

University of Rochester



Training Department

Standard Operating Procedures Manual (2013-14)

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1. Executive Staff

1.1. Director of Training (DOT)

1.1.1. Qualifications

- 1.1.1.1. Must be certified as a New York State Dept. of Health EMT-Basic or hold a higher New York State Dept. of Health certification
- 1.1.1.2. Must have a current CPR certification
- 1.1.1.3. Must be a Field Training Officer (FTO)
 - 1.1.1.3.1. In the event that a highly qualified Crew Chief is a much better choice for the position than any qualified FTO, as determined by a majority vote of the Executive Board, this qualification may be forgiven
- 1.1.1.4. Must be a member in good standing
- 1.1.1.5. Must be nominated and elected by the Executive Board; approved by general membership with a majority vote of confidence
- 1.1.1.6. Active cleared medic with ambulance service preferred
- 1.1.1.7. Must have been a member of the past Executive Board for at least 14 weeks

1.1.2. Duties

- 1.1.2.1. Shall serve as the primary authority of the Training Department and exercise voting privileges on the Executive Board
- 1.1.2.2. Shall amend Training Department Standard Operating Procedures Manual and all training documents annually by October 1st and on an as-needed basis
 - 1.1.2.2.1. A majority of the Executive Board shall be required to reject updates to the Training Department Standard Operating Procedures Manual supported by both the Director of Training and Assistant Director of Training
- 1.1.2.3. Shall monitor member adherence to New York State Basic Life Support protocols and Monroe-Livingston Regional Emergency Medical Service protocols in cooperation with the Quality Assurance/Quality Improvement Officer

- 1.1.2.4. Shall schedule, monitor, and provide appropriate training sessions and certification classes (CPR, CFR, First-Aid, EMT) as well as develop and maintain a current training curriculum
 - 1.1.2.4.1. Shall schedule a yearly EMT-B class on the University of Rochester campus (River or Medical) unless extenuating circumstances prohibit such a class, in which case the Director of Training shall arrange transportation for all interested members to an outside EMT-B class
- 1.1.2.5. Shall attend, supervise, and help Field Training Officers (FTO) plan biweekly trainee skills in-services
- 1.1.2.6. Shall organize and facilitate bi-annual Crew Chief in-service and discussion forums
 - 1.1.2.6.1. The goals of the bi-annual in-service and discussion forum shall be to create uniformity and understanding among Crew Chiefs on how to debrief trainees and what to look for before writing “Ready to Clear” trainee evaluations.
 - 1.1.2.6.2. Bi-annual Crew Chief in-service and discussion forum shall preferably be held within the first 4 weeks of each semester. In the case of extenuating circumstances, delays shall be cleared by the Operations staff.
- 1.1.2.7. Shall manage and review all applications for classes and rank promotion
 - 1.1.2.7.1. Shall, upon receipt of a Change of Status Request form, call a vote for the requested change at one of the subsequent two Executive Board meetings
- 1.1.2.8. Shall monitor Crew Chief Trainee progress in training programs and make recommendations and/or provide evaluations to the Executive Board as needed
- 1.1.2.9. Shall assign newly accepted Crew Chief Trainees a Crew Chief preceptor
- 1.1.2.10. Shall hold bi-annual parent-teacher conferences to discuss the progress of each 802 preceptee with their crew chief preceptor
- 1.1.2.11. Shall review all Crew Chief Trainee evaluations
- 1.1.2.12. Shall review all Crew Chief field evaluations
- 1.1.2.13. Shall review all 803 field evaluations
- 1.1.2.14. Shall prepare reports for the general membership and the Executive Board

1.1.2.15. Shall develop training committee projects, manage, and oversee the training committee in conjunction with the ADOT

1.1.2.16. Shall maintain records of all EMTs and certified general members

1.1.3. Meeting Commitments

1.1.3.1. Shall attend executive board meetings on a weekly basis

1.1.3.2. Shall meet with University officials as needed

1.1.3.3. Shall meet with security administration as needed

1.1.3.4. Shall meet with the training committee on a biweekly basis or as deemed necessary

1.1.3.5. Shall schedule meetings with the Crew Chiefs and Crew Chief Trainees once per semester or as needed

1.1.3.6. Shall attend all general membership meetings unless extraordinary circumstances arise

1.2. Assistant Director of Training (ADOT)

1.2.1. Qualifications

1.2.1.1. Must be certified as a New York State Dept. of Health EMT-Basic or hold a higher New York State Dept. of Health certification

1.2.1.2. Must be an R/C MERT FTO, Crew Chief, or Crew Chief Trainee

1.2.1.3. Must have a current CPR certification

1.2.1.4. Must be elected by the general membership with a majority vote

1.2.1.4.1. The Executive Board shall have the option of rejecting candidates elected by the general membership with a majority vote of no confidence

1.2.1.5. Must be a member in good standing

1.2.1.6. Active medic with ambulance service is preferred

1.2.1.6.1. The general membership shall annually be informed of 1.2.1.6 and the ambulance experience of all candidates on or by the date of elections

1.2.2. Duties

- 1.2.2.1. Shall serve as the assistant to the DOT, the secondary authority of the training department, and exercise voting privileges on the executive board
- 1.2.2.2. Shall assist the DOT with the development of the training department curriculum and oversee all training department activities as listed in section 1.1.2.
- 1.2.2.3. Shall attend and supervise all monthly trainee skills in-services
- 1.2.2.4. May serve as a training department representative regarding concerns, problems, suggestions, and general contact to the following bodies:
 - 1.2.2.4.1. R/C MERT Executive board
 - 1.2.2.4.2. R/C MERT general membership
 - 1.2.2.4.3. University administration and faculty
- 1.2.2.5. Shall consult with the DOT regarding pertinent issues brought to his/her attention
- 1.2.2.6. May represent, without prior consultation with the DOT, the official position of the training department regarding any issue
 - 1.2.2.6.1. Any position that is clearly delineated and justified by existing training department protocol or policy should be adhered to
- 1.2.2.7. Shall manage the training committee projects and committee members, and assist with the development of committee projects

1.2.3. Meeting Commitments

- 1.2.3.1. Shall meet the same requirements as listed in section 1.1.3. for the DOT
- 1.2.3.2. Shall attend any additional meeting arranged as deemed necessary by the DOT

1.3. Quality Assessment/Quality Improvement (QA/QI) Chairperson and Statistician

1.3.1. Qualifications

- 1.3.1.1. Must be certified as a New York State Dept. of Health EMT-Basic or hold a higher New York State Dept. of Health certification

1.3.1.2. Must be an R/C MERT FTO, Crew Chief, or Crew Chief Trainee

1.3.1.3. Must have a current CPR certification

1.3.1.4. Must be elected by the general membership with a majority vote

1.3.1.4.1. The Executive Board shall have the option of rejecting candidates elected by the general membership with a majority vote of no confidence

1.3.1.5. Must be a member in good standing

1.3.2. Duties

1.3.2.1. Shall oversee the evaluation and revision of all Patient Care Reports (PCRs), as well as monitor adherence to NYS EMS and MLREMS protocols and R/C MERT Standard Operating Procedures

1.3.2.2. Shall schedule regular auditing sessions to review PCRs for quality, content and standardization

1.3.2.3. Shall oversee all Crew Chiefs and Crew Chief Trainees attending any auditing session, and keep record of session attendance

1.3.2.4. Shall report directly to the DOT on all matters concerning PCRs, including but not limited to: auditing sessions and attendance, statistical reports, protocol deviations, and Trainee and Crew Chief progress

1.3.2.4.1. The Director of Operations and Assistant Director of Operations shall be informed of all protocol deviations, problems with attendance, statistical reports, and any other situations requiring operations input

1.3.2.5. Shall provide the Training and Operations Departments with statistical analyses of call volume at least twice per semester

1.3.2.6. Shall assist the Training Department with any other tasks deemed necessary

1.3.2.7. Shall exercise voting privileges on the executive board

1.3.3. Meeting Commitments

1.3.3.1. Shall attend executive board meetings on a weekly basis

1.3.3.2. Shall attend all training committee meetings unless extraordinary circumstances arise

1.3.3.3. Shall attend and oversee all scheduled auditing sessions

1.3.3.3.1. If extraordinary circumstances arise, the DOT or ADOT may serve as an alternative

1.3.3.4. Shall attend any Crew Chief or Crew Chief Trainee meetings as deemed necessary by the DOT and ADOT

1.3.3.5. Shall attend all general membership meetings unless extraordinary circumstances arise

1.4. Training Committee

1.4.1. Definition

1.4.1.1. Shall be comprised of an unlimited number of general members who are interested in the training department and have put themselves in contact with the training department

1.4.2. Purpose

1.4.2.1. Shall assist the DOT and the ADOT with curriculum development, plan and run training scenarios, maintain an up-to-date training board with announcements, and assist with any other projects needing completion

1.4.3. Qualifications

1.4.3.1. Shall be self-nominated

1.4.3.2. Must show an interest in improving the training department

1.4.3.3. Must be a member in good standing

1.4.4. Duties

1.4.4.1. Shall help develop and schedule training sessions in accordance with the predetermined training curriculum

1.4.4.2. Shall meet promptly for all scheduled committee meetings, unless extenuating circumstances arise and the DOT and/or the ADOT is notified

1.4.4.3. Shall assist the DOT and the ADOT with training program improvements and any assigned projects

1.4.5. Meeting Commitments

1.4.5.1. Shall attend Training Committee meetings as they are scheduled

1.4.5.2. Shall attend all general membership meetings

2. Field Staff

2.1. Crew Chief (801)

2.1.1. Qualifications

2.1.1.1. Must be a certified New York State Dept. Of Health EMT-Basic or hold a higher New York State Dept. of Health certification

2.1.1.2. Must have a current CPR certification

2.1.1.3. Must have successfully completed the Crew Chief training program and all necessary paperwork

2.1.1.4. Must receive a majority approval from the Executive Board

2.1.1.4.1. Must receive affirmative votes from the Director of Operations (DO) and the DOT

2.1.1.5. Must complete 801 training course, to include additional shift duties, responsibility and requirements discussion, and information on clearing trainees.

2.1.1.6. In order to be permitted to drive the vehicle, an 801 must successfully complete driver training, to the satisfaction of the ADO.

2.1.2. Duties

2.1.2.1. Shall supervise the crew and provide appropriate patient care to all individuals requesting R/C MERT services

2.1.2.2. Shall be ultimately responsible for all actions of the crew

2.1.2.3. Shall be responsible for the final transport decision unless superseded by a Security officer requesting a patient transport

2.1.2.4. Shall oversee all training aspects of his/her crew during the shift, and is ultimately responsible for all training or lack there of that occurs on his/her shift

- 2.1.2.5. Shall provide constructive criticism to trainees after all calls through completion of a Crew Chief Trainee Evaluation Form
- 2.1.2.6. Shall notify the DOT of any training issues that may arise during their shift and inform them of the steps taken to correct those issues
- 2.1.2.7. Must adhere to all New York State Department of Health Emergency Medical Services protocols, Monroe-Livingston Regional EMS protocols, and R/C MERT Standard Operating Procedures
- 2.1.2.8. Shall have the opportunity to serve as preceptor for up to 3 Crew Chief Trainees
 - 2.1.2.8.1. Preceptors shall be responsible for mentoring and monitoring the status of their preceptees (802s) including the trainee's proficiency in EMS skills, NYS protocols, and MERT specific procedures.
 - 2.1.2.8.2. Shall have the opportunity to deny the offer to serve as preceptor
- 2.1.2.9. Shall act in a manner befitting a professional EMT both on and off shift. This includes appropriate adherence to university policies.
- 2.1.3. Meeting Commitments
 - 2.1.3.1. Shall attend the required quota of general membership meetings
 - 2.1.3.2. Shall attend a minimum of 1 QA/QI session per month, or as needed
 - 2.1.3.3. Shall attend bi-annual crew chief discussion forum and in-service
 - 2.1.3.4. If preceptor, shall attend bi-annual parent-teacher conferences to discuss progress of their 802 preceptee(s)
 - 2.1.3.5. Shall be encouraged to attend executive board meetings as a non-voting member
 - 2.1.3.6. Shall be encouraged to attend training sessions offered by the training department

2.2. Field Training Officer (FTO)

2.2.1. Promotion Qualifications

- 2.2.1.1. Must be an active Crew Chief and fulfill all duties and responsibilities listed in section 2.1.2

- 2.2.1.2. Must receive a minimum of five positive Crew Chief evaluations from three different Crew Chief Trainees (Negative evaluations will be considered with a large magnitude)
 - 2.2.1.2.1. The trainee will complete a Crew Chief evaluation at the request of the Crew Chief on any calls
 - 2.2.1.2.2. A Crew Chief field evaluation can also be completed by another Field Training Officer on scene in the event a trainee was not present
 - 2.2.1.2.3. Evaluations shall be subjectively based and shall evaluate the Crew Chief on crew check-out, operations, scene management, call debriefings, and leadership qualities
- 2.2.1.3. Must prove through experience and knowledge that he/she can effectively mentor a trainee
- 2.2.1.4. Must be willing to take on the responsibility of a role model and mentor both within the organization and the campus community
- 2.2.1.5. Must complete a Status Change Request Form and any other necessary paperwork
- 2.2.1.6. Must receive a majority approval from the Executive Board
 - 2.2.1.6.1. Must receive affirmative votes from the Director of Training and Director of Operations
- 2.2.2. Duties
 - 2.2.2.1. Shall provide constructive criticism to trainees after all calls and by completion of a Crew Chief Trainee Evaluation Form
 - 2.2.2.2. Shall be responsible for holding at minimum 1 trainee skills in-service per semester, or as needed
 - 2.2.2.2.1. Shall teach and evaluate each trainee present at the in-service on the skill(s) or information being taught
 - 2.2.2.2.2. Shall sign off on the "Skills Check Sheet" for trainees who are proficient in the skill(s) being taught
 - 2.2.2.3. Shall supervise trainee(s) progress in training program

2.2.2.4. Shall report to the DOT any recommendations or suggestions regarding the trainees' progress in training program

2.2.3. Meeting Commitments

2.2.3.1. Shall attend the required quota of general membership meetings

2.2.3.2. Shall attend a minimum of 1 QA/QI session per semester

2.2.3.3. Shall be encouraged to attend Executive Board meetings as a non-voting member

2.2.3.4. Shall be encouraged to attend training sessions offered by the training department

2.2.3.5. Shall attend all FTO/Crew Chief meetings with the DOT and the ADOT

2.3. Crew Chief Trainee (802)

2.3.1. Qualifications

2.3.1.1. Must be a certified New York State Dept. Of Health EMT-Basic or hold a higher New York State Dept. of Health certification, either with a current NYS card, in the process of obtaining reciprocity, or waiting for an official certification upon successful completion of an EMT class

2.3.1.1.1. An out-of-state or National Registry certification must be on file if the trainee is in the process of obtaining reciprocity

2.3.1.1.2. All candidates must receive their EMT certification within 8 weeks from the date of EMT class graduation, otherwise they will be removed from the training program pending reception of a certification

2.3.1.2. Must have a current CPR certification

2.3.1.3. Must be a cleared Medic Assistant (803)

2.3.1.3.1. Must have served as a Medic Assistant on at least one shift unless extenuating circumstances arise, pending approval from the DOT and the ADOT

2.3.1.4. Must be a member in good standing

2.3.1.5. Must complete a Crew Chief Trainee Application, interview as necessary with the DOT and ADOT, and receive the offer of a position from the training department

2.3.2. Duties

2.3.2.1. Must attend the required quota of general membership meetings per semester

2.3.2.2. Must serve at least two shifts per month as an 802, unless a valid excuse as determined by the DOT and the ADOT is given

2.3.2.2.1. In the event that two shifts per month is insufficient to fill the schedule, each 802 will be required to take additional shifts

2.3.2.2.2. The original two shifts should be divided as one weekend night shift and one weekday night shift or weekend day shift

2.3.2.2.3. All trainees will be expected to take their share of day shifts and standbys

2.3.2.3. Shall progress in patient care ability, leadership, learning, and teaching

2.3.2.4. May not initiate patient contact without the presence of a Crew Chief

2.3.2.5. Shall have the opportunity to be a mentor for an 803, as assigned by the PR Officer.

2.3.3. Meeting Commitments

2.3.3.1. Shall attend Crew Chief Trainee orientation upon entry into the program

2.3.3.2. Shall attend all biweekly trainee skills in-services

2.3.3.3. Shall be encouraged to attend executive board meetings as non-voting member

2.3.3.4. Shall attend the required quota of general membership meetings

2.4. Medic Assistant (803)

2.4.1. Qualifications

2.4.1.1. Must have a current CPR certification

2.4.1.2. Must have completed the R/C MERT New Member Orientation Program (NMOP)

2.4.1.3. Must successfully pass the R/C MERT NMOP examination and practical

2.4.2. Duties

2.4.2.1. Shall assist Crew Chief and Crew Chief Trainee with patient evaluation and assessment, including but not limited to oxygen administration, basic bleeding control, taking vital signs, and recording of demographics

2.4.2.2. May not initiate patient contact without the presence of a Crew Chief

2.4.2.3. Must serve at least one shift every other month, with one shift every month preferred, unless a valid excuse as determined by the DOT and the DO is given

2.4.3. Meeting Commitments

2.4.3.1. Shall attend the required quota of general membership meetings

2.4.3.2. Shall be encouraged to attend additional training sessions offered by the training department to practice and supplement skills

3. **Member Minimum Requirements**

3.1. All Members

3.1.1. Must attend an annual OSHA Blood Borne Pathogens in-service

3.1.2. Must attend an annual Health Insurance Portability and Accountability Act (HIPAA) in-service

3.2. Medic Assistant

3.2.1. Must fulfill all requirements outlined in section 4.1

3.2.2. Must serve at least one shift per month

3.2.3. Must attend one major drill per year

3.3. Crew Chief Trainee

3.3.1. Must fulfill all requirements outlined in sections 4.1 and 4.2

- 3.3.2. Must serve at least two shifts per month or as needed, and divide shifts equally amongst trainees.
- 3.3.3. Must attend all major drills including Mass Causality Incident (MCI)
- 3.3.4. Must attend all trainee skills in-services
- 3.3.5. Shall be re-evaluated by the DOT and the ADOT after every semester to ensure continuous progress

3.4. Crew Chief/FTO

- 3.4.1. Must fulfill all requirements outlined in sections 4.1, 4.2, and 4.3
- 3.4.2. Must serve at least two shifts per month or as needed
- 3.4.3. Must attend all major drills a year
- 3.4.4. Must attend an epinephrine/albuterol in-service every year
- 3.4.5. Must serve on the QA/QI committee and attend a minimum of one auditing session per semester

4. Training Programs

4.1. Disclaimer

- 4.1.1. All members must fulfill eligibility requirements in order to participate in a training program
 - 4.1.1.1. Once a training tier has successfully been completed, the member does not need to be retrained unless extenuating circumstances occur
 - 4.1.1.1.1. Extenuating circumstances shall include, but not be limited to a change in R/C MERT, MLREMS, or NYS Protocols
 - 4.1.1.1.2. In the event of such a change in Protocols, all Crew Chief Trainees, Crew Chiefs, and FTOs shall be required to complete an update, the extent of which shall be determined by the DOT
 - 4.1.1.2. Recertification may be required at the discretion of the training heads
- 4.1.2. Member statuses and privileges may be revoked if action is deemed necessary by the DO, ADO, DOT and ADOT

4.1.3. A member who has been demoted may be required to repeat training protocols as part of the probationary period or to regain privileged status

4.1.3.1. All such actions will be at the discretion of the DOT

4.2. Crew Chief Training

4.2.1. Competency

4.2.1.1. The trainee must demonstrate competency in field skills, including but not limited to scene safety, patient history, physical assessment, New York State and MLREMS BLS protocols, decision making, communication and cooperation with outside agencies, and leadership abilities

4.2.1.2. The trainee must demonstrate thoughtful and constructive analysis of calls during debriefing and should have the ability to conduct an educational and valid debriefing independent of the Crew Chief

4.2.1.3. The trainee must demonstrate competency in PCR completion, including but not limited to thoroughness, accuracy of information, and sufficient narrative organization and content using the SOAPE method

4.2.1.3.1. If a trainee with extensive outside agency experience prefers to use another narrative method, that will be acceptable given that the method includes all pertinent information and that they are able to teach the SOAPE method

4.2.1.4. The trainee must demonstrate competency, independence, and the ability to assist other crew members during crew check-out including, but not limited to helping other crew members with equipment inspections of the equipment bags, and teaching members important EMS skills

4.2.1.5. The trainee must be familiar with the contents and location of equipment in the equipment bags, the location of restock equipment, and the proper location for biohazard waste and sharps material disposal

4.2.1.6. The trainee must be familiar with the functions of the radios, including but not limited to activation and volume control, proper frequency, battery attachment/detachment, clearing the channel, panic button use, proper radio and communication etiquette, and radio recharging procedures

4.2.1.6.1. The trainee must be able to initiate the tone test and instruct crew on radio etiquette and procedure

- 4.2.1.7. The trainee must demonstrate competency in completing all pertinent paperwork including but not limited to incident reports, sign-out sheets, equipment use forms, broken equipment use forms, and all contents of the vehicle binder
- 4.2.1.8. The trainee will be evaluated by the training department heads every semester to determine the willingness and effort put forth by the trainee, growth and improvement, and potential for success in the program
 - 4.2.1.8.1. The trainee will meet with the training department heads to discuss the results of this evaluation, identify problem areas and concerns, as well as plan the remainder of their training
- 4.2.2. Logistics
 - 4.2.2.1. The number of trainees in the program at any one time will not exceed half the number of monthly 12-hour shifts, to ensure that trainees receive adequate field experience and are able to fulfill all position requirements
 - 4.2.2.1.1. Trainee restrictions also apply to fast track trainees
- 4.2.3. Trainee Selection Process
 - 4.2.3.1. Applicants must fulfill all Crew Chief Trainee eligibility requirements listed in section 2.4.1
 - 4.2.3.2. Applicants must complete and submit the Crew Chief Trainee Application to the training department
 - 4.2.3.3. Applicants must complete an interview with the DOT and/or ADOT
 - 4.2.3.3.1. This interview will be conducted in a manner that assures the candidate is not only competent in basic EMS skills, but also assures that the candidate desires to hone their EMS and leadership skills, feels comfortable teaching a crew, and seeks a more active leadership role in the organization
 - 4.2.3.3.2. This interview may include a spontaneous mock MERT call (intox, bleeding, not breathing...) to test trainee candidate's abilities
 - 4.2.3.3.3. Notes will be taken during the interview and attached to the candidate's application in the event that there are insufficient spaces available in the program
 - 4.2.3.3.4. Each candidate will only need to interview once for the program

- 4.2.3.4. Eligible candidates may be put on a waiting list if there are more eligible candidates than open positions
 - 4.2.3.4.1. The waiting list will be reevaluated and assessed with every addition by the DOT and the ADOT
- 4.2.4. Field Training
 - 4.2.4.1. All trainees shall be meet with the DOT and/or ADOT upon acceptance into the program
 - 4.2.4.1.1. This meeting shall serve to orient the trainee to the training program, review the contents of the training manual, and address any questions or concerns raised by the trainee
 - 4.2.4.2. Accepted trainees shall be assigned a Crew Chief preceptor
 - 4.2.4.3. Trainees are encouraged to act on their own during calls and receive minimal assistance from their Crew Chiefs during those calls as a means to better their reliance on their own skills, build self confidence in their abilities as an EMT and leader, and establish solid leadership skills
 - 4.2.4.4. After each call the trainee shall inquire as to how they can improve themselves and their skills in the future, and participating actively in debriefing
 - 4.2.4.5. Trainees shall receive a field evaluation from the duty Crew Chief for every call
 - 4.2.4.6. The chief crew and trainee shall review the evaluation together, sign the evaluation, and submit it to the DOT
- 4.2.5. Classroom training
 - 4.2.5.1. Trainees shall attend all FTO led biweekly skills in-services
 - 4.2.5.2. The trainee may request additional assistance from the training department or their Crew Chief preceptor as needed
- 4.2.6. Clearing Procedures
 - 4.2.6.1. Trainees shall receive a field evaluation based on their individual performance from the responding crew chief for every call.
 - 4.2.6.1.1. Field evaluations shall be classified as “Ready to Clear” or “Needs improvement” by the duty Crew Chief

- 4.2.6.1.1.1. A “Ready to Clear” evaluation defines a trainee demonstrating all listed competences in section 3.2.1. as well as qualities that demonstrate leadership, maturity, and professionalism
- 4.2.6.1.1.2. A “Ready to Clear” status is indicative of a trainee who handled the call on their own with minimal assistance from the crew chief, and who is believed to have been able to handle the call on their own without any assistance if the situation were to repeat itself
- 4.2.6.2. Trainees must complete at least ten calls which are classified as “Ready to Clear”
 - 4.2.6.2.1. At least five calls classified as “Ready to Clear” must be for a patient transported via ambulance
 - 4.2.6.2.2. At least five calls classified as “Ready to Clear” must be for a patient signing the Refuse of Medical Aid (RMA) form
 - 4.2.6.2.2.1. Calls in which an ambulance is called but the patient does not end up being transported shall be considered Refusals of Medical Aid for the purposes of this requirement
 - 4.2.6.2.2.2. Calls in which the patient is transported by security after signing a Refusal of Medical Aid shall be considered RMA for the purposes of this requirement
 - 4.2.6.2.3. All submitted evaluations should indicate remarks about a trainee’s ability to perform as a Crew Chief
 - 4.2.6.2.4. Up to 5 “Ready to Clear” evaluations may be counted toward this requirement from “803EMT Shifts” taken prior to acceptance into the Crew Chief Training program.
- 4.2.6.3. Trainees must receive “Ready to Clear” evaluations from a minimum of 3 different Crew Chiefs
- 4.2.6.4. Trainees must attend all FTO-led in-services, with excuses cleared by the DOT
 - 4.2.6.4.1. New crew chiefs are expected to continue to attend these in-services until being promoted to FTO
- 4.2.6.5. The trainee’s 10 “Ready to Clear” evaluations, all non-clearing evaluations, and 12 FTO skill in-service signatures shall be presented to the DO or DOT, the trainee’s preceptor and 1 additional FTO.

- 4.2.6.5.1. The DO or DOT, the trainee's preceptor, and 1 additional FTO shall be asked to give a "Signature of Confidence" before the trainee is permitted to take the crew chief written and practical skills examinations
- 4.2.6.6. Trainees shall pass a written exam testing his/her knowledge of R/C MERT and MLREMS protocols
 - 4.2.6.6.1. A score of 90% or higher shall be considered passing
 - 4.2.6.6.2. Trainees failing to achieve a passing score shall be given remediation in the missed sections, and retested using a different exam. A second failure will be at the discretion of the DOT and ADOT.
- 4.2.6.7. All trainees shall pass a practical skills exam testing his/her knowledge of BLS protocols in a scenario environment consisting of no less than one trauma and one medical scenario
 - 4.2.6.7.1. A passing score will consist of no critical fails and satisfactory assessments
 - 4.2.6.7.2. Both the DOT and ADOT must serve as evaluators. Any 801 may serve as a patient, but will not have a say in whether or not the assessment was satisfactory, except to answer factual questions as to whether the trainee completed a step.
 - 4.2.6.7.3. In order to be considered a satisfactory assessment, both the DOT and ADOT must agree that the assessment was satisfactory.
 - 4.2.6.7.4. The trainee may retake one scenario should he/she make a critical fail on their first attempt
 - 4.2.6.7.5. Should the trainee fail two scenarios, either both on the first test, or the retake, the trainee shall be required to clear 3 additional calls, with at least 1 in each failed scenario type (e.g. medical/trauma) prior to retesting. This retesting shall be treated as in 4.2.6.7.1.
 - 4.2.6.7.6. Additional failures shall be at the discretion of the ADOT and DOT.
- 4.2.6.8. All trainees must demonstrate geographic competence on an exam of the campus map
 - 4.2.6.8.1. Geographic competence shall be considered successful labeling of a campus map including building names, roads, and parking lots
- 4.2.6.9. All trainees must have a majority of affirmative votes from the current Executive Board

4.2.6.9.1. An executive board member shall only vote negatively if they believe the trainee in question will be unable to fulfill one of their duties as an 801, listed in 2.1.2.

4.2.6.9.2. Any executive board member voting negatively must notify the DOT of their rationale within 1 week in order to allow productive remediation of the trainee.

4.2.6.9.3. Upon a failed vote, the training department will develop a remediation program to address the concerns of the executive board, to be completed prior to a second vote.

4.2.6.9.3.1. Refusal to participate in said remediation program shall result in reassignment of the trainee as an 803.

4.2.6.9.3.2. When the remediation program has been completed to the satisfaction of the training department, a revote will be called and subject to 4.2.6.9.1.

4.2.6.9.3.3. Successful completion of the remediation program, as determined by agreement of both DOT and ADOT, shall prohibit the use of the addressed concerns as rational for a negative vote.

4.2.7. Fast Track Program

4.2.7.1. All applicants must possess a valid New York State Dept. of Health EMT-B certification, hold a higher New York State Dept. of Health certification, or be engaged in the New York State reciprocity process

4.2.7.2. All applicants must submit a Fast Track application form to the Training Department

4.2.7.3. All applicants must submit a letter of recommendation from an outside agency Director of Operations, Director of Training, training coordinator, or other equivalent supervisor

4.2.7.4. All applicants must submit a Cleared Crew Chief form signed by an outside agency Director of Operations, Director of Training, training coordinator, or other equivalent supervisor

4.2.7.4.1. A Cleared Crew Chief form shall be kept available by the training department and shall stipulate that the trainee requesting fast track has successfully completed a training program comparable to that of R/C MERT and that the trainee is a Crew Chief (or equivalent title) for that agency

- 4.2.7.5. The application must be accepted by the DOT and the ADOT
- 4.2.7.6. To be accepted applicants must have a majority of affirmative votes from the current Executive Board
- 4.2.7.7. All applicants must participate in all procedures listed in section 5.2.3, 5.2.4, and 5.2.5
- 4.2.7.8. Fast track trainee must receive five calls classified as “Ready to Clear,” at least two of which must be for patients transported via ambulance.
- 4.2.7.9. Fast track trainees must receive “Ready to Clear” evaluations from a minimum of 3 different Crew Chiefs
 - 4.2.7.9.1. Fast Track trainees must attend at least 6 FTO led biweekly trainee skills in-services, and continue to attend until reaching FTO status
 - 4.2.7.9.1.1. The 6 in-service signatures will require Fast Track trainees to remain in the Crew Chief Training program for a minimum of 8 weeks.
 - 4.2.7.9.1.1.1. In the event that the trainee has been a member of R/C MERT for a minimum of 2 semesters, the trainee may petition the Executive Board for permission to complete the 6 skills tests earlier if they receive 5 “Ready to Clear” evaluations before 8 weeks have passed.
 - 4.2.7.9.1.1.2. The fast track trainee must receive a majority vote from the current Executive Board to be approved for earlier skills tests.
 - 4.2.7.9.1.1.3. If approved for separate skills proficiency tests, the current DOT shall be responsible for setting up said tests with FTOs for the fast track trainee.
- 4.2.7.10. The trainee’s 5 “Ready to Clear” evaluations, all non-clearing evaluations, and 6 FTO skill in-service signatures shall be presented to the DO or DOT, the trainee’s preceptor and 1 additional FTO.
 - 4.2.7.10.1. The DO or DOT, the trainee’s preceptor, and 1 additional FTO shall be asked to give a “Signature of Confidence” before the trainee is permitted to take the crew chief written and practical skills examinations
- 4.2.7.11. Fast track trainees must follow Crew Chief examination procedures outlined in sections 4.2.6.6 – 4.2.6.9.

4.3. Vehicle 0800 Training

4.3.1. Goal Competencies

- 4.3.1.1. A cleared driver must demonstrate capacity to operate vehicle 800
- 4.3.1.2. A cleared driver must be familiar with all contents of the R/C MERT Quick Response Vehicle Standard Operating Procedures, including but not limited to vehicle failure, checkout procedures, response procedures, and campus familiarity
- 4.3.1.3. Cleared drivers will be eligible to serve on overnight shifts as well as respond to day calls in the vehicle

4.3.2. Requirements

- 4.3.2.1. All drivers must submit a copy of their Motor Vehicle Record to security for approval annually
- 4.3.2.2. All drivers must be cleared crew chiefs
 - 4.3.2.2.1. The Equipment Manager may also undergo Vehicle Training
- 4.3.2.3. All drivers must successfully complete all components of Vehicle Training

4.3.3. Components

- 4.3.3.1. Quick Response Vehicle Standard Operating Procedures Written Exam
 - 4.3.3.1.1. All drivers must complete and pass a written exam covering vehicle operations as outlined in the R/C MERT QRS Vehicle SOPs
 - 4.3.3.1.1.1. A passing score shall be defined as a score of 80% or more
 - 4.3.3.1.1.2. This written exam may be taken as a part of the Crew Chief written exam outlined in sections 4.2.6.6.-4.2.6.9.
 - 4.3.3.1.2. The DOT shall review all incorrect answers with the crew chief before they can begin practical training
- 4.3.3.2. QRS Practical Training
 - 4.3.3.2.1. The crew chief will be asked to drive the vehicle around campus in order to become more familiar with the vehicle

- 4.3.3.2.2. The DOT and the crew chief will further discuss equipment location, radio and vehicle operations, fueling and oil check procedures, as well as responsibilities and expectations while in the vehicle and on shift

4.4. Field Training Officer (FTO) Training

- 4.4.1. Upon completion of Crew Chief training, a new crew chief may opt to train as a Field Training Officer (FTO)

- 4.4.2. FTO Training is optional though recommended for all crew chiefs

- 4.4.3. Competencies

- 4.4.3.1. The candidate must demonstrate through experience that they are able to effectively mentor and evaluate a trainee

- 4.4.3.2. The candidate must be willing to take on the role of a mentor and role model in R/C MERT and the campus community

- 4.4.4. Components

- 4.4.4.1. Upon completion of a call, the crew chief may ask the trainee on scene to complete a Crew Chief Evaluation form

- 4.4.4.1.1. Crew Chief Evaluations shall evaluate the crew chief's presence on scene, ability to mentor a trainee, provision of constructive criticism, and EMS knowledge

- 4.4.4.1.2. The evaluations will be submitted directly to the Training Department, and the DOT or ADOT will review any comments with the crew chief

- 4.4.4.2. A crew chief must receive a minimum of 5 positive evaluations from at least 3 different trainees to be considered for promotion

- 4.4.4.2.1. Negative evaluations will be held in very high regard

- 4.4.4.3. A crew chief must complete a Status Change Request form and any other necessary paperwork

- 4.4.4.4. The crew chief will be presented to the Executive Board for a vote for promotion by the second Executive Board meeting following submission of the Status Change Request form

- 4.4.4.4.1. The crew chief must receive a 75% majority vote from the Executive Board for promotion

4.4.4.4.1.1. The crew chief must receive affirmative votes from both the DOT and ADOT

4.5. New Member Orientation Program (NMOP)

4.5.1. Goal Competencies

4.5.1.1. A Medic Assistant shall assist Crew Chiefs and Trainees on calls

4.5.1.2. A cleared 803 shall be proficient in taking accurate vital signs, setting up and administering oxygen, finding equipment in an efficient manner, using and setting up the pulse oximeter, performing basic bleeding control techniques, radio procedures, and gathering and recording demographic information

4.5.2. NMOP is mandatory for all members

4.5.3. Clearing Procedure

4.5.3.1. All members must show proficiency in all four practical exam stations: pulse and respirations, blood pressure, oxygen set-up, and basic bleeding control

4.5.3.1.1. If a participant does not successfully complete any station, the participant may receive remediation and reattempt the station

4.5.3.2. All members must pass a final written exam

4.5.3.2.1. A passing score will be defined as 80% or higher

4.5.3.2.2. Any member receiving a failing score will attend a remedial session followed by a supplementary make-up exam

4.5.3.3. Further details pertaining to the Medic Assistant Program including presentation of the lesson material, all paperwork for the program, written and particle assignments, and general information can be found in the New Member Orientation Program Manual

5. Status Revocation

5.1. Re-evaluation/Termination of Crew Chief Trainee Status

5.1.1. An evaluation of all trainees will be performed by the training department heads at the end of each semester

5.1.1.1. Evaluation at the end of the trainee's first semester will serve to track the trainee's progress in the program

- 5.1.1.1.1. The only term for expulsion after the first semester is if the candidate does not fulfill their requirements
- 5.1.1.2. The goal of all subsequent evaluations will be to remove those trainees who have not contributed in a positive manner to MERT or to their own education as an EMT and Crew Chief Trainee
- 5.1.2. If a Crew Chief Trainee trains for 2 consecutive semesters while retaining active status, the trainee shall undergo a re-evaluation of his/her status as a trainee
 - 5.1.2.1. The purpose of this re-evaluation is to establish the progress of the trainee and the trainee's prospect of successfully clearing as a Crew Chief
 - 5.1.2.2. If the trainee has been on at least ten calls, but have not yet met their requirement for clearance as a Crew Chief, and would be likely to clear after an additional semester of training, their training shall be extended that semester
 - 5.1.2.2.1. If this trainee would not be likely to clear within their third semester, they will be demoted one training rank, to that of a medic assistant (803)
 - 5.1.2.2.2. If this trainee is granted an extended semester, they will not be granted a fourth without significant extenuating circumstances and approval by the Directors and Assistant Directors of Training and Operations
 - 5.1.2.2.3. Semesters abroad and on Leave of Absence shall not count toward the maximum of four semesters in the training program
 - 5.1.2.3. If the trainee has been the trainee on less than ten calls or it has been determined by the training department that the trainee has made significant progress, they will be eligible for an additional semester of training
 - 5.1.2.3.1. This trainee will be subject to 5.1.2.2.2. even if the minimum of ten calls has not been met
- 5.1.3. Upon the conclusion of the evaluation, the operations and training departments shall make a joint decision regarding the trainee's status resulting in one of the following options:
 - 5.1.3.1. The trainee's status as a Crew Chief trainee may be terminated and the individual in question will be immediately reclassified to Medic Assistant status
 - 5.1.3.1.1. The training department may elect to leave the Crew Chief trainee spot vacant or select a new qualified individual to begin training as a Crew Chief

- 5.1.3.1.2. The former Crew Chief trainee may reapply as a trainee after one semester through the normal process described in the training procedures
 - 5.1.3.1.2.1. If re-accepted, the trainee shall begin training with no training requirements fulfilled, including any previous calls or evaluations accumulated
- 5.1.3.2. The trainee may receive remediation as seen appropriate by the operations and training departments
 - 5.1.3.2.1. Remediation may include, but is not limited to targeted instruction, demonstration of skills and knowledge, or suspension of Crew Chief trainee status
- 5.1.3.3. The trainee may continue training as a Crew Chief trainee with no further action taken
- 5.1.4. The trainee may have input in his or her evaluation
 - 5.1.4.1. Input from FTOs will be heavily considered
- 5.1.5. The trainee will be informed in-person of the results of his or her evaluation
- 5.1.6. Extenuating circumstances will be considered during the trainee's evaluation and taken into consideration by the training department
- 5.1.7. The most important aspect of evaluating trainees is to determine the skills each individual trainee needs the most help on and establishing a means of rectifying those problems, rather than searching for problems to eliminate trainees from the training program
 - 5.1.7.1. This allows for gaps in the training program to be determined (such as whether or not all trainees have a similar problem), as well as improving the quality of care R/C MERT can provide
 - 5.1.7.2. Gaps and problems identified shall be incorporated into the training curriculum planned by the training department
- 5.1.8. Appeals
 - 5.1.8.1. A trainee may appeal the decision first rendered regarding his or her training status by submitting a letter of appeal to the training department
 - 5.1.8.1.1. It is the appealing trainee's responsibility to provide new information and present their case to substantiate an appeal

- 5.1.8.2. The appeal will be reviewed by both the training and operations departments, as well as the Security liaison
- 5.1.8.3. The decision reached after an appeal is final
- 5.2. The DOT and the ADOT can vote to put any member on probation at any time for any warranted reason within the training department parameters
 - 5.2.1. Probationary status requires weekly meetings with above officials
 - 5.2.2. If probationary status is held for two months without remedy, the individual's status is revoked one rank
 - 5.2.2.1. Demotion of more than one rank requires disciplinary proceedings as outlined in the R/C MERT Standard Operating Procedures
 - 5.2.3. Demotions may result from:
 - 1. Neglect of duty requirements
 - 2. Failure to follow medical protocols outlined by New York State Department of Health and MLREMS
 - 3. Failure to follow R/C MERT SOPs
 - 4. Any violation of local, state, or federal law
 - 5. Any violation of the University of Rochester Code of Conduct
 - 6. Violation of the Alcohol Consumption Policy
- 5.3. Any member involved in a protocol deviation will be considered for remediation by the DOT, ADOT, and ADO

6. Quality Assurance, Quality Improvement (QA/QI)

- 6.1. A committee lead by the QA/QI chairperson shall review all PCRs to ensure that there are no deviations from Monroe Livingston Regional Emergency Medical Services (MLREMS) protocols
 - 6.1.1. The committee will comprise Crew Chiefs and Crew Chief Trainees as a means of additional training
- 6.2. A Chairperson shall be appointed to head to committee by a vote by the general membership
 - 6.2.1. The Chairperson shall meet all qualifications and fulfill all duties listed in section 1.3
- 6.3. The QA/QI chair will operate under the QA/QI protocol set by the Training Department

- 6.3.1. Each PCR submitted shall be reviewed by a member of the QA/QI committee
- 6.3.2. PCRs will be evaluated for completion, clarity, content, standard formatting, and the quality of care given, especially noting deviations from protocol
- 6.4. The QA/QI chairperson will notify the DOT, ADOT, and ADO of any flagged PCRs, specifically those containing protocol deviations
 - 6.4.1. Meetings will be scheduled to rectify the matter as deemed appropriate by the ADO, DOT, and ADOT
- 6.5. The QA/QI chairperson will produce biannual reports outlining trends in the types of flags given, problems with quality of care, and any other information indicating that remediation is necessary on an agency level

7. Special Training Programs

7.1. Trainee Pager

- 7.1.1. The training department shall have authority to assign a pager reserved for the training department
 - 7.1.1.1. This pager shall be assigned to the Crew Chief Trainee who is closest to clearing while still requiring “Ready to Clear” evaluations.
 - 7.1.1.2. The pager shall be used to respond to day calls between the hours of 0800 and 2000.
 - 7.1.1.2.1. The Trainee may only respond when a Crew Chief is responding
 - 7.1.1.2.1.1. The responding Crew Chief shall notify the trainee of their intent to respond.
 - 7.1.1.2.1.2. The trainee may call any Crew Chief and request that they respond
 - 7.1.1.2.1.3. The trainee must not make patient contact without the Crew Chief
 - 7.1.1.2.1.4. If the trainee arrives after the Crew Chief has made patient contact, they will ask for an update and proceed to run the call
 - 7.1.1.2.2. The Crew Chief will evaluate the trainee just as they would on nighttime calls

7.2. Day Call Response

- 7.2.1. Trainees may respond to day calls with Crew Chiefs

7.2.1.1. A Crew Chief responding to a day call should make an effort to include a trainee, and any trainee who is approached by the Crew Chief may, but is not required to respond

7.2.1.1.1. Should multiple trainees arrive on scene, the first responding trainee shall be in charge of the call, and any further personnel shall serve as assistants

7.2.1.1.1.1. The only exception to this rule shall be in the event that the first responding trainee does not feel comfortable leading the call, in which case the responsibility will fall to the second trainee

7.2.1.1.2. All responding trainees shall receive an evaluation using the same criteria as for night shifts based upon their role in the call

7.2.1.1.2.1. It shall not be held against the trainee that they were only assisting as long as they otherwise showed capacity as “Ready to Clear”

7.3. Jumping Calls

7.3.1. A trainee who needs only one more “Ready to Clear” evaluation and has met their in service requirement shall be allowed to jump a call

7.3.1.1. The Crew Chief Trainee shall attend check out for the night shift and inform the night crew of their intention to jump the first call of the night, and will sign out a radio for the night

7.3.1.2. In the event of a call, the Crew Chief Trainee will notify dispatch and the duty crew that they will be responding in the typical fashion

7.3.1.2.1. As there will be two trainees, the duty trainee shall use the call sign “802” and the jumping trainee shall use the call sign “804”

7.3.1.2.2. The Crew Chief Trainee will not respond if the call is unlikely to fulfill his or her remaining requirement

7.3.1.2.2.1. In the event that the Crew Chief Trainee decides not to respond, they shall not convey any information over the radio, and the duty crew will respond as usual

7.3.1.2.3. The Crew Chief will fill out an evaluation for both the duty trainee and the jumping trainee based on their roles in the call, as in 7.2.1.1.2.

7.3.1.3. The Crew Chief Trainee shall be permitted to jump calls until their remaining requirement is completed