



County of Campbell Department of Public Safety STANDARD OPERATING GUIDELINES	
Subject:	Introduction / Contents
SOG #:	N/A
Effective date:	April 1, 2008
Last revision date:	August 24, 2009
Division:	EMS

Purpose:

The EMS division standard operating guidelines serve as guidance and policy, which in no way are meant to limit the staff members ability to use common sense and use critical thinking / decision techniques.

Staff members are encouraged to ask questions as appropriate and/or make policy recommendations to their supervisor.

The EMS division of the Campbell County Department of Public Safety goals are to provide superior customer service, maintain safety as the number one priority, improve the quality of life for the citizens of and visitors to Campbell County, as well as assure that employees and their concerns remain a focus of all staff.

All applicable county personnel policies, laws and regulations supersede these SOGs.

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County of Campbell Department of Public Safety STANDARD OPERATING GUIDELINES	
Subject:	EMS Uniform Standards
SOG #:	EMS.1
Effective date:	May 1, 2008
Last revision date:	March 17, 2008
Division:	EMS

PURPOSE:

The purpose of this standard operating guideline is to define the various classes of uniforms as well as expectations for wearing of the uniforms.

POLICY:

Uniforms shall be of kempt appearance at all times, with shirts tucked in. Uniforms should not appear soiled, wrinkled and/or show excessive wear and tear.

There shall be three classes of uniforms for career EMS staff, which consist of the following:

Class “A” (Dress Uniform):

White long sleeve dress shirt

Campbell County Department of Public Safety patch on left shoulder sleeve.

Virginia EMS certification patch on right shoulder sleeve.

Silver Campbell County Department of Public Safety EMS badge on left chest above chest pocket.

Silver name tag on right chest above chest pocket.

Silver star of life collar insignias on both collars.

**Gold badge, name tag and collar insignias will be used for employees at the level of Public Safety Technician Four and above.*

Dark navy dress pants

Black belt with silver buckle (gold for PS Tech 4’s)

Black dress shoes

Dark Navy Tie (crossover style for women)

Class “B” (every day duty wear):

Department issued polo shirt (long or short sleeve).

Navy blue pants (EMS style or station style).

Black safety toe shoes or boots.

Black belt with silver belt buckle (black rescue style nylon belt may be substituted).

Department issued sweatshirt may be worn in place of, or over polo shirt.

Red department issued winter coat (for cold weather).

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Department issued tee shirt – As per Deputy Director / EMS directive
Department issued ball cap (not to be worn indoors)
Turtleneck shirts underneath polos and/or sweatshirts (color must not clash with uniform shirt)

Class “C” (summer):

The following may be worn between May 1st and October 1st of each year:

Navy blue EMS cargo style shorts

Shorts will be no longer than the top of the knee and no shorter than 3 inches above the knee. Shorts must be provided at the employee’s expense and must be of the approved style allowed by the EMS employee’s supervisor.

Department issued polo shirt (long or short sleeve).

Black safety toe low profile boots / sneakers (to be provided at the employee’s expense).

Black socks

Department issued tee shirt - As per Deputy Director / EMS directive

Black belt with silver buckle (gold for PS Tech 4’s)

Department issued ball cap (not to be worn indoors)

Policy Note:

Staff members may wear a plain yellow rain jacket as they deem necessary, which the staff member must provide.



County of Campbell Department of Public Safety STANDARD OPERATING GUIDELINES	
Subject:	Career staff as Volunteer members
SOG #:	EMS.2
Effective date:	March 17, 2008
Last revision date:	March 17, 2008
Division:	EMS

Purpose: To address the issue of career employees who wish to maintain active/operation membership with a volunteer rescue squad in Campbell County. It is the intent of this policy to eliminate and/or reduce the opportunity for a conflict of interest.

Policy: All full time career EMS employees wishing to volunteer with a rescue squad in Campbell County as an active/operational member may do so, with the following exceptions:

1. The employee may not serve as an executive level officer (Captain or 1st Lieutenant of the volunteer rescue squad and may not serve as a representative on the Campbell County EMS Advisory Committee (EMSAC) and/or Campbell County Rescue Commission.
2. The employee may not wear the Campbell County Public Safety issued uniform while on their volunteer duty.
3. Potential conflicts of interest will be handled on a case by case basis by the employee's supervisor.
4. If a volunteer rescue squad provides any type of financial incentive to their members for participation or for running calls the employee may not accept and/or receive any of this financial compensation.



County of Campbell Department of Public Safety STANDARD OPERATING GUIDELINES	
Subject:	EMS Light Duty
SOG #:	EMS.3
Effective date:	March 17, 2008
Last revision date:	March 17, 2008
Division:	EMS

Purpose: To provide guidance for when an EMS employee wishes / requires light duty assignment.

Policy: The following shall be the policy for career EMS employees who wish to be placed and/or are required to be placed on light duty due to illness, injury or pregnancy.

1. Part time employees who require light duty due to illness, injury and/or pregnancy will not be entitled to being placed in a light duty position. Part time employees will not be eligible to be scheduled for duty during times of illness, injury and/or pregnancy that otherwise would have required light duty assignment. Part time employees who are pregnant and wish to still be scheduled for duty will be able to do so after signing a waiver which acknowledges the employee assumes all possible risks.
2. Full time employees who are injured while on duty with Campbell County Public Safety must make immediate notification to their supervisor. Employees will be provided with workers' compensation forms to complete if applicable by their supervisor (or designee).
3. Full time employees who are injured off duty and believe it may require them being placed on light duty must notify their supervisor immediately (within 24 hours of the injury).
4. Full time employees requiring light duty assignment due to illness and/or injury (regardless if it occurred while on duty) must provide written documentation from their physician (if it occurred off duty) or from the workers' compensation physician (if it occurred on duty) stating what the employees restrictions are, expected length of restrictions and contact information for the physician.
5. Full time EMS employees must notify their supervisor if they are pregnant in writing as soon as feasibly possible. The employee will be given the option of whether they want to be placed on light duty or not and if they wish to be placed on light duty they must provide the supervisor (in writing) with the date that they wish to be on light duty as well as expected due date. Employees who do not wish to be placed on light duty as soon as feasibly possible after notification or at all must sign a waiver that documents they have been offered light duty and are refusing it. Employees wishing to be placed on light duty as soon as possible due

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to pregnancy will be placed on light duty by their supervisor as soon as feasibly possible (unless a written physician's order directs different) after receiving proper notification (the employee may have to finish out their current work week / cycle).

6. Employees who are granted light duty status will have their work assignments coordinated by their supervisor. The employees work assignments may not remain in the EMS division and/or Public Safety, but will assure that the employee continues to receive their normal compensation rate.

Policy Statement:

The Campbell County Department of Public Safety will honor requests for light duty for EMS staff as appropriate. In the event Public Safety staff are made aware of outside-of-work activities (of ANY kind) that are inconsistent with an employees claimed need for light duty, then it may be investigated from the perspective of evaluation of the veracity of their claim of physical disability and addressed accordingly.



County of Campbell Department of Public Safety STANDARD OPERATING GUIDELINES	
Subject:	EMS Vehicle Operations
SOG #:	EMS.4
Effective date:	March 17, 2008
Last revision date:	March 17, 2008
Division:	EMS

Purpose: To outline specific vehicle operation requirements.

Policy: The following policy requirements are in addition to requirements set forth in previous policies, the Campbell County employee handbook and do not supersede the Code of Virginia.

1. Staff members must be restrained by a lap and shoulder harness (seat belt) at all times while in the driver/passenger cab compartment of any vehicle while on duty.
2. Staff members must be restrained by a lap belt at a minimum while in the patient compartment of any ambulance. The exception to this is when the lap belt may have to be removed in order to provide adequate patient care.
3. Staff members may not utilize a cellular phone while driving an ambulance.
4. Career EMS division staff members must maintain a current and valid Virginia Driver's license, current and valid EVOC certification (VAVRS or VDFP class 3 or higher), and must remain insurable under the Campbell County insurance policy.
5. The decision on whether or not to respond in an emergency mode is left to the discretion of the senior Public Safety Technician assigned to the apparatus with consultation of the driver when applicable. It is expected that unless there are extenuating circumstances a priority emergency response will be initiated to all ALS nature calls. Staff members utilizing a priority emergency response **must** use lights and sirens to display a visual and audible warning.
6. Staff members are expected to respond safely and efficiently. Staff members are expected to operate apparatus with due regard and in a defensive manner. Staff members are reminded to reduce response speeds in bad weather, in residential neighborhoods, on unfamiliar roads, at night and/or when necessary.
7. Staff members must leave all emergency lighting illuminated while on the scene of emergency calls they are assigned to. This is to help increase visibility of the apparatus, and help other responders more easily locate the location of the EMS crew.

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8. Once a career EMS crew is assigned to a particular call, they are expected to respond to the call within one minute of being dispatched (two minutes between 2100-0700).
9. Career EMS staff members assigned to an incident to which an Incident Commander has been established are to contact the Incident Commander for approach directions, staging location and whether or not a priority/emergency response is needed.
10. Staff members are expected to use a spotter when backing ambulances at all times. Should a spotter not be available (dropped partner off to another unit) then the staff member is to exit the vehicle before backing to inspect the rear area.



County of Campbell Department of Public Safety STANDARD OPERATING GUIDELINES	
Subject:	EMS Personal Protective Equipment
SOG #:	EMS.5
Effective date:	March 17, 2008
Last revision date:	March 17, 2008
Division:	EMS

Purpose: To outline requirements for personal protective equipment (PPE) use by Campbell County EMS personnel while in the performance of their duties.

Policy: Employees must have all issued personal protective equipment with them and positioned in/on the apparatus they are assigned to for the shift. The employee must be able to access this equipment when necessary. The employee is responsible for maintaining the readiness and inventory of their assigned gear at all times.

Campbell County Public Safety issued personal protective equipment is for use while on duty with Campbell County Public Safety and/or while assigned to training activities by the EMS Division.

The following personal protective equipment (PPE) will be issued to each full time employee of the Public Safety, EMS Division and available to the employee at all times while on duty:

1. Turn Out Gear – Jacket, Suspenders and Pants, Nomex Hood, Gloves
2. Fire Helmet
3. Protective safety glasses.
4. Protective extrication style and/or leather gloves.
5. ANSI 207 “Public Safety” Highway Traffic Safety Vest
6. HEPA Mask
7. The employee’s issued uniform safety toe footwear.

Applicable Uses: The use of personal protective equipment (PPE) by EMS division employees is partially open to personal discretion based upon the circumstances warranted with each individual situation. In addition to an employee’s personal discretion in the use of this equipment, the following is required:

1. ANSI Class 2 Highway Safety Vests must be worn at all times while operating at incidents located in a roadway.
2. Turnout Gear, helmet, safety glasses (or goggles), extrication/leather gloves, Highway Safety Vest (if in a roadway) and safety toe footwear must be worn while performing extrication activities and/or patient care activities located in or near wreckage associated with patient entrapment.

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3. Any and all available personal protective equipment that an on scene Incident Commander and/or supervisory personnel may require.

Note: Part time employees will have full PPE (extrication style gear or turn out gear) issued as available. Should an employee not have the appropriate PPE for a situation then they are not to engage in patient care and/or activities where the PPE would be needed.



County of Campbell Department of Public Safety STANDARD OPERATING GUIDELINES	
Subject:	Personal Appearance Standards
SOG #:	EMS.6
Effective date:	March 17, 2008
Last revision date:	March 17, 2008
Division:	EMS

Purpose: The purpose of this policy is to establish standardized grooming and dress guidelines to ensure the safety of the providers and to convey a clean, well-groomed appearance reflecting a positive and professional image.

Policy:

1. Personal Hygiene

All personnel will report to duty neat, clean, well groomed and dressed in appropriate attire.

2. Hair

- a. Hair must be clean, neat and combed.
- b. Hair must be of a naturally occurring hair color (no blue, green, glitter, etc.)
- c. Hair on the back of the head extending below the middle of the shoulders must be pulled back into a ponytail, braid, etc or otherwise neatly and inconspicuously fastened or pinned to the back of the head.

3. Beards, Mustaches, Goatees and Sideburns

- a. All facial hair must be neatly trimmed at all times.
- b. Any facial hair that interferes with the proper fit of any required breathing apparatus (i.e. N95, SCBA, etc.) is prohibited.

4. Perfumes, After Shave Lotion and other Fragrances –To decrease the possibility of a patient or co-worker having an allergic reaction, perfume, after-shave or other fragrances shall be worn sparingly while on duty.

5. Fingernails -Fingernails shall be clean and neatly trimmed. Nails should be of a length appropriate for patient care and wearing protective gloves.

6. Make-up- Make-up shall blend with the natural skin and not appear exaggerated or artificial.

7. Tattoos- Visible tattoos are permitted but may not be of an offensive nature. The Deputy Director / EMS shall make the sole determination if a tattoo is offensive. If a tattoo is deemed offensive than it is to be covered while on duty.

8. Jewelry

- a. Only department approved uniform insignias and pins shall be worn on the uniform.
- b. A wristwatch, which displays time in seconds, shall be worn.
- c. A Medic Alert bracelet or necklace may be worn.
- d. For the safety of the member, rings, which sit high and could potentially be caught or entangled in equipment, should not be worn. No ring shall interfere with wearing protective gloves.

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- e. If an employee wears a necklace(s) they must be kept inside of the uniform shirt while on duty.
- f. Earrings that are posts or 1/4 inch or less hoops, may be worn. For the safety of the member, no dangling earrings may be worn.
- g. No other visible jewelry may be worn including but not limited to jewelry in the eyebrow, nose, lip, etc.



County of Campbell Department of Public Safety STANDARD OPERATING GUIDELINES	
Subject:	Employee Callback / Holdover
SOG #:	EMS.7
Effective date:	March 17, 2008
Last revision date:	March 17, 2008
Division:	EMS

Purpose: Given the nature of the provision of pre-hospital care, an employee may be “held over” the regular shift and/or need to be called in to assist during times of emergency.

Policy Statement: All efforts will be made to accommodate the employee’s personal schedule and situations. The priority will be to provide the required service to the citizens of and visitors to Campbell County in regards to emergency medical services and/or emergency incident mitigation and recovery.

Procedure:

A. Mandatory Overtime

- a. If an employee is held over because of a late call for service, the employee will complete the call and note such occurrence on their timesheet.
- b. The employee’s supervisor reserves the right to hold over an employee to meet the call demand or staffing shortages post shift. Voluntary requests to hold over will be solicited prior to this implementation.

B. Callback

- a. The employee will keep current contact information on file with their supervisor, should the need for callback arise.
- b. The employee’s supervisor may cancel leave requests; should there be a forecasted need of the employee’s service during a time of impending emergency.
- c. An example of reasons for an employee call back could be (not limited to), Tornado, Wildfire, Hurricane, etc.



County of Campbell Department of Public Safety STANDARD OPERATING GUIDELINES	
Subject:	Employee Shift Trades
SOG #:	EMS.8
Effective date:	March 17, 2008
Last revision date:	March 17, 2008
Division:	EMS

Purpose: To provide an avenue for career personnel to trade shifts.

Policy Statement: The employee’s supervisor reserves the right to refuse approval of shift trades if it is in the best interest of the Department.

Procedure:

1. The employee is responsible for finding his/her own shift trade partner.
2. The shift trade must be for an equal portion of time.
3. The shift trade can not place an employee in a position to earn overtime.
4. The trade must allow for “payback” with in the same work week for employees assigned to 40 hour work weeks. The trade must allow for “payback” for employees with in the same (current) 28 day FLSA pay cycle for employees assigned to 24 hour shifts.
5. A Paramedic or EMT-Intermediate who wishes to trade “out of” a shift must trade with another employee that is an EMT-Intermediate or above, unless direct approval is granted by the employee’s supervisor (or designee).

The employee initiating the shift trade must fill out a “shift trade” request form, and forward it to their supervisor (or designee) for approval.



County of Campbell Department of Public Safety STANDARD OPERATING GUIDELINES	
Subject:	EMS Training Requests
SOG #:	EMS.9
Effective date:	May 1, 2008
Last revision date:	March 17, 2008
Division:	EMS

Purpose:

To provide guidelines for time off, compensation and/or assignment to various training opportunities. The Campbell County Department of Public Safety, EMS Division is supportive of all training opportunities that enhance an employee’s knowledge base and ultimately improve the level of care the citizens receive.

Policy:

The following training opportunities will be compensated only if scheduled to attend by the employee’s supervisor. The employee will be scheduled to attend as appropriate by the employee’s supervisor, and their normal work schedule may be altered to allow for attendance:

- Pediatric Advanced Life Support (8hr. refresher course every two years) for EMT-Intermediates and above.
- Basic Trauma Life Support or equivalent (8hr. refresher course every two years) for EMT-Enhanced providers and above.
- EVOC (8hr. refresher course every five years)
- Advanced Cardiac Life Support (4hr. online / computer refresher course every two years) for EMT-Intermediates and above.
- Other training opportunities that the employee’s supervisor deems necessary

Every effort will be made to find and/or deliver CEU opportunities for EMS staff while they are on duty. Ultimately it is the responsibility of the employee to attend continuing education sessions that the employee needs in order to keep their Virginia EMS certification current. Continuing education sessions are not compensated as the employee is responsible for maintaining their own EMS certification.

Employees wishing to attend any training event noted above and/or wishing to attend other training opportunities that the employee feels should be compensated and/or have the employees schedule adjusted must complete a Campbell County EMS training request form and forward it to their supervisor for approval.

Employees are not required to advance the level of their EMS certification which they were hired at. Employees wishing to do so may qualify for tuition assistance in accordance with the Campbell County employee handbook. Employees attending classes to advance the level of their EMS certification must do so on their own time. Reasonable

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efforts may be made to try to accommodate the employee's class schedule but ultimately may not be guaranteed.



County of Campbell Department of Public Safety STANDARD OPERATING GUIDELINES	
Subject:	Vehicle / Equipment damage reporting
SOG #:	EMS.10
Effective date:	March 17, 2008
Last revision date:	March 17, 2008
Division:	EMS

Purpose:

To assure adequate and consistent reporting of damage to EMS vehicles and/or equipment for EMS Division employees.

Policy:

All damage to Campbell County, private citizen, Fire Department, and Rescue Squad properties/equipment will be reported as soon as feasibly possible to the EMS employee's supervisor (or designee).

Procedure:

The damage will be reported to the EMS employees' supervisor as soon as possible, (do not delay patient care). Established County policies will be followed.

- A. The personnel involved in said damage should prepare a written statement as soon as possible.
- B. Photographs of damage should be taken if equipment is available.
- C. No public statements are to be allowed in reference to the damage, or accusation there of.
- D. The EMS employees' supervisor will initiate the proper procedures and investigation in accordance with county policy.



County of Campbell Department of Public Safety STANDARD OPERATING GUIDELINES	
Subject:	Media Relations
SOG #:	EMS.11
Effective date:	March 17, 2008
Last revision date:	March 17, 2008
Division:	EMS

Purpose: To ensure proper notifications are made in the event of media contact, and to assure that a positive public representation of Campbell County and the Volunteer Rescue Squads of Campbell County is maintained.

Policy:

No patient identifying information may be given to any media outlet. This could include (but not limited to): pt's name, pt's age, pt's address, pt's specific injuries / illness, etc.

1. Media inquiries made to EMS staff about Campbell County government issues, public relation events, Rescue Squad issues and/or events, emergency calls, etc. shall be referred to the employees' supervisor.
2. The Deputy Director / EMS will forward Rescue Squad specific questions to the appropriate Rescue Squad President or Captain.
3. Career employees should use good judgment in making statements to the media.
4. The employee's supervisor will work with an employee to assist that employee in addressing the media should the need arise.
5. The Deputy Director / EMS will notify the Director of Public Safety about all media encounters that involve EMS/Rescue issues.



County of Campbell Department of Public Safety STANDARD OPERATING GUIDELINES	
Subject:	Deputy Director / EMS notification
SOG #:	EMS.12
Effective date:	March 17, 2008
Last revision date:	March 17, 2008
Division:	EMS

Purpose:

To provide guidelines for when the Deputy Director / EMS Manager should be notified.

Policy:

Employees are to notify their supervisor when the following occurs as soon as possible (the list is not all inclusive). The supervisor is to notify Deputy Director / EMS Manager as directed:

- A. Employee/Member injury in the line of duty, as soon as possible.
- B. Employee/Member occupational health exposure, as soon as possible.
- C. Vehicle accidents requiring the towing of an EMS Vehicle, as soon as possible.
- D. Minor vehicle accidents and/or equipment damage, within that business day.
If occurrence is in the evening or on a weekend, than the next business day.
- E. Mass Casualty Incidents, as soon as possible.
- F. EMS Related Media Inquiries, as soon as needed.
- G. Emergency Calls that may require CISM, as soon as possible.
- H. Unresolved personal conflicts with Fire Department and/or Rescue Squad members, as soon as possible.
- I. If an employee is using sick time, as soon as possible. Employees calling in sick must notify their supervisor, except when the supervisor can not be reached or is out of the area. In these cases the Deputy Director / EMS should be contacted directly.
- J. Incidents involving medication / protocol errors whether there was harm to the patient or not.
- K. Incidents involving the assault of EMS staff by patients and/or others involved with the call.

Campbell County Public Safety Communications and all EMS Division employees will have the access routes/numbers to contact the Deputy Director / EMS Manager.



County of Campbell Department of Public Safety STANDARD OPERATING GUIDELINES	
Subject:	Weapons Policy
SOG #:	EMS.13
Effective date:	March 17, 2008
Last revision date:	March 17, 2008
Division:	EMS

Purpose:

To outline those specific occasions when EMS personnel are authorized to clean, carry, or utilize any type of firearm or other weapon.


Applicability:

This policy shall apply to all members/employees while in their official capacity of emergency medical services with the Campbell County Department of Public Safety, EMS Division.

Policy Statement:

No EMS personnel while on duty shall possess any type of firearm and/or type of weapons such as switchblades, knives, boot knives, or any double edged knives in violation of local, state or federal law in county or volunteer owned EMS station and/or equipment except in the specific circumstance outlined below:

- A. Small personal pocketknives or large “buck” type knives, which are worn in a holster on the belt and utilized for necessary cutting (ie: seat belts) are acceptable.
- B. Authorized EMS personnel, while on “active” duty or training with the Campbell County Sheriff’s Department, Special Response Team are exempted from the Weapons Policy for the duration of the mission or length of training.

	County of Campbell Department of Public Safety STANDARD OPERATING GUIDELINES	
	Subject:	Tactical Medic
	SOG #:	EMS.14
	Effective date:	March 17, 2008
	Last revision date:	March 17, 2008
	Division:	EMS

Purpose:

To provide designation and operational guidelines for the tactical medic program. The term “Medic” for the purpose of this program will mean those certified at the EMT-Enhanced level and higher.

Background:

The availability of a Tactical Medic to provide medical support services is essential to an effective tactical operation. Tactical Medics are under the direct supervision of the Campbell County Sheriff’s Office / Special Operations command, while engaged in their Tactical Medic duties.. The Operational Medical Director of the Campbell County Department of Public Safety, EMS Division provides medical direction.

Policy:

To qualify for participation in the Tactical Medics' selection process, all candidates must meet the following qualifications.

1. Three (3) years of service as an EMS operational provider.
2. Certifications at the level of EMT-Intermediate and above are preferred.
3. Must successfully complete an EMS/Skills agility test
4. Must complete an oral board interview. This board will consist of tactical medics and Sheriff’s Deputies.
5. Successful applicants must complete Tactical EMS training within one (1) year of appointment.
6. Must maintain the minimum activity level as an EMS field provider and as a tactical medic as determined by the tactical medic leader.
7. Tactical Medics are appointed positions and serve at the pleasure of the tactical medic leader. There will be a maximum limit of three active employees as tactical medics.



County of Campbell Department of Public Safety STANDARD OPERATING GUIDELINES	
Subject:	ALS preceptor guidelines
SOG #:	EMS.15
Effective date:	March 17, 2008
Last revision date:	March 17, 2008
Division:	EMS

Purpose:

To affect a method in which newly ALS trained Public Safety EMS employees may be precepted/mentored to ensure their readiness to be released as an ALS-Attendant in Charge (AIC)

Applicability: Career EMS Staff of the Department of Public Safety who:

- A) Transition from an EMT-B to EMT-Enhanced, or
- B) Transition from an EMT-Enhanced to an EMT-Intermediate, or
- C) Transition from an EMT-B to EMT-Intermediate

Policy:

1. EMS employees must provide copies of new EMS certifications to their supervisor.
2. The EMS employee is not eligible to utilize the skills, procedures and/or protocols of their new level of training until the ALS preceptor program is complete and the employee receives written verification from their supervisor.
3. EMS employees will act in the capacity (skills, protocols, procedures) of their most recent EMS certification level when they are acting independently (AIC and/or EMS8) until they are verified as having completed the ALS preceptor program.
For example, A employee who was an EMT-Enhanced and successfully obtained Virginia EMT-Intermediate certification is only authorized to act as an EMT-Enhanced when they are not with a Campbell County Public Safety ALS preceptor.
4. EMS employees are able to act up to the level (skills, protocols, procedures) of their new Virginia certification when they are with a Campbell County Public Safety ALS preceptor.
5. EMS employees that gain certification as an EMT-Enhanced or EMT-Intermediate will be assigned to a Campbell County Public Safety ALS preceptor. While the employee may work with other ALS staff members,

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it is the assigned ALS preceptor who must make the final recommendation to the EMS Manager for the employees ALS AIC release.

6. The EMS employee completing ALS preceptor ride time must complete the following in order to be released as an independent ALS attendant in charge (AIC):
 - a) Minimum of 160 hours of assigned shifts with a Campbell County Public Safety ALS preceptor. The employee must realize this is a minimum and is dependant on call volume and the employee's performance. The employee will complete these hours as a second person...not as an assigned third person on an ambulance.
 - b) The employee must turn in weekly evaluation updates signed by their Public Safety ALS preceptor.
 - c) The employee's assigned Public Safety ALS preceptor must submit written notification to the EMS Manager recommending the employee for final ALS AIC release.
 - d) Once the employee has been recommended for final ALS AIC release by their assigned preceptor the employee will be scheduled for an oral scenario / protocol review with their supervisor and the employee's assigned Public Safety ALS preceptor.
 - e) The employee's supervisor will make final written approval for the employee's release to act independently at their new certification level or require further preceptor time.
7. This policy in no way is meant to infringe and/or direct the staff members involvement, activity and/or certification level they practice at as a member of their volunteer rescue squad.



County of Campbell Department of Public Safety STANDARD OPERATING GUIDELINES	
Subject:	Incident Command Guidelines
SOG #:	EMS.16
Effective date:	April 1, 2008
Last revision date:	March 17, 2008
Division:	EMS

Purpose:

To provide guidance and expected performance in the use of basic incident command principles along with participation / integration in established incident command systems.

Training

1. All staff members assigned to EMS duties will be trained and certified in NIMS IS-700, IS-100 and IS-200 at a minimum.
2. Staff members at the rank of Public Safety Technician 3 or higher will be certified in IS-300 Intermediate Incident Command.
3. Staff members may be required to participate in incident command training activities from time as time as assigned.

Policy:

The following shall serve as guidelines and may be altered as an Incident Commander deems necessary.

Response

1. Staff members are expected to monitor the fire channel as well as the Rescue/EMS channel when responding to an incident that Fire and EMS both have been assigned.
2. Staff members assigned to an incident where an Incident Commander has been established are to contact the Incident Commander (on the channel that the Incident Commander is using) for staging information, pre-arrival instructions, and specific response directions. Upon arrival on the scene the staff members are to utilize the assigned TAC channel(s).

On Scene

1. EMS staff members on scene of an incident where multiple apparatus are assigned are expected to establish themselves (the senior Public Safety Technician) as

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Incident Command if they are the first unit on scene and/or they are the most appropriately qualified and the role has not been assumed by another unit.

2. EMS staff members arriving first on scene and establishing themselves as Incident Command should provide a size-up to Campbell County Communications on the appropriate channel (if it is a working fire then report it on the fire channel so responding fire units hear it.) The size-up should conclude with who is in command, what channel they may be reached on along with relaying any pertinent information to responding units.

For example, "...Campbell County this is Medic 8-2...we are on scene at 1234 Happy Valley Lane, we have a two story residential wood frame structure with heave smoke and fire showing out the B side, go ahead and mark this a confirmed working structure fire, Medic 8-2 will be establishing Happy Valley command and may be reached on the fire channel. All responding units should use extreme caution due to the ice on Happy Valley Lane."

Or

For example, "...Campbell County this is Medic 8-2...we are on scene at Rt. 460 Westbound and Greenview drive, we have a two car motor vehicle crash with three injuries. At this time there does not appear to be any fluids leaking, wires down or fire, and all occupants appear to be out of the vehicles. Medic 8-2 will be establishing 460 command on the EMS channel.

The Campbell County Communications Officer will relay who is in command and what primary radio (Fire or EMS) channel they may be reached on, along with the assigned Tac. Channel to all responding Fire and EMS units.

3. Staff members that have assumed the role of incident command may transfer the role of command to a more qualified member and/or senior officer of a rescue squad or fire department upon their arrival. The transfer of command should be made face to face and the initial incident commander shall notify Campbell County Communications of the transfer of command.
4. EMS staff members arriving on scene of an incident where the role of Incident Commander is already filled will report to the Incident Commander (or designee) for assignment. EMS staff members are not to request additional resources on their own, as this shall go through the Incident Command and be relayed to Campbell County Communications by Incident Command.
5. EMS staff members shall notify the Incident Commander when they are ready to transport a patient to the hospital, and notify the Incident Commander that they will be switching back to the EMS channel.

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6. EMS units are not to clear themselves from an incident (if they did not transport a patient) with out prior approval of the Incident Commander.



County of Campbell Department of Public Safety STANDARD OPERATING GUIDELINES	
Subject:	Rescue Squad Equipment
SOG #:	EMS.17
Effective date:	March 17, 2008
Last revision date:	March 17, 2008
Division:	EMS

Purpose:

With the pre-hospital emergency medical services system that Campbell County is fortunate to have, there is a need for career personnel to use equipment that is owned by the Independent Rescue Squads of Campbell County.

Policy:

- A. Employee/Members assigned to work at a Rescue Squad will utilize the ambulance that is dictated for them to do so. This notification will be made to the Deputy Director / EMS by a Rescue Squad officer and/or in writing for the career crews at the station.
- B. The Rescue Squad will be responsible for the routine repair and maintenance of Rescue Squad owned vehicles and equipment.
- C. The duty crew on a specific piece of apparatus during a shift is responsible for the check off and re-supply of that unit.
- D. Discrepancies, damage noted, gross negligence noted during a check off by career personnel will be documented and turned in to the employee's supervisor, after the crew tries to remedy the problem and ready their unit for service.
- E. Career staff operating Rescue Squad equipment will be given access to equipment supplies and maintenance supplies and/or the appropriate contact information for station officers responsible for such.
- F. Discrepancies in regards to cleanliness, damage, equipment failure between career personnel and rescue squad personnel should be reported to the employee's supervisor.
- G. All Public Safety members/employees are to respect Rescue Squad Officers and Chain of Commands in regards to station, equipment and vehicle issues.



County of Campbell Department of Public Safety STANDARD OPERATING GUIDELINES	
Subject:	Criminal Offense / Citation reporting
SOG #:	EMS.18
Effective date:	March 17, 2008
Last revision date:	March 17, 2008
Division:	EMS

Purpose:

The purpose of this policy is to ensure that any and all alleged criminal activities and moving violation offenses are reported.

Procedure: All members/employees of the EMS Division are required to report to their supervisor within one business day, any of the following:

- A. Any activity that is alleged to be criminal in nature by any Law Enforcement personnel, to include misdemeanors.
- B. Any alleged traffic violations that involve: Speeding, DUI, Reckless Driving, and Suspended and/or Revoked operator licenses.
- C. All alleged criminal activity that has, or may lead to arrest, detainment or conviction.
- D. All criminal and traffic court outcomes.



County of Campbell Department of Public Safety STANDARD OPERATING GUIDELINES	
Subject:	EMS Station Routine
SOG #:	EMS.19
Effective date:	April 1, 2008
Last revision date:	March 19, 2008
Division:	EMS

Purpose:

To provide guidelines for the daily / weekly station duties that career EMS personnel are to perform.

Background:

The career EMS division of Public Safety is fortunate to be able to utilize independently owned rescue squad facilities and equipment. It is the goal of the EMS division to “always leave it better than you found it”.

Policy:

Personnel are encouraged to use “down time” to familiarize themselves with the response area, read trade journals, review EMS text books and/or web sites, perform peer training on EMS equipment and with scenarios, as well as perform routine station duties. Personnel are also permitted to watch television after routine station duties have been completed.

EMS personnel will complete a log entry in the pass on log book (or on computer reporting system when available) daily to include:

- Name of personnel on duty for the time period.
- Time on / off shift
- Missing equipment and/or broken equipment
- Damage noted to assigned vehicle
- Any training completed on duty
- Miscellaneous items of concern that should be documented and “passed on”

Daily station maintenance, cleaning and duties to be performed are:

- Check off assigned ambulance to make sure it is ready for service
- Check off the “first run” ambulance to assure it is ready for members that may utilize it to run a call during that shift.
- Wash the assigned ambulance (weather dependant)
- Straightening up of common day room area
- Sweep / Vacuum common day room

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Empty trash receptacles as needed

Weekly (as a minimum) – Schedule of tasks to be worked out among staff assigned to stations and shift supervisors.

Empty trash receptacles in common day room area(s)
Empty trash receptacles in restrooms
Perform general cleaning of restrooms
Sweep apparatus bay floor
Pick up trash around the exterior of the rescue squad

EMS personnel assigned to EMS 8 are expected on a daily basis to:

Check off EMS-8 and ready for service
Wash EMS-8 (weather dependant)
Clean the interior of EMS-8

The following are not permitted during the “work day”:

Washing personal vehicles prior to 1700hrs
Performing work for compensation for entities (including self) other than
Campbell County.



County of Campbell Department of Public Safety STANDARD OPERATING GUIDELINES	
Subject:	Career EMS "Medic" Toning
SOG #:	EMS.20
Effective date:	March 25, 2008
Last revision date:	March 25, 2008
Division:	EMS (applies to Communications as well)

Purpose:

To provide guidelines for the toning / dispatching of career staffed resources.

Policy:

The following is for when the career staff is in service

E-911 Receives the call
EMD the call and determine if it is ALS or BLS

ALS Call
1. Tone the first due squad's duty tones
2. Immediately assign the call to the closest career medic unit.
3. Tone the first due squad's duty and all call tones.
4. If the career staffed medic unit is responding from the same response area as where the call is then CEASE TONING
5. If the career staffed medic unit is unavailable and/or responding from a different response area then tone the second due squad.
6. If there is no response from the second due squad then tone county wide only if the squads that would answer would be closer then the responding career medic unit or if there is no career staffed medic unit available.

BLS Call
1. Tone the first due squad's duty tones
2. Tone the first due squad's duty tones and all call tones
3. Tone the second due squad and then immediately assign the call to the career unit on the EMS channel.
4. If the career staffed medic unit is responding from the same response area as where the call is then CEASE TONING
5. If there is no response from the second due squad then tone county wide only if the squads that would answer would be closer then the responding career medic unit or if there is no career staffed medic unit available.

A career medic unit is not to clear/cancel from an **ALS call** unless a rescue squad has a fully staffed ambulance (or arrangements to make a crew on the way or on scene) responding and it is closer than the responding ambulance.

A career medic unit is not to clear/cancel from a **BLS call** unless a rescue squad states the call is covered (they have an ambulance enroute or members are enroute to get the ambulance, respond POV, etc.)

If two ambulances are enroute to the same call then they should go direct with one another to determine who is closer (with full staff) and the closest unit should take the call while the other unit clears (unless ALS or additional manpower is needed).

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County of Campbell Department of Public Safety STANDARD OPERATING GUIDELINES	
Subject:	Career EMS “EMS-8” Toning & Response
SOG #:	EMS.21
Effective date:	September 13, 2009
Last revision date:	March 25, 2008
Division:	EMS (applies to Communications as well)

Purpose:


To provide guidelines for the toning / dispatching of career staffed resources.

Policy:

1. EMS-8 will serve primarily as a shift EMS supervisor for career staff and as a central coordinator for county wide EMS operational activities on a day to day basis.
2. EMS-8 should be contacted by communications when there are questions and/or clarification is needed as to what resources to dispatch to a given call, when to send units outside of the county, etc.
3. EMS-8 will be responsible for adjusting career medic unit staging locations as appropriate based on call demand.
4. EMS-8 may alter and adjust EMS responses and toning as they deem necessary.
5. EMS-8 should be notified of the following calls by communications (it is up to EMS-8 whether to respond or monitor the call):
 - a. All cardiac arrests
 - b. All confirmed structure fires
 - c. All vehicle crashes with entrapment
 - d. All mass casualty incidents
 - e. Any incident involving accident and/or injury of responders
 - f. All hazardous materials incidents
 - g. All hazardous weather warnings
 - h. Any 911 or radio system outage
 - i. Any EMS call holding with no available unit to respond after appropriate toning attempts
 - f. Any EMS call with staffed volunteer rescue squad responses which are requesting advanced life support (EMS-8 will determine if they will respond or assign the call to a career medic unit).

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- g. Any EMS call that only one rescue squad member is available for and no career staffed medic units are available for.
 - h. Any other events, incidents and/or questions as the Communications Supervisor deems necessary.
- 6. EMS-8 will be available on the EMS channel between 0600-2200.
- 7. EMS-8 will be available via the designated EMS-8 cell phone 24/7.
- 8. EMS-8 will have daily tasks and directives assigned at will by the Deputy Director / EMS.
- 9. EMS-8 is expected to respond with career staff to provide oversight, assistance and relief when applicable.

	County of Campbell Department of Public Safety STANDARD OPERATING GUIDELINES	
	Subject:	First Responder Toning
	SOG #:	EMS.22
	Effective date:	March 25, 2008
	Last revision date:	June 15, 2009
Division:	EMS (applies to Communications as well)	

Purpose:

To provide guidelines for the toning / dispatching of first responder fire departments.

Background:

At this time the Altavista Fire Company, Brookville-Timberlake Fire Department and the Evington Fire Department participate as OEMS licensed first responder fire departments.

Policy:

First Responder Fire Departments should be toned to the following when the call occurs within their primary service area:

1. Possible DOA's
2. CPR in progress
3. Chest pain (Cardiac)
4. Respiratory distress
5. Major trauma
6. Gun Shot Wounds / Stabbings
7. Major bleeding
8. Strokes
9. Seizures
10. Unresponsive
11. As requested by responding rescue units and/or Incident Command

The following shall also apply as toning guidelines

1. If the EMS call is at a Dr's office or nursing home than First Responder Fire Departments are not to be sent unless specifically requested by the responding rescue squad and/or incident commander.
2. The First Responder Fire Departments toning should cease once the 1st Responder department has been toned three times and/or a responding rescue unit or 1st Responders advise to cease toning.

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3. If a Communications Officer is not sure whether a call specifically meets the criteria listed above than err on the side of caution and tone the 1st Responders.



County of Campbell Department of Public Safety STANDARD OPERATING GUIDELINES	
Subject:	ALS Training Scholarships
SOG #:	EMS.23
Effective date:	August 1, 2008
Last revision date:	May 12, 2008
Division:	EMS (Rescue Squads)

Purpose:

To provide an ALS scholarship program available to members of Campbell County Rescue Squads that participate in the Campbell County EMS revenue recovery program.

Background:

The ALS Scholarship program will be contingent on the annual approval of the program by the Campbell County EMS Advisory Committee during the EMS division’s annual budget process.

Policy:

The Campbell County Department of Public Safety will provide \$5,000 worth of direct scholarship aid annually to members of Campbell County Rescue Squads that participate in the Campbell County EMS revenue recovery program. This program will be administered in cooperation with, and with the support of the Campbell County EMS Advisory Committee.

Notifications about the application process, deadlines and requirements will be issued by April 30th of each year to the Captain’s of the participating rescue squads. The following are the minimum requirements to apply for the ALS scholarship:

All letters, copies, and related materials are to be submitted to the Campbell County Public Safety Deputy Director responsible for EMS services by the stated deadlines.

1. Active member in good standing at the level of EMT-B or above with a rescue squad in Campbell County that participates in the Campbell County EMS revenue recovery program.
2. Provide copies of current EMS certifications, NIMS ICS certifications and Driver’s license.
3. Submit a letter of interest which at a minimum should include the member’s background in EMS, why they feel they deserve the scholarship, why they want to become ALS certified, and that they are willing to continue to volunteer for two years after they become ALS

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certified. The letter should also include the estimated amount of tuition, fees and books the member will have to pay for the school year they are applying for.

4. The member should also provide one to two letters of recommendation from current squad members (preferably at least one from a squad officer.)
5. The member will have to sign a binding ALS training contract obligating them to two years of volunteer service after ALS certification. Failure to fulfill this service will result in the member having to repay the awarded funds.

The Deputy Director of Public Safety responsible for EMS services will prepare all submitted candidates information and deliver it to the Campbell County EMS Advisory Committee for determination. The Campbell County EMSAC will decide who is eligible for the scholarship awards. The following will be the EMSAC's guidelines in determining and providing awards:

1. The goal is to provide five \$1,000 scholarships (\$1,000 to one member from each of the participating rescue squads.)
2. If there are multiple applicants from any one squad and/or one or more squads does not have any members apply then five \$1,000 awards may still be given to the top five candidates as the EMSAC decides.
3. If less than five members apply and/or there are less than five qualified members that apply then the EMSAC may decide to award more than \$1,000 to each member not to exceed \$5,000 total awarded to all members. Funds awarded to members may not exceed their total cost of tuition for the school year they are applying for.
4. Members are only eligible to receive scholarship awards once per calendar year, and may apply for consecutive years ALS educations.
5. Awards are for a school year, but members may request to have their awards disbursed in accordance with applicable semester dates within that school year if they wish.
6. Members selected for award will receive written notification which they can provide to their ALS training school. The preference will be for the Campbell County Department of Public Safety to pay the awarded amount directly to the school on the member's behalf. If this is not possible then the award will be issued to the member (via check) after the member has submitted verification to the Department of Public Safety which verifies the member's enrollment, tuition fee's due, etc.

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Policy Statement:

Due to the timing of this policy development, applicable policy dates will not apply for the 2008-2009 school year. Awards may be awarded at the direction of the EMSAC in August / September 2008 for the 2008-2009 school year.



County of Campbell Department of Public Safety STANDARD OPERATING GUIDELINES	
Subject:	Career EMS Out of County Responses
SOG #:	E.24
Effective date:	May 18, 2008
Last revision date:	May 16, 2008
Division:	EMS

Purpose:

To provide standard guidelines for the response of career EMS personnel out of the county.

Policy:

Career staffed medic units will respond to the first due areas of Campbell County rescue squads in neighboring localities (regardless of where they are stationed) as they do with all other EMS calls in Campbell County in accordance with the following:

1. When two or more career staffed medic units are in service and available.
2. EMS-8 may be used to respond only when they have a guaranteed partner available to respond with them, meet them enroute or meet them on scene.

Policy Note:

This policy is effective for the Campbell County Rescue Squad 1st Due area in Bedford County and the Concord Rescue Squad 1st Due area in Appomattox County as of August 24, 2009.



County of Campbell Department of Public Safety STANDARD OPERATING GUIDELINES	
Subject:	24 Hour Shift Personnel
SOG #:	EMS.25
Effective date:	September 13, 2009
Last revision date:	December 18, 2008
Division:	EMS

Purpose:

To provide guidelines for the operational and administrative particulars associated with personnel assigned to 24 hour shifts.

Policy:

1. The 24 hour shifts will utilize a “three on, four off” type schedule. The employees will work one 24 hour shift, be off for 24 hours, work a 24 hour shift, be off for 24 hours, work a 24 hour shift and be off for 96 hours. The shift times will be from 0700 until 0700 the next day.
2. The employees assigned to 24 hour shifts will be on 28 day work cycle where all hours worked over 212 will be compensated at one time and a half of the employee’s regular hourly rate. The employee’s supervisor reserves the right to utilize the “Kelly day” concept and provide an employee with time off in order to reduce overtime costs during the 28 day cycle (time over 212 hours).
3. Employees wishing to switch to a 24 hour work schedule or switch back to a 40 hour per week work schedule may do so with the approval of their supervisor. The switch may only take place to coincide with the start of a 28 day work cycle.
4. Employees assigned to 24 hour shifts must be certified by the Virginia Department of Fire Programs as a Firefighter level one with in one year of employment and certified in the Fire Attack series prior to working 24 hour shifts.
5. Employees may not be scheduled or switch time with other 24 hour shift employees which would put the employee(s) in position to work more than 36 hours consecutively with out a 12 hour break.
6. Employees assigned to 24 hour shifts are expected to monitor the paging and EMS channels of the radio (scan) between the hours of 0700-2100. Between the hours of 2100-0700 the employee is to utilize the pager to receive alerts.
7. The employees assigned to EMS-8 must have the EMS-8 cellular telephone with them at all times.



County of Campbell Department of Public Safety STANDARD OPERATING GUIDELINES	
Subject:	Minimum EMS Activity Levels
SOG #:	EMS.26
Effective date:	January 1, 2009
Last revision date:	December 3, 2008
Division:	EMS

Purpose:

To provide standard guidelines for minimum EMS activity levels for providers that are listed as members of the Department of Public Safety’s EMS Agency roster as their primary affiliation.

Background:

EMS providers must take the Virginia Office of EMS written exams for their level of certification in order to recertify their certification unless exempted by the Operational Medical Director (OMD).

Policy:

Certified EMS providers affiliated with the Department of Public Safety (Agency #01136) as their primary EMS agency must take the state written exam in order to recertify at the conclusion of their certification period. The exception to this is those providers that are specifically recommended for exemption by the Campbell County EMS Manager (Deputy Director / EMS Division) to the Campbell County Operational Medical Director (OMD). The final decision for exemption rests with the Campbell County OMD.

EMS providers must meet the following requirements in order to be recommended by the EMS Manager to the OMD for exemption from testing requirements for recertification:

1. Providers at the level of First Responder or EMT-B must be on active duty on an ambulance or EMS response vehicle as scheduled by the EMS Manager for a minimum of 10 hours per quarter.
2. Providers at the level of EMT-Enhanced or higher must be on active duty on an ambulance or EMS response vehicle as scheduled by the EMS Manager for a minimum of 16 hours per quarter.
3. Providers are responsible for maintaining documentation of their “ride time” hours and patient contacts for verification when submitting their BREMS recertification test exemption materials to the EMS manager.

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4. Altavista Fire Company members at the level of First Responder or EMT-Basic must have at least four patient contacts each quarter. Members that are unable to provide verification of this (or if there were not enough of these calls dispatched) shall have responded to at least 25% of Altavista Fire Company First Responder calls per quarter (overall, throughout the certification period). Verification of minimum activity level will be verified (and discussed) with the Altavista Fire Company Chief with ultimate decision making authority (in reference to EMS certification) being vested in the Campbell County OMD as recommended by the Campbell County EMS Manager.

Policy Note:

Item #4 of this SOG in no way replaces and/or is meant to alter any policies, procedures or guidelines of the Altavista Fire Company. This SOG is in addition to any other policy, procedures or guidelines already in place.



County of Campbell Department of Public Safety STANDARD OPERATING GUIDELINES	
Subject:	Use of the Zoll Autopulse
SOG #:	EMS.27
Effective date:	January 28, 2009
Last revision date:	January 27, 2009
Division:	EMS

Purpose:

To provide standard guidelines for the use of the Zoll AutoPulse.

Policy Statement:

The Zoll AutoPulse is an adjunct tool to be utilized on patients in cardiac arrest. At no time and in no way is this policy meant to supercede those of the BREMS council.

No staff member may utilize the AutoPulse without first watching the training video. The employee will then be “released” to use the AutoPulse by their supervisor (or his designee).

Policy:

The Zoll AutoPulse will be carried on vehicles as assigned checked off daily. The Zoll AutoPulse bag should contain the following:

- AutoPulse Board with Battery and Life Band in place
- Spare Battery
- Shoulder Restraints
- Cable Ties
- User Manual (all staff should make themselves familiar with this)

Indications for use:

The AutoPulse is intended to be used as an adjunct to manual CPR, on adult patients only, in cases of clinical death as defined by lack of spontaneous breathing and pulse.

The Zoll AutoPulse may only be used on patients who fall into the following categories:

- 18 years of age or older
- Chest circumference between 29.9 to 51.2 inches
- Chest width between 9.8 to 15 inches
- Patient under 300lbs.
- Patients that would normally have manual CPR performed on them

The AutoPulse IS NOT to be used on patients with traumatic injury.

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AutoPulse Deployment:

1. Turn the power on, the unit will “self-test”, assure that no user advisory, fault or system error messages are received.
2. Sit the patient up and make a single cut down the back of the pt’s clothing. Use of defibrillation pads will not interfere with the AutoPulse (or vice versa).
3. Slide the AutoPulse platform into position behind the sitting the pt. and lay the pt. down on the platform. You may log roll the pt. onto the platform as well.
4. Remove the rest of the pt’s upper body clothing.
5. Position the pt. so that he/she is centered laterally and that the armpits are aligned with the AutoPulse using the yellow line positioning guides on the platform.
6. Close the LifeBand around the pt’s chest. If the LifeBand will not fit then immediately discontinue use of the AutoPulse.
7. Make sure the yellow upper edge of the lifeband is aligned with the pt’s armpits and is directly over the yellow line on the AutoPulse platform. Assure that there are no obstructions.
8. Press and release the Start/Continue button once. The AutoPulse automatically adjusts the bands to the pt’s chest. If the pt. is not properly aligned, press the Stop/Cancel button, realign the pt. and begin compressions again with step #1.
9. Once the pt. placement is verified the AutoPulse will automatically begin in 3 seconds or you can push the Start/Continue button to immediately begin compressions ahead of that time.
10. The AutoPulse is set to 30:2 compression ratio; once the pt. is intubated you may switch it to continuous by depressing the “switch to continuous” button.
11. The pt. must be appropriately restrained prior to any movements. Employees WILL utilize the head immobilizer and shoulder restraints prior to moving any patient who is on the AutoPulse.
12. For ease of movement and patient care all cardiac arrest pt’s should be placed on a backboard when possible. The AutoPulse is to be secured to the backboard (4 points) utilizing the “zip ties”.
13. Defibrillation will not damage the AutoPulse. When possible (and available) the defibrillator interface should be utilized.

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County of Campbell Department of Public Safety STANDARD OPERATING GUIDELINES	
Subject:	Public Access Defibrillators
SOG #:	EMS.28
Effective date:	January 27, 2009
Last revision date:	May 18, 2009
Division:	EMS

Purpose:

To outline the requirements of the “check off” and inventory of Campbell County Public Safety public access defibrillators (PADs).

Policy Statement:

The Campbell County Department of Public Safety maintains automated external defibrillators in various county owned buildings. As of the last revision date of this policy, these locations include: Haberer Building, Campbell County Circuit Court, Agriculture Building, Social Services, Rustburg Library and the Campbell County Public Safety building.

Policy:

The responsibility for the inventory and “check off” of PADs will be assigned through delegation to a full time employee of the EMS division. The PADs must be thoroughly checked once per quarter (every three months) with check off documentation being placed in the PAD log in the EMS office.

- The PAD in the Campbell County Sheriffs Office must also have the “check off” documented on the check off form located with the AED and a copy of this SOG must be included as well.

The quarterly check off will include the following at a minimum:

- Inspection and operation of wall cabinetry if applicable
- Inspection of the AED outer case and/or bag
- Assuring the green operational light is lit
- Perform a self test and power up
- Inspecting the defibrillation pads for wear/tear, open package and expiration date
- Overall condition and notations



County of Campbell Department of Public Safety STANDARD OPERATING GUIDELINES	
Subject:	EMS Mutual Aid
SOG #:	EMS.29
Effective date:	July 27, 2009 INTERIM
Last revision date:	July 27, 2009
Division:	EMS

Purpose:

To provide standard guidelines for the consideration of utilizing mutual aid assistance for EMS calls.

803 (or designee) should be contacted with any questions, for any clarification, and/or for direction as soon as possible in reference to mutual aid.

Policy Statement:

At any time the direction of 800, 801, 802, 803, EMS-8 supersedes these guidelines. The direction of each of the Rescue Squad Captains (Altavista – 1C1, Brookneal – 5C1, Citizens – Citizens 1, Concord – 4C1, Rustburg – 6C1) for their first due areas also supersedes these guidelines as well.

Policy:

All EMS mutual aid calls should have explanative comments in the CAD report and the report should be printed and sent to 803.

If at any time a Campbell County rescue squad/EMS ambulance (ambulance clears from hospital), and/or members become available for response and will be closer than the responding mutual aid resource, then the mutual aid resource should be cancelled and be returned as soon as possible.

If Campbell County is requested by an outside locality and/or agency to provide mutual aid EMS assistance than the closest Campbell County rescue squad to the locality making the request should be toned for assistance at least twice. Anything further will need to be approved by 800 or 803 (or designee).

The following should be used as guidelines to aid EMS personnel and/or Communications Supervisors / Assistant Supervisors in deciding when to request mutual aid for EMS cases:

ALS Calls – *(The following is not a list of succession, but rather several points to consider)*

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- A. Once the call is toned county wide twice and there is not a fully staffed Campbell County rescue/EMS ambulance enroute to the call. The standard times between tones can be deviated from and sped up for critical ALS calls (such as cardiac arrest, respiratory arrest, major trauma, etc.) that the Communications Supervisor / Assistant Supervisor deems necessary.
- B. Mutual aid may be requested any time there is a critical ALS call and a Campbell County rescue/EMS ambulance is responding from a considerably greater distance than the possible mutual aid ambulance. The responding Campbell County rescue/EMS ambulance is not to cancel and/or clear until there is a fully staffed ambulance on scene that advises they do not need any further assistance.

BLS Calls

Once the call is toned for 20 minutes or more with no rescue squad member responses mutual aid may be requested. If one member marks en route then additional time may be devoted to toning if the one member first responds to the scene. Once the member is on scene he/she should be contacted and requested to advise further.

For ALS and BLS keep in mind that Fire Departments may have to be toned to find a driver.

The following are some primary mutual aid localities / agencies to request for each of the rescue squads first due areas, dependant on where the geographic location of the call is:

Altavista EMS

Pittsylvania County
Virginia Ambulance
Bedford County
Lynchburg Fire Department

Campbell County Rescue

Virginia Ambulance
Lynchburg Fire Department
Bedford County

Citizens Emergency Crew

Virginia Ambulance
Lynchburg Fire Department
Halifax County

Concord Rescue

Appomattox County

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Virginia Ambulance
Amherst County
Lynchburg Fire Department

Brookneal Rescue
Halifax County
Virginia Ambulance
Charlotte County

Rustburg Rescue
Virginia Ambulance
Lynchburg Fire Department



County of Campbell Department of Public Safety STANDARD OPERATING GUIDELINES	
Subject:	Medic Unit Relocations
SOG #:	EMS.30
Effective date:	September 13, 2009
Last revision date:	August 31, 2009
Division:	EMS

Purpose:

To provide standard guidelines for the relocation and staging of career staffed medic units to best accommodate call demands and volunteer staffing.

Policy:

The following guidelines are to be followed by all career EMS staff, with primary coordination responsibilities resting with the provider(s) assigned to EMS-8 as the shift supervisors.

1. When there are three or more career staffed medic units in service and two of the three are on calls the third medic unit is to be relocated to a central position until released to return to quarters by the shift supervisor.
2. When there are two career staffed medic units in service and one of the two is on a call the other unit will be relocated to a central position based on the shift supervisor's discretion based on the time of day, volunteer staffing and call demand. The availability of in house volunteer crews is to be considered when making this decision. It is expected that career crews will be repositioned to more central areas of the county when the other is on a call unless there are volunteer personnel standing by at their stations.
3. Any time the shift supervisor deems necessary based on call demand, overall system status, special events going on, etc. The shift supervisor is expected to monitor radio traffic throughout the shift to facilitate this process.
4. If the shift supervisor is on a call and is unable to monitor the county wide radio traffic then this responsibility should be passed on to the next senior member of the shift. The Deputy Director – EMS will monitor as available to assist as well.
5. Career crews should be relocated to central locations if the station they are assigned to has fully staffed duty units (volunteers) in quarters. The career crews may return to their assigned station to sleep regardless of volunteer staffing after 2200hrs. Prior to implementing this the shift supervisor should contact the senior volunteer member on duty and find out what times the duty crews are expected to remain until, will they have full staffing, what level will they be staffed, etc.

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6. Central relocation areas are:

Medic 8-2 (Campbell County Rescue) to relocate to Company 15 or the Calohan / Ward's Rd. intersection.

Medic 8-3 (Citizens) – N/A

Medic 8-4 (Concord) to relocate to Rustburg (Public Safety, Food Lion, Squad 6, etc.) or to the Northern end of Rt. 501 (Campbell Highway – Rt. 501 Express Mart) dependant upon which units are out on calls.

Medic 8-5 (Brookneal) to relocate to Gladys (Squad 3)

Medic 8-6 (Rustburg) – N/A



County of Campbell Department of Public Safety STANDARD OPERATING GUIDELINES	
Subject:	Hospital Turnaround Times
SOG #:	EMS.32
Effective date:	September 13, 2009
Last revision date:	August 03, 2009
Division:	EMS

Purpose:

The intent of this SOG is to limit Campbell County EMS on scene times at the hospital. It is understood that there will be times when this SOG can not be followed, but they should be the exception to the norm rather than the norm.

Policy:

1. All EMS personnel are to clear the ED and return to Campbell County for service as soon as possible.
2. It is expected that crews can clear from the ED within 20 minutes of transferring their patient for BLS calls and 30 minutes of transferring their patient for ALS calls.
3. Shift supervisors are responsible for monitoring crew times at the ED and contacting crews when needed to encourage them to clear.



County of Campbell Department of Public Safety STANDARD OPERATING GUIDELINES	
Subject:	Part Time EMS Staff
SOG #:	EMS.32
Effective date:	October 1, 2009
Last revision date:	August 31, 2009
Division:	EMS

Purpose:

To provide standard guidelines that specifically apply to EMS division “flexi-pool” EMS staff.

Policy:

1. Part time staff must submit schedule availabilities to the Deputy Director / EMS (or designee) by the 10th of the month for the following months schedule.
2. Part time staff should submit at least six availabilities per month. It is understood that part time staff have other employment priorities and this may not always be feasible and should communicate this to the Deputy Director / EMS when appropriate.
3. When submitting availabilities the part time staff member should note what dates they are available for and whether they are available for 12 hrs AM, 12 hrs PM, 24hrs or 8hrs.
4. All part time staff will be issued (at a minimum) one pair of EMS pants, one uniform polo shirt, one sweatshirt, one wind shirt, one ball cap if they wish, safety glasses and a traffic safety vest. Part time staff must provide their own black safety toe boots.
5. Part time staff will be issued additional PPE and winter coats based on funding availability. Part time staff members may wear a neutral colored winter coat (can not have any emblems on it) if one has not been issued to them.
6. A PPE kit will be kept available in each station that Campbell County EMS staff operates out of for part time personnel to utilize. The kit will have a helmet, extrication jacket and gloves.



County of Campbell Department of Public Safety STANDARD OPERATING GUIDELINES	
Subject:	Patient Care Reports
SOG #:	EMS.33
Effective date:	October 1, 2009
Last revision date:	September 03, 2009
Division:	EMS

Purpose:

The senior technician (AIC) on each unit of the shift is responsible for the compliance of this SOG.

Policy:

1. All reports must be entered, finalized, locked and uploaded prior to the employee leaving at the end of the shift.
2. If an employee is going to be held over (O/T) to complete reports they must call the on duty EMS supervisor and notify him/her as to why.
3. All completed paperwork and paper reports (when used) must be deposited in the CCPS lock box in each station as soon as the unit returns to quarters.
4. The shift supervisors will be tasked by the Deputy Director / EMS with a schedule to collect reports and/or validate and approve computer reports.
5. A patient care report must be completed every time staff is dispatched to a call, unless they are cleared by another unit that will be documenting a call.
6. All patients that staff treat and transport must be given a "Notice of Privacy Practices" brochure. The pt. must sign for receipt except when they can not and/or will not sign at which time the appropriate witnesses (per the brochure) must sign.