such as blood-pressure checks, assistance getting up after slipping from bed, visiting a recently transported patient at the hospital, or looking in on an elderly neighbor.

Such requests come through various channels, but usually result from a 911 contact in which the caller specifically indicates he or she does not need transport. The 911 communications officer calls the squad Captain or 1st Lieutenant and describes the problem.

The responding operations officer can either handle the matter directly, or ask suitable personnel to respond. Suitability is determined by a member's proximity to the scene, lifting capability, medical certification, and the likelihood of an unsafe scene, given the nature of the problem. Keep in mind that more than one responder or even law enforcement might be appropriate. In all cases, the responding member should have at least First Responder certification.

Responders should arrive at the scene with basic tools, including a handheld radio, stethoscope, blood pressure cuff, penlight, PPCR, basic dressings, etc.

Responders must thoroughly and accurately assess the situation they find after arriving at the scene. If immediate definitive medical treatment seems warranted, do not hesitate to contact dispatch to request a squad.

For their own protection as well as that of the squad, members should document the encounter by completing a PPCR form, even in situations as seemingly innocuous as the following:

- A wellbeing check that finds the subject alert, oriented, well-nourished, sober, uninjured, and ambulatory.
- A finding of normal vital signs in a subject who is concerned about his blood pressure, but shows no signs of debilitation.
- Helping a wife get her husband back on his feet after he fell out of bed and shows no sign of injury.

In the event a problem arises later, a completed PPCR documents the situation and reasons for the actions taken. It can also help prove that the assessment of the situation was as accurate as possible and the response was appropriate given the information available at the time.

If a responding member has any concerns about what he or she sees, contact a squad operations officer or medical control before leaving the scene.

References: SOGs, II.D.4 First-Due Area

PEMS Protocol for Patient Refusal of Treatment

Description: Squad work as a community service opportunity.

Scope:

Situations: Requests from Northumberland students who need community service credit.

Intended Audience: Administration and operations officers, junior squad advisor and members.

Purpose: Describes policy and procedures for helping students gain community service time.

Policy: The squad shall enable students of Northumberland schools to meet academic requirements for community service.

Procedures: A growing academic trend requires students to perform some amount of community service. Opportunities abound in rescue squad work, especially with the junior rescue squad.

Requests for community service generally come directly from a student to an administrative or operations officer. The officer discusses the student's needs and interests and collects the following information: Name of the student, a parent or guardian, and his or her teacher, as well as the student's address and telephone number. The officer must obtain the parent's approval for the service. With these things in place, the officer refers the student to a member who is willing to serve as a mentor.

According to the Code of Virginia, students under the age of 16 cannot participate in any squad activity that exposes them to risk of injury or illness; for that reason, ridealongs are not permitted as a community service activity.

If aligned with the guidelines imposed by the school, permissible squad activities for student community service include the following:

- Junior squad fundraising, training, and community outreach activities.
- Vehicle washing.
- Station maintenance.
- Assistance at senior squad and auxiliary fundraising and community outreach events, such as health fairs, dinners, roadside trash pickup, preparation for state inspection, squad open house.

Students are required to supply documentation of the nature and duration of service. The assigned mentor needs to keep a record of this information to give to the student at the end of his or her service. Students sometimes supply their own forms on which the mentor can document the service, but if they do not, the mentor must be prepared to write it up and sign it.

Students must be supervised at all times when performing community service with the squad.

The front door lock code, keys, or unsupervised access to the station and grounds shall not be provided to any student who is performing community service.

A mentor shall notify the referring officer if problems arise in relationship to the community service. If necessary, the officer and mentor discuss the matter with the student, his or her parents, and teacher.

References: Bylaws: junior squad

OEMS R&R prohibitions on underage stuff

SOGs, II.C.3.b Station Maintenance

Description: Squad work as a community service opportunity.

Scope:

Situations: Requests from Northumberland justice system clients who need to fulfill court-ordered community service obligations.

Intended Audience: Administration and operations officers.

Purpose: Describes policy and procedures for helping citizens gain community service time.

Policy: The squad shall enable clients of the Northumberland courts to meet requirements for community service.

Procedures: People convicted of non-violent crimes are often ordered by the court to perform some amount of community service.

Requests for community service generally come directly from a client to an administrative or operations officer. The officer discusses the client's needs and interests and collects the following information: Client name, address, telephone number; amount of community service time required and period during which it must be completed. The squad officer must contact the supervising court officer to verify the terms and conditions of the client's community service requirement and to obtain any relevant forms or other paperwork. With these things in place, the officer refers the student to a member who is willing to serve as a mentor.

According to the Code of Virginia, students under the age of 16 cannot participate in any squad activity that exposes them to risk of injury or illness; for that reason, ridealongs are not permitted as a community service activity for court-ordered service by persons less than 16 years of age.

If aligned with the guidelines imposed by the school, permissible squad activities for community service include the following:

- Vehicle washing.
- Station maintenance.
- Assistance at senior squad and auxiliary fundraising and community outreach events, such as health fairs, dinners, roadside trash pickup, preparation for state inspection, squad open house.

The assigned mentor keeps a record of this information to give to the client at the end of his or her service to provide documentation of service time for the court.

Clients must be supervised at all times when performing community service with the squad.

The front door lock code, keys, or unsupervised access to the station and grounds shall not be provided to any client performing community service.

A mentor shall notify the referring officer if problems arise in relationship to the community service. If necessary, the officer and mentor discuss the matter with the client and the court.

References: Virginia Emergency Medical Services Regulations, 12 VAC 5-31-900. General requirements SOGs, II.C.3.b Station Maintenance

Description: Geographic area of squad's response.

Scope:

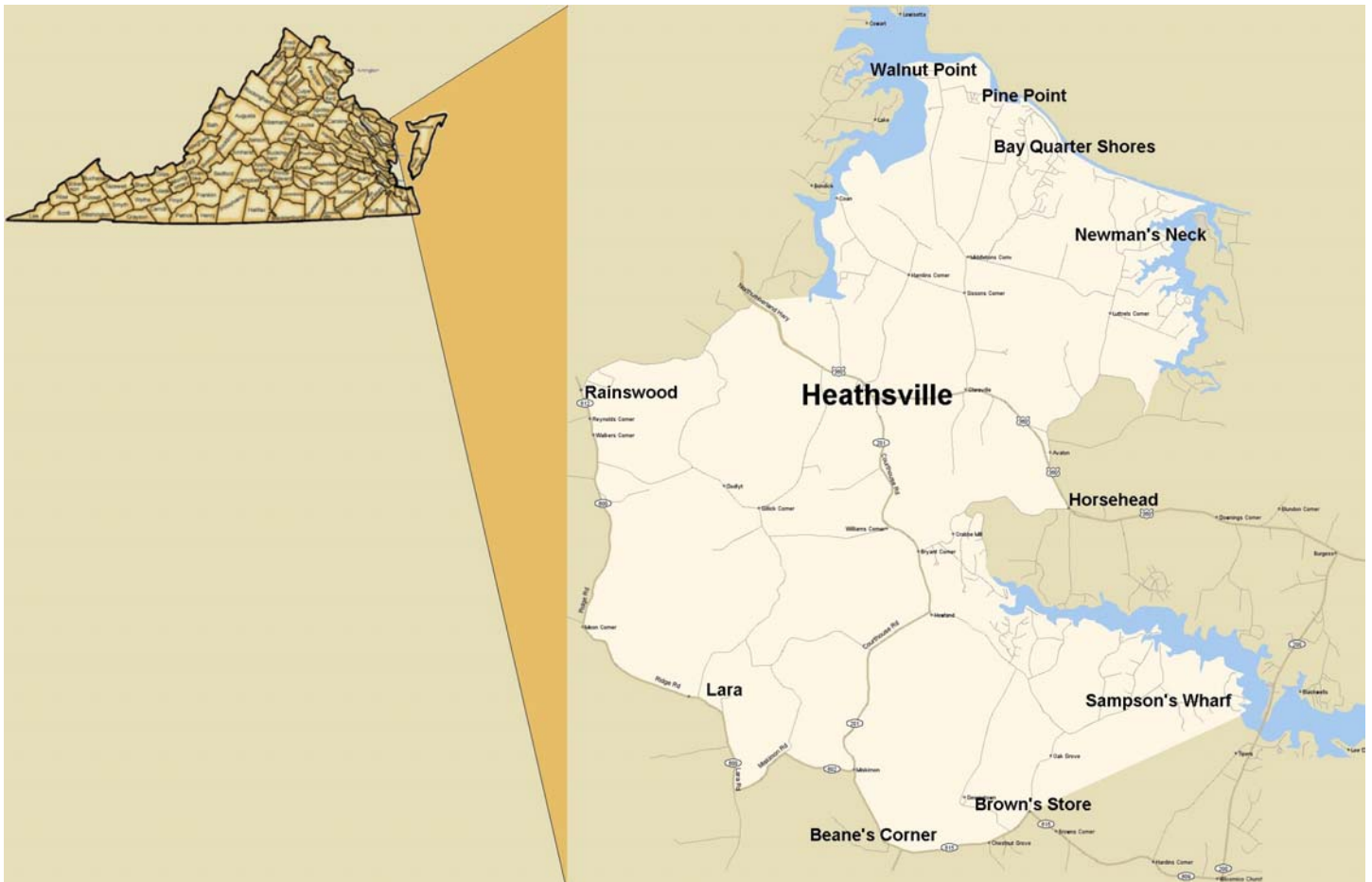
Situations: Emergency and non-emergency response, annual fundraising letter, mutual aid.

Intended Audience: All squad and auxiliary members.

Purpose: Describes boundaries of squad's first-due area.

Policy: The squad shall perform non-mutual aid emergency, non-emergency, and fundraising activities within the boundaries of its first-due area.

Procedures: The Mid-County first-due area lies within the Heathsville Magisterial District as shown on the following map.



Any emergency or non-emergency response outside these boundaries must be conducted under mutual aid.

The squad and Auxiliary shall make every reasonable effort to focus fundraising efforts within these boundaries.

References: SOGs, II.C.1. Boundary Line Changes.
SOGs, II.B.3.a Annual Fund Drive Letter.
SOGs, II.B.3.b Mutual Aid Agreements.

Description: Financial policies and procedures.

Scope:

Situations: Revenues and expenditures.

Intended Audience: All squad and auxiliary members.

Purpose: Outlines areas of financial activity and responsibility.

Policy: The squad shall exercise prudence and integrity to ensure its financial wellbeing.

Procedures: The procedures in this section relate to the following topics:

Budget.

Audit.

Credit cards.

Non-monetary donations.

Mileage reimbursement.

Fundraising.

References: Bylaws, Article X, Spending Authority.

Bylaws, Article XI, Finances.

SOGs, II.B.3.a Annual Fund Drive Letter.

Description: Financial policies and procedures.

Scope:

Situations: Revenues and expenditures.

Intended Audience: All squad and auxiliary members.

Purpose: Supplements bylaws by outlining procedures for development of the annual budget.

Policy: The squad shall prepare and adhere to a yearly budget of expenditures and revenues.

Procedures: The squad bylaws state:

At the February regular business meeting, a budget will be brought to the membership for approval. When approved, items in the budget will be paid as needed up to the budgeted limits. To exceed these limits will require approval of the membership. In cases of emergency, the Board of Directors must be notified of such purchases. The Board shall have the authority to deny expenditures exceeding budgeted limits.

Budget preparation is a responsibility of the squad treasurer.

During January of each year, the treasurer draws up the budget.

The treasurer bases budget projections on the actual revenues and expenditures from the previous year, adjusted as needed to accommodate anticipated changes in spending and revenue patterns or known capital expenditures.

To assist in budget development, the treasurer can request information from other squad members as needed.

The treasurer must present the budget for approval at the regular business meeting in February of each year.

The budget contains projected expenditures in at least the following categories:

Operations

- EMS supplies
- Ambulance expense
- Gas/oil (vehicles)
- New equipment (\$1,500 per quarter)
- New vehicles (\$3,000 per quarter)
- Miscellaneous expense

Administration

- Fundraising expenses
- Utilities
- Building expense
- Miscellaneous expense
- Capital improvements

References: Bylaws, Article XI, Finances, Section 3.

SOGs, III.E.6.b(3) Treasurer's Job Description.

Description: Financial policies and procedures.

Scope:

Situations: Annual internal audit.

Intended Audience: All squad and auxiliary members.

Purpose: Supplements bylaws by outlining procedures for monitoring revenues and expenditures.

Policy: The squad shall conduct an annual internal financial audit.

Procedures: The squad bylaws state:

*The **Treasurer** shall be responsible for maintaining the financial records of the organization and shall keep records in such a manner that the financial condition of the organization may be obtained at any time. All checks drawn upon funds of the organization shall be signed by the Treasurer and countersigned by either the President or Captain. All books shall be audited quarterly by the Board of Directors.*

And

An annual audit and financial statement shall be presented to the membership once a year, no later than the regular business meeting held in May.

It is the treasurer's responsibility to draw up financial statements and present them to the membership and/or board of directors in accordance with the bylaws.

The squad's traditional practice, however, is even better than the bylaws require. The treasurer presents a financial report at every regular business meeting. The report lists the previous month's revenues, expenditures, and fund balances.

The members present at the meeting ask questions, discuss the squad's finances, and vote to accept the report.

The discussion surrounding the report can result in changes to the squad's financial priorities and strategies, as indicated by a membership vote.

References: Bylaws, Article IV, Officers, Section 8.

Bylaws, Article XI, Finances, Section 2.

SOGs, III.E.6.b(3) Treasurer's Job Description.

Description: Financial policies and procedures.

Scope:

Situations: Administrative and operational expenditures of squad funds.

Intended Audience: President, Captain, Treasurer.

Purpose: Outlines authority and appropriate use of squad credit cards.

Policy: The squad shall maintain at least two credit card accounts to purchase goods and services for squad activities.

Procedures: The squad has two credit card accounts. A Bank of America Visa account issued by the Bank of Northumberland allows officers to purchase consumer goods and services conveniently. Another account through Noblett Oil enables members to refuel vehicles. The Captain, 1st Lieutenant, and President are the primary users of the Visa account. At their discretion, these officers can authorize a member to use the card for authorized purchases.

The Visa cards are stored in a secure location, specified by the Captain. Cards must be returned to that location as soon as possible after use. Cards must not routinely be carried on a member's person. Any member carrying a squad credit card must ensure its security at all times.

The fuel cards are kept in a location as directed by the Vehicle Officer. Members who refuel vehicles must ensure the security of these cards at all times.

A receipt must be submitted to the Treasurer as soon as possible following a credit card purchase. If a receipt is not available, the purchaser must document the date, amount, vendor, and item purchased, along with a note that the purchase was made with the Visa card. This document is to be submitted to the treasurer in lieu of a receipt.

Fuel receipts are placed in the fuel receipt bin as soon as a refueled vehicle returns to the station.

The Treasurer reviews the credit card statements each month and must match purchases on the statement with receipts or other purchase documentation provided by members.

The Treasurer brings to the attention of the President, Captain, and 1st Lieutenant any purchases shown on the credit card statements that are not backed up by receipts.

Under no circumstances can a member make personal purchases with a squad credit card. If personal purchases are made at the same time as a squad purchase, the personal items must be paid for in a separate transaction from the squad purchase.

References: Bylaws, Article IV, Officers, Section 8.
Bylaws, Article XI, Finances, Section 2.
SOGs, II.B.1.i Fuel Purchase Documentation.
SOGs, II.B.2.g Fuel Receipts Bin.
SOGs, III.E.6.b(3) Treasurer's Job Description.

Description: Financial policies and procedures.

Scope:

Situations: Donations from squad supporters.

Intended Audience: Treasurer.

Purpose: Outlines process for receiving, documenting, and disposing of gifts of land, property, equipment, and other non-monetary commodities.

Policy: The squad shall acknowledge and document all donations in compliance with generally accepted accounting procedures and national, state, and local regulations.

Procedures: The squad is sometimes the beneficiary of bequests and donations of real property, equipment, stocks, bonds, and other items that have cash value, but are not cash themselves.

If donors express intentions for the squad's use of such gifts, the squad will make every attempt to comply with the benefactor's wishes. If the intent is unrealistic and the squad cannot comply, the President should so advise the donor or the donor's representative.

The Treasurer acknowledges these kinds of gifts in writing to the donor or the donor's representative, expressing thanks for the donor's support, describing the gift, its value as stated by the donor, and stating the squad's agreement to any stipulations associated with the gift.

The treasurer enters a record of the gift into the squad's accounting system.

If no stipulations are expressed for the gift, the Board of Directors discusses the most practical use of the gift and makes recommendations to the membership. The membership, in turn, discusses the matter further and makes the ultimate decision for disposition of the gift.

Gifts of equipment, appliances, tools, vehicles, etc. shall be entered into the equipment inventory if the squad elects to put them into direct service.

References: Bylaws, Article XI, Finances, Section 2.

SOGs, II.B.1.n Equipment Inventory.

SOGs, III.E.6.b(3) Treasurer's Job Description.

Description: Financial policies and procedures.

Scope:

Situations: Activities to generate income.

Intended Audience: President, Auxiliary, all members.

Purpose: Outlines the squad's fundraising activities.

Policy: The squad shall draw on all potential sources of capital and operating income.

Procedures: With substantial support from the Auxiliary, the squad participates in the fundraising activities outlined below. Each is described in its own procedure:

- a. Annual fund drive.
- b. Grant requests.
- c. Auxiliary activities.

References: SOGs, II.B.3.a Annual Fund Drive Letter.

SOGs, II.B.3.c Grant Requests.

SOGs, II.B.5 Northumberland County Structure Database.

SOGs, II.B.7 Fund Drive Mailing List.

SOGs, III.E.6.b(1) President's Job Description.

SOGs, V. Auxiliary Support.

Description: Financial policies and procedures.

Scope:

Situations: Annual Fund Drive.

Intended Audience: President, Auxiliary, all members.

Purpose: Outlines procedures for the squad's annual fund drive.

Policy: Each year, the squad shall raise funds through one direct mailing to citizens and property holders in the Mid-County first-due area.

Procedures: With substantial support from the Auxiliary, the squad solicits contributions from our service-area community.

The appeal is conducted in the spring of the year and completed no later than the end of April.

The squad President organizes this effort according to the schedule outlined in SOP II.B.3.a, Annual Fund Drive Letter.

Monies generated from the fund drive go into the squad's general fund.

References: SOGs, II.B.3.a Annual Fund Drive Letter.

SOGs, III.E.6.b(1) President's Job Description.

SOGs, V. Auxiliary Support.

Description: Financial policies and procedures.

Scope:

Situations: Fund requests from charitable organizations and government.

Intended Audience: All members, Board of Directors, President.

Purpose: Assigns responsibility and outlines procedures for grant applications.

Policy: The squad relies on grant awards to fund major equipment needs, vehicle purchase, capitol improvements, and projects that exceed the capacity of the normal operating budget. On a continuing basis, the squad shall make every practical effort to identify needs and seek ways to fund them.

Procedures: Identifying needs for materiel and projects is the responsibility of every squad member. Any member who sees a need advises a member of the board of directors. The board of directors member brings the matter before the Board, which, in turn, decides on appropriate action.

Once the Board determines that the matter is worth pursuing, the President seeks funding sources. The President may request assistance from squad or Auxiliary member(s) who are willing and able to help with legwork.

Legwork generally involves the following tasks:

- Determining specifications for equipment or determining events for projects.
- Identifying vendors or contractors and seeking price bids.
- Identifying funding sources.
- Gathering application forms and instructions.
- Studying the application and disbursement requirements and determining if the squad can comply.
- Completing and submitting the application.
- Follow up.

The most convenient source of information about potential vendors and grant organizations is the internet.

References: SOGs, II.B.3.c Grant Requests.

SOGs, III.E.6.b(1) President's Job Description.

SOGs, V. Auxiliary Support.

Description: Financial policies and procedures.

Scope:

Situations: Fundraising events and activities sponsored by the Auxiliary.

Intended Audience: Auxiliary, President, all members.

Purpose: Outlines squad support for Auxiliary fundraisers.

Policy: The squad relies on the Auxiliary for thousands of dollars each year to support squad operations. The Auxiliary shall maintain financial records about its fundraising activities in compliance with generally accepted accounting practice. The squad shall provide resources as appropriate to assist the Auxiliary in fundraising.

Procedures: Examples of fundraisers traditionally conducted by the Auxiliary include the following, with their current time periods:

- Photo fundraiser.
- Bingo.
- Dinners.
- Bake sales.
- Lawnmower races.

The Auxiliary is wholly responsible for scheduling and organizing these events, but frequently requests manpower from squad members.

The Auxiliary requests squad support through the squad President or through the Auxiliary's squad liaison, usually one month or more prior to a given event.

References: SOGs, II.E.5.d(1) Photo Fundraiser.

SOGs, III.E.6.b(1) President's Job Description.

SOGs, V. Auxiliary Support.

Description: Financial policies and procedures.

Scope:

Situations: Auxiliary-sponsored photo fundraiser.

Intended Audience: Auxiliary, President, all members.

Purpose: Establishes policy and schedule for the Auxiliary's photo fundraiser event.

Policy: Every other year, the Auxiliary sponsors a "photo fundraiser."

Procedures: In this event, an agency acts on behalf of the squad to solicit donations.

The agency contacts members of the Northumberland community by telephone, using a script written cooperatively by the squad and Auxiliary Presidents. The solicitors are not allowed to deviate from the script.

In consideration for a financial contribution to the squad of at least \$35, the agency schedules a photography session.

Each donor receives one 8X10" portrait free of charge and can order additional copies at a price set by the agency.

The agency receives 10 percent of every contribution up to \$35. The squad receives 100% of contributions over \$35.

The squad authorizes the event only every other year. The most recent photo fundraiser prior to adoption of this SOP was in 2001.

The Auxiliary is wholly responsible for organizing this event, but may request support from squad members.

The Auxiliary and squad Presidents work out details (schedule, script, time of calls) of the fundraiser several months before it is scheduled to begin.

The event is announced to the squad during a business meeting one or more months prior to the event.

The event is announced to the community (usually by a letter to the editor in the Northumberland Echo) at least two weeks prior.

References: SOGs, II.E.5.c Auxiliary Fundraising.

SOGs, III.E.6.b(1) President's Job Description.

SOGs, V. Auxiliary Support.

Description: Management of squad property.

Scope:

Situations: All operations.

Intended Audience: Board of Directors, all members.

Purpose: Policy and procedures for property accountability, control, damage, and loss.

Policy: The squad shall use and maintain all its property in a manner consistent with squad mission, goals, and objectives. The squad shall also maintain accurate and complete records for its property.

Procedures: As a rule, squad property should stay at the station except as needed for emergency response, repair, or to support off-premises squad activities.

Personal use of squad property. Members may use non-emergency property for personal reasons, with proper authorization.

Authorization. Prior to removing squad property from the station for personal use, members must obtain authorization from an officer. Authorization entails the following:

1. The squad member obtains and completes the form, **Authorization Request for Personal Use of Squad Property** (attached).
2. The squad member presents the completed form to a squad officer.
3. The squad officer reviews the request and determines its merit, consulting other officers as needed. Merit is based on criteria such as:
 - a. Participation standing of the requesting member (authorization is granted only to members in good standing)
 - b. Length of time the property will be absent from the station (in general, squad property should be returned within 24 hours—and sooner if the equipment is essential to squad operations)
 - c. Effect on squad operations (can the squad operate effectively if the property is not on premises at all times).
4. The squad officer signs the request form and makes sure a copy of the form is provided to the squad President.

Follow up. The authorizing officer is responsible for following up on the authorization. He or she must make sure the property is returned on time and in the same or better condition as it was when it left the station.

Inventory. The squad maintains an inventory of all equipment, vehicles, appliances, tools, and furnishings. The inventory is updated every two years, in preparation for state licensing inspection. The President coordinates the inventory process and follows up on property found to be missing or damaged.

Damage and Loss. As soon as possible after property damage or loss occurs, members report the situation to a squad officer. The officer who receives the report determines the need for further action and initiates it. At a minimum, further action entails advising the President, but might also require immediate replacement to sustain operations.

The President initiates insurance claims, if appropriate, as soon as possible after property damage and loss are reported, investigated, and documented.

References: SOGs, II.B.1.n Equipment Inventory.
SOGs, II.B.6 Station Inspection.
SOGs, II.C.3 Internal Operations:Station.
SOGs, II.E.4 Non-Monetary Donations.
SOGs, III.E.6.b(1) President's Job Description

Description: Management of Public Affairs.

Scope:

Situations: Routine operations.

Intended Audience: President, Board of Directors, all members.

Purpose: Assignment of command for media relations, press releases, and public statements.

Policy: The squad President, with support from the Board of Directors, shall be responsible for management of the squad's public relationships and image.

Procedures: All public affairs are handled through the President or an officer specifically designated by the President.

Public affairs involve the following situations:

- Relationships, interviews, policy statements, and all other representations of the squad to press, radio, television or any other medium that provides information to the public and external organizations, whether public, faith-based, private, or government.
- Releases to media organizations in print form (press releases).
- The squad's web site.
- Statements about the effect of public policy on squad operations.

Policies and procedures are outlined in separate SOPs within section II.G.

References: SOGs, II.B.3.j External Communications: MCVRS Web Site.
SOGs, III.E.6.b(1) President's Job Description

Description: Management of media relations.

Scope:

Situations: Routine operations.

Intended Audience: President, Board of Directors, all members.

Purpose: Assignment of command for media relations.

Policy: The squad President, with support from the Board of Directors, shall be responsible for relationships and image as communicated through press, radio, TV, and other public communication channels.

Procedures: All media relations are handled through the President or an officer specifically designated by the President.

Media relations are defined as relationships, interviews, policy statements, and all other representations of the squad to press, radio, television or any other medium that provides information to the public and external organizations, whether public, faith-based, private, or government.

All requests from media personnel for information about the squad, its operations, finances, strategic plans, personnel, building, and any other squad matters must be referred to the squad President.

Requests for information about on-scene operations must be handled by the attendant-in-charge or designated communications officer.

References: SOGs, II.B.3.j External Communications: MCVRS Web Site.
SOGs, III.E.6.b(1) President's Job Description
SOGs, H.Scene/Incident Command

Description: Development and delivery of written statements to the press.

Scope:

Situations: Routine operations.

Intended Audience: President, Board of Directors, all members.

Purpose: Assignment of command for press releases.

Policy: The squad President, with support from the Board of Directors, shall be responsible for relationships and image as communicated through official written statements to news media.

Procedures: All press releases are handled through the President or an officer specifically designated by the President.

Press releases are defined as written statements for public consumption about squad policy and events. "Letters to the editor" are considered press releases.

Press releases are distributed on squad letterhead and are carefully reviewed for grammar, spelling, and syntax prior to release.

Press releases are approved by the Board of Directors.

References: SOGs, III.E.6.b(1) President's Job Description.

Description: Development and delivery of information via the squad web site.

Scope:

Situations: Routine operations.

Intended Audience: President, Board of Directors, Webmaster.

Purpose: Assignment of authority for the web site.

Policy: The squad President or a designee shall monitor the squad web site for consistency with the squad's mission and strategic plan.

Procedures: The President works closely with the webmaster to ensure that web site content projects an appropriate image for the squad.

The Board of Directors has ultimate authority over the content distributed to the public and squad membership through the web site.

References: SOGs, II.B.2.j Agency Management: Web Site.
SOGs, II.H Strategic Planning.
SOGs, III.E.6.b(1) President's Job Description.
SOGs, III.E.6.b(6) Webmaster's Job Description.

Description: Planning and performance evaluation.

Scope:

Situations: Routine operations.

Intended Audience: President, Board of Directors, all members.

Purpose: Assignment of authority for strategic planning.

Policy: The President and Board of Directors shall develop and implement an annual strategic plan. Performance of planned activities shall be evaluated quarterly and a progress report posted.

Procedures: Before the end of January, the Board of Directors meets to discuss administrative and operations goals for the coming year.

The President or a designee summarizes the discussion in a list of goals such as the example shown below.

The goals are presented to the membership for adoption at the first regular business meeting in February.

The list is posted on the Administration bulletin board.

At the end of every quarter, the list is updated with a progress report for each goal.

2002 Goals

Goal	Objectives	Progress Report
Protocols	Rewrite & adopt MCVRS SOPs.	Committee formed: P. Allison, deCapiteau, Robinson 6/30/02 – original committee disbanded. Allison & Robinson didn't pick up the ball. Reassigned committee tasks to board of directors. 9/30/02 - deCapiteau has been writing SOPs, which are reviewed by the board, then submitted to membership for review and vote. Project is slow, but progressing.
	Develop & adopt county-wide field response & communications protocols	Proposal developed & sent to Captain, Callao Rescue for review. 4/5/01 – Other squads are receptive, but not willing to do any work. 10/1/01 – County-wide emergency services task force formed. Regular meetings begin in November 2001. 6/30/02 - Task force officially called “Northumberland Emergency Management Team.” Meetings held every other month. MCI/IC training sessions scheduled for January 2003. 9/30/02 – next meeting scheduled Oct 30 at Mid-County. Some work on setting up a backup county-wide communications facility underway, but <u>it's not clear what's going on.</u>
Other	Immunizations & record keeping in place	All members as of January 2002 immunized & recorded. 6/30/02 - Immunizations authorized for new members.
	Finish crew quarters upstairs	Committee formed: deCapiteau, D. Gotthardt, E. Gotthardt, G. Parker, Ryan, Townshend. Initial crew quarters sketch completed and presented to membership. Bid received on carpeting. 2/1/02 Standby generator installed. Fan in bay installed. 441, 464, 470, 477, 484 briefed on operation. Windows & door installed upstairs. Fire exit stairs under construction. 6/30/02 – Floor plan approved by membership. Construction plan developed; tasks assigned to committee members. 9/30/02 – Framing, electrical & HVAC nearly complete.
	Appoint ambulance replacement committee; begin committee deliberations	9/30/02 – Some consensus on specs: 2WD w/on-spots, Chev 3500 chassis, built by Frazer. 50/50 funding request sent to state.
	Submit March 2002 grant request 12-lead AEDs and replacement sign at highway	6/30/02 - Grant request postponed to September cycle. Funding sought from grants committee of Northumberland Emergency Management Team. Preliminary specs received for AEDs. Specs to be finalized in July. 9/30/02 – 50/50 funding request for AEDs sent to state. Request for funding of sign not included—no time to prepare specs.
Training & Certification	Monthly training meetings held; everybody attends at least 3	6/30/02 - Monthly BLS training sessions held with support from Belinda Pasker. 9/30/02 – BLS training sessions continue. Attendance is respectable most of the time.
	Monthly CPR classes, conducted by alternating instructors, w/schedule posted	6/30/02 - Monthly CPR being conducted, but only one instructor is participating.
	All members maintain or upgrade EMT certification	441 in EMT-ST reentry. 451 in CT reentry.
	Two members certify as CT	6/30/02 - 470 received CT certification. 445 taking CT class, summer 2000. 9/30/02 – 447 & 451 received CT certification. Total of 4 active ALS providers.
Standbys & Parades	Soccer & football games Homecoming, Callao Firemen's Festival, Edwardsville Day, Reedville parades Court Day Festival Women's Club Craft Fair St. Stephens Strawberry Festival St. Stephens Christmas Countdown	

The Board of Directors has ultimate authority over the content distributed to the public and squad membership through the web site.

References: SOPs, II.B.2.b. Administration Board.
 SOPs, III.E.6.b(1) President's Job Description.
 SOPs, III.E.6.b(6) Webmaster's Job Description.

Scope:

Situations: Routine operations.

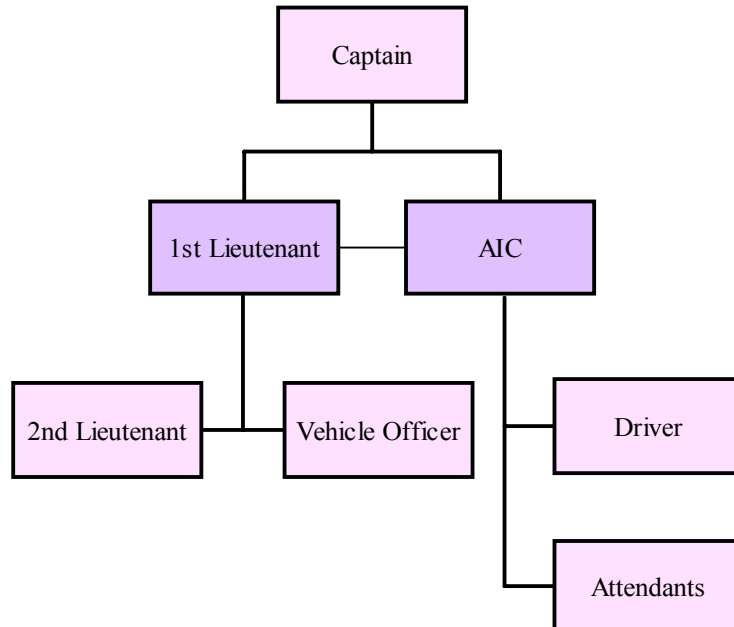
Intended Audience: All members.

Purpose: Outlines SOPs under the heading of emergency operations and assigns command.

Policy: The Mid-County Volunteer Rescue Squad shall develop, maintain, and adhere to standard operating procedures for emergency operations.

Procedures: Chain of command for emergency operations is as follows:

**Chain of Command
Emergency Operations
Mid-County Volunteer Rescue Squad**



This section contains operating procedures for the following aspects of emergency operations:

- A. Reports and Reporting Procedures.
- B. Vehicle Protocols
- C. Communications Protocols
- D. Special Procedures
- E. Personnel
- F. Planning
- G. Responding to Incidents
- H. Scene/Incident Command
- I. Command and Structure
- J. Biohazard Disposal
- K. Medical Protocols

- L. Mutual Aid Operations
- M. Special Situations
- N. Quality Assurance/Quality Compliance
- O. Equipment and Supplies
- P. Uniforms and Protective Clothing
- Q. Small Equipment and Supplies
- R. Other Equipment
- S. Training

References:

Scope:

Situations: Routine, non-routine operations and events.

Intended Audience: All members.

Purpose: Outlines reporting procedures.

Policy: The Attendant-in-Charge shall be responsible for documenting events during routine operations and non-routine events as specified by standard operating procedures in this section.

Procedures: In each of the situations listed below, the attendant-in-charge provides a complete, accurate, and timely report. Procedures for each situation are described separately:

1. Emergency response (Prehospital Patient Care Report).
2. Station log book.
3. Motor vehicle crashes involving squad equipment.
4. Significant incidents.
5. Post-incident analysis.

References: SOGs, III.E.6.d Attendant-in-Charge Job Description.

Scope:

Situations: Emergency response involving patient care or refusal of care.

Intended Audience: Attendants-in-charge (AIC).

Purpose: Procedures for documenting patient care.

Policy: The Attendant-in-Charge shall be responsible for charting patient care, documenting patient refusal of care, and submitting complete, accurate, and timely reports for every patient intervention resulting from emergency dispatch, non-dispatched transport, or courtesy call.

Procedures: Rules and Regulations of the Virginia State Board of Health require that:

- A. *An original prehospital patient care report (PPCR) shall specifically identify by name the personnel who meet the staffing requirements of the EMS vehicle.*
- B. *The PPCR shall include the name and identification number of all EMS Personnel on the EMS vehicle and the signature of the Attendant-In Charge.*
- C. *The required minimum data set shall be submitted on a schedule established by the Office of EMS as authorized in § 32.1-116.1 of the Code of Virginia. This requirement for data collection and submission shall not apply to patient care rendered during local emergencies declared by the locality's government and states of emergency declared by the Governor. During such an incident, an approved triage tag shall be used to document patient care provided unless a standard patient care report is completed.*

Beyond these basic requirements, Mid-County requires that AICs document patient care according to the following guidelines:

1. Patient care reports shall be submitted on PPCR forms or by computer as provided for that purpose by the squad operations command.
2. All patient care shall be documented according to standards published in the **PPCR Manual**, Spring 2000, a copy of which is provided to every EMT and is carried on ambulances with other reference materials.
3. AICs must ensure that **every** information block on the PPCR form (or software form) is addressed. Draw a line (or indicate "not applicable") through blocks that request non-pertinent information.
4. Report all times and dates, including date of the call and patient's date of birth.
5. Record the unit numbers of members who assist at the scene but do not run the entire call.
6. Request and record the patient's Social Security Number. Patients are not required to divulge this number, so if they refuse, write "Not divulged" in the SSN block.
7. Record the patient's weight, race, and gender.
8. For numbered lists on the PPCR form, mark pertinent items by circling the applicable number, especially in the PROCEDURES column.

9. All information on PPCR forms must be written legibly. Assess legibility by asking other crew members to read the report.
10. The narrative portion of the report must describe the following:
 - a. Pertinent events occurring before EMS arrival.
 - b. Patient's chief complaint.
 - c. Patient condition on EMS arrival.
 - d. Results of SAMPLE history not addressed elsewhere in the report.
 - e. Results of OPQRST or DCAP/BTLS not addressed elsewhere in the report.
 - f. EMS interventions during patient contact.
 - g. Patient response to EMS interventions.
 - h. Changes in patient condition that do not result from EMS interventions (if any).
 - i. Observations from physical examination.
11. In the PHYSICIAN'S NOTES/ORDERS/SIGNATURE block, note all ALS interventions (e.g., "ECG, IV access, draw labs, administer medication.") Write the name of the physician to whom patient care is transferred and obtain the physician's signature on the form.
12. Leave a copy of the report at the receiving facility's nursing station (pink copy of PPCR form).
13. For calls to Rappahannock General Hospital, an additional copy must be left in the EMS Coordinator's PPCR box (gold copy if no drugs administered).
14. If drugs are administered during a call, leave a copy of the PPCR at the hospital with the exchanged drug box.
15. Submit an original copy of the complete and legible report to operations immediately following return to the station after a call.
16. At his or her discretion, the Captain may require AICs to enter their own PPCR data into the Prehospital Patient Reporting System (in addition to submitting a complete and legible report on paper). AICs can avoid this onerous task by ensuring that the form is complete and legible.
17. Forms that are submitted in an incomplete or illegible condition will be returned to the AIC for data entry.

References: Rules and Regulations, State Board of Health, **12 VAC 5-31-560. Patient care records.**

SOGs, II.A.2 Operations Command Structure.

SOGs, II.D.2.h Courtesy Calls.

SOGs, II.D.6 Drug Box Management.

SOGs, III.E.6.d Attendant-in-Charge Job Description.

Scope:

Situations: Emergency responses.

Intended Audience: All members.

Purpose: Procedures for logging squad activity.

Policy: The squad shall maintain a logbook of emergency responses.

Procedures: Upon returning to the station after an emergency response, the AIC is responsible for ensuring that a log entry is made.

The log entry consists of all information requested on the call log form, as well as notes about problems, inspection results, equipment, or any other information that other members need to know.

References: SOGs, II.B.1.f Call Log.

Scope:

Situations: Motor vehicle crashes involving squad vehicles.

Intended Audience: Drivers, all members.

Purpose: Outlines procedures for reporting squad vehicle incidents.

Policy: An incident involving a squad vehicle must be reported immediately to dispatch if it results in damage to one or more vehicles or forces one or more vehicles off the road.

Procedures: Use the following procedures and resources to handle and document incidents involving vehicles belonging to the squad:

1. Request dispatch of another squad vehicle to handle the call.
2. Request dispatch to contact the captain, 1st lieutenant, or vehicle officer.
3. Do not leave the scene until you have been released by a law enforcement officer or a squad officer.
4. Secure the scene and ensure the safety of all people involved, including bystanders.
5. Remove patient and crew from ambulance if the ambulance presents a safety hazard.
6. Triage and treat all injured persons.
7. Get the names of witnesses and all persons involved.
8. Do not make any statements to the press, bystanders, or anyone except law enforcement personnel or squad officers.
9. If the situation allows, immediately record what happened. Draw a diagram of the scene. Include the approximate position of all vehicles.
10. Using the attached report form, present your report to a squad officer.
11. Insurance claims will be handled by a squad officer.

References: Motor Vehicle Crash Report Form (attached)

Motor Vehicle Crash Report Form

Mid-County Insurance

Policy: American Alternative Insurance Corporation, #CM1001146-06

Mid-County Vehicle Unit #: _____

Date: _____ Time: _____

Location: _____
(house address, street name, nearest intersection)

Mid-County Driver: _____

Other Mid-County Members involved: _____

Non-squad Vehicles involved? Yes ___ No ___ If **Yes**, how many? _____

Driver Name: _____

Address: _____

Telephone: _____

Insurance Company and Policy #: _____

Driver Name: _____

Address: _____

Telephone: _____

Insurance Company and Policy #: _____

Driver Name: _____

Address: _____

Telephone: _____

Insurance Company and Policy #: _____

(continued on reverse)

Motor Vehicle Crash Report Form

Mid-County Insurance

Policy: American Alternative Insurance Corporation, #CM1001146-06

Mid-County Vehicle Unit #: _____

Date: _____

Time: _____

What happened?: _____

Diagram:

Scope:

Situations: Emergency responses involving mass casualties; injury or death of a squad member, a member of another agency, patient, or bystander; unsafe scenes; multiple agency response; and any other incident where a member's instincts warn of the need for further investigation.

Intended Audience: All members.

Purpose: Defines and outlines procedures for reporting on major emergency response events, with a focus on quality assurance and full documentation of squad activities.

Policy: On request or on their own initiative, members shall supply to the operations command details about events that occur during significant incidents to which the squad responds.

Procedures: Reports about significant incidents are made in person to the Captain or 1st Lieutenant ("officer in charge").

1. Contact the Captain or 1st Lieutenant to request an interview.
2. At the interview, the officer in charge records the following information:
 - ☒ Incident date, time, location, PPCR numbers as applicable.
 - ☒ Reporter's description of what happened.
 - ☒ Reporter's sense of potential problems resulting from the incident.
 - ☒ Reporter's sense of need for critical incident stress debriefing (CISD).
 - ☒ Reporter's recommendations for quality improvement.
 - ☒ Other pertinent information.
3. The officer in charge follows up as appropriate, including:
 - ☒ CISD coordination.
 - ☒ Contact with law enforcement.
 - ☒ Contact with reporter's family or friends.
 - ☒ Contact with patient or patient's family.
 - ☒ Contact with other squad members present at scene.
 - ☒ Contact with other emergency agencies present at scene.
 - ☒ Contact with insurance agencies.
 - ☒ Contact with squad attorney.
 - ☒ Contact with other squad officers.
 - ☒ Other actions as appropriate.

References:

Scope:

Situations: Emergency responses involving mass casualties; injury or death of a squad member, a member of another agency, patient, or bystander; unsafe scenes; multiple agency response; and any other incident where a member's instincts warn of the need for further investigation.

Intended Audience: All members.

Purpose: Defines and outlines procedures for CISD and/or quality assurance analysis following major emergency response events.

Policy: Any incident deemed significant by responding members or squad command can be the subject of post-incident analysis.

Procedures: Post incident analysis can take the form of a critical-incident stress debriefing (CISD) or an incident review.

1. Impetus for a post-incident analysis can come from (at least) two sources:
 - Request by one or more responding members.
 - Order by Captain or 1st Lieutenant.
2. Requests for post-incident analysis shall be made through the Captain or 1st Lieutenant.
3. The Captain or 1st Lieutenant, in consideration of recommendations from participating members, shall determine the scope of the analysis:
 - Time, date, and place.
 - Involvement of other responding emergency agencies.
 - Participants.
 - Desired outcome.
 - Agenda.
 - Ground rules.
4. Following the analysis, the responding members shall compile a set of recommendations changes in protocol, equipment, communications, training, or any other aspect of emergency response they deem appropriate.
5. The Captain or 1st Lieutenant shall confer with the Board of Directors to determine the feasibility of the recommendations.
6. The Captain or 1st Lieutenant shall implement the recommendations as feasible, using the responding members as resources.

References: SOGs, III.A.5 Significant Incident Reporting

Description: Policy and procedures for documenting use, exchange, and expiration dates of ALS medication boxes.

Scope:

Situations: Routine operations.

Intended Audience: ALS providers.

Purpose: Advise members about requirements for documenting drug use, incidents involving drug boxes, and drug box exchange.

Policy: The squad shall adhere to all documentation requirements for the regional medication box as established by the Peninsulas EMS Council, including the following:

- A. The ALS provider, using the PPCR^{*}, is responsible for accounting for all medications in the box, including narcotics, whether or not they were used.
- B. The ALS provider will verify by physical inventory all narcotics in the medication box in the presence of a **licensed professional** (i.e. pharmacist, nurse, and or physician).
- C. If narcotics have been used; **any remaining narcotic should be wasted in the hospital emergency department** in the presence of a licensed professional in conformance with State Board of Pharmacy regulations. The licensed professional and the medic must sign the PPCR witnessing the medication wastage and amount. **The pharmacy cannot legally waste narcotics, so it is incumbent on the EMS crews to make sure the proper procedure is followed in the emergency department.**
- D. The amount of narcotic administered and the amount (if any) wasted should be recorded by the licensed professional and recorded in an appropriate location on the PPCR.
- E. Instances when there has been a discrepancy in accounting for medications will be reported as soon as possible to the Office of EMS and PEMS. PEMS, in turn, will promptly notify the Virginia Board of Pharmacy, the Virginia Office of EMS, and the last-filling hospital and, if appropriate, local and/or state law enforcement officials. Refer to 12VAC5-31-520.
- F. PEMS will ensure that all medication box Incident reports received are audited by the current EMS field coordinator at least every six months and that a written report is made available to the Pharmacy Committee.
- G. An event during which a medication is drawn or prepared and not used should also be documented on the run sheet.
- H. In the event the patient has been given medications from the regional medication box and is transported or flown out of the area, the run sheet must show, in addition to the patient's name, the name of the destination to which he or she was transported.

Procedures: In addition, the squad shall use the procedures listed below for drug boxes:

1. When a drug box is turned in, the narcotics must be checked and signed for by hospital pharmacy staff.

^{*} Prehospital Patient Care Report (run sheet)

2. If a drug box is exchanged when the pharmacy is closed, narcotics must be checked and signed for by a registered nurse in the emergency department.
3. When an opened drug box is exchanged, the gold copy of the PPCR must be left in the opened drug box.
4. When the gold PPCR copy is left with the pharmacy at Rappahannock General Hospital, make a photocopy of the run sheet and leave it in the ED run sheet box.
5. Drug boxes must be exchanged within two weeks of their expiration dates.
6. Expiration dates for drug boxes must be noted on the vehicle inspection sheets and on the vehicle board. This information is to be noted following every call, whether or not the drug box was used.
7. Unusual events concerning a drug box (such as missing drugs) must be reported on a drug box incident report form. The form is sometimes available in the drug box. A copy is also provided in the Regional Medical Box policy in the 2004 PEMS Patient Care Protocols and Policies & Procedures.

References: Regional Medication Box, Administrative Policies & Procedures, Peninsulas EMS Council, Inc., 2004.

Scope:

Situations: Routine, non-routine operations and events.

Intended Audience: All members.

Purpose: Outlines policies and procedures for squad vehicle emergency and non-emergency operations.

Policy: Squad vehicles shall be operated according to the policies and procedures in this section.

Procedures: This section consists of procedures for the following:

1. Use of Agency Vehicles.
2. Backing Procedures.
3. Vehicle Inspection.
4. Reserve Equipment.
5. Placement of New Vehicles in Service
6. Removing Vehicles from Service.

References:

Scope:

Situations: Emergency response, squad business, training, limited personal use.

Intended Audience: All members.

Purpose: Defines appropriate uses of squad vehicles and lays out procedures.

Policy: The squad's ambulances and 1st response vehicle are intended for use by qualified members in connection with squad emergency response, squad business, and training. Members shall make personal use of the 1st response vehicle only as outlined below.

Procedures: **Ambulances** are intended exclusively for use as emergency response vehicles. No personal use of ambulances is permitted at any time.

Ambulances shall be operated only by EVOC-certified drivers.

Minimum ambulance staffing for emergency response and non-emergency transport consists of a driver and EMT.

An EVOC-certified driver can staff the ambulance alone as long as another qualified individual will be on board to meet the minimum staffing requirement prior to initiation of patient transport.

Ambulances must be refueled when the fuel level falls below $\frac{3}{4}$ capacity.

Ambulances can be temporarily posted off the station premises when inclement weather, road closures, or other conditions make a timely response from the station impossible.

Ambulances posted off the station premises must be under the supervision of an EVOC-certified driver at all times.

Ambulances posted off the station premises must be fully secured (patient compartment, ALS compartment, cab, all external compartments) when the vehicle is not in use.

Ambulances are to be announced as out of service when used in training activities.

Whether ambulances are posted on or off the station premises, climate control (patient compartment temperature >60, <80 degrees F) for the drug box and ALS supplies must be maintained at all times. This implies that the generator must be running or the unit must be plugged into shore power unless the ambient outdoor temperature is between 60 and 80 degrees F and no danger of heat build-up from sunlight exists.

The **1st response vehicle** is intended to transport squad members and emergency responders to incident scenes, training, and for any other bona fide squad business.

The vehicle must be refueled when the fuel level falls below $\frac{1}{2}$ capacity.

The 1st response vehicle shall not be used for patient transport.

Squad members may use the 1st response vehicle for personal purposes only under the following conditions:

1. A request must be made directly to the Captain or 1st Lieutenant.
2. Personal use is limited to 24 hours, unless the Captain or 1st Lieutenant approves a longer period.
3. During the time members have personal use of the 1st response vehicle, they are considered to be on duty and are obligated to respond to calls.
4. Members must refuel the vehicle **at their own expense**.
5. Family members and friends may not operate the vehicle.

References: SOGs III.A.3 Vehicle Accident Reporting

Scope:

Situations: Movement of squad vehicles in reverse.

Intended Audience: All members.

Purpose: Collision avoidance.

Policy: Squad vehicles shall be backed up safely.

Procedures: Whenever feasible, squad vehicles shall be backed up according to the following procedures:

1. At least two members participate in backing vehicles—the driver and a ground crew.
2. Before backing, the driver and ground crew agree on the final position and direction the vehicle will occupy after the backing maneuver is complete.
3. Before backing, the driver and ground crew agree on signals they will use to indicate starts, stops, and changes in direction of travel.
4. The ground crew walks completely around the vehicle, looking for hazards (holes, obstacles, bystanders).
5. If the ground crew cannot secure a clear path, the driver repositions the vehicle to a more suitable location.
6. A second ground crew might be required in particularly tight conditions.
7. The ground crew stands adjacent to a rear corner, in a position where he can clearly see himself in the vehicle's side mirror and can also see the entire rear of the vehicle.
8. When the ground crew determines the path is clear, he signals the driver to begin backing.
9. The ground crew uses agreed-upon signals to indicate the motion and direction of travel required to complete the maneuver.
10. The ground crew watches out for his own safety and that of bystanders at all times.

References: SOGs III.A.3 Vehicle Accident Reporting

Scope:

Situations: Routine & non-routine operations.

Intended Audience: Vehicle Officer, drivers, AICs, all members.

Purpose: Quality assurance; compliance with regulations.

Policy: Squad vehicles shall be inspected regularly to ensure that they are fully stocked, clean, orderly, and in operational condition at all times.

Procedures: Vehicles are inspected under the following conditions:

1. **During or upon return to the station after a call.** The attendant-in-charge is responsible for inspection of the patient compartment and external compartments where patient-care supplies are stored. The driver is responsible for mechanical inspection. Both sides of the vehicle inspection sheet must be filled out to document the inspection. Any remedial action must be taken prior to completion of the inspection. When the inspection is complete, the inspection sheet is placed in the run sheet box. Do not staple the inspection sheet to the run sheet!
2. **Once-a-month.** The Vehicle Officer completes a monthly mechanical inspection of each vehicle and documents the event on the vehicle inspection sheet (side 2). The 2nd Lieutenant undertakes a monthly inspection of the patient compartment and external compartments where patient-care supplies are stored. That inspection is documented on a special monthly inspection sheet. When the inspection is complete, place the inspection sheet in the run sheet box.
3. **Prior to state inspection.** The squad submits to a biennial inspection by the Virginia Office of EMS. In the week before the inspection is scheduled, the 2nd Lieutenant supervises an inspection of all vehicles, using the state's inspection sheet as a guide. When the inspection is complete, place the inspection sheet in the run sheet box.
4. **Spontaneous.** Any member can conduct a vehicle inspection and remediation at any time. Document the work on a vehicle inspection sheet and place the sheet in the run sheet box.

References: SOGs II.B.1 Vehicle Inspection.
SOGs II.B.9 State Vehicle Inspection sheets (attached).

VIRGINIA OFFICE OF EMS

GROUND AMBULANCE VEHICLE REQUIRED CONTENTS

A. GENERAL VEHICLE INSPECTION REQUIREMENTS

- Current State Inspection
- Current EMS Permit posted
- Interior/supplies clean and sanitary
- Exterior clean
- Equipment in good working order
- Meets current KKK Ambulance Specifications
- Current US DOT Emergency Response Guidelines
- Automated External Defibrillator Device (AED) (1)
- Seatbelts for all occupants
- Plastic bags or covered container or compartment for infectious waste
- Disinfectant solution for cleaning
- Surgical hand scrub or healthcare handwash
- Container for contaminated sharp objects (ALS), secured/mounted

B. VEHICLE WARNING DEVICES

- Emergency lights visible on all sides of vehicle, flashing or blinking
- Minimum of two (2) flashing red or red and white combination lights in grill area
- Audible warning device, one (1) or more

C. DESIGN AND DIMENSIONS

- All interior edges and corners padded
- Surfaces easily cleaned and non-stained
- Door opening for standard cot
- Security restraints for cot to vehicle

- Climate controlled environment for operator and patient care compartments
- Climate controlled environment for medications, IV fluids and other solutions

D. VEHICLE MARKINGS

- Lettering is minimum 3 inches in height
- "AMBULANCE" in reverse letters on front
- "AMBULANCE" on or above rear doors
- Name of agency vehicle permitted to on both sides, 3 inches in height, contrasting color
- Continuous reflective band, 4 inches in height, contrasting color to scheme

NOTE: *If vehicle licensed as emergency vehicle with primary purpose other than EMS, items not required!*

E. VEHICLE LIGHTING

- Operator's compartment: interior, dome, instrument panel and door open indicator
- Patient compartment: Dome, step well and action area control panel
- Lights not reflected into operator's eyes
- Overhead lights: clear or frosted lens and operate when door(s) opened

F. VEHICLE COMMUNICATIONS

- Vehicle to base of operations
- Vehicle to other EMS vehicles of the same agency
- Attendant -in-Charge to Medical Control
- Patient compartment to operator
- Includes 155.205 or 462.950/467.950, Call I and 462.975 or 467.975, Call II

USE OF CELLULAR PHONE DOES NOT SATISFY THESE REQUIREMENTS!

VIRGINIA OFFICE OF EMS

G. REQUIRED TOOLS ON VEHICLE

- 10" adjustable wrench (1)
- Regular screwdriver (1)
- Phillips screwdriver (1)
- Locking pliers (vice grip type) 10" (1)
- Hammer, 2 pound minimum (1)
- Spring-loaded center punch (1)

H. VEHICLE SAFETY EQUIPMENT

- Flares, cones or triangles (3)
- Flashlight, D-cell size or larger (1)
- Fire extinguishers 5 pound ABC mounted in a quick release bracket (2)
- Protective gloves
- All items secured to prevent movement while vehicle is in motion
- All items secured in a closed and latched compartment

I. REQUIRED VEHICLE LINEN

- Towels, cloth (2)
- Pillows (2)
- Pillow cases (2)
- Sheets (4)
- Blankets 72' x 108" (2)

J. REQUIRED BANDAGES

- Roller or conforming gauze of assorted widths (12 rolls)
- Cloth triangular bandages 36" x 36" x 51" (10)
- Medical adhesive tape, rolls of 1" and 2" (4 rolls)
- Trauma scissors (1 pair)
- Alcohol preps (12)

- Trauma dressings, minimum of 8" x 10"-5/8 ply, sterile, individually wrapped (4 pair)
- Sterile 4" x 4" gauze pads, individually wrapped (24)
- Occlusive dressings, sterile 3" x 8" or larger (4)

J. VEHICLE EQUIPMENT AND SUPPLIES

- Oropharyngeal airways, sizes 0-5 (Set of 6, wrapped or in closed container)
- Nasopharyngeal airways, set of 4, varied sizes, with water soluble lubricant (1 set)
- Bag valve mask with oxygen attachment, adult size, with transparent mask (1)
- Bag valve mask with oxygen attachment, child size, with transparent mask (1)
- See-through mask adult (1) and child (1)
- Portable O2 unit with flow 10 lpm/15 min.
- O2 high concentrate masks or cannulae, child (4), adult (4)
- Installed suction unit 500mmHg, free air flow over 30lpm at delivery tube
- Portable suction unit, 300mmHg, free air flow over 30lpm at delivery tube
- Suction catheters, wrapped, (2 each) rigid, tonsil tip, Fr 18, FR 14, FR 8 and FR 6.
- Dual lumen airway device or LMA (1)
- Stethoscope, Adult size (1)
- BP cuff, pediatric, adult, and large adult (1 each)
- OB kit containing: sterile surgical gloves (2 pair), scissors or other cutting instrument (1), umbilical cord ties (10" long) or disposable cord clamps (4), sanitary pad (1), cloth or disposable hand towels (2), and soft tip bulb syringe (1).
- First aid kit
- Sterile normal saline 1000cc (1) for irrigation *(check expiration dates, climate controlled environment)*

VIRGINIA OFFICE OF EMS

- Emesis basin or container equivalent
- Suspension of activated charcoal (50 grams) (check expiration dates, climate controlled environment)
- Ambulance cot/mattress, no holes, rips tears, cot minimum 350 lb capacity with 3 restraint straps and approved mounting device
- Pocket mask or barrier device (2)
- Stethoscope, Pediatric size (1)
- Vinyl triage tape, rolls, each Red, Black, Green, Yellow (1 roll each color minimum of 150' each roll)
- Male urinal (1)
- Bedpan with toilet paper

K. SPLINTING EQUIPMENT

- Padded board splint, upper extremities (2)
- Padded board splint, lower extremities (2)
- Pediatric immobilization device
- Long spineboard 16" x 72" minimum with restraint straps, cravats or equivalent for each board
- Short spineboard 16" x 34" minimum or equivalent spinal immobilization device
- Rigid cervical collars in small adult, medium adult, large adult and pediatric sizes (2 each)
- Traction splint with ankle hitch and stand, or equivalent capable or adult and pediatric application

L. REQUIRED DRESSINGS

- Sterile trauma dressing, minimum 8" x 10" (4)
- Sterile 4" x 4" gauze pads (24)

M. PERSONAL PROTECTIVE EQUIPMENT

- Waterless antiseptic handwash (1)
- Exam gloves, non-sterile, pairs in sizes small through extra large (small, medium, large and extra large, if not one size fits all (10 pair)
- Disposable gowns/coveralls, each in assorted sizes, if not one size fits all (4)
- Faceshield/Eyewear (4)
- Infectious waste trash bags (4)

VIRGINIA OFFICE OF EMS

ALS EQUIPMENT PACKAGES SPECIFICATIONS

Specifications and quantities of the following will be determined by the OMD of the EMS Agency.

ALS ENHANCED PACKAGE Requirements

The ALS Package shall meet or exceed the minimum vehicle specifications requirements of the Ground Ambulance with the following additional requirements.

- Sterile needles
- Sterile syringes
- IV tubing
- IV solutions, sterile
- Medication kit

EMT-INTERMEDIATE/PARAMEDIC PACKAGE Requirements

1. ALS EQUIPMENT AND SUPPLIES

This Package shall meet or exceed the minimum requirements of the EMT-Enhanced Package with the following additional requirements.

- Dual Lumen airway device, Combitube, EOA, LMA, Ptl or equivalent (1)
- Constricting bands (4)
- Arm boards (2)
- Alcohol preps (12)
- Medication kit with all controlled medications authorized for use by agency's EMT-Enhanced (ST) personnel (1), climate controlled environment (heater/cooler system not required in vehicle), all medications in date.
- Assorted IV, IM, subcutaneous and other medication delivery devices and supplies as specified by agency's OMD.
- Intubation kit with 2 sets of batteries, adult and pediatric blades (sizes 0-4), Magill forceps in adult and pediatric sizes, two (2 each) of disposable tubes in sizes 8.0, 7.0, 6.0, 5.0, 4.0, 3.0, 2.5 or equivalent, rigid adult stylettes (2 each), 10cc disposable syringe, 5ml of water soluble lubricant (1)

- Medication kit with all controlled medications authorized for use by agency's EMT-Intermediate and Paramedic (CT) personnel (1), climate controlled environment (heater/cooler system not required in vehicle), all medications in date.
- Lockable storage for medication kit and supplies
- Defibrillator, cardioversion/pacing capable (1)
- EKG monitor (1)
- Monitoring electrodes, 2 sets each of adult and pediatric
- Defibrillation electrodes, 2 sets in adult and pediatric
- Pacing electrodes, 2 sets each in adult and pediatric

VIRGINIA OFFICE OF EMS

NON-TRANSPORT VEHICLE REQUIRED CONTENTS

A. GENERAL VEHICLE INSPECTION REQUIREMENTS

- Current State Inspection
- Current EMS Permit posted
- Interior/supplies clean and sanitary
- Exterior clean
- Equipment in good working order
- Current US DOT Emergency Response Guidelines
- Automated External Defibrillator Device (AED) (1) [Effective January 1, 2004]
- Seatbelts for all occupants
- Plastic bags or covered container or compartment for infectious waste (2)
- Disinfectant solution for cleaning
- Waterless Antiseptic handwash
- Container for contaminated sharp objects (ALS), secured/mounted
- Exam gloves, non-sterile – sizes small –X-large (5 pair)
- Disposable gowns/overalls – assorted sizes (2)

B. VEHICLE WARNING DEVICES

- Emergency lights visible on all sides of vehicle, flashing or blinking
- Minimum of two (2) flashing red or red and white combination lights in grill area
- Audible warning device, one (1) or more

C. VEHICLE MARKINGS

- Lettering is minimum 3 inches in height
- "EMERGENCY" in two places on vehicle
- Name of agency vehicle permitted to on both sides, 3 inches in height, contrasting color
- Continuous reflective band, 4 inches in height, contrasting color to scheme

NOTE: *If vehicle licensed as emergency vehicle with primary purpose other than EMS, items not required!*

E. VEHICLE COMMUNICATIONS

- Vehicle to base of operations
- Vehicle to other EMS vehicles of the same agency
- Attendant -in-Charge to Medical Control

USE OF CELLULAR PHONE DOES NOT SATISFY THESE REQUIREMENTS!

G. REQUIRED TOOLS ON VEHICLE

- 10" adjustable wrench (1)
- Regular screwdriver (1)
- Phillips screwdriver (1)
- Locking pliers (vice grip type) 10" (1)
- Hammer, 2 pound minimum (1)
- Spring-loaded center punch (1)

H. VEHICLE SAFETY EQUIPMENT

- Flares, cones or triangles (3)
- Flashlight, D-cell size or larger (1)
- Fire extinguisher 5 pound ABC mounted in a quick release bracket
- Face shield/Eyeware (2)

VIRGINIA OFFICE OF EMS

I. REQUIRED VEHICLE LINEN

- Towels, cloth (2)
- Blankets 72' x 108" (2)

J. REQUIRED BANDAGES

- Roller or conforming gauze of assorted widths (12 rolls)
- Cloth triangular bandages 36" x 36" x 51" (10)
- Medical adhesive tape, rolls of 1" and 2" (4 rolls)
- Trauma scissors (1 pair)
- Alcohol preps (12)
- Trauma dressings, minimum of 8" x 10"-5/8 ply, sterile, individually wrapped (4 pair)
- Sterile 4" x 4" gauze pads, individually wrapped (24)
- Occlusive dressings, sterile 3" x 8" or larger (4)

J. VEHICLE EQUIPMENT AND SUPPLIES

- Oropharyngeal airways, sizes 0-5 (Set of 6, wrapped or in closed container)
- Nasopharyngeal airways, set of 4, varied sizes, with water soluble lubricant (1 set)
- Bag valve mask with oxygen attachment, adult size, with transparent mask (1)
- Bag valve mask with oxygen attachment, child size, with transparent mask (1)
- See-through mask adult (1) and child (1)
- Portable O2 unit with flow 10 lpm/15 min.
- O2 high concentrate masks or cannulae, child (4), adult (4)
- Portable suction unit, 300mmHg, free air flow over 30lpm at delivery tube
- Suction catheters, wrapped, (2 each) rigid, tonsil tip, Fr 18, FR 14, FR 8 and FR 6.

- Dual lumen airway device or LMA (1)
- Stethoscope, Adult size (2)
- BP cuff, pediatric, adult, and large adult (1 each)
- OB kit containing: sterile surgical gloves (2 pair), scissors or other cutting instrument (1), umbilical cord ties (10" long) or disposable cord clamps (4), sanitary pad (1), cloth or disposable hand towels (2), and soft tip bulb syringe (1).
- First aid kit
- Sterile normal saline 1000cc (1) for irrigation (*check expiration dates, climate controlled environment*)
- Emesis basin or container equivalent
- Suspension of activated charcoal (50 grams) (*check expiration dates, climate controlled environment*)
- Pocket mask or barrier device (2)
- Stethoscope, Pediatric size (1)
- Vinyl triage tape, rolls, each Red, Black, Green, Yellow (1 roll each color minimum of 150' each roll)

VIRGINIA OFFICE OF EMS

ALS EQUIPMENT PACKAGES SPECIFICATIONS

**ALS ENHANCED
PACKAGE Requirements**

The ALS Package shall meet or exceed the minimum vehicle specifications requirements of the Non-Transport Vehicle with the following additional requirements.

Note: Approved lockable compartment/device is required on a vehicle used to provide ALS services!

1. **ALS EQUIPMENT AND SUPPLIES**

- Dual Lumen airway device, Combitube, EOA, LMA, Ptl or equivalent (1)
- Constricting bands (4)
- Arm boards (2)
- Alcohol preps (12)
- Medication kit with all controlled medications authorized for use by agency's EMT-Enhanced (ST) personnel (1), climate controlled environment (medication heater/cooler system not required in vehicle), all medications in date.
- Assorted IV, IM, subcutaneous and other medication delivery devices and supplies as specified by agency's OMD.
- Intubation kit with 2 sets of batteries, adult and pediatric blades (sizes 0-4), Magill forceps in adult and pediatric sizes, two (2 each) of disposable tubes in sizes 8.0, 7.0, 6.0, 5.0, 4.0, 3.0, 2.5 or equivalent, rigid adult stylettes (2 each), 10cc disposable syringe, 5ml of water soluble lubricant (1)

Specifications and quantities of the following will be determined by the OMD of the EMS Agency.

- Sterile needles
- Sterile syringes
- IV tubing
- IV solutions, sterile
- Medication kit

**EMT-INTERMEDIATE/PARAMEDIC
PACKAGE Requirements**

This Package shall meet or exceed the minimum requirements of the EMT-Enhanced Package with the following additional requirements.

- Medication kit with all controlled medications authorized for use by agency's EMT-Intermediate and Paramedic (CT) personnel (1), climate controlled environment (heater/cooler system not required in vehicle), all medications in date.
- Lockable storage for medication kit and supplies
- Defibrillator, cardioversion/pacing capable (1)
- EKG monitor (1)
- Monitoring electrodes, 2 sets each of adult and pediatric
- Defibrillation electrodes, 2 sets in adult and pediatric
- Pacing electrodes, 2 sets each in adult and pediatric

Scope:

Situations: Routine and non-routine operations.

Intended Audience: Operations officers, all members.

Purpose: Ensure maintenance and storage of extra equipment.

Policy: The Squad shall maintain an inventory of redundant equipment to cover situations when equipment is out of service or required for mass-casualty incidents and mutual aid operations.

Procedures: The squad has redundant equipment as follows:

1. Backboards (4), stored in supply closet.
2. Vacuum mattress (1) and pump, stored in supply closet.
3. Spider straps (4), stored in supply closet.
4. Head chocks (2 sets), stored in supply closet.
5. KED (1), stored in supply closet.
6. Automatic BP monitor (1), stored in operations office.
7. Glucometer (1), stored in operations office.
8. Pulse oxymeter (1), stored in operations office.
9. Portable oxygen cylinder regulator (2), stored in operations office.

All reserve equipment is cleaned and returned to storage as soon as it is no longer needed for operations.

Reserve equipment consumed during operations must be replaced as soon as possible.

References: SOGs II.B.1.n Equipment Inventory.

Scope:

Situations: New vehicles.

Intended Audience: Operations officers, treasurer.

Purpose: Ensure timely and orderly transition of vehicles.

Policy: The Squad shall place new vehicles in service as soon as possible, on a foundation of sound planning and safety considerations. A vehicle shall be placed in service only after the Vehicle Officer, 1st Lieutenant, and Virginia Office of EMS certify it as operational.

Procedures: To the extent possible, all equipment required to operate a new vehicle shall be on hand at the station prior to vehicle delivery.

A new vehicle shall be placed in service with equipment already on hand. New equipment shall be procured only to replace worn, broken, or obsolete existing equipment.

1. At least six weeks prior to the estimated new vehicle delivery date, the 1st and 2nd Lieutenants identify existing equipment that is worn, broken, or obsolete and provide a list of replacement equipment to the Captain.
2. The Captain determines the funds needed for new equipment, seeks authorization from the treasurer to expend the required funds, and orders the equipment.
3. New equipment is added to the equipment inventory as soon as it is delivered.
4. Equipment to be replaced is evaluated for suitability as reserve equipment.

On delivery of a new vehicle, the Vehicle Officer conducts a thorough mechanical and safety inspection and notes deficiencies in writing. Delivery is not accepted until deficiencies are corrected and documented.

The Vehicle Officer and 1st Lieutenant review all instructions and manuals delivered with the new vehicle and new equipment. These documents are reviewed for the following purposes:

1. Operating instructions needed by members.
2. Safety considerations of which members need to be aware.
3. Maintenance considerations.
4. Procedures required to put equipment into service, such as calibration of blood pressure monitors and installation of oxygen flow regulators.

The Vehicle Officer and 1st Lieutenant shall ensure that all members are advised and trained in operation of the new vehicle and its equipment before the vehicle is placed in service.

All vehicle documents are stored in an appropriate location. A copy of every document must be retained in the operations office. Duplicate copies can be made as needed.

The Vehicle Officer, 1st Lieutenant, 2nd Lieutenant, and a certified ALS provider conduct two test runs before the vehicle is placed in service. One run is made during daylight hours. The other is made after dark. The runs are intended to activate and ensure proper performance of all systems—lighting, oxygen, mechanical, HVAC, patient cot, and equipment systems.

New vehicles must be inspected and permitted by the Virginia Office of EMS. Prior to placing a vehicle into service, the Captain or 1st Lieutenant completes an application for EMS vehicle permit, which is available on the OEMS web site at:

http://www.vdh.state.va.us/oems/Files_page/regulation/ApplicationForEMSVehiclePermit.pdf

The application results in a temporary permit. The state's OEMS program representative must make a physical inspection of the vehicle within 30 days, but the vehicle can go into service on the basis of a temporary permit.

The Vehicle Officer shall set up a maintenance file for the new vehicle according to standard operating procedures. Initially, the record shall include information about:

1. Description of deficiencies and corrective action taken (including date and person who performed the work).
2. Description of modifications prior to service (including date and person who performed the work).
3. Date vehicle placed into service.
4. Certificate of readiness signed by Vehicle Officer and Captain or 1st Lieutenant.

President, Vice President, or Treasurer contacts the squad's insurance agent to add the new vehicle to the insurance policy

References:

SOGs II.B.1.I Vehicle Maintenance Logs.
SOGs II.B.1.n Equipment Inventory.
SOGs III.B.4 Reserve equipment.
SOGs III.B.6 Removing Vehicles from Service.
Certificate of Vehicle Readiness (attached).
Virginia Office of EMS Web Site.

Mid-County Volunteer Rescue Squad, Inc.

P.O. Box 355

Heathsville, Virginia 22473

Voice: (804) 580-8615

Fax: (804) 580-9500

E-mail: mcvrs@rivnet.net



Certificate of Vehicle Operational Readiness

Delivery Date _____

VIN _____

Make, Model _____

Vehicle Unit # _____

Check:

___ Deficiencies corrected (documentation located in: _____)

___ Modifications completed (documentation located in: _____)

___ All equipment operational and on board

___ New equipment added to inventory

___ Daylight test run completed and passed

___ Nighttime test run completed and passed

___ Member training conducted

___ State permit applied for

We certify that this vehicle is ready for service.

Vehicle Officer:

Name (please print)

Signature

Date

Captain or 1st Lieutenant:

Name (please print)

Title

Signature

Date

Title: Decommissioning and Disposal of Obsolete Vehicles

Scope:

Situations: Obsolete vehicles.

Intended Audience: Operations officers, treasurer.

Purpose: Ensure timely and orderly removal of obsolete vehicles.

Policy: Obsolete vehicles shall be disposed of within 30 days.

Procedures: A vehicle is designated as "obsolete" when it has been replaced, damaged beyond suitability for service, or worn out.

Disposal plan:

1. The Captain, Vehicle Officer, 1st Lieutenant, and 2nd Lieutenant develop one or more disposal plans 90 days prior to the time the vehicle is expected to be removed from service.
2. The plan must include proposals for redeployment, disposal, or storage of equipment that does not accompany the vehicle when the vehicle is removed from station premises.
2. The plan is submitted as a proposal to the membership at the regular business meeting 60 days prior to the expected removal-from-service date.
3. If the membership does not accept the proposal, dissenting members must develop an alternative plan and present it to the membership at the regular business meeting 30 days prior to the time the vehicle is expected to be removed from service.
4. If the membership does not accept the alternative proposal, the initial proposal from the operations officers (see #1 above) is implemented.

Equipment that is not removed from service with the vehicle must be redeployed, stored, or disposed of according to plan.

1. Equipment destined for future use must be placed in secure storage **immediately** to protect it from dirt, theft, and damage.
2. Operations officers in charge of removing the vehicle from service must notify the President about equipment that is no longer in the squad's possession.
3. The President updates the squad inventory records as appropriate.

Emergency vehicle registration must be cancelled with the Virginia Office of EMS (OEMS):

1. The Captain, Vehicle Officer, or 1st Lieutenant contacts the squad's OEMS program representative, http://www.vdh.state.va.us/oems/oems_general/repstlist.htm and advises the representative that a vehicle is to be removed from service.
2. The vehicle's operating certificate is returned to OEMS according to instructions from the OEMS representative.

The vehicle must be **removed from the squad's insurance policy**:

As soon as possible following transfer of ownership of the vehicle, the President, Vice President, or Treasurer contacts the squad's insurance agent to delete the vehicle from the squad's insurance policy.

Heathsville Insurance Agency, 580-5122

Maintenance records must be retained at the station for a period of 7 years after the vehicle has been disposed of.

References: SOGs II.B.1.I Vehicle Maintenance Logs.
SOGs II.B.1.n Equipment Inventory.
SOGs III.B.4 Reserve equipment.
Virginia Office of EMS Web Site.

Scope:

Situations: Routine and non-routine emergency communications.

Intended Audience: All members.

Purpose: Ensure efficient and professional communications with dispatch, incident command, medical control.

Policy: Squad members shall adhere to state, regional, local, and squad protocols when using radios and cell phones for emergency and non-emergency operations.

Procedures: The SOGs in this section address the use radios and cell phones. Refer to each squad SOG referenced below for details.

References: SOGs III.C.1 Handheld Radios.

SOGs III.C.2 Mobile Radios.s

SOGs III.C.3 COR Radio.

SOGs III.C.4 Cell Phones.

SOGs III.C.5 Base Radio.

PEMS Policies and Procedures: Communications Failure.

PEMS Policies and Procedures: COR System Reporting.

PEMS Policies and Procedures: HEAR System Reporting.

PEMS Policies and Procedures: Online Medical Control.

PEMS Policies and Procedures: Uniform Communications Format.

Virginia EMS Regulations 12 VAC 5-31-760. EMS vehicle communications.

Scope:

Situations: Routine and non-routine emergency communications.

Intended Audience: All members.

Purpose: Establishes policy & procedures for operations communications.

Policy: The Squad shall assign a handheld radio to every active member. Radios shall be used according to the procedures outlined below.

Procedures: Handheld radios are the property of the squad. The Captain or 1st Lieutenant may recall a member's radio at any time and for any reason.

The primary purpose of handheld radios is to enable communication with dispatch and on-scene communication with other responders.

Components. The handheld radio is a two-way communication device that consists of the following equipment:

- Radio.
- Batteries.
- Battery charger and power supply.
- Antenna.
- Instructions.

Control. Members shall maintain control of their assigned radios and associated equipment at all times. When a member is on duty or on call, his or her radio must be turned on, tuned to the priority channel (Base 2, Channel 1), and located within hearing distance at suitable volume.

Operation. Members must understand all aspects of radio operation, including the following:

- Battery hygiene.
- Squelch modes.
- Scanning (as applicable to assigned radio).
- Transmission and receiving protocols.
- Marking on.
- On-scene communication.
- Courtesy.
- Announcements
- Channels (as applicable to assigned radio).

Battery hygiene. Batteries should be swapped for charging every 12 to 24 hours. Batteries that go flat in 12 hours or less must be turned in to the Captain or 1st Lieutenant and exchanged for reconditioned or new batteries. Battery charging is described in the instruction sheet distributed with each radio.

Squelch modes. Handheld radios operate in two squelch modes. One mode ("alert" or "tones-only") breaks squelch only when Mid-County tones are activated. The other mode ("open") leaves the radio open for all tones and traffic the radio is equipped to receive on a given channel. See the instruction sheet distributed with each radio for more information.

Scanning. Some radios are capable of scanning. See the instruction sheet distributed with each radio for more information.

Transmit and receive protocols. Use the following guidelines when transmitting and receiving:

1. Make sure the radio is set to the priority channel (if not scanning).
2. Listen for traffic. Do not speak until the channel is silent for at least 1 second.
3. When the channel is silent, press the PTT (push-to-talk) button and hold it down.
4. Take a slow breath (allows time for your radio to open the channel).
5. Announce your unit number and the designation of your contact. Speak slowly and calmly.

6. Wait for your contact to respond.
7. Begin speaking after your contact acknowledges your transmission.
8. Speak in plain English. Avoid using 10-codes.
9. Release the PTT button when you finish speaking.
10. If you receive no acknowledgment after two complete transmissions, use another communication method (e.g., telephone).

Marking on. Use the following guidelines when responding to an emergency dispatch:

1. Make sure the radio is set to Channel 1 (if not scanning). Listen for traffic. Do not speak until the channel is silent for at least 1 second.
2. Press the PTT (push-to-talk) button and hold it down.
3. Take a slow breath (allows time for your radio to open the channel).
4. Say: "(your unit number) to Base 2." Speak slowly. Use a calm voice.
5. Wait for Base 2 to respond.
6. Say: "Responding to (station, scene)."
7. Release the PTT button when you finish speaking.
- 8. Avoid using the radio unless you intend to respond.**
9. If you do not receive acknowledgment after 2 complete attempts, proceed to the station (or scene) and do not attempt further contact.
10. Avoid any further transmission until you announce that an emergency vehicle is on route or until you arrive at the scene (if responding directly to the scene).

On-scene communication. Use the following guidelines to communicate with other responders on-scene:

1. Disable scanning (if applicable).
2. Make sure the radio is set to channel 2 (TAC, Talk-Around-Channel).
- 3. Use the radio ONLY for urgent messages when no other suitable communication mechanism exists.**
4. Listen for traffic.
5. Press the PTT (push-to-talk) button and hold it down.
6. Say: "(your unit number) to (Incident Command or Communications Command)." Speak slowly. Use a calm voice.
7. Wait for acknowledgment of your transmission.
8. Convey your message.
9. Release the PTT button when you finish speaking.
10. Do not contact Base 2 unless scene command has not been established.
11. Direct all communication to Incident Command or the Communications Command only.

Courtesy. Always use the radio on the basis of courtesy and professionalism:

1. Use the radio only for essential communication. When in doubt, use the telephone.
2. Listen carefully to avoid stepping on others and to avoid the need for repeat transmissions.
3. Speak slowly and calmly.
4. Do not use the radio for chitchat.
5. Channel 1 traffic goes through a repeater, so transmissions can be received on most emergency radios, including scanners, in the Base 2 signal area. What you say on channel 1 represents the Squad to Northumberland County.
6. Channel 2 "talks around" the repeater, so transmissions are received over a shorter distance than transmissions on Base 2. Use channel 2 for close-quarters traffic. Be mindful that Base 2 can still hear you over channel 2.

References: SOGs III.G. Responding to Incidents.
SOGs III.H. Incident Command.
SOGs III.C.4 Cell Phones.

Scope:

Situations: Routine and non-routine emergency communications.

Intended Audience: All members.

Purpose: Ensure efficient and professional communications with dispatch, incident command, medical control.

Policy: The Squad shall assign maintain a mobile radio in every squad vehicle. Radios shall be used according to the procedures outlined below.

Procedures: Radios differ according to the vehicle in which they are installed.

The primary purpose of handheld radios is to enable communication with dispatch and on-scene communication with other responders.

Components. The handheld radio is a two-way communication device that consists of the following equipment:

- Radio.
- Batteries.
- Battery charger and power supply.
- Antenna.
- Instructions.

Control. Members shall maintain control of their assigned radios and associated equipment at all times. When a member is on duty or on call, his or her radio must be turned on, tuned to the priority channel (Base 2, Channel 1), and located within hearing distance at suitable volume.

Operation. Members must understand all aspects of radio operation, including the following:

- Battery hygiene.
- Squelch modes.
- Scanning (as applicable to assigned radio).
- Transmission and receiving protocols.
- Marking on.
- On-scene communication.
- Courtesy.
- Announcements
- Channels (as applicable to assigned radio).

Battery hygiene. Batteries should be swapped for charging every 12 to 24 hours. Batteries that go flat in 12 hours or less must be turned in to the Captain or 1st Lieutenant and exchanged for reconditioned or new batteries. Battery charging is described in the instruction sheet distributed with each radio.

Squelch modes. Handheld radios operate in two squelch modes. One mode ("alert" or "tones-only") breaks squelch only when Mid-County tones are activated. The other mode ("open") leaves the radio open for all tones and traffic the radio is equipped to receive on a given channel. See the instruction sheet distributed with each radio for more information.

Scanning. Some radios are capable of scanning. See the instruction sheet distributed with each radio for more information.

Transmit and receive protocols. Use the following guidelines when transmitting and receiving:

1. Make sure the radio is set to the priority channel (if not scanning).
2. Listen for traffic. Do not speak until the channel is silent for at least 1 second.
3. When the channel is silent, press the PTT (push-to-talk) button and hold it down.
4. Take a slow breath (allows time for your radio to open the channel).
5. Announce your unit number and the designation of your contact. Speak slowly and calmly.
6. Wait for your contact to respond.

7. Begin speaking after your contact acknowledges your transmission.
8. Speak in plain English. Avoid using 10-codes.
9. Release the PTT button when you finish speaking.
10. If you receive no acknowledgment after two complete transmissions, use another communication method (e.g., telephone).

Marking on. Use the following guidelines when responding to an emergency dispatch:

1. Make sure the radio is set to Channel 1 (if not scanning). Listen for traffic. Do not speak until the channel is silent for at least 1 second.
2. Press the PTT (push-to-talk) button and hold it down.
3. Take a slow breath (allows time for your radio to open the channel).
4. Say: "(your unit number) to Base 2." Speak slowly. Use a calm voice.
5. Wait for Base 2 to respond.
6. Say: "Responding to (station, scene)."
7. Release the PTT button when you finish speaking.
- 8. Avoid using the radio unless you intend to respond.**
9. If you do not receive acknowledgment after 2 complete attempts, proceed to the station (or scene) and do not attempt further contact.
10. Avoid any further transmission until you announce that an emergency vehicle is on route or until you arrive at the scene (if responding directly to the scene).

On-scene communication. Use the following guidelines to communicate with other responders on-scene:

1. Disable scanning (if applicable).
2. Make sure the radio is set to channel 2 (TAC, Talk-Around-Channel).
- 3. Use the radio ONLY for urgent messages when no other suitable communication mechanism exists.**
4. Listen for traffic.
5. Press the PTT (push-to-talk) button and hold it down.
6. Say: "(your unit number) to (Incident Command or Communications Command)." Speak slowly. Use a calm voice.
7. Wait for acknowledgment of your transmission.
8. Convey your message.
9. Release the PTT button when you finish speaking.
10. Do not contact Base 2 unless scene command has not been established.
11. Direct all communication to Incident Command or the Communications Command only.

Courtesy. Always use the radio on the basis of courtesy and professionalism:

1. Use the radio only for essential communication. When in doubt, use the telephone.
2. Listen carefully to avoid stepping on others and to avoid the need for repeat transmissions.
3. Speak slowly and calmly.
4. Do not use the radio for chitchat.
5. Channel 1 traffic goes through a repeater, so transmissions can be received on most emergency radios, including scanners, in the Base 2 signal area. What you say on channel 1 represents the Squad to Northumberland County.
6. Channel 2 "talks around" the repeater, so transmissions are received over a shorter distance than transmissions on Base 2. Use channel 2 for close-quarters traffic. Be mindful that Base 2 can still hear you over channel 2.

References: SOGs III.G. Responding to Incidents.
SOGs III.H. Incident Command.
SOGs III.C.4 Cell Phones.

Scope:

Situations: Routine and non-routine emergency communications with medical control.

Intended Audience: Attendants-in-charge, ambulance crew members.

Purpose: Ensure efficient and professional communications with medical control.

Policy: The Squad shall maintain a COR (Consultation, Orders and Refusals radio) in every ambulance. The COR radios shall be used according to the procedures outlined below.

Procedures: **Purposes.** The COR radio serves two purposes. It is a backup to the HEAR radio during communications failure and it provides a direct line to medical control for medication and treatment orders.¹ It is also used to receive orders related to patient refusals when the patient's condition clearly warrants medical attention.

Equipment. The COR equipment in each ambulance consists of a Motorola radio and microphone in the patient compartment. The equipment is mounted under the upper cabinet on the action wall, near the onboard suction collection canister.

Transmit and receive protocols. COR transmissions are private and are tape recorded at the hospital. It is appropriate to transmit personal patient information via COR if necessary.

Use the following guidelines when using COR:

1. Make sure you are using the COR radio, not the HEAR radio.
2. Select the channel for the hospital you want to contact.

RGH - channel 3.

RTH - channel 2.

3. Listen for traffic. Do not speak until the channel is silent for at least 1 second.
4. When the channel is silent, press the PTT (push-to-talk) button and hold it down.
5. Take a slow breath (allows time for your radio to open the channel).
6. Announce your unit number and the designation of your contact. Speak slowly and calmly.
7. Wait for your contact to respond.
8. Begin speaking after your contact acknowledges your transmission.
9. Speak in plain English.
10. Release the PTT button when you finish speaking.
11. If you receive no acknowledgment after two complete transmissions, use another communication

References: SOGs, III.C.2 Mobile Radios

¹ The cardiac telemetry capability of COR is no longer in service on Mid-County ambulances. Use the fax modem on the LP12 defibrillator to transmit cardiac strips.

Scope:

Situations: Routine and non-routine emergency communications with medical control.

Intended Audience: Attendants-in-charge, ambulance crew members.

Purpose: Ensure efficient and professional communications with medical control.

Policy: The Squad shall maintain a cell phone in every ambulance. The cell phone shall be used according to the procedures outlined below.

Procedures: **Purposes.** The cell phones serve two purposes. They provide backup to the HEAR radio during communications failure. They also provide a direct and private line to medical control.

Personal use. Crew members can use the cell phones to contact family members, employers, or other squad members. Personal use should be limited to alerting others of a member's status when he or she is running a call. The cells phones are not intended for casual chatter.

Reporting personal use. Provide a note to the Treasurer when you use a cell phone for personal calls. Include the date, approximate time, and telephone number called.

Equipment. The cell phone in each ambulance is of a Motorola "bag phone" located at the front of the patient compartment. The cell phones receive power through a cable that plugs into a socket on the cab's dashboard. An antenna is mounted on the patient cab roof and connects to the phone through a shielded cable.

Troubleshooting. The cell phones are subject to failure due to Northumberland's terrain, paucity of cell towers, and atmospheric conditions. You can't do much about those. Other failures result from lack of power or signal transmission.

1. Check the power cable to ensure that it is hooked up properly at both ends and is not broken.
2. Make sure the rooftop antenna is in place, intact, and connected.
3. Make sure the antenna cable is snugly attached to the telephone.
4. Report problems to the 1st Lieutenant.

References:

Scope:

Situations: Routine and non-routine communications with dispatch, responding crews, members of the Northumberland emergency services community.

Intended Audience: All members.

Purpose: Ensure efficient and professional radio communications.

Policy: The Squad shall maintain a radio communications base station. The base station shall be used according to the procedures outlined below.

Procedures: **Purposes.** The base station enables emergency personnel at the station to communicate with dispatch and emergency personnel in the field.

Equipment. The base station is located in the Mid-County engine room, on the report desk. It consists of a 25 watt Motorola radio with a microphone and a self-contained speaker. The base station receives its signal through an antenna located on the south side of the building, adjacent to the bunk room.



Transmit and receive protocols. Adhere to the following guidelines when using the base station:

1. Listen for traffic. Do not speak until the channel is silent for at least 1 second.
2. When the channel is silent, press the PTT (push-to-talk) button and hold it down.
3. Take a slow breath (allows time for your radio to open the channel).
4. Announce your unit number and the designation of your contact. Speak slowly and calmly.
5. Wait for your contact to respond.
6. Begin speaking after your contact acknowledges your transmission.
7. Speak in plain English.
8. Release the PTT button when you finish speaking.
9. If you receive no acknowledgment after two complete transmissions, use another communication method.

Interference. Handheld radios can cause noise on the base station. Make sure the volume on your handheld is turned down before you transmit on the base station.

References:

Scope:

Situations: Emergency dispatch receipt from inside the station.

Intended Audience: All members.

Purpose: Ensure efficient and professional radio communications.

Policy: The Squad shall maintain an internal paging system so that members inside the station can hear emergency dispatch transmissions and respond to those transmissions as appropriate

Procedures: **Equipment.** The paging system consists of speakers throughout the station, members' handheld radios and two passive antennae. One antenna is located in the Mid-County engine room on the wall over the door to the training room.



The second antenna is located on the south side of the building, adjacent to the bunk room.



How it works. The system works by helping a signal to be received on a hand-held radio. Without the system, the signal does not reliably penetrate the metal sheeting that covers the station walls. With the system, alert tones and voice traffic can be received and voice traffic can be transmitted from inside the station.

Keep your handheld within earshot. When you are in station, keep your handheld radio with you at all times. Your handheld serves as your pager. If your radio isn't within earshot when radio traffic comes in, you won't hear it.

Do not rely on the scanner. The station is equipped with a scanner that broadcasts through speakers in the engine room and the operations office. The scanner interferes with transmission and reception on the base station, so the volume is kept low. Moreover, you can't hear alert tones over the scanner. Keep your handheld radio with you at all times when you are inside the station.

References: SOGs III.C.1 Handheld radios.

Description: Outlines SOGs for exceptional operations.

Scope:

Situations: Non-routine operations.

Intended Audience: All members.

Purpose: Establishes policies and procedures for special situations.

Policy: The squad shall prepare for and implement special operations according to the SOGs in this section.

Procedures: The following situations are covered here:

1. Funeral procedures.
2. Scheduled and unscheduled non-emergency transport.
3. Mutual aid.
4. Vehicles out of service.
5. Storm preparation.

References:

Description: Squad participation at funerals.

Scope:

Situations: Funeral standby and processions.

Intended Audience: All members.

Purpose: Establishes policies and procedures for funeral standbys and processions.

Policy: On request, the squad shall provide standby service at funerals, including processions and graveside services.

Procedures: Requests for squad assistance at funerals can come from multiple sources:

1. Dispatch.
2. Squad members.
3. Squad supporters.
4. Community members.
5. Church officials.
6. Squad officers.

Such requests generally stem from high-profile incidents or from the death of a community leader. They attract large numbers of mourners and are accompanied by a high level of emotion. Many funerals are held in churches that have no air conditioning; the squad stands by to assist the distraught, dehydrated, and dismayed.

Ambulance staging. An ambulance is to be stationed at the site of the funeral service within 60 minutes prior to the scheduled start time and should remain in place until the majority of participants have left the premises.

Stage the vehicle in a prominent place, with a clear view of the main entrance, and at a location that offers ready access to the facility and to the highway. Select a location that cannot be blocked off from highway access. If necessary, ask a funeral official to set aside a suitable location for the ambulance.

Crowd observation. The ambulance crew should keep an eye on the crowd to watch for situations that require squad assistance. One crew member must stay with the vehicle. Other members should position themselves inside the facility.

Radios. All crew members must keep their radios on hand and turned on at all times. Radios must not be placed in alert mode. Use of an ear piece is recommended for crew members who are stationed inside the facility so that radio traffic does not disrupt the proceedings.

Attire. Crew members should be dressed in full uniform—coveralls or a dress shirt, slacks, and shoes. All members should wear their squad ID badges.

Relief. In the event the standby crew needs to leave the scene to transport a participant, contact dispatch to request a relief crew. Otherwise, the standby crew should remain on duty until the event is complete.

Procession. If requested or at the discretion of the standby crew, the squad shall accompany the mourners from the funeral service to the grave site. Comply with directions from law enforcement or funeral officials.

Marking on. Use normal procedures to advise dispatch of the ambulance's location.

Department. Crew members must conduct themselves with dignity and reserve at all times during a funeral standby.

Additional resources. High-profile funerals might require more than one squad to stand by. If so, ask dispatch to request assistance from the Northumberland or Callao squads so that all Mid-County's resources are not tied up at once.

References:

Description: Policies and procedures relating to the squad's quality assurance program.

Scope:

Situations: Routine operations; mutual aid.

Intended Audience: All members.

Purpose: Assigns responsibility for and describes the squad's program for ensuring its emergency operations adhere to the spirit and intent of the mission statement.

Policy: Mid-County Volunteer Rescue Squad shall evaluate its patient care procedures and follow-up with corrective action as needed.

Procedures: Mid-County Volunteer Rescue Squad has two layers of quality assurance:

1. An advanced life support provider designated by the Captain reviews each pre-hospital patient care report (PPCR), focusing on the quality of the following elements:
 - a) Patient care is administered appropriate to the patient's needs, the provider's certification, medical direction, and regional and state patient care protocols.
 - b) Reports provide documentation such that the attendant-in-charge can, in the future, recall the nature of the call, the care given, the rationale for the care given, and the patient's response to the care.
 - c) Reports are accurate and complete so that they contribute a meaningful addition to the patient's medical record and the patient care databases of the squad and the Commonwealth of Virginia.
2. The Squad participates in the quality assurance program of its operational medical director and the Emergency Department of the Rappahannock General Hospital.

If the Squad's review of a given PPCR indicates a deficiency in any of items 1.a-c above, the reviewer shall conduct an interview with the attendant-in-charge to fill in blanks, clarify the provider's explanation of his or her actions, and determine whether further action (beyond minor additions to the report, such as response times) is needed.

If further action is needed, the reviewer shall determine the appropriate next steps, which might include one or more of the following:

1. Amending the PPCR to include additional information, in accordance with standard practice for documenting amendments.
2. Skills review or additional training.
3. Referral to the Operational Medical Director.
4. Referral to the Squad's Board of Directors for disciplinary action.

References:

Quality Assurance Plan, Rappahannock General Hospital
SOGs, Regional Protocols, III.S

Description: Job description for squad's Captain of Emergency Medical Services.

Scope:

Situations: All operations.

Intended Audience: Board of Directors, all members.

Purpose: Describes roles and responsibilities of Mid-County VRS's EMS Captain.

Policy: The EMS Captain ensures squad compliance with all standard operating procedures by direct oversight, coordination, or by assignments through the chain of command. In compliance with the squad Bylaws, the Captain must hold certification as a Virginia-certified emergency medical technician (October 2000, Article IV, Section 9).

Procedures: The EMS Captain performs technical, administrative, and supervisory work in planning, organizing, directing, and implementing emergency medical services to fulfill the squad's mission. This work focuses on the following areas:

1. Internal and external communication regarding squad operations.
2. Local, regional, and state emergency planning and preparation.
3. Incident command.
4. Needs assessment for squad operations.
5. Safety of operations members on duty.
6. Standard Operating Procedures.
7. Patient care quality assurance.
8. Equipment and vehicle quality assurance.
9. Squad's operational medical director.
10. Liaison with hospital and county emergency medical services coordinators.
11. Training and certification requirements for all operations members.
12. State EMS Rules and Regulations.
13. Regional patient care protocols.
14. Squad patient care protocols.
15. Structural and operational integrity of the squad station.
16. Compliance with squad participation requirements for operations members.
17. Planning for and control of operations finances.
18. Peninsula's EMS Council.
19. Virginia Office of Emergency Medical Services.
20. Northumberland Emergency Management Team.

1. Communication

The EMS Captain exemplifies, establishes and maintains a healthy communications environment for the squad. A healthy communications environment is one that intends to encourage, allow, and reward the expression of productive and constructive opinions and ideas. Such an environment also discourages communications that undermine the squad's ability to achieve its mission.

2. Emergency Planning and Preparation

The Captain serves as the squad's primary representative for and participates in the planning activities of local, regional, and state emergency committees such as the Northumberland Emergency Management Team and the Northern Neck Regional Medical Response System. The Captain also keeps abreast of activities and developments in state and national emergency preparedness agencies, including the Virginia Department of Emergency Management, the Virginia Department of Fire Programs, the Federal Emergency Management Administration (FEMA), and the Centers for Disease Control (CDC). Activities of these groups include surveys of local emergency management needs, planning and implementation of emergency drills, monitoring of existing legislation and legislation under development, etc.

3. Incident Command

The Captain develops and maintains an understanding of incident command as practiced in the Northern Neck region and the position of emergency medical services within that system. The Captain also ensures that squad operations members understand and operate within the protocols of the local incident command system. The Captain also works with regional emergency management groups and officers of response agencies to influence improvement of the incident command system.

4. Squad Operations Needs Assessment

The Captain ensures that subordinate personnel monitor squad needs for equipment, infrastructure, personnel, community relations, training, call coverage, quality assurance, and all other matters falling within squad emergency operations. As needs arise, and acting upon advice from staff, the Captain defines these needs, develops recommendations for meeting them, and forwards recommendations to the squad board of directors or membership.

5. Operations Member Safety

The Captain ensures the safety of all operations members by assigning responsibility for implementing policies for injury prevention, incident command, and scene control. The Captain also ensures that such policies are communicated to and understood by all operations members.

6. Standard Operating Procedures

The Captain ensures that standard operating procedures are developed, revised, or discarded as appropriate through an annual review as required by the squad Bylaws (October 2000, Article V, Section 2).

7. Patient Care Quality Assurance

The Captain is responsible for assigning the squad's patient care quality assurance program to a capable squad member and maintaining awareness about the squad's performance. Guidelines for quality assurance include standards of care as expressed by the squad's Operational Medical Director and as stated by the Virginia EMT-B, EMT-E, EMT-I, and EMT-P training curriculum, squad and regional patient care protocols, and state rules and regulations. The Captain ensures that deviations from these standards are brought to the attention of involved personnel and that an appropriate course of corrective action is devised, implemented, and followed through to the satisfaction of the Operational Medical Director.

8. Vehicle and Equipment Quality Assurance

The Captain, through the squad's vehicle officer, ensures that all vehicles and equipment are accounted for and maintained in operating condition at all times. Guidelines for quality assurance include the squad equipment inventory and maintenance standards and reports developed by the squad vehicle and equipment officers. The Captain is responsible for ensuring that deviations from these guidelines are corrected by equipment replacement, upgrade, repair, or by development of policies and procedures that describe appropriate use.

9. Operational Medical Director

The Captain establishes and maintains a healthy relationship with the squad's operational medical directors (OMD) at both the Rappahannock General and Riverside Tappahannock hospitals. The Captain seeks periodic feedback from the OMDs about the quality of patient care rendered by squad members and works with the OMDs both to develop corrective action and convey kudos.

10. Emergency Medical Services Coordinators

The Captain establishes and maintains healthy relationships with emergency services coordinators employed by Northumberland County, neighboring counties, and the hospitals to which the squad delivers patients. The Captain advises the coordinators of squad needs for resources, training,

supplies, procedures, policies, and other matters over which the coordinators have influence or control.

11. Training and Certification

Through assignments to the squad's training officer, the Captain ensures that all operations members acquire and maintain their certifications in CPR, EVOC, and EMT. The Captain also ensures that training and certification records are maintained in the personnel files and the squad's operations database. Information for this responsibility include quarterly continuing education reports from the Virginia Office of EMS, as well as CPR and EVOC certificates that are prominently displayed in the personnel files. A report of certification expiration dates is available from the squad's operations database.

12. State EMS Rules & Regulations

Squad operations are governed by force of law as stipulated in the Rules & Regulations of the Virginia Office of EMS. The Captain must be familiar with the rules & regulations. The squad's compliance with the rules and regulations is evaluated biennially by the OEMS Program Representative assigned to the squad.

13. Regional Patient Care Protocols

Patient care protocols developed by the Peninsulas EMS Council (PEMS) establish the standard of care to be rendered by squad members. The Captain, by assigning and monitoring duties of the squad's training officer, ensures that all operations members receive a copy of the current version of the protocols and that members understand how to use the document and are able to comply with its guidelines.

14. Squad Patient Care Protocols

Mid-County has patient care protocols that describe specific actions members are allowed or required to take while rendering patient care. The Captain must ensure, by making assignments to appropriate subordinates, that these protocols are recorded and conveyed to members.

15. Station Structural and Operational Integrity

Through assignments to an appropriate squad member or subordinate officer, the Captain ensures that the station is maintained in operating condition at all times and that it is adequately stocked with supplies and equipment.

16. Member Participation Requirements

Squad Bylaws stipulate specific requirements for members-in-good-standing. By assigning duties to appropriate members and overseeing performance of those duties, the Captain ensures that member compliance with these requirements is tracked, reported, and that appropriate action is taken.

17. Operations Finances

The Captain assists with preparation of the annual budget for operations and also ensures that operations expenditures are properly documented and are made within guidelines stipulated by the Bylaws.

18. Peninsulas EMS Council

Emergency medical services in Virginia are facilitated by regional councils recognized by the Virginia Office of EMS. The council for Mid-County is the Peninsulas EMS Council (PEMS). The Captain serves as the primary liaison between the squad and PEMS by serving on the PEMS Northern Neck Prehospital Committee. The squad is entitled to two representatives on this committee and the Captain is responsible for appointing an additional member. The Captain also ensures that squad members receive timely and accurate information about relevant PEMS activities.

19. Virginia Office of Emergency Medical Services

The Virginia Office of EMS (OEMS) enforces state laws that govern emergency medical services and provides training and other resources to emergency medical services response agencies. The Captain maintains knowledge of OEMS policies, activities, personnel, and resources. The Captain also conveys relevant information from OEMS to squad members.

The Captain establishes and maintains a relationship with the squad's OEMS program representative. The program representative conducts an on-site agency licensing inspection every two years and certifies squad vehicles for operation. The inspections ensure that the squad is in full compliance with state OEMS rules and regulations. The Captain ensures that all aspects of squad operations are maintained in inspection-ready condition at all times.

20. Northumberland Emergency Management Team

The County Administrator is in charge of all emergency operations in Northumberland County. The Administrator coordinates the Northumberland Emergency Management Team, which consists of two representatives from each of the Northumberland EMS, fire, and sea rescue agencies, as well as a representative from the American Red Cross and the public schools. The Captain maintains an active presence on the team and appoints the squad's second team representative. The Captain forwards agenda items as needed to the County Administrator. The team usually meets 4 times a year. The Captain's role on the team is to share information and contribute to emergency preparedness and planning.

References:

SOGs, II.B.1.n Equipment Inventory.
SOGs, II.B.2.1.o Operations Database.
SOGs, II.B.6 Station Inspection.
SOGs, II.C. Internal Operations.
SOGs, III.E.6 Job Descriptions
Bylaws, October 2000, Article II, Section 9
Bylaws, October 2000, Article IV, Section 9
Bylaws, October 2000, Article V, Section 2
Bylaws, October 2000, Article X
Bylaws, October 2000, Article XI

Description: Planning and coordination of the squad's training program.

Scope:

Situations: All operations.

Intended Audience: Board of Directors, all members.

Purpose: Describes roles and responsibilities of Mid-County VRS's EMS Training Officer.

Policy: The EMS Training Officer coordinates the squad's training program, which addresses training and continuing education needs for all operations members (drivers, thirds, EMT-Bs and advanced life support EMTs).

The Training Officer reports to the 1st Lieutenant or a subordinate officer at the 1st Lieutenant's discretion. The Training Officer plans courses, estimates costs, and requests funding from the supervising officer, but has no direct spending authority.

If certified by the Commonwealth of Virginia to do so, the Training Officer serves as the squad's ALS Coordinator, ALS instructor, and BLS instructor. The Training Officer also collaborates with qualified personnel who serve as instructors for Emergency Vehicle Operation (EVO), Cardiopulmonary Resuscitation (CPR), first aid, and other EMS topics.

Procedures: The Training Officer performs the following roles:

Priority	Description	Comments
1	Schedule and coordinate orientation for new members.	Safety CPR, including AED Orientation to ambulances (equipment location & purpose) Stretcher operation Radio operation & communication procedures Ambulance restocking, cleaning, and inspection Standard Operating Procedures and Bylaws PPCR form
1	Coordinate driver and BLS training programs	Initial certification programs Preceptoring Continuing Education
1	Maintain complete training records for all personnel and advise personnel of training needs	Copies of certificates Continuing education status Certificate expiration dates
2	Coordinate ALS training program	Initial certification Continuing Education Skill AQ/QI for IV, intubation, meds, etc.
2	Coordinate special training programs	Hazardous materials awareness Vehicle extrication BTLs, ACLS, PHTLS, PALS, etc.
2	Review and prioritize class applications for courses, symposiums, seminars	
2	Coordinate community training program	CPR/first aid
3	Serve on committees pertaining to training issues	
3	Assist in SOP and protocol review and development	
3	Foster mutual training agreements	

References: