

Summary of Fall 2014 Operational Protocol Changes: additions are highlighted, deletions are in strikethrough.

## GENERAL CHANGES

1. Removed all references to Activated Charcoal as its use is no longer in our protocols.
2. Changed all “Security” references to say “Public Safety”
3. Grammatical/clarifying changes

## CORRECTION OF AGENCY TYPE

- 1.1.1 The University of Rochester River Campus Medical Emergency Response Team (R/C MERT) is a volunteer-Quick Response Service (QRS) **Basic Life Support First Response** organization of University community members who are committed to providing Basic Life Support emergency care to any person in need of such services while on the University's properties

## VEHICLE 800/ VEHICLE OFFICER

- 2.4.2.4.17 The ADO shall be the liaison and main contact individual for the operations of Vehicle 800.

2.4.2.4.17.1 The ADO may appoint a Vehicle Officer

2.4.2.4.17.1.1 It is recommended but not required that the Vehicle Officer is an EMT-B in NYS and either an 801 or 802, barring any extenuating circumstances.

## SHIFT CANCELLATIONS

- 3.2.3.1.1 ~~If no crew chief is signed up on the schedule four (4) hours prior to an overnight shift (1600h on the day of the shift) occurring on a day on the University's Academic Calendar, the scheduled crew members must contact the webmaster/scheduler at 1600h on the day of the shift to receive final word that the shift is not occurring.~~ **If no crew chief is scheduled on a shift occurring on a day on the University's Academic Calendar, the scheduled members on that shift should assume the shift is taking place until informed of the shift cancellation by the Webmaster/Scheduler.**

## COLD TEMPERATURE OPERATIONS

4.5.2.1 CREW CHIEF: AED/Drug bag, saline kit, and pulse oximeter if temperatures are likely to reach below freezing and the vehicle heater is not in service. The drug bag shall be kept with the crew if temperatures are expected to drop below 60 degrees Fahrenheit.

## TEXT DISPATCH SOPS

5.5.6.1 Email-to-Text Message Dispatch: Public Safety maintains a contact list of R/C MERT members' cellular phone numbers to send text message dispatch. Text dispatches will be used from the hours of 0800 to 2000 on weekdays and any other time as dictated by the DO while R/C MERT is in service.

5.5.6.1.1 The text dispatch will include dispatch information normally included in a radio dispatch, including call location and call type.

5.5.6.1.2 Any Crew Chief or Crew Chief Trainee may choose, but is not required, to receive text message dispatches. The DO will communicate with Public Safety Dispatch to maintain and update the contact list as needed.

5.5.6.1.3 Any member who chooses to receive text message dispatch shall also be part of a text message group. When responding to a day call, a member should communicate his/her location and intent to respond via group message.

## 802 DAY CALL RESPONSE

### 5.2.1 Non- Day Shift Day Time Responses

If a medical emergency occurs on the R/C Campus during the day, Public Safety Services will dispatch available R/C MERT units from the Communications Center in the Medical Center via these pagers and/ or text dispatch in the usual manner.

5.5.6.2 In the event that a responding Crew Chief can respond to the R/C MERT emergency call, the Crew Chief must immediately contact the Public Safety Dispatcher at X 13 or 5-3333 from any in house phone or 585-275-3333 and give their name, position, and state that they are responding to the call from their current location in the usual manner that calls are acknowledged over the radio. The crew chief shall communicate his/her intention to respond to the call through the text message group.

5.5.6.3 An R/C MERT Crew Chief must be responding in to qualify as an R/C MERT response.

5.5.6.4 Any 801, 802 or 803 may be on call during the day. To do so, they must contact the webmaster/scheduler and obtain a single radio from the office. ~~within four (4) hours prior to the start of the night shift before and report to the UHS office for checkout and obtain a single radio. The radio must be kept off until 08:00 hours on the day coverage will be provided.~~ The radio must be returned by 20:00 hours of that day

5.5.6.5 ~~If there is no official 802 on call, the crew chief responding to the call may contact an 802 to respond with the crew chief. The 802 called should be the 802 with the largest number of cleared transport calls, with that number of cleared transports not exceeding the amount needed to clear as a crew chief. Otherwise, the 802 called is in the discretion of the responding crew chief.~~ If there is no official 802 on call, any 802 may respond the call by stating his/her intention to respond via text message group, after the acknowledgment of response from a crew chief.

5.5.6.5.1 The first 802 to state intention to respond to call shall have precedence for running the call under the direction of the crew chief and receiving an evaluation for the call.

5.5.6.5.1.1 .If the first 802 is responding from off campus, any following 802 who states intention to respond and is located on campus shall have precedence for the call.

5.5.6.5.1.2 Any 802 located on or near the scene of the call at the time of dispatch who wished to respond shall have precedence for the call over another responding 802.

~~If there is an 802 in close proximity to the responding crew chief and no 802 has informed dispatch that he/she is responding to the call, it is in the responding crew chief's discretion as to which 802 to choose to respond with him/her, given the nature of the call and ease of timely response.~~

## **DISCIPLINARY REPORT FILING**

6.5.1 Any disciplinary proceedings and/or action involving a member will be documented and ~~kept in the member's file with the secretary. Copies of this documentation will also be kept in the disciplinary files with the ADO.~~

## **802 SHIFT REQUIREMENTS**

7.1.1.2 A Crew Chief Trainee(802) must maintain a record of at least one weekend and one weekday shift per month. If there are remaining shifts, they must be equally distributed among trainees.

## REMOVAL OF PR REQUIREMENT

- ~~7.1.2.7 Each active member must attend at least one PR event per semester (events that count are in the discretion of the Public Relations Officer) unless there are extenuating circumstance and approval by the PR Chair. This policy shall be enforced by the ADO and PR chair.~~

## UNIFORM DRESS CODE

7.2.4.1 Dark colored closed toe shoes, preferably boots but sneakers are also acceptable.

7.2.4.2 Navy EMT pants or other sturdy work pants. Garments that are not acceptable to be worn on shift include, but are not limited to, jeans, sweatpants, scrubs, shorts, and leggings.

## UPDATED SUBSTANCE POLICY

- 7.2.5 All R/C MERT members on duty, providing patient care, or operating any emergency medical services response vehicle, are obligated to follow New York State Law, Federal Law, University of Rochester School Policies, New York State Department of Health Emergency Medical Services Protocols, and Regional Protocols at all times. All MERT members must have consumed zero alcoholic drinks within 8 hours before being on shift, providing patient care, or operating any emergency medical services response vehicle. MERT members may NOT be on duty, provide patient care, or operate any emergency medical services response vehicle while under the influence of alcohol or any other drug affecting physical coordination or intellectual functions. ~~All on-duty R/C MERT members are obligated to follow New York State Law, Federal Law, University of Rochester School Policies, New York State Department of Health Emergency Medical Services Protocols, and Regional Protocols at all times. On-duty R/C MERT members may NOT consume alcohol, illegal drugs, or any medication that may impair one's judgment and ability to think critically. All MERT members on duty must have consumed 0 alcoholic drinks within 18 hours before shift and be sober (have a Blood Alcohol Content < 0.02) a minimum of 12 hours before shift.~~

## DISCIPLINARY SYSTEM

7.4.11 Strike System removed from use

## **STANDBY OPERATIONS UPDATE**

8.1.4 Standby crews may stage with and use equipment from vehicle 800 at a standby shift if the standby occurs at a time when no other crew is on shift and using 800.

## **VEHICLE OPERATORS**

9.1.2 Vehicle operators must be a Crew chief, DO/ADO/DOT top 3, equipment manager, or vehicle officer.