

**RIVER CAMPUS**  
**MEDICAL EMERGENCY RESPONSE TEAM**



**Quick Response Vehicle  
Standard Operating Procedures**

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## **1. New York State DOH Policy Statement**

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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 NYS DOH does not certify quick response vehicles unless operating under a certified ambulance agency. As MERT is a BLS First Response agency only, the quick response vehicle does not 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. Additionally, the MERT quick response vehicle would not be permitted to display red warning lights or equip the vehicle with a siren. The vehicle shall obey all normal traffic laws when responding. Every effort has been made to emulate the equipment guidelines established by the NYS DOH for Emergency Medical Service Response Vehicles to achieve the same quality of service delivered by area Emergency Medical Service Providers.

## **2. Vehicle Purpose**

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- 2.1. The purpose for which the R/C MERT quick response vehicle shall be used is 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. Patient transport shall not occur in the R/C MERT quick response vehicle. Patients who refuse ambulance transport but still require a ride to the Emergency Department will be transported in a University Security vehicle. Not only does this preclude any liability associated with transporting these patients, it also ensures that the R/C MERT vehicle remains in service on campus following the call for additional medical emergencies.

## **3. Vehicle Response Area**

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### **3.1. Primary Response Area**

- 3.1.1. The MERT vehicle shall respond to the geographic land enclosed within Wilson Boulevard and Intercampus Drive including the Hill Court Residential Buildings and the Interfaith Chapel. Additionally, it shall respond to the Southside (GLC) towers and Goler House

### **3.2. Secondary Response Area**

- 3.2.1. The MERT vehicle shall respond to the secondary coverage area only when specifically requested by Security. This area includes the Medical Center exterior, Town Houses, or any other University owned property in the vicinity of the River Campus.
- 3.2.2. Response to the Secondary Response Areas will only occur if the security dispatcher dispatches RC MERT to a location within the Secondary response area

3.2.3. If for any reason the on duty Crew Chief believes that response will be delayed to a Secondary Response Area they should ask Security to dispatch an ambulance to the location and still proceed to that location

#### 4. Staging

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##### 4.1. Vehicle Location

4.1.1. The vehicle when not in operations shall be parked in the Security Services parking spot located immediately outside the CLC on Fraternity road

4.1.1.1. The Vehicle must be parked in the designated spot when not in use

4.1.2. When not in operation the vehicle must have the shoreline plugged in at the designated outlet provided by UR Facilities

4.1.3. The Vehicle must be locked at all times when not in operation

4.1.3.1. The keys for the vehicle shall be placed in MERT Station 2

4.1.3.2. The code for Station 2 will only be given to Crew Chiefs

4.1.4. When accessing Station 2, the Crew Chief must first unlock the alarm system and alert Security dispatch that they have done so. After leaving the room, they must re-alarm the system

##### 4.2. Crew Housing

4.2.1. The Crew Chief and Crew Chief Trainee shall be housed during the on duty hours in the Tiernan bunk room

4.2.1.1. The Crew Chief and Crew Chief Trainee shall designate whom shall be housed in the Tiernan bunk room

##### 4.2.2. Medic Assistant Housing

4.2.2.1. The medic assistant may decide whether they wish to be housed in the Tiernan Bunk room or remain in their room during the on duty hours

4.2.2.2. If the medic assistant is housed in the Tiernan bunk room, he or she shall respond to the call in the vehicle as a passenger

4.2.2.3. If the medic assistant chooses to remain in his or her personal room during the on duty shift, he or she shall check out a portable radio and the quick trauma pack

4.2.2.3.1. The medic assistant shall respond on foot to all calls if staying in his or her personal room during on duty hours

##### 4.2.3. Adjacent housing policy

4.2.3.1. At the discretion of the on duty Crew Chief, students who live in Tiernan hall, Lovejoy hall, CLC or Fraternity houses may elect to remain in their personal room during the on duty period and respond to calls in the vehicle

4.2.3.2. At any time during the shift, the Crew Chief may require a crew member to remain in the Tiernan bunk room or CLC bunk room to respond in the vehicle, or take the option of responding on foot by signing out a portable radio and the quick trauma pack

- 4.2.3.3. The DO may appropriately restrict this provision if problems with response times are identified, either in general or for specific individuals
- 4.2.4. The crew must be located in the quarters or immediate vicinity at all times to be available for a call if responding in the vehicle
  - 4.2.4.1. The crew may leave the quarters, if all together, and the MERT vehicle is taken to the crew's destination within the above designated coverage areas
- 4.2.5. Duty crews are responsible for keeping quarters clean and in working order
- 4.2.6. Visitors are allowed in the quarters but are not allowed to sleep in the quarters with the crew.
- 4.2.7. Under no circumstances will alcohol, illegal drugs, or any other University or State banned substance be allowed in the room

## **5. Vehicle Operations**

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### **5.1. Vehicle Oversight**

- 5.1.1. Final vehicle oversight rests with Security Services
  - 5.1.1.1. The Security Fleet Manager shall have oversight over all mechanical and vehicle related procedures/policies
  - 5.1.1.2. The Security Liaison shall have oversight over vehicle operations and access procedures
- 5.1.2. The DO and ADO will serve as the officers in charge of vehicle oversight

### **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 should still use 801 as call sign
- 5.2.3. When receiving a MERT response from Security 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. When arriving on scene the Crew Chief shall notify Security Dispatch that s/he is on location.
- 5.2.5. When reaching the patient the Crew Chief shall notify the Dispatch that s/he is with the patient
- 5.2.6. When clearing from a scene the Crew Chief shall notify Security Dispatch that R/C MERT is clear of the scene and back in service.

### **5.3. Driver Requirements**

- 5.3.1. A cleared driver must be a Crew Chief
  - 5.3.1.1. Eboard members are not allowed to operate or drive the vehicle unless they are a Crew Chief
- 5.3.2. A cleared driver must have completed the driver training program
  - 5.3.2.1. This program must be completed yearly

- 5.3.2.2. Drivers may be required to re-take Driver Training program or a defensive driving class by the DO, ADO or Security Liaison for any driving incidents or infractions
- 5.3.3. A cleared vehicle operator must have a cleared Motor Vehicle Record (MVR), which shall be assessed annually by Security and reported to the Executive Board.
- 5.3.3.1. All driver candidates must obtain a copy of his or her Motor Vehicle Record and deliver it to the Executive Board to be submitted to Security for driver approval
- 5.3.4. A cleared driver must receive approval from the Security Liaison and Executive Board by majority vote
- 5.3.5. Vehicle Incidents
- 5.3.5.1. For any Incidents regarding MERT/Security SOP infractions or NYS Law infractions the Driver will be temporary suspended for a period of two weeks maximum until an investigation of the incident by the ADO and Security Liaison
- 5.3.5.1.1. The driver will regain status, be placed back on extended probation or lose status permanently pending a disciplinary hearing
- 5.3.5.2. The Disciplinary Committee may revoke driving status with approval of the DO and Security Liaison
- 5.3.6. If driving status is revoked the Crew Chief may not take any shifts until their status is re-instated
- 5.3.7. Crew Chiefs must adhere to Security and R/C MERT standards to retain driving privileges

#### 5.4. Driver Training Program

- 5.4.1. The first phase in the driver training program is satisfactory completion of the operational safety program administered by Security Services fleet operations or MERT Training Department
- 5.4.2. The remaining internal MERT driver training will be integrated into the Crew Chief Clearing process as outlined in the Training Standard Operating Procedures

#### 5.5. General Operating Policies

- 5.5.1. At all times when the MERT vehicle is in operation, all NYS traffic laws must be obeyed
- 5.5.2. The driver is responsible for ensuring the safety of all vehicle occupants and pedestrians when operating the vehicle
- 5.5.2.1. The driver must operate with due regard for all other vehicles and pedestrians. Although other drivers are not required to yield right of way to the MERT vehicle while operating in Priority 1 mode, the driver must be aware that some may do so or exhibit unpredictable behavior such as stopping suddenly or swerving when the MERT vehicle approaches

5.5.2.2. The driver is expected to always operate the vehicle courteously at all times. This includes yielding right of way to other vehicles, and pedestrians at all times

5.5.3. Crew Check Out

5.5.3.1. At 2000 the crew shall meet the Station 2 to conduct crew checkout

5.5.3.2. Each crew member shall be assigned a portable radio

5.5.3.3. A tone test shall be conducted upon completion of radio and equipment distribution

5.5.3.4. The vehicle shall be inspected by the crew at the beginning of each shift

5.5.3.4.1. The inspection shall include equipment and mechanical aspects (i.e. fuel level, light bar operation, etc.)

5.5.3.4.2. The Crew must complete the Vehicle Inspection Sheet, including the date, time, and signature of the Crew Chief

5.5.3.5. The Crew must start the vehicle and allow it to run for a minimum of 5 minutes during and/or after the inspection is complete

5.5.3.5.1. Crew Chiefs are encouraged to drive the vehicle at the beginning of the shift, particularly during cold weather

5.5.3.6. The Crew Chief must sign out the vehicle in the vehicle log

5.5.3.6.1. 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 shift

5.5.3.7. Following the inspection, fueling and washing may take place as needed

5.5.3.8. If the Medic Assistant opts to remain in his or her personal room during the shift, he or she shall sign out a trauma pack and is free to leave following the vehicle inspection and tone test

5.5.4. Vehicle Logging

5.5.4.1. 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

5.5.4.2. If it is a night shift, the vehicle inspection form must also be filled out completely

5.5.4.3. Repeated failure to do so may be grounds for suspension of driving privileges

5.6. Response to Calls

5.6.1. Response to Scene

5.6.1.1. 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

5.6.1.2. Response modes

5.6.1.2.1. Priority 1 response

5.6.1.2.1.1. Priority 1 mode response involves response to the scene with all warning lights activated on University property only

5.6.1.2.1.2. 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

5.6.1.2.2. Priority 2 Response

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

5.6.1.2.2.2. The following dispatch information will indicate an Priority 2 Response:

- Isolated Musculoskeletal Trauma
  - Sports Injuries
  - 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 Security Dispatch

5.6.1.3. Security can upgrade or downgrade mode of response based on information taken from the caller and/or on scene Security or MERT personnel

5.6.1.4. The on duty crew chief may select a different mode of response based on other information if available that would reasonably warrant such, however s/he may not over-ride the security dispatcher.

### **5.6.2. Parking on Scene**

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

5.6.2.2. The vehicle shall be parked as to minimize obstruction to pedestrian, automotive traffic and other emergency equipment or vehicles. Fire hydrants and water ports

5.6.2.2.1. 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.

5.6.2.2.1.1. The Crew Chief may choose the appropriate lights to illuminate on scene if they feel it is necessary

5.6.2.3. The vehicle shall be parked to ensure adequate space for a responding ambulance

5.6.2.4. The alley lights shall be utilized when appropriate to illuminate an exterior scene

5.6.2.5. While on scene, the vehicle's engine should remain running using the vehicle's ignition override switch

5.6.2.6. Every effort should be made to secure the vehicle's equipment while on scene and it is highly recommended that the vehicle remain locked when the crew cannot visually watch it

### **5.6.3. Equipment on Scene**

5.6.3.1. Equipment brought from the vehicle into the scene shall be that deemed appropriate by the Crew Chief as anticipated from the dispatch information

5.6.3.2. At a minimum one green trauma bag shall be brought into the scene

### **5.6.4. Clearing Scene**

5.6.4.1. 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 redbag waste

## **5.7. Day Call Response**

5.7.1. Any Crew Chief who chooses to respond to a day call must choose the method of response that facilitates the quickest and most efficient response with equipment

5.7.2. If the Crew Chief chooses response with the vehicle, they should proceed to CLC to retrieve the vehicle

5.7.3. The crew chief shall access the keys for the vehicle located in Station Two, and follow the unlocking procedures outlined in 4.1.4.

5.7.4. When the first crew chief arrives at the vehicle he or she shall notify Security Dispatch over the radio that they are an 801 responding with Vehicle 800 and they should tone out that Vehicle 800 is enroute

5.7.5. Once subsequent responding Crew Chiefs hear Vehicle 800 responding over the pager, they shall reroute directly to the scene

5.7.6. In certain circumstances if a Crew Chief is much closer to the call location than quarters and has access to adequate equipment they should respond directly to the call location to initiate care

5.7.7. The Wilson Commons Bag will remain in service, so a Crew Chief may respond with that bag if they deem it necessary or more efficient. The vehicle is not required for all MERT responses even when it is in service.

#### 5.8. Non-Response Vehicle Use

5.8.1. The vehicle may only be used outside responding to calls for public relation purposes on the River Campus

5.8.2. When utilized for these purposes the vehicle must remain in service with a Crew

5.8.3. When utilized for these purposes, the vehicle must be logged in the vehicle log.

#### 5.8.4. Public Relation Use

5.8.4.1. The Crew Chief must remain with the vehicle when utilized for PR

### **6. Vehicle Equipment**

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#### 6.1. Equipment List

6.1.1. See Appendix A

#### 6.2. Restocking

6.2.1. The Epi Pen, Epi Pen Jr., and albuterol doses must be kept in the designated drug lock box located in the rear of the vehicle at all times when not in use

6.2.2. Any equipment found missing upon inspection at the beginning of the shift shall be restocked at the end of the inspection

6.2.3. All equipment shall be restocked in the appropriate place immediately following return of the vehicle to quarters after a call

6.2.3.1. 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
- AED
- Epi Pen
- Albuterol
- Activated Charcoal

### **7. Vehicle Maintenance**

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### 7.1. Fuel

- 7.1.1. The MERT vehicle shall be refueled at the gasoline pumps located at 612 Wilson Boulevard
- 7.1.2. Refueling shall be accomplished by contacting the Security Shift Supervisor or as arranged by the Security Fleet Manager at designated times
  - 7.1.2.1. 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
  - 7.1.3.1. If the Fuel level is below "half a tank" at the beginning of crew checkout, the vehicle must be re-fueled immediately following checkout.

### 7.2. Routine Maintenance

- 7.2.1. The MERT vehicle shall be rotated into the Security Fleet maintenance schedule for normal scheduled maintenance
  - 7.2.1.1. The Security Fleet Manager shall be responsible for arranging all routine maintenance
- 7.2.2. When undergoing maintenance the DO shall notify Security Dispatch and Crew Chiefs that the vehicle is out of service for maintenance as described in section [9]
  - 7.2.2.1. 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 security fleet manager through the DO, prior approval is required

### 7.4. Registration and Insurance

- 7.4.1. The vehicle shall be registered and insured through the Security 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. Simultaneous Calls

- 8.1.1. When an additional call occurs at a separate location the following may occur at the discretion of the Crew Chief
  - 8.1.1.1. The Crew Chief may send the Crew Chief Trainee (and medic assistant) to the second call
    - 8.1.1.1.1. The Crew Chief shall join the Crew Chief Trainee upon the completion of the first call

8.1.1.2.The Crew Chief may leave the Crew Chief Trainee the appropriate equipment and respond with the vehicle to the second call

8.1.1.2.1. The Crew Chief Trainee shall join the Crew Chief upon the completion of the first call

8.1.2. The Vehicle shall always stay with the on-duty Crew Chief unless the DO deems it necessary to change on scene

## 8.2. Red Flag Calls

8.2.1. If the following equipment is used they shall be considered Red Flag Calls:

- AED
- BVM
- Epinephrine/Albuterol
- Suction
- Backboard

8.2.2. When a Red Flag call occurs, and the patient was transported to Strong Memorial Hospital by Rural Metro, the PCR must immediately be completed by the Crew Chief and taken to the Emergency Department to leave a copy in the patient's chart

8.2.2.1.The Crew Chief can decide to follow this procedure for any call they feel warrants it even if it is not specifically red flagged

8.2.2.2.The DO/ADO may request the Crew Chief follow this procedure for any call they feel warrant it that are not specifically red flagged.

8.2.2.3.If a simultaneous call occurs while the MERT crew is following this procedure, the crew must proceed to that call immediately.

## 8.3. Mechanical Failure

### 8.3.1. Disabling

8.3.1.1.A disabling mechanical failure is considered any problem that renders the vehicle inoperable or unsafe for responding to calls

8.3.1.2.In the case of a disabling mechanical failure the crew chief shall notify Security Dispatch the vehicle is out of service mechanical and respond according to the out of service procedures described in section [9]

8.3.1.3.The vehicle should be immediately shut off and moved out of the way of traffic, and the crew wait for the OIC to arrive

8.3.1.4.The Crew Chief shall also notify the DO immediately

### 8.3.2. Non-disabling

8.3.2.1.A non-disabling mechanical failure is considered any problem that still permits safe response of the vehicle to calls

8.3.2.2.The Crew Chief shall notify the DO as soon as possible

8.3.2.3.The crew may still respond to calls in the vehicle under these circumstances unless otherwise specified by the DO

8.3.2.4.Mechanical failures shall be referred to the Security Fleet Manager for necessary maintenance and repairs as soon as possible by the DO

## 8.4. Motor Vehicle Collision

- 8.4.1. In the event of a collision involving the MERT vehicle, the driver shall immediately stop and notify Security to handle the situation
  - 8.4.1.1. The driver shall under no circumstances admit fault
  - 8.4.1.2. If responding to a call the driver shall request Security Dispatch to tone out for a backup crew chief to respond to the call
- 8.4.2. The driver shall notify the DO while still at the scene of the collision
- 8.4.3. The driver shall complete an incident report immediately following the collision with the facts surrounding the incident
- 8.4.4. The DO shall follow up with Security for repairs and subsequent follow up actions

#### 8.5. Vehicle Tampering

- 8.5.1. In the case that the vehicle is found to be tampered with or vandalized, the Crew Chief shall contact the DO/ADO and Security immediately
- 8.5.2. The DO/ADO shall immediately contact the on duty Security supervisor
- 8.5.3. The Crew Chief shall complete an incident report immediately with the facts surrounding the incident
- 8.5.4. The DO/ADO shall follow up with Security

### **9. Out of Service Procedures**

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#### 9.1. Notification

- 9.1.1. If the Vehicle goes out of service for any reason, the Security Dispatcher should be notified by landline that the vehicle is out of service and its estimated time of return
  - 9.1.1.1. The Dispatchers should 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 Crew Chiefs should be notified via e-mail
- 9.1.3. The DO, ADO, Security Liaison and Equipment Manager should be notified if they have not already been.

#### 9.2. Equipment Removal

- 9.2.1. Equipment should be removed from the vehicle while it is out of service and placed in the MERT office.
  - 9.2.1.1. If the vehicle is out of service for a short time, and it doesn't make sense to remove all of the equipment, at minimum the AED and Epi/Albuterol must be removed and placed in the radio cabinet in the MERT office.

#### 9.3. Out of Service Response

- 9.3.1. Individuals should respond on foot as outlined in the Standard Operating Procedures

### **10. Vehicle Regulations**

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#### 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. All vehicle occupants must wear seatbelts while in the vehicle
- 10.1.4. There will be no cell phone use while the vehicle is in motion or if the transmission is in anything other than park
- 10.1.5. The vehicle will not be taken joyriding or operated in an unprofessional manner
- 10.1.6. The vehicle will not be removed from the primary operating area unless dispatched
- 10.1.7. No other equipment may be put into the vehicle unless it is restock of medical supplies

#### 10.2. Responsibilities

- 10.2.1. Due to the highly public and visible nature of the vehicle, it is the on duty crew's responsibility to ensure the vehicle is operated, utilized, and appears in the most professional conduct at all times
- 10.2.2. The Crew Chief must carry his/her driver's license on them at all times when operating the vehicle
- 10.2.3. All occupants must wear a seatbelt while the vehicle is in motion
- 10.2.4. The Crew is responsible for cleaning and inspecting the vehicle at the beginning of each shift and as necessary throughout the shift
- 10.2.5. The on-duty crew is responsible for monitoring the vehicle periodically throughout the shift to ensure its security