



University of Rochester  
River Campus Medical Emergency Response Team  
Department of Operations  
Emergency Response Vehicle Protocols

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## Appendix A – Equipment List

1. New York State DOH Policy Statement
  - 1.1. The New York State Department of Health (NYS DOH) is charged with ensuring the quality of Emergency Medical Service Agencies' operations and vehicles. The quick response vehicle is a private vehicle and does not currently fall under the jurisdiction of the NYS DOH. Thus, there is no standard of equipment that must be maintained on the quick response vehicle for MERT. Every effort has been made to emulate the equipment guidelines established by the NYS DOH State Emergency Medical Services Code (Part 800) to achieve the same quality of service delivered by area Emergency Medical Service Providers.
2. Vehicle Purpose
  - 2.1. The R/C MERT quick response vehicle shall be used solely to transport R/C MERT crew members and all available medical equipment to the scene of any medical emergency in the safest and most efficient manner possible.
  - 2.2. The vehicle shall be utilized during all night shifts, day calls where appropriate as deemed by the responding Crew Chief, and special events operations.
  - 2.3. Patient transport shall not occur in the R/C MERT quick response vehicle.
3. Vehicle Response Area
  - 3.1. Vehicle response area shall be within R/C MERT primary and secondary areas of coverage as defined in the Standard Operating Procedures.
4. Vehicle Location
  - 4.1. The vehicle when not in operation shall be parked in Library Lot, or other parking lot as necessary. Vehicle shall be parked in accordance with University Parking Administration Policies.
    - 4.1.1. The vehicle may be parked in a UHS reserved patient parking spot between 21:00 and 08:00 on weekdays, and any time on weekends.
  - 4.2. The vehicle shall be locked at all times when not in operation
    - 4.2.1. The vehicle keys shall be placed in MERT UHS office when not in use.
  - 4.3. The on-duty crew must be located nearby the vehicle at all times to be available for a call if responding in the vehicle.
5. Vehicle Operations
  - 5.1. Vehicle Oversight
    - 5.1.1. Final vehicle oversight shall rest with Public Safety Services
      - 5.1.1.1. The Public Safety Fleet Manager shall have oversight over all mechanical and vehicle related procedures/policies
      - 5.1.1.2. The Public Safety Liaison shall have oversight over vehicle operations and access procedures
    - 5.1.2. The DO and ADO shall serve as the officers in charge of vehicle oversight.
      - 5.1.2.1. If appointed, Vehicle Officer shall serve under authority of ADO.
  - 5.2. Vehicle Radio Operations
    - 5.2.1. The vehicle's built-in radio shall operate on Channel 3 of the University Security Services Frequencies
    - 5.2.2. When in vehicle, the Crew Chief shall use 801 as call sign
    - 5.2.3. When receiving a MERT response from Public Safety Dispatch, the Driver shall state "801 responding to [call location] for [call nature] from [current location], ETA, with Vehicle 800 followed by Priority 1 or 2 [depending on the call nature]"
    - 5.2.4. Dispatch shall be notified when each of the following events takes place: when crew arrives on scene, when crew reaches the patient, and when crew is clear of the scene and back in service.
  - 5.3. Driver Requirements
    - 5.3.1. A cleared driver must be a Crew Chief, DO/ADO/DOT, Equipment Manager, or Vehicle Officer
    - 5.3.2. A cleared driver must have a valid US driver license on record with the Executive Board

- 5.3.3. A cleared driver must have a cleared Motor Vehicle Record (MVR), which shall be assessed annually by Public Safety and reported to the Executive Board.
- 5.3.4. In order to gain and maintain status as a cleared driver, a member must complete the driver training program as outlined below.
  - 5.3.4.1. A driver candidate must satisfactorily complete the operation safety program administered by Public Safety Services fleet operations or ADO.
  - 5.3.4.2. All drivers must pass a yearly written vehicle exam, administered by the ADO.
  - 5.3.4.3. Drivers may be required to re-take Driver Training program or take a defensive driving class by the DO, ADO or Public Safety Liaison for any driving incidents or infractions
- 5.3.5. The Executive Board shall maintain an updated written list of cleared drivers.
- 5.3.6. Any individual who operates the vehicle without cleared driver status shall be subject to disciplinary action.
- 5.4. General Operating Policies
  - 5.4.1. At all times when the MERT vehicle is in operation, the driver must obey all NYS traffic laws, Public Safety regulations, and R/C MERT driving protocols.
    - 5.4.1.1. The driver shall at no time exceed the road speed limit.
  - 5.4.2. The driver shall adhere to the access roads identified by the Operations Department as appropriate and safe for use with the vehicle
  - 5.4.3. The driver is responsible for ensuring the safety of all vehicle occupants and pedestrians when operating the vehicle
  - 5.4.4. All equipment and belongings shall be kept secure in appropriate location in vehicle to prevent shifting during vehicle operation.
  - 5.4.5. Vehicle Check Out
    - 5.4.5.1. The vehicle shall be inspected by the crew at the beginning of each shift
      - 5.4.5.1.1. The inspection shall include equipment and mechanical aspects (i.e. fuel level, light bar operation, etc.)
      - 5.4.5.1.2. The Crew must complete the Vehicle Inspection Sheet, including the date, time, and signature of the Crew Chief
    - 5.4.5.2. The Crew must start the vehicle and allow it to run for a minimum of 5 minutes during and/or after the inspection
      - 5.4.5.2.1. Drivers are encouraged to drive the vehicle at the beginning of the shift, particularly during cold weather
    - 5.4.5.3. The Driver must sign out the vehicle in the vehicle log
      - 5.4.5.3.1. The Crew Chief shall record the starting mileage at the beginning of the shift, the ending mileage at the end of the shift, and any fueling or washing of the vehicle during the shifts
    - 5.4.5.4. Following the inspection, fueling and washing may take place as needed
  - 5.4.6. Each time the vehicle is utilized for any reason, the driver's name, date, time, beginning and ending mileage, and purpose for use must be recorded in the Vehicle 800 log
- 5.5. Response to Calls
  - 5.5.1. Response to Scene
    - 5.5.1.1. When receiving a call, the crew shall immediately proceed to the vehicle, acknowledge the call as described above, and respond directly to the dispatched scene
    - 5.5.1.2. Response modes
      - 5.5.1.2.1. Priority 1 response
        - 5.5.1.2.1.1. Priority 1 mode response involves response to the scene with all warning lights activated on University property only
        - 5.5.1.2.1.2. When responding from Library Lot to a Priority 1 call in SBA Hall or to an area for which the crew will park along the one-way portion of Library Road,

the driver may drive over the area of sidewalk that connects Library Lot and SBA Circle to decrease response time

5.5.1.2.1.2.1. The driver shall check for pedestrians, drive slowly, and exercise extreme caution.

5.5.1.2.1.3. The primary indicator of the mode in which the MERT vehicle will respond will be the dispatch information. The following dispatch information will indicate a Priority 1 response:

- Asthma/ Shortness of Breath
- Chest Pain
- Intoxication
- Fall
- Assault
- Major Trauma
- Cardiac/ Respiratory Arrest
- Choking
- Unknown Injuries
- Allergic Reaction
- Psychiatric Emergencies
- Seizures and severe neurological complaints
- Altered level of consciousness/ unconscious/ syncope
- Obstetric emergencies

5.5.1.2.2. Priority 2 Response

5.5.1.2.2.1. Priority 2 mode response involves response to the scene with no warning lights activated

5.5.1.2.2.2. The following dispatch information will indicate a Priority 2 Response:

- Isolated Musculoskeletal Trauma
  - Sprains, Strains
  - Possible fractures except for long bones and open fractures
- Minor Trauma
  - Isolated laceration(s) without life threatening hemorrhage
  - Nose bleed
- General Illness
  - Cold/Flu symptoms
- Staging
  - Any call during which the MERT crew is initially instructed to stage at a location by Public Safety Dispatch

5.5.1.3. Public Safety may upgrade or downgrade mode of response based on other information taken from the caller and/or on scene Public Safety or MERT personnel

5.5.2. Parking on Scene

5.5.2.1. The vehicle shall be parked at the closest access point to the scene of the call on paved road

5.5.2.2. The vehicle shall be parked as to minimize obstruction to pedestrians, automotive traffic and other emergency equipment or vehicles. Fire hydrants and water ports should not be blocked.

5.5.2.2.1. If parked in an area of high traffic, the warning lights shall remain activated if responding in Priority 1 Mode or the Secondary lights shall be activated if responding in Priority 2 Mode.

- 5.5.2.2.1.1. The Crew Chief may choose the appropriate lights to illuminate on scene if s/he feels it is necessary.
  - 5.5.2.3. The vehicle shall be parked to ensure adequate space for a responding ambulance
  - 5.5.2.4. The alley lights shall be utilized when appropriate to illuminate an exterior scene
  - 5.5.2.5. Every effort should be made to secure the vehicle's equipment while on scene, and the vehicle must remain locked when the crew cannot visually watch it.
- 5.5.3. Equipment on Scene
  - 5.5.3.1. Equipment brought from the vehicle into the scene shall be that deemed appropriate by the Crew Chief as anticipated from the dispatch information
  - 5.5.3.2. At a minimum, the blue backpack shall be brought into the scene.
- 5.5.4. Clearing Scene
  - 5.5.4.1. At the completion of the call, the crew shall ensure that all equipment is returned to the vehicle and return to quarters for debriefing, restock, and disposal of red bag waste
- 5.6. Day Call Response
  - 5.6.1. Day call response shall be followed as outlined in the Operations SOPs.
  - 5.6.2. If a Crew Chief responds using the vehicle, he or she shall notify Public Safety Dispatch over the radio that they are an 801 responding with Vehicle 800.
  - 5.6.3. A Crew Chief may respond with the Wilson Commons Bag or Goergen Bag if he/she deems it necessary or more efficient. The vehicle is not required for all MERT responses.
- 5.7. Non-response Vehicle Use
  - 5.7.1. The vehicle shall be used by the Equipment Manager for drop-off of biohazardous waste or retrieval of equipment at Strong Memorial Hospital.
    - 5.7.1.1. The vehicle shall only be used for this purpose when no crew is currently on shift.
    - 5.7.1.2. All drivers shall be informed of the time period that the vehicle will be outside the primary response area.
  - 5.7.2. The vehicle may be used for public relation purposes on the River Campus
    - 5.7.2.1. When utilized for these purposes, the vehicle must remain in service with a Crew Chief
    - 5.7.2.2. When utilized for these purposes, the vehicle must be logged in the vehicle log.
    - 5.7.2.3. The Crew Chief must remain with the vehicle when utilized for PR.
- 6. Vehicle Equipment
  - 6.1. Equipment List
    - 6.1.1. See Appendix A
  - 6.2. Restocking
    - 6.2.1. Any equipment found missing upon inspection at the beginning of the shift shall be restocked at the end of inspection
    - 6.2.2. All equipment shall be restocked in the appropriate place immediately following return of the vehicle to quarters after a call
      - 6.2.2.1. An Equipment Use form shall be completed for restocked equipment.
  - 6.3. Notifying the Equipment Manager
    - 6.3.1. The equipment manager shall be notified if the necessary restock equipment is not in stock or accessible to the crew
    - 6.3.2. The equipment manager shall be notified if any equipment is broken or operating incorrectly
    - 6.3.3. The equipment manager shall be notified following the call if the following equipment is used
      - Backboard
      - KED
      - AED
      - Any medication
      - Suction unit
      - Board or traction splints

## 7. Vehicle Maintenance

### 7.1. Fuel

- 7.1.1. The MERT vehicle shall be refueled at the gasoline pumps located at 612 Wilson Boulevard
- 7.1.2. The vehicle shall not fall below one quarter of a tank or half a tank in colder weather.
- 7.1.3. The vehicle shall be fueled up when necessary at the beginning of the shift following the inspection

### 7.2. Routine Maintenance

- 7.2.1. The MERT vehicle shall be rotated into the Public Safety Fleet maintenance schedule for normal scheduled maintenance.
  - 7.2.1.1. The Public Safety Fleet Manager shall be responsible for arranging all routine maintenance.
- 7.2.2. When vehicle is undergoing maintenance, the DO/ADO/Vehicle Officer shall notify Public Safety Dispatch and all drivers that the vehicle is out of service for maintenance as described in section [9].
- 7.2.3. Maintenance will normally occur during normal business hours.

### 7.3. Washing

- 7.3.1. The Vehicle shall be washed as needed to maintain a professional appearance
- 7.3.2. Vehicle washing will be coordinated by Public Safety Fleet Manager through the DO/ADO/Vehicle Officer

### 7.4. Registration and Insurance

- 7.4.1. The vehicle shall be registered and insured through the Public Safety Services fleet operations
- 7.4.2. Vehicle registration and proof of insurance will be stored in the vehicle log binder

## 8. Special Circumstances

### 8.1. Mechanical Failure

#### 8.1.1. Disabling

- 8.1.1.1. A disabling mechanical failure is considered any problem that renders the vehicle inoperable or unsafe for responding to calls
- 8.1.1.2. In the case of a disabling mechanical failure the crew chief shall notify Public Safety Dispatch the vehicle is out of service mechanical and respond according to the out of service procedures described in section [9].
- 8.1.1.3. The vehicle should be immediately shut off and moved out of the way of traffic, and the crew should wait for the OIC to arrive.
- 8.1.1.4. The Crew Chief shall also notify the DO immediately.

#### 8.1.2. Non-disabling

- 8.1.2.1. A non-disabling mechanical failure is considered any problem that still permits safe response of the vehicle to calls
- 8.1.2.2. The Crew Chief shall notify the DO as soon as possible.
- 8.1.2.3. The crew may still respond to the calls in the vehicle under these circumstances unless otherwise specified by the DO.
- 8.1.2.4. Mechanical failures shall be referred to the Public Safety Fleet Manager for necessary maintenance and repairs as soon as possible by the DO.

### 8.2. Vehicle Incidents

- 8.2.1. For any incidents regarding MERT/ Public Safety SOP infractions or NYS Law infractions, the driver will be temporary suspended from driving for a period of two weeks maximum until an investigation of the incident by the ADO and Public Safety Liaison
  - 8.2.1.1. The driver will regain status, be placed back on extended probation, or lose status permanently pending a disciplinary hearing
- 8.2.2. The Disciplinary Committee may revoke driving status with approval of the DO and Public Safety Liaison

- 8.2.3. During the suspension of driving status, the member may only take a night or day shift if another member of the crew is a cleared driver. The member may also take standby shifts that do not require operation of the vehicle.
- 8.3. Motor Vehicle Collision
  - 8.3.1. In the event of a collision involving the MERT vehicle, the driver shall immediately stop and notify Public Safety to handle the situation
    - 8.3.1.1. The driver shall under no circumstance admit fault
    - 8.3.1.2. If responding a call, the driver shall request Public Safety Dispatch to tone out for a backup Crew Chief to respond to the call.
  - 8.3.2. The driver shall notify the DO and/or ADO of the incident while still at the scene of the collision.
  - 8.3.3. The driver shall complete an incident report immediately following the collision with the facts surrounding the incident.
  - 8.3.4. The DO and/or ADO shall follow up with Public Safety for repairs and subsequent follow up actions.
- 8.4. Vehicle Tampering
  - 8.4.1. In the case that the vehicle is found to be tampered with or vandalized, the Crew Chief shall contact the DO/ADO and Public Safety immediately
  - 8.4.2. The DO/ADO shall immediately contact the on-duty Public Safety supervisor.
  - 8.4.3. The Crew Chief shall complete an incident report immediately with the facts surrounding the incident.
  - 8.4.4. The DO/ADO shall follow up with Public Safety
- 9. Out of Service Procedures
  - 9.1. Notification
    - 9.1.1. If the vehicle goes out of service for any reason, Public Safety Dispatch shall be notified by landline that the vehicle is out of service and its estimated time of return
      - 9.1.1.1. The dispatches shall be instructed during that time that if there is a call, they should advise with the dispatch info that the vehicle is currently not in service.
    - 9.1.2. The DO, ADO, Public Safety Liaison and Equipment Manager shall be notified.
    - 9.1.3. The Crew Chiefs shall be notified via email
  - 9.2. Equipment Removal
    - 9.2.1. Primary backpack and spinal kit shall be stored in MERT office while vehicle is out of service.
    - 9.2.2. If vehicle will be out of service for more than 24 hours, all equipment shall be removed and stored in office.
  - 9.3. Out of Service Response
    - 9.3.1. Individuals shall respond on foot as outlined in the Standard Operating Procedures
- 10. Vehicle Regulations
  - 10.1. Prohibitions
    - 10.1.1. There will be no smoking in the vehicle
    - 10.1.2. There will be no eating or drinking in the vehicle
    - 10.1.3. There will be no cell phone use while the vehicle is in motion or if the transmission is in anything other than park
    - 10.1.4. The vehicle will not be taken joyriding or operated in an unprofessional manner
    - 10.1.5. The vehicle will not be removed from the primary operating area unless dispatched
    - 10.1.6. No other equipment may be put in the vehicle unless it is restock of medical supplies
  - 10.2. Responsibilities
    - 10.2.1. The driver must carry his/her driver's license on them at all times when operating the vehicle.
    - 10.2.2. All occupants must wear a seatbelt while the vehicle is in motion.



- 10.2.3. The Crew is responsible for cleaning and inspecting the vehicle at the beginning of each shift and as necessary throughout the shift.
- 10.2.4. The on-duty crew is responsible for monitoring the vehicle periodically throughout the shift to ensure its security.
- 10.2.5. During the winter months, the driver should adhere to the R/C MERT winter driving guidelines.

## Appendix A: Minimum Vehicle Equipment Requirements

### Emergency care equipment:

- (1) 12 sterile 4 inches x 4 inches gauze pads;
- (2) adhesive tape, three rolls assorted sizes;
- (3) six rolls conforming gauge bandage, assorted sizes;
- (4) two universal dressings, minimum 10 inches x 30 inches;
- (5) six 5 inches x 9 inches (minimum size) sterile dressings or equivalent;
- (6) one pair of bandage shears;
- (7) six triangular bandages;
- (8) sterile normal saline in plastic container (1/2 liter minimum) within manufacturer's expiration date;
- (9) one air occlusive dressing;
- (10) one liquid glucose or equivalent;
- (11) disposable sterile burn sheet;
- (12) sterile obstetric kit;
- (13) blood pressure sphygmomanometers cuff in adult and pediatric sizes and stethoscope;
- (14) three rigid extrication collars capable of limiting movement of the cervical spine. These collars shall include small, medium and large adult sizes; and
- (15) carrying case for essential equipment and supplies.

### Oxygen and resuscitation equipment:

- (1) portable oxygen with a minimum 350 liter capacity with pressure gauge, regulator and flow meter medical "D" size or larger. The oxygen cylinder must contain a minimum of 1000 pounds per square inch;
- (2) manually operated self-refilling bag valve mask ventilation devices in pediatric and adult sizes with a system capable of operating with oxygen enrichment and clear adult, and clear pediatric-size masks with air cushion;
- (3) four individually wrapped or boxed oropharyngeal airways in a range of sizes for pediatric and adult patients;
- (4) two each: disposable non-rebreather oxygen masks, and disposable nasal cannula individually wrapped;
- (5) portable suction equipment capable, according to the manufacturer's specifications, of producing a vacuum of over 300 m.m. Hg when the suction tube is clamped and including two plastic large bore rigid pharyngeal suction tips, individually wrapped; and
- (6) pen light or flashlight.

### Communication equipment:

A two-way voice communications enabling direct communication with the agency dispatcher and the responding ambulance vehicle on frequencies other than citizens band.

### Safety Equipment (to be added upon NYS EASV certification):

- (1) six flares or three U.S. Department of Transportation approved reflective road triangles;
- (2) one battery lantern in operable condition; and
- (3) one Underwriters' Laboratory-rated five pound ABC fire extinguisher or any extinguisher having a UL rating of 10BC.

### Extrication equipment:

- (1) one short backboard or equivalent capable of immobilizing the cervical spine of a seated patient. The short backboard shall have at least two 2 inches x 9 feet long web straps with fasteners unless straps are affixed to the device; and
- (2) one blanket