

Andrew County Ambulance District  
Ambulance District Volunteer  
“First Responder”  
Operation Manual

2021

## **Introduction**

First Responder is a blanket term used to designate anyone that initially responds in an emergency situation. This is a term that has been used for many years, and we will continue to use the term as a general term for the Ambulance District Volunteers.

It should be obvious that Ambulance Volunteers are useful for two main purposes. The first is the potential that they may be geographically located closer to a call and could provide life saving treatment to a patient if trained. The second is additional hands when a severe patient is encountered. This could be providing CPR in the back of the ambulance to possibly even driving the ambulance and allow higher trained personnel in the to be in the back to care for the patient.

In many areas of the state, these services are generally provided by Fire Departments who answer that call to serve their community by providing emergency medical services along side of their fire suppression duties. Fire departments are not mandated by law to provide this, and when they don't a gap in service is presented.

Andrew County Ambulance District has chosen to fill this gap with their own Ambulance Volunteers aka First Responders. It does this as its continuing service to the citizen's it protects inside of the boundaries of the Andrew County Ambulance District.

This is the operation manual that sets out all details of the Ambulance District Volunteer Program and outlines details of the ongoing operations. The program is directly under the supervision of the Ambulance Director and Medical Director of Andrew County Ambulance District. Oversight is also maintained through the Board of Directors for Andrew County Ambulance District.

## **Mission Statement**

To provide the most efficient and cost-effective emergency care and transportation to the sick and injured within Andrew County.

### **Chain of Command:**

**Ambulance Administrator** oversees the program.

**First Responder Supervisors** – Staff members who are appointed by the Ambulance Director to help manage the program.

**First Responder Field Supervisors** – First Responders who are appointed by the Administrator in consultation with First Responder Supervisors to help manage the program.

**First Responders** – Ambulance District volunteers who are not paid staff members.

### **Qualifications**

- 18 Years of Age / 21 years of age to drive the Ambulance
- Valid Missouri Driver License
- Appointed by the Administrator or Designee

### **Requirements**

- Submit Application
- Interview Process
- Selection Process
- Provide documents to prove above qualifications
- Maintain to the guidelines set in these operations manual.

### **Training**

- All First Responders must within 6 months of appointment obtain a minimum of basic CPR training and maintain throughout their service.
- Initial and annual after that HIPAA training
- Optional Driving Training for those who wish to be able to drive the ambulances.
- All First Responders must within 1 year obtain Healthcare Level CPR and First Aid unless trained at the EMR level or higher.
- All First Responders are highly encouraged to obtain their EMR training.

### **Cooperation with ACAD Training Academy**

CPR & First Aid is provided through the ACAD Training Academy at no cost to First Responders

EMR is provided through the ACAD Training Academy at no cost to First Responders

ACAD EMR cards are issued through the Training Academy. See those guidelines for more information.

### **Staffing**

Staffing will be based on the needs of the community. Generally, the person should live in the designated area or in close proximity to. Total numbers of volunteers may change from time to time. Numbers in certain regions could also be adjusted from time to time.

### **Volunteer Status**

All First Responders are on a voluntary status. Currently, there are no minimum number of calls to make in a given period, less active members may be removed to make room for newer members.

### **Medical Requirements to Provide Patient Care**

Providers who have EMR cards issued by Andrew County Ambulance District may utilize the protocols set forth for their use in the EMS Treatments Guidelines.

CPR or First Aid certified Providers should provide care up to their level of training.

First Responders may only operate at maximum to the Level of an Emergency Medical Responder no matter what license they may hold.

### **District Issued Equipment**

First Responders will be issued a medical kit, and a safety vest. These items remain the property of Andrew County Ambulance District and need to be returned at the end of appointment or anytime at the request of the Administrator.

Some personnel may be issued an oxygen tank, an AED, or other equipment. These remain property of the District and can be moved as needed to keep them in the hands of the most active or strategically active persons.

Any issue with any item or equipment that belongs to Andrew County Ambulance District needs to be reported immediately to the district.

### **Active911**

All First Responders must have a smart phone and be able to utilize the Active911 application on their phone. If they currently don't have an account, one will be provided by the District.

When a call is sent out over Active911 and the First Responder responds, the following will be utilized:

- "Resp" will be pressed when they respond
- "Unvl" will be pressed if they see the call and are definitely unavailable to respond
- "Arriv" will be pressed to signal they are on scene
- "Avail" will be pressed when they are clear from the scene
- "Cancl" will be pressed if something stops their response.

First Responders do not have to push anything if they are not responding. "Unvl" is only as a courtesy to let others know there may be limited people responding.

### **Responding to calls**

Obey all traffic laws when responding to a call. No blue light cards are issued. Do not run flashers, honk horn, or other signaling that you intend to use to surpass normal driving response.

Stage in situations that are potentially unsafe.

Respond only to calls you are dispatched to.

### **On Scene at Calls**

- First On Scene: Secure scene and provide patient assessment and care to your level of training.
- Arrival after Ambulance: Report to ambulance crew for assignment.

All responders should wear designated vests when arriving on scene.

### **Responsibilities**

- Responding to emergency and non-emergency calls calmly, efficiently, and promptly.
- Administering care to patients at the scene, en route to the hospital and in a pre-hospital setting in accordance with federal, state, and local laws, regulations, and standards.
- Assessing the nature and extent of injury or illness to establish and prioritize medical procedures to be followed.
- Treating patients at the scene, en route to the hospital, and in a pre-hospital setting in accordance in accordance with Andrew County Ambulance District policies rules, and guidelines;
- Maintaining order at scenes, including crowd disbursement and restraint of family and friends;
- Maintain privacy and follow the Andrew County Ambulance District Hipaa policy; and
- Receive needed training to remain ready to provide quality care.

### **Discrimination and Harassment**

It is the goal of Andrew County Ambulance District to promote a workplace that is free of unlawful harassment. Andrew County Ambulance District expressly prohibits any form of unlawful harassment based on race, color, religion, gender, sexual orientation, national origin, ancestry, genetics, age, disability, veteran status, or other protected status. Harassment of employees, patients, guests in the workplace or in other settings in which employees, patients, guests may find themselves in connection with their employment or situation is unlawful and will not be tolerated by this organization. Further, any retaliation against an individual who has complained about harassment, or retaliation against individuals for cooperating with an investigation of a harassment complaint is similarly unlawful and will not be tolerated

To achieve our goal of providing a workplace free from harassment, the conduct that is described in this policy will not be tolerated and we have provided a procedure by which inappropriate conduct will be dealt with, if encountered by the First Responder.

Our definition of sexual harassment is this: “sexual harassment” means sexual advances, requests for sexual favors, and verbal or physical conduct of a sexual nature when:

1. Submission to rejection of such advances, requests or conduct is made either explicitly or implicitly a term or condition of employment or as a basis for employment decisions; or
2. Such advances, requests or conduct have the purpose or effect of unreasonably interfering with an individual’s work performance by creating an intimidating, hostile, humiliating or sexually offensive work environment.

While it is not possible to list all those additional circumstances that may constitute sexual harassment, the following are some examples of conduct, which if unwelcome, may constitute sexual harassment depending upon the totality of the circumstances including the severity of the conduct and its pervasiveness

- Unwelcome sexual advances—whether they involve physical touching or not; Sexual epithets, jokes, written or oral references to sexual conduct, gossip regarding one's sex life; comment on an individual's body, comment about an individual's sexual activity, deficiencies, or prowess;
- Displaying sexually suggestive objects, pictures, cartoons;
- Unwelcome leering, whistling, brushing against the body, sexual gestures, suggestive or insulting comments;
- Inquiries into one's sexual experiences; and; Discussion on one's sexual activities

If you feel at anytime you are being or have been discriminated against or harassed, immediately report it to one of the First Responder Supervisors or the Ambulance Director.

Investigation and discipline will be completed by the Ambulance Director and could result in removal from the appointment.

### **Incident Reports**

An incident report shall be filed for any event that is not normally expected to occur during your normal daily routine. Each person that is involved or witnessed the incident shall file a separate incident report.

### **Personal Hygiene**

All First Responders are expected to be clean and presentable always.

### **Benefits**

- Free Training
- Active 911 account (If one already not in place)
- Programming of department pagers (If allowed by current FD if applicable)
- Free Supplies & Equipment to use
- Medical Liability Insurance through the Ambulance District

### **Operating the Ambulance**

Seatbelts shall be worn when operating the vehicle.

When not using lights and sirens all traffic laws must be followed.

When using lights and sirens the following is in place and will be enforced:

- Due Regard shall be utilized always in all response modes

- Speed should be no more than 5 miles over posted speed limit in any city limits.
- Should be no more than 10 miles over posted speed limit on all other roads outside of city limits.
- At Stop Sign - Come to a complete stop, proceed with caution.
- On Green Lights – Slow down, look all 3 directions, proceed with caution.
- On Red Lights – Come to a complete stop, make eye contact with all drivers of other vehicles, wait 2 seconds, and proceed with caution.
- Avoid passing on the right it is a last resort, proceed with caution.
- Avoid traveling in opposing traffic unless you are certain traffic is clear, proceed with caution.
- Vehicle Operator should remain free from distraction. All non-driving functions should be done by the passenger if possible. If passenger is providing patient care, limit all distractions to essential needs only.

The EMS provider primarily responsible for patient care during transportation will advise the driver of the appropriate mode of transportation based upon the medical condition of the patient. Lights and Siren are allowed while transporting the patient if the need for immediate medical intervention is beyond the capabilities of the ambulance crew using available supplies and equipment.

If any member of the crew or First Responders decides that Lights and sirens should not be used, for transport, the response will be no lights and sirens.

### **Grievance Policy**

When a First Responder has a grievance, they may file a formal grievance with the Administrator. The formal grievance must be in written form on paper and signed by the aggrieved employee. The letter must contain not only the reason for the grievance, but what resolution the employee is seeking at the conclusion.

The Administrator has 10 business days, excluding holidays, to answer the grievance. The Administrator will respond to the grievance in writing.

If within 14 days, the employee is not satisfied with the response given, and feels there is need to further pursue the matter, a written rebuttal will need to be made as well as a written request to have the matter taken before the Board of Directors.

The Board will be given all written documents pertaining to the grievance and at its discretion seek additional input in person. The matter once requested by the employee will be taken up at the next regular meeting of the Board of Directors.

The decision of the Board of Directors will be the final decision in the matter no matter what other decisions have been made prior.