

Section 1—General Information

1.1—Purpose of S.O.G.’s

The purpose of these Standard Operating Guidelines (SOG’s) shall be to provide a general set of guidelines for the operations of the Stockton University Emergency Medical Service. These SOG’s shall, in conjunction with the Stockton EMS bylaws, define certain policies, procedures, and guidelines which should be followed whenever feasible. Certain National, State, and Local policies pertaining to EMS operations shall supersede these SOG’s and should be followed in accordance with such policies.

1.2—Confidentiality

It shall be the policy of Stockton University EMS that all records which include sensitive or personal information, be kept with strict confidentiality. EMS members must not relate the details of any EMS call (i.e. a patient’s name, personal information, specific condition, or care rendered) to any persons outside of those directly involved in the patient’s care or as required by law. At no time shall any member, with the exception of the Captain, Advisor, or Incident Commander (on an emergency scene), make any statements to the media. On an emergency scene, all requests for information should be directed to the Incident Commander or his/her official designee. Note: The Office of External Affairs (Public Information Office) is the official contact point for the release of information—release of information should be coordinated through this office. EMS members may also at times be privy to certain information which is not suitable for public release; this information shall be considered “sensitive or personal information” and shall be kept with strict confidentiality. The requirements and policy, as stated above, are sometimes referred to as the “Buckley Amendment” and/or “Ryan White Act.” See also Section 6.5—Radio Confidentiality.

1.3—Infection, Exposure, and Contamination Control

To provide a safe work environment for EMS members, as well as for the safety of patients and other persons, infection control and “Universal Precautions” procedures shall be followed at all times.

1.3.1—Medical Waste: All materials and supplies that have been in contact with body fluids (fluids considered to be infectious under OSHA Bloodborne Pathogens Standards) shall be placed in a Biohazard Medical Waste “Red-Bag” and disposed of properly at a Medical Waste Disposition Location. Hospitals, as well as the Student Health Center have locations (which should be clearly marked) for the disposition of medical waste. All “sharps” (needles, lancets, auto-injectors, scalpels or other sharp instruments) shall be carefully placed in an approved “sharps” container. All “sharps” used by Advanced Life Support (ALS) shall be secured and should be removed by ALS personnel.

1.3.2—Personal Protection: All EMS members shall be required to follow “Universal Precautions” on all calls. This includes the use of approved latex or equivalent-type gloves, as well as face shields, masks, gowns, aprons, and CPR shields as appropriate. After handling any potentially contaminated materials, each member must wash his/her hands with disinfectant-type soap, even if appropriate PPE was worn.

1.3.3—Disinfection: Cleaning shall be performed using hot, soapy water, followed by a rinse with a 10:1, Water to Bleach solution, or equivalent commercial anti-microbial disinfectant. This procedure shall be used on all contaminated/possibly contaminated surfaces, and may be used in conjunction with a disinfectant spray or pre-packaged anti-microbial wipes.

1.3.4—Exposure Control: All direct exposures or possible exposures to dangerous or infectious substances shall be immediately reported to a Line Officer. The EMS Advisor and Student Health Center shall be contacted immediately and consulted on each specific case, and will evaluate the course of action. The Captain must also be contacted by the Line Officer involved and informed of the situation.

1.4—Contact Information

1.4.1—Members: Each member shall provide the Sergeant / Secretary with an up-to-date phone number, E-mail address, and mailing address upon acceptance as a member of Stockton EMS. Phone numbers and E-mail addresses of each member shall be made available to all other members and Officers as well as Campus Police. Members are responsible for informing the Sergeant / Secretary of any address or phone number changes within one (1) week of the change. *To ensure information dissemination, members are also responsible for checking their E-mail and voicemail accounts at least every other day, and checking the EMS website on a regular basis.*

1.4.2—Information Release: Members' personal information will not be released to any agency without a signed release of information being available; signed by the person authorizing their information to be released (except in compliance with an active investigation as allowed by law.) Final decisions regarding information release rest with the Dean of Student's Office.

Section 2—Membership

2.1—New Member Application Process

Prospective members must obtain and complete an application for membership, the application includes personal and background information, as well as other forms related to membership. Applications can be submitted at any time during the year; however applications will only be accepted for membership during the specified open enrollment period.

The open enrolment period occurs during the beginning of the fall and spring semesters.

- A. Week 1 thru 3: Submission Period, applications may be dropped off for review.
- B. Week 4: Background Checks will be conducted by Campus Police and interviews will be conducted by program advisors and & student line officers.
- C. Week 5: Acceptance or Rejection of perspective member & Organization Orientation.

2.2—New Member Orientation Process

2.2.1—Orientation Sessions: Prior to active membership each new member must attend and complete a new member orientation program. The orientation program will provide the member the knowledge to properly function within the organization. The orientation sessions will be held each semester after the membership intake process is completed, if a member is unable to attend orientation; it is the responsibility of the member to make arrangements with a line officer.

2.2.2—Learning Outcomes: Topics covered during the orientation program include, but are not limited to the following; An overview of the program, and introduction of the Student Officers and Faculty/Staff administration/advisors, an overview of the Standard Operating Guideline and Bylaws, a familiarization with equipment, vehicles, communications, and police department protocols.

2.3—Field Training Officer Clearance Process for EMT's

All new members who have been accepted into the organization, are actively certified NJ EMT's, and have attended and completed the required orientation program are eligible to be cleared by a Field Training Officer. This clearance is obtained once a member has completed all requirements outlined in the "Field Training Checklist". The purpose of this clearance is to confirm a member's medical ability and organizational understanding.

2.4—Requirements for Active Members

Members of Stockton University EMS must complete the following monthly to be considered an active organization member.

1. Attendance at the organizations monthly meeting and training held on the 3rd Tuesday of every month at 20:00 hours. Members who would like to request an excused absence must contact the Captain no later than three hours prior to the meeting in which they plan to miss.
2. Completion of a minimum of three event standbys / duty crews or eight hours, whichever requirement is accomplished first.

A member who fails to meet these requirement will be placed on membership probation for one month, if the member meets their requirements the following month, they will be brought off probation and resume their active member status. A member may not be on probation for more than three sequential months or four total months in an academic year. If a member is excessively on probation, the member will be removed from the organizations roster and be asked to re-apply during the next membership intake period.

Section 3—General Policies

3.1—Alcohol, Tobacco, & Drug policy

3.1.1—Alcohol: Consumption of alcoholic beverages by any member while on duty is strictly prohibited. Any member found intoxicated or suspected to be intoxicated while on duty or participating in a Stockton EMS call or standby event shall be immediately relieved of his/her duties and reported to the Captain. The Captain or Line Officers will complete an investigation of the incident, involving outside agencies (i.e. Police) as necessary. If deemed necessary by the Captain, Line Officers, or Police an alcohol breath test (“breathalyzer”) may be performed. Members who choose not to take the alcohol breath test, or refuse to cooperate with investigating officers shall be immediately suspended pending review of the situation and/or disciplinary actions by the EMS Line Officers. Duty crews are required to have a minimum of eight (8) hours between the start of their duty crew shift and last alcoholic consumption.

3.1.2—Tobacco: At no time shall a member use any tobacco product while on a call or standby event with Stockton EMS. Tobacco product use in any Stockton EMS vehicle, office, or building is also prohibited.

3.1.3—Drugs: There will be absolutely no use of any controlled substances or any illegally obtained prescription medications by any member of Stockton EMS. Any member taking prescription medication impairing alertness and/or judgment must advise the Captain. The Captain will set forth parameters under which the member must operate in order to volunteer actively with Stockton EMS. Any member found or suspected to be under the influence of any drugs while on duty or participating in a Stockton EMS call or standby event shall be immediately relieved of his/her duties and reported to the Captain. The Line Officers will complete an investigation of the incident, involving outside agencies (i.e. Police) as necessary or required by law.

3.2—Documentation

It shall be the policy of Stockton EMS that all calls and event standbys operations be documented appropriately. All emergency calls shall be documented by filling out a run report (“patient care report”) appropriately. Duty crews and event standbys shall be documented either on a run sheet form, or other designated standby form. All members shall be familiar with proper documentation policies prior to writing reports. All completed forms should be deposited into the drop box located in the EMS storage closet located at the Campus Police Station.

3.2.1—Refusal of Services: It is the right of any patient to refuse treatment or transport provided he/she is at least 18 years of age or legally emancipated, and mentally competent to refuse treatment/transport. Patients wishing to refuse EMS services or specific techniques shall be required to read and sign the Refusal Statement on the Stockton EMS run report. Patients under the age of 18 and not legally emancipated must be released to a parent, guardian, or transported to an appropriate medical facility. If a patient under the age of 18 is released to a parent/guardian the parent/guardian must sign the refusal statement, taking responsibility for the patient. Refusal signatures shall be witnessed by a non-crew member (preferably a Public Safety/Police Officer or Stockton employee); the witness shall sign the Refusal Statement in the appropriate location on the run report. Patients should also be explained the consequences of refusing treatment/transport and reminded that they may call for assistance if necessary in the future. All refusals shall be documented appropriately in the narrative of the run report. If a patient refuses treatment, transport, or specific techniques and will not sign the refusal statement this shall be explicitly documented in the narrative and witnessed by a non-crew member—preferably a Public Safety/Police Officer or Stockton employee.

Section 4—Training

4.1—Professional Development & Continuing Education

The primary goal of this organization is to offer its members educational and leadership opportunities that will benefit them outside of University and in their future careers. While the core function of the group is to provide medical care, the call volume of the campus as well as the types of calls the members encounter limit these experiences greatly, however by combining medical assistance with the membership’s personal growth we can really create an organization that supports and aligns with the University’s mission.

4.1.1—Opportunities: The following training opportunities will be made available to active members; members are encouraged to utilize these programs and services:

- a. Training and Recognition programs offered by the Office of Student Development.
- b. Organizational monthly meeting attendance and trainings on the 3rd Tuesday of each month.
- c. Continuing Education Unit (CEU) courses coordinated by Stockton University EMS, Rowan University EMS, Cooper University Hospital, and Galloway Ambulance Squad.
- d. Conference Attendance (only if sufficient funds are available)

It will be the responsibility of the Lieutenant to provide a calendar of training opportunities to the membership at the start of each semester. At the very least the schedule should include each of the required monthly membership meeting training opportunities.

4.2—Driver Training Program

4.2.1—Eligibility: Prior to starting the Driver Training Program, the following requirements must be met for each member wishing to be trained:

- (1.)-Must be at least 18 years of age with a minimum of one (1) year driving experience.
- (2.)-Must have a valid driver’s license issued by an appropriate State agency.
- (3.)-Must have a license check (Drivers’ Abstract) performed when possible; the abstract shall be reviewed by the Line Officers prior to starting driver training. Persons with 3 or more active points on his/her license shall meet with the Line Officers to discuss proceeding with driver training.

(4.)-Final decision on an individual's ability to participate in the program rests with the Line Officers and advisory staff.

4.2.2—Training Requirements: As per the Stockton EMS bylaws, the Training Sargent shall oversee the Driver Training Program. The program consists of the following requirements:

- Perform behind the wheel driving time with a Field Training Officer, or other Line Officer/Advisor.
- Demonstrate knowledge of proper usage of Emergency Warning Devices.
- Demonstrate knowledge and skills of proper parking and backing up.
- Demonstrate knowledge of proper radio usage.
- Demonstrate knowledge of University building locations, and general familiarization with the primary response area.

4.2.3—Qualification to Drive: Driver qualification may be approved only by the Captain in consultation with the Lieutenant.

4.2.4—Formal Driving Course Training: Each qualified driver is strongly encouraged to attend a formal driver training course. Courses such as CEVO and EVOC may be offered by Stockton EMS or taken elsewhere. These courses may be taken in addition to the required Stockton EMS Driver Training.

4.3—EMT, First Aid, and CPR Training

Emergency Medical Technician (EMT) training and certification is strongly encouraged for every member. EMT training as well as Continuing Education credit courses (CEU's) will take place through appropriate courses approved by the NJ Department of Health and Senior Services. Payment for these courses may be in the form of a NJ State Tuition Voucher. Certification in First Aid and CPR will be granted in accordance with Red Cross and/or American Heart Association certification requirements. Payment for First Aid and CPR courses will be provided either by the member receiving the training, or by the Squad (only if sufficient funds are available.)

4.4—Incident Command System Training

All members should be familiar with the structure and function of the Incident Command System (ICS). A copy of the NWCG I-100 "ICS Orientation" manual shall be made available to all members. All Line Officers and Crew Chiefs are strongly encouraged to receive additional formal training in ICS.

Section 5—EMS Coverage

5.1—Standby Assignments for Special Events

5.1.1—Description: The Training Sargent will provide an up to date listing of events that have formally requested EMS coverage or that the officers feel could benefit from EMS assistance.

5.1.2—scheduling: A schedule will be made available by the line officers, this schedule will allow members to request shifts from a listing of available opportunities. All members who commit to a shift should arrive to their assignment fifteen minutes to the official program start time.

5.2.3—Shift Switches: Each member who signs up for a shift shall be responsible for covering that shift, or finding his/her own coverage for the shift. Disciplinary action will be taken if the member does not find coverage for their assigned shift. See Bylaws Article VI. Negligent Duty Clause. Members may switch shifts or cover other members' shifts provided the covering member is of equal or greater training than the scheduled member. All shift changes shall be reported to and approved by the line officers.

5.2.4—Non-EMT members: Non EMT members shall be responsible only for tasks assigned to them by the EMT/Crew Chief. They may not make medical decisions or began any treatments or interventions without the approval of the Crew Chief EMT. All Non-EMT members must be CPR trained.

5.2—Duty Crews (From 2200 to 0200 Thursday)

5.2.1—Description: During this time the assigned Duty Crew is responsible for handling all calls Stockton EMS is dispatched to.

5.2.2—Crew Chiefs: The Crew Chief will either be a Line Officer, or an experienced EMT appointed by the Line Officers. All Duty Crew shifts shall have an assigned Crew Chief (Line Officer / Senior EMT acting as a Crew Chief.) The Crew Chief will act as a supervisor. S/he is responsible for ensuring each member of the Duty Crew responds to calls, and will handle any minor problems occurring during the duty shift. The Crew Chief will assist with training for new members on their duty crew during their shift. This includes an understanding of the equipment in the ambulance and the vehicles.

5.2.3—Shift Switches: Each member assigned to a duty shift shall be responsible for covering that shift, or finding his/her own coverage for the shift. Disciplinary action will be taken if the member does not find coverage for their duty shift. See Bylaws Article VI. Negligent Duty Clause. Members may switch duty shifts or cover other members' shifts provided the covering member is of equal or greater training than the scheduled member. All shift changes shall be reported to and approved by the Crew Chief(s).

5.2.4—Non-EMT members: Non EMT members shall be responsible only for tasks assigned to them by the EMT/Crew Chief. They may not make medical decisions or began any treatments or interventions without the approval of the Crew Chief EMT. All Non-EMT members must be CPR trained.

5.2.5—Response Time Policy: In order to provide fast, effective emergency care to Stockton University it shall be the policy of Stockton EMS that members stay on campus while on duty.

Section 6—Uniforms & Issued Equipment

6.1—Uniform Guidelines

6.1.1—Uniform types: The Uniform of Stockton University EMS shall consist of the following:

- Class A—White uniform style shirt with dark navy or black uniform-type pants, black socks (if visible), belt, and black shoes or boots. The uniform shirt shall have the Stockton EMS patch on the left shoulder, EMT patch on the right shoulder (if EMT certified), and EMS badge on the left chest. Name plates are optional, and may be purchased by members; plates are to be placed at the top of the right pocket, if used. A white, black or blue turtleneck shirt may be worn under the uniform shirt in cold weather.
- Class B—Stockton EMS short sleeve shirt, EMS polo shirt, sweatshirt, or jacket with uniform-type pants or jeans and appropriate shoes/boots.

6.1.2—Duty Crew and All Call Uniform Guidelines: Duty Crew personnel are required to dress in the Class B uniform for their duty shift. Members of the Duty Crew must wear Stockton EMS organization identification at all times during a call. Duty Crew members may not wear clothing from any other squad or organization while on duty for Stockton EMS.

6.1.3—Standby and Special Events Uniform Guidelines: Class A uniforms shall be worn by personnel attending standbys for football games, Graduation ceremonies, or other similar public events as designated by the Line Officers. In certain cases Class B uniforms may also be worn at events as designated by the Line Officers.

6.1.4—Uniform Jackets and Foul Weather Gear: Only those jackets provided by the Squad, or approved by the Executive board may be worn. Turn-out coats may be worn, provided liners are installed. Wet jackets/gear shall be dried in a heated building prior to being placed back in service or on a vehicle.

6.1.5—Rank insignias: The rank insignias for members and officers shall consist of the following:

- Non-EMT members: Silver cloth badge with no other insignias.
- EMT members: Silver cloth badge; Silver “EMT” collar pins are optional.
- Sergeants: Silver cloth badge; Silver collar pins with three bar chevron.
- Lieutenants: Stockton issued metal / cloth gold badge; Single gold bar on each collar.
- Captain: Stockton issued metal / cloth gold badge; Double gold bar on each collar.
- Advisors: Stockton issued metal / cloth gold badge; Gold “EMT” or “EMS” collar pins are optional.

6.2—Issued Equipment

Each member of Stockton University EMS shall be issued the following through a sign-out procedure:

- One (1) short sleeve dress shirt.
- One (1) short sleeve t-shirt
- Copy of Stockton EMS bylaws
- Copy of Stockton EMS SOG’s

All equipment issued shall be logged and documented for equipment accounting purposes. Members are responsible for each item issued to him/her. Other Stockton EMS apparel may be issued at the discretion of the Line Officers/Advisory Board. Additional shirts, sweatshirts, etc. may be purchased by members. By receiving the issued items, members take full responsibility for each item issued. Members are required to return all issued equipment upon resignation/termination of membership. Members failing to return issued equipment, or damaging equipment beyond normal wear and tear may be billed for the cost of the issued item.

Section 7—Radio Policies & Procedures

7.1—Radio Guidelines

All radio communications transmitted by Stockton EMS shall adhere to the following guidelines:

- A. Communications should be “professional sounding” at all times.
- B. Inappropriate language or communications shall not be used—this is a violation of FCC rules, and may subject the individual person, squad, or University to liability.
- C. Radio communications should be kept short and to the point.
- D. Unnecessary radio communications should be avoided at all times.
- E. When calling another unit or the dispatcher, the other unit’s designation should be used before identifying yourself. For example “17 from R17-1.”
- F. All communication should be conducted using “Plain Language”, as per State Incident Command guidelines.

Ex. Duty Crew: “17, R17-1 is responding to (location)”
Dispatcher: “Received, R17-1 responding”

Radio communications between Stockton EMS and outside crews shall adhere to the same standards

Ex. Duty Crew: “Galloway 26-77 from R17-1”
Galloway: “This is 26-77, go ahead R17-1”
Duty Crew: “26-77 be advised (insert need for transmission, i.e. Patient Report or Cancellation)”

7.2—Radio Designations

7.2.1—Campus Police & County Designations: The following radio designations shall be used when transmitting on the Stockton EMS/PD radios:

- 17 - Stockton University Police Department Dispatch
- EMS Command - Stockton EMS Officer in Charge / Command
- EMS 1 - Crew 1
- EMS 2 - Crew 2 (if necessary)
- EMS 3 - Crew 3 (if necessary)

7.2.2—Portable Radio Sign-outs: Portable radios on the Plant/Campus Police frequencies shall be kept in Police Headquarters, available for sign-outs. EMT's only may sign out a radio for his/her duty shift; the radio must be returned at the completion of the duty shift. The EMT who signs out a radio shall take full responsibility for that radio. The radio may be used only for absolutely necessary communications, so as to keep the channel clear.

7.3—Radio Confidentiality

All communications over the radio shall be performed with patient confidentiality in mind (see *Section 1.2—Confidentiality*). Radio communications should not include a patient's name or social security number. All communications involving information of this type should be conveyed via telephone. Exceptions will be made only in extreme circumstances of which a patient's treatment or crew member's safety may be compromised without immediate dissemination of such information.

Section 8—Vehicle Operations

8.1—Responses

Whether responding to an emergency call, non-emergency call, or transporting a patient, the driver of the emergency vehicle must drive with due regard for safety of all persons, including other drivers. Compliance with NJ Motor Vehicle Code is required.

8.1.1—Emergency Status: Response: Emergency warning devices (“lights and siren”) shall be utilized only when responding to an emergency call in which there are reasonable grounds to believe that the patient's condition constitutes a medical emergency, and the use of emergency warning devices is necessary to expedite travel to the location.

8.1.2—Non-Emergency Status: Response: When responding to a non-emergency assignment, lights and sirens are NOT to be used.

8.1.3—Personal Vehicles: In the event that a member's personal vehicle must be brought to the scene, the vehicle shall be parked a significant distance away from the actual scene to permit access by all emergency vehicles. Personal vehicles should be parked out of the roadway (if at all possible) on University property. A member may use their POV with the permission of the Capt., Lt., an Adviser, or a Police Officer.

8.2—Accidents Involving EMS Vehicles

If a Stockton University / EMS vehicle is involved in an accident the following procedures should be followed:

- A. As with any accident, check for and treat injuries, requesting additional help as needed.
- B. Notify the Stockton Police of the accident, the location, and number of injuries if applicable.
- C. Never leave the scene of an accident.
- D. Do not make any statements regarding the accident to anyone other than the investigating DPS/Police officer and ranking EMS Officer or Advisor. Never admit guilt or fault at the scene of an accident.
- E. An investigation will be done by the Program Advisors and Line Officers.

8.3—Post Call Restocking/Disinfection

Following an EMS call the crew members must replace all items used from the vehicle or jump bag during the call. In the event that replacement items are not available the Supply Sergeant must be contacted and informed. Prior to returning to service all surfaces possibly contaminated during the call must be disinfected in accordance with *Section 1.3—Infection, Exposure and Contamination Control* of these SOG's.

8.4—Vehicle Fueling & Use

The fuel level in all Stockton EMS vehicles shall be maintained at or above ½ tank. When the fuel level reaches ½ tank or below ½ the vehicle must be fueled. During the winter months it is advisable to keep the fuel level at or above ¾ tank. Stockton EMS vehicles may be used only for officially-related EMS duties or business. The EMS car may be used for training, non-emergency transportations, liaison work, “Quick-Response”, or other EMS business. A member must obtain a “green” officer fueling key to operate the pumps, along with the blue vehicle key found in each vehicle. It is recommended that an EMS member approaches a Police Officer to fuel the vehicles.

8.5—Vehicle Staffing & Limitations

EMS Car: The minimum required staffing (“Crew”) for the Squad Car is one (1) licensed driver/Stockton EMS member 18 years of age or older, in good standing with the State DMV in terms of driving history. Minimum requirement to use the EMS car as an emergency response (lights/siren) vehicle the driver needs to be a New Jersey EMT and cleared driver.

Section 9—Specific Call Guidelines

9.1—Motor Vehicle Accidents

When arriving on the scene of a motor vehicle accident (MVA), otherwise known as a motor vehicle crash (MVC), the car should be parked upwind and uphill from the accident if possible, emergency lights should be left on to warn others of the accident and headlights should be turned off to prevent blinding other drivers (unless required for scene illumination.) The first arriving Officer or Unit shall provide an update to other responding units and dispatch, and shall assume Command of the scene as per Incident Command Guidelines. The update should include the number of vehicles involved, number and extent of injuries, and need for additional resources (i.e. ambulances, police, fire dept., and helicopter). The Officer or Senior EMT assuming Command of the scene shall be referred to as “Stockton EMS Command” and should serve to direct other responding units to the scene and coordinate the overall treatment and transport of patients. Duties may be designated as per Incident Command Guidelines if necessary. Crewmembers should wear protective clothing & eye protection appropriate to the accident type. Members should take extra care when working inside a vehicle with a non-deployed airbag, the vehicle’s battery should be disconnected whenever possible. Extrication/rescue will be the responsibility of the Fire Department if they are on the scene.

9.2—Fires

When arriving on the scene of a fire, the first arriving Stockton EMS vehicle shall contact Campus Police dispatch or speak to the commanding officer to receive staging instructions. Should Stockton EMS arrive on the scene prior to the Police or fire department, vehicles should be parked at a safe distance upwind from the actual scene, leaving a route of response for the fire department. After the fire department’s arrival, an official EMS staging area should be set up with fire dept. approval. Responding Stockton EMS units should prepare for injuries related to a fire (i.e. burns, breathing difficulty, anxiety) and should prepare to provide a rest & recovery area for fire personnel.