



WESTPORT EMERGENCY MEDICAL SERVICE
a division of the Westport Police Department



RULES AND REGULATIONS

The following rules and regulations are prescribed for the operation of Westport Emergency Medical Service, subject however, to such additions, amendments or revocations as the good of the Service may require.

Violations of any of the rules and regulations or the orders of Westport Emergency Medical Service by Westport Emergency Medical Service personnel shall result in disciplinary action and the penalties prescribed herein.

June 27, 2019

Marc E. Hartog, MPA, EMT-P
Deputy Director, Westport Emergency Medical Service

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Forward

The following rules and regulations have been developed in order to assure that Westport Emergency Medical Service operates as a professional organization. It is expected that every member will follow the rules and regulations contained herein to the best of their ability so that we can maintain our high standard of patient care and service to the community that the people of Westport, as well as other communities and organizations, have grown to expect.

It is not our intention to remove the fun and enjoyment from working in the EMS field, only to make a safe working environment as free as possible from liability, discrimination and unprofessional actions on the part of members that may reflect negatively on the organization.

We would like to express our appreciation to the commitment given by both the volunteer and paid staff of WEMS and hope that the following rules and regulations assist in making Westport Emergency Medical Service a safe and enjoyable place to work.

Thanks again.

Crew Chiefs Council November 1996

EMT CODE OF ETHICS

As adopted by the National Association of EMTs

Professional status as an Emergency Medical Technician and Emergency Medical Technician-Paramedic is maintained and enriched by the willingness of the individual practitioner to accept and fulfill obligations to society, other medical professionals, and the profession of Emergency Medical Technician. As an Emergency Medical Technician-Paramedic, I solemnly pledge myself to the following code of professional ethics:

A fundamental responsibility of the Emergency Medical Technician is to conserve life, to alleviate suffering, to promote health, to do no harm, and to encourage the quality and equal availability of emergency medical care.

The Emergency Medical Technician provides services based on human need, with respect for human dignity, unrestricted by consideration of nationality, race, creed, color, or status.

The Emergency Medical Technician does not use professional knowledge and skills in any enterprise detrimental to the public well being.

The Emergency Medical Technician respects and holds in confidence all information of a confidential nature obtained in the course of professional work unless required by law to divulge such information.

The Emergency Medical Technician, as a citizen, understands and upholds the law and performs the duties of citizenship; as a professional, the Emergency Medical Technician has the never-ending responsibility to work with concerned citizens and other health care professionals in promoting a high standard of emergency medical care to all people.

The Emergency Medical Technician shall maintain professional competence and demonstrate concern for the competence of other members of the Emergency Medical Services health care team.

An Emergency Medical Technician assumes responsibility in defining and upholding standards of professional practice and education.

The Emergency Medical Technician assumes responsibility for individual professional actions and judgment, both in dependent and independent emergency functions, and knows and upholds the laws which affect the practice of the Emergency Medical Technician.

An Emergency Medical Technician has the responsibility to be aware of and participate in matters of legislation affecting the Emergency Medical Service System.

The Emergency Medical Technician, or groups of Emergency Medical Technicians, who advertise professional service, do so in conformity with the dignity of the profession.

The Emergency Medical Technician has an obligation to protect the public by not delegating to a person less qualified, any service which requires the professional competence of an Emergency Medical Technician

The Emergency Medical Technician will work harmoniously with and sustain confidence in Emergency Medical Technician associates, the nurses, the physicians, and other members of the Emergency Medical Services health care team.

The Emergency Medical Technician refuses to participate in unethical procedures, and assumes the responsibility to expose incompetence or unethical conduct of others to the appropriate authority in a proper and professional manner.

*Written by: Charles Gillespie M.D.
Adopted by: The National Association of Emergency Medical Technicians, 1978.*

EMT OATH

Be it pledged as an Emergency Medical Technician, I will honor the physical and judicial laws of God and man. I will follow that regimen which, according to my ability and judgment, I consider for the benefit of patients and abstain from whatever is deleterious and mischievous, nor shall I suggest any such counsel. Into whatever homes I enter, I will go into them for the benefit of only the sick and injured, never revealing what I see or hear in the lives of men unless required by law.

I shall also share my medical knowledge with those who may benefit from what I have learned. I will serve unselfishly and continuously in order to help make a better world for all mankind.

While I continue to keep this oath unviolated, may it be granted to me to enjoy life, and the practice of the art, respected by all men, in all times. Should I trespass or violate this oath, may the reverse be my lot.

So help me God.

Written by: Charles B. Gillespie, M.D.

Adopted by the National Association of Emergency Medical Technicians, 1978

WESTPORT EMERGENCY MEDICAL SERVICE

OBJECTIVES

The fundamental responsibility of the Emergency Medical Technician is to conserve life, to alleviate suffering, to promote health, to do no harm and to encourage the quality and equal availability of emergency care.

In the performance of his/her duties, each member shall remember that the Westport Police Department, of which the Emergency Medical Service is a division, is a public service agency. He/she shall provide service based on human need, with respect for human dignity, unrestricted by consideration of nationality, race, creed, color or status.

The Emergency Medical Technician, as a professional, has the never ending responsibility to work with concerned citizens, public service agencies and other health care professionals in promoting a high standard of emergency medical care to all persons.

Above all, every Emergency Medical Technician shall be governed by respect and obedience to the State Statutes, and policies set forth by the Emergency Medical Service Director. Each Emergency Medical Technician assumes responsibility for individual professional actions and judgments, both in dependent and independent emergency functions.

The Emergency Medical Technician must be fluent in the English language, being able to speak, hear, and write it, and must be capable of lifting and carrying patients on stretchers, stair chairs, or other specialized equipment.

Approved November 15, 2013

Deputy Chief Foti Koskinas, Director
Westport Emergency Medical Service

EMERGENCY MEDICAL TECHNICIAN - BASIC: JOB DESCRIPTION:

The Emergency Medical Technician has numerous duties and responsibilities. Listed below are some of the basic duties of the EMT and do not encompass all the possible responsibilities that the EMT may encounter in the performance of their duties.

Responds to emergency calls to provide efficient and immediate care the critically ill and injured, and transports the patient to a medical facility.

Prior to initiating patient care, the EMT-Basic will also “size-up” the scene to determine that the scene is safe, the mechanism of injury or nature of illness, total number of patients and to request additional help if necessary.

Determines the nature and extent of illness or injury and establishes priority for required emergency care. Bases on assessment findings, renders emergency medical care to adult infant and child, medical and trauma patients. Duties include but are not limited to, opening and maintaining an airway, ventilating patients, and cardiopulmonary resuscitation, including use of automated external defibrillators. Provide pre-hospital emergency medical care of simple and multiple system trauma such as controlling hemorrhage, treatment of shock (hypo-perfusion), bandaging wounds, and immobilization of painful, swollen, deformed extremities. Medical patients include: Assisting in childbirth, management of respiratory cardiac, diabetic, allergic, behavioral, and environmental emergencies, and suspected poisonings. Searches for medical identification emblem as a clue in providing emergency care. Additional care is provided based upon assessment of the patient and obtaining historical information.

Reassures patients and bystanders by working in a confident, efficient manner. Avoids mishandling and undue haste while working expeditiously to accomplish the task.

Where a patient must be extricated from entrapment, assesses the extent of injury and gives all possible emergency care and protection to the entrapped patient and uses the prescribed techniques and appliances for safely removing the patient. Provides simple rescue service if the ambulance has not been accompanied by a specialized unit. After extrication, provides additional care in triaging the injured in accordance with standard emergency procedures.

Complies with regulations on the handling of the deceased, notifies authorities, and arranges for protection of property and evidence at scene.

Lifts stretcher, placing in ambulance and seeing that the patient and stretcher are secured, continues emergency medical care.

Reports directly to the emergency department or communications center the nature and extent of injuries, the number being transported, and the destination to assure prompt medical care on arrival. Identifies assessment findings which may require communications with medical direction for advice and for notification that special professional services and assistance be immediately available upon arrival at the medical facility.

Constantly assesses patient en route to emergency facility, administers additional care as indicated or directed by medical direction.

Assists in lifting and carrying the patient out of the ambulance and into the receiving facility.

Reports verbally and in writing their observation and emergency medical care of the patient at the emergency scene and in transit to the receiving facility staff.

After each call, restocks and replaces used linens, blankets and other supplies, cleans all equipment following appropriate disinfecting procedures, make careful check of all equipment so that the ambulance is ready for the next run. Maintains ambulance in efficient operating conditions. Ensures that the ambulance is clean and washed and kept in a neat orderly condition. In accordance with local, state or federal regulations, decontaminates the interior of the vehicle after transport of patient with contagious infection or hazardous materials exposure.

Attends continuing education and refresher training programs as required by employers, medical direction, licensing or certifying agencies.

Meets qualifications within the functional job analysis.

Above description taken from: US DOT EMT-Basic National Curriculum 1996

EMERGENCY MEDICAL RESPONDER (First Responder): JOB DESCRIPTION

The First Responder may function in the context of a broader role, i.e., law enforcement, fire rescue, or industrial response. With a limited amount of equipment, the First Responder answers emergency calls to provide efficient and immediate care to ill and injured patients. After receiving notification of an emergency, the First Responder safely responds to the address or location given.

- ❖ *Functions in uncommon situations;*
- ❖ *Has a basic understanding of stress response and methods to ensure; personal well-being;*
- ❖ *Has an understanding of body substance isolation;*
- ❖ *Understands basic medical-legal principles;*
- ❖ *Functions within the scope of care as defined by state, regional and local regulatory agencies;*
- ❖ *Complies with regulations on the handling of the deceased, protection of property and evidence at scene, while awaiting additional EMS resources;*

Before initiating patient care, the First Responder will "size-up" the scene to determine that the scene is safe, to identify the mechanism of injury or nature of illness, and the total number of patients, and to request additional help if necessary. In the absence of law enforcement, creates a safe traffic environment. Using a limited amount of equipment, renders emergency medical care to adults, children, and infants based on assessment findings. Duties include but are not limited to:

- ❖ *Opening and maintaining an airway;*
- ❖ *Ventilating patients;*
- ❖ *Administering cardiopulmonary resuscitation;*
- ❖ *Providing emergency medical care of simple and multiple system trauma such as:*
- ❖ *Controlling hemorrhage,*
- ❖ *Bandaging wounds,*
- ❖ *Manually stabilizing injured extremities.*
- ❖ *Providing emergency medical care to:*
- ❖ *Assist in childbirth*
- ❖ *Manage general medical complaints, altered mental status, seizures, environmental emergencies, behavioral emergencies and psychological crises.*
- ❖ *Searching for medical identification emblems as a guide to appropriate emergency medical care.*
- ❖ *Reassuring patients and bystanders by working in a confident, efficient manner.*
- ❖ *Avoiding mishandling and undue haste while working expeditiously to accomplish the task.*

Where a patient must be extricated from entrapment, assesses the extent of injury and assists other EMS providers rendering emergency medical care and protection to the entrapped patient. Performs emergency moves and assists other EMS providers in the use of the prescribed techniques and appliances for safely removing the patient. Under the direction and supervision of other EMS providers, assists in lifting the stretcher, placing the stretcher in the ambulance, and seeing that the patient and stretcher are secured. If needed, radios the dispatcher for additional help or special rescue and/or utility services. In cases of multiple patients, performs basic triage.

Reports directly to the responding EMS unit or communications center the nature and extent of injuries, the number of patients, and the condition of each patient. Identifies assessment findings that may require communicating with medical oversight for advice.

Constantly assesses patient while awaiting additional EMS resources. Administers additional care as indicated.

Orally reports their observations and emergency medical care of the patient to the transporting EMS unit. Upon request, provides assistance to the transporting unit staff.

After each call, restocks and replaces used supplies, cleans all equipment following appropriate disinfecting procedures, and carefully checks all equipment to ensure availability for next response.

Attends continuing education and refresher education programs as required by employers, medical oversight, and licensing or certifying agencies.

Meets qualifications within the functional job analysis. See Appendix A.

Above description taken from: US DOT first Responder National Curriculum

ABSENTEEISM:

Any WEMS member who is consistently absent from regular assigned duty shall, upon request, submit to the EMS Deputy Director an explanation for their actions. Failure to do so shall be deemed sufficient cause for disciplinary action or dismissal at the discretion of the EMS Director.

ADVANCED LIFE SUPPORT:

All current advanced life support guidelines as issued by the state Office of Emergency Medical Services, the Southwestern Connecticut Emergency Medical Service Council, and the Norwalk Hospital will be strictly adhered to.

ADVANCED LIFE SUPPORT AUTHORIZATION:

All members who receive State of Connecticut certification as an Advanced EMT or EMT-Paramedic must also receive authorization from Norwalk Hospital and Westport Emergency Medical Service prior to utilizing advanced life support skills while working for WEMS.

This authorization may be withdrawn for cause, such as but not limited to:

1. Failure to work a regular shift for Westport Emergency Medical Service.
2. Failure to attend re-certification classes.
3. Failure to maintain a State of Connecticut certification.
4. Any other reasons as determined by the EMS Deputy Director, EMS Director, or the Chief of Police.

If ALS authorization is withdrawn, the member cannot perform ALS skills until such time as ALS authorization is restored. If the reason for withdrawal of ALS authorization was for failure to maintain a State of Connecticut certification, the member will be removed from active status until State certification and authorization from the above listed agencies are received.

Members who are State of Connecticut licensed Paramedics must maintain Regional Medical Control through Norwalk Hospital to work at the Paramedic level.

ALCOHOL AND PRESCRIBED DRUGS:

No WEMS personnel shall appear for any WEMS activity while under the influence of alcohol or illicit drugs or under adverse reactions to any prescribed or over-the-counter medication.

No WEMS personnel will respond to calls after having consumed an alcoholic beverage of any kind.

No member of WEMS shall wear any part of the WEMS uniform, badges, buttons, insignia, WEMS markings or identification while frequenting, visiting or loitering near any bar, club, tavern, liquor store or other facility dispensing alcoholic beverages. Violation of this rule may result in dismissal from the organization.

APPOINTMENT (adult):

Adult applicants must be 18 years of age or older and not attending high school. Physical and mental fitness and good character are prerequisites. Applicants must have no record of conviction for a crime under the category of moral turpitude or serious motor vehicle offense. Appointment is conditional and may be terminated for any reason affecting the good of the organization. Reasons for termination may include, but not be limited to, failure on the part of the WEMS member to cover assigned shifts; failure to attend classes, meetings, training assignments; conviction of a felony; or failure to obey the proper commands of a WEMS or WPD Supervisor in responding to and carrying out assignments.

Applicants desiring membership shall submit the following forms:

1. Application for Membership.
2. Medical History Form.
3. Police Department Personal Record Request Authorization.

Prospective members shall be subject to the following evaluation process prior to membership:

1. Review of application.
2. Police Department Criminal History Check and Background Investigation.
3. Successful completion of the orientation process with set objectives and evaluation.

No person shall be accepted as a member of the organization or be issued any equipment until the above requirements are met.

Probationary Period:

All new members will serve a six month probationary period.

All probationary members will complete the following classes prior to completion of probation: HIPAA compliance, defensive driving, mass casualty, Hazmat, and terrorism.

The probationary period may be extended by the EMS Director for an additional six months, for just cause.

BASIC LIFE SUPPORT:

All current basic life support guidelines as issued by the State Office of Emergency Medical Services or the Southwestern Connecticut Emergency Medical Service Council will be strictly adhered to.

BUNK ROOMS:

1. Separate bunk rooms have been designated for male and female sleeping quarters. There shall be no mixing of genders in bunk rooms. Bunk rooms

may be used by members of the opposite gender **only** when not in use by any member of the designated gender. Any violation of this rule shall be considered a major infraction and cause for immediate dismissal from the organization.

2. Smoking and eating are forbidden in the bunk rooms.
3. Bunk rooms are to be used for sleeping by any the overnight shift only, unless prior permission is obtained from the Deputy Director.
4. Used linen will be placed in the proper container at the end of the shift. Linen from the bunk rooms is not to be used on the ambulance or for any use other than for the beds in the bunk rooms.
5. Bunk rooms are to be used by the scheduled on-duty WEMS Crew and Paramedic only. In the event that it becomes necessary for an off-duty WEMS member to spend the night at WEMS headquarters, the member must have prior authorization from the EMS Director or Deputy.

CANCELLED CALLS:

If advised by the Police Dispatcher that the ambulance is not needed while responding to a call, the Crew Chief will confirm the message with the Dispatcher, terminate response, and return to headquarters. A run report will be completed for the cancelled call.

CERTIFICATIONS:

Copies of all certifications are to be given to the WEMS Deputy Director. Any member who fails to maintain current Connecticut EMS certifications, as well as mandated OSHA classes, will be removed from active duty until they are recertified.

CERTIFICATION LEVELS *:

1. EMR – Must be a member of Explorer Post 601.
2. EMT– Any Adult member 18 years of age or older, or Explorer Post 601 member who is currently certified to the level of EMT.
3. AEMT – Must be authorized to function at the AEMT level by the Deputy Director.
4. Paramedic – Must have medical control issued by Norwalk Hospital.

*Refer to EMR and EMT job descriptions.

CHAIN OF COMMAND:

Westport Emergency Medical Service, as a division of the Westport Police Department, is paramilitary in nature. As such, all members are expected to follow the chain of command. The primary chain of command is as follows:

Chief of Police
EMS Director
EMS Deputy Director
Crew Chief
Special Event Crew Chief
EMT
Explorer

The above chain of command should be used when a member has questions or problems arising out of his or her day-to-day duties. Each member must recognize that while engaged in patient care or other emergencies there may be other individuals in the chain. For example, the Paramedic or Police Shift Commander may ask for assistance or give orders when it is not practical for them to go through the Crew Chief.

CONDUCT:

All WEMS personnel shall conduct themselves in a courteous and professional manner at all times. The use of harsh, profane, insulting, indecent, suggestive or sarcastic language is prohibited. The public and members of the Service must be accorded the proper courtesy and consideration. Conversations must be conducted in a civil tone of voice and in a dignified manner.

While on duty, all WEMS personnel shall use their best effort to avoid altercations and squabbles of any kind.

CONFIDENTIAL INFORMATION:

Information pertaining to a patient's condition or medical history, or pertaining to WEMS personnel, is considered confidential and shall not be disclosed by any member of WEMS. Inquiries pertaining to confidential information shall be referred to the EMS Deputy Director. Any violation of this policy shall be considered a major infraction and cause for dismissal.

COURT APPEARANCE:

If a member of WEMS receives a subpoena in reference to an incident involving WEMS, they shall immediately notify the EMS Deputy Director.

DISCIPLINE:

In order to maintain an efficient, effective and well respected WEMS organization, and in order to protect the organization from undue liability, disciplinary actions must be taken whenever necessary to ensure this end. Every effort will be made to maintain consistency in implementing this policy.

Causes for disciplinary measures shall fall into two categories: major or minor infractions.

1. Major infractions are those in which disciplinary action, including possible termination, can be taken for the first incident regardless of prior history of lack thereof.
2. Minor infractions include any act or omission against organization rules and regulations, special orders, or directives, which would be non-serious in nature and would generally not be a cause for termination for the first offense. Progressive discipline will be followed, as follows:

First Offense: Verbal Warning. A record of the verbal warning shall be placed in the member's personal file.

Second Offense: Written Warning. A written warning shall be given for an offense for which the member has already received a verbal warning.

Third Offense: Suspension. For any infraction for which a verbal warning and written warning have been given, a suspension from duty may be imposed. The length of the suspension shall be determined by the EMS Director.

Fourth Step: For any infraction for which both a verbal and written warning and suspension have been imposed, the member may be terminated at the discretion of the EMS Director.

DO NOT RESUSCITATE:

The current Do Not Resuscitate policy as issued by State of Connecticut Department of Health is to be followed for all terminally ill patients. Refer to the BLS Guidelines.

EDUCATION:

Continuing education and special courses shall be made available to all personnel to maintain their certifications and to keep them informed of changing conditions in the emergency medical field. The EMS Training Officer shall post current Regional and WEMS classes.

Provisions shall be made for the instruction of personnel to the standards established by the State of Connecticut Office of Emergency Medical Services, the Southwestern Regional Council, the Sponsor Hospital, and WEMS.

Any member who obtains training at a facility other than WEMS shall present a copy of their certification/course completion to the EMS Training Officer.

Any instructor who teaches any WEMS class is to obtain prior approval from, and comply with the guidelines of, the EMS Training Officer.

EMERGENCY MEDICAL RESPONSE TO INCIDENTS:

No emergency medical vehicles are to respond to any call unless dispatched by the Westport Police Department Dispatcher. If an emergency call is made directly to WEMS, it will be immediately transferred to Police Dispatch. EMS personnel will not take information to be relayed to Dispatch, the call must be transferred.

ENVIRONMENT AND WORKING CONDITIONS:

It shall be the policy of Westport Emergency Medical Service to provide an atmosphere of mutual respect among all members of the organization. Harassment or discrimination by any member of the organization because of color, race, religion, sex, age, marital status, national origin, ancestry, mental or physical disability shall not be tolerated.

Sexual Harassment*: Includes, but is not limited to: unwelcome touches or gestures, offensive remarks, obscene jokes, or graphic or sexually specific writings, photographs or videos that are not part of official business. Sexual harassment can be either a *quid pro quo* situation or the creation of a hostile working environment.

Discrimination: Includes, but is not limited to: failure to treat all members equally based on color, race, religion, age, sex, marital status, national origin, ancestry, mental or physical disability.

Members who believe that they are the victims of harassment or discrimination can register a complaint with their Crew Chief. If the complaint is against a Crew Chief, the complaint can be made to the EMS Deputy Director or the EMS Director. Any complaints against the EMS Deputy Director or Director can be made to the Chief of Police.

Verbal or written complaints, even if they are anonymous, shall be investigated by the supervisor who received them, and then forwarded to their appropriate supervisor with recommendations for action.

*For more detailed information refer to the Town of Westport Sexual Harassment / Discrimination Policy.

EQUIPMENT:

WEMS personnel are charged with the responsibility for the proper care of any WEMS property issued to or used by them.

No EMS personnel shall loan or allow a non-member to use any badge, uniform (or part thereof) or other issued equipment.

No equipment may be removed from WEMS headquarters without the permission of the EMS Director, EMS Deputy Director, or Paid Crew Chief. All equipment requests shall be in writing.

The Crew Chief or Special Event Crew Chief is responsible for maintaining the appropriate levels of vehicle's fuel, oil, water, equipment, etc. Maintenance problems are to be reported in writing via the vehicle maintenance log located in the Crew Chief Office or via Special Report in emsCharts, and will also be reported to the next on-duty Crew Chief.

EXPLORER POST 601:

Explorer Post 601 was established to allow high school students to become involved in EMS, and as a way to support the Volunteer Membership. Explorers will adhere to the following:

1. All non-certified applicants must first take the WEMS EMR or EMT class and become state certified before becoming active members.
2. High school students who have taken an EMR or EMT class and become certified through a non-WEMS program may apply to become active members.

WEMS Explorer Post members who have achieved certification as MRT or EMT and have been cleared by the EMS Director or EMS Deputy Director to work are considered part of the Crew and treated as such. Explorers are to work under the following guidelines:

1. Must be an active member of the WEMS Explorer Post.
2. No more than one Explorer under the age of 18 shall be scheduled per crew per shift.
3. Will not work 11pm to 8am shifts. Explorers will also not work 6pm to 11pm shifts Sunday through Thursday while school is in session.
4. Will wear approved Explorer Post uniforms.
5. Shall work as a regular member of the Crew to which they are assigned with the following exceptions:
 - a: Will not be left alone at any scene including special events.
 - b: Will not be placed in contact with a violent patient when at all possible.
 - c: Will not drive any WEMS vehicle.
 - d: Will not be the only crew member in the patient compartment during hospital transports unless they meet the following criteria:
 1. Are certified as EMTs.
 2. Have a minimum of 10 months and 60 hours on ambulance duty as a crew member.
 3. Have received a recommendation from their Crew Chief and been so authorized by the Deputy Director.
 4. The patient being transported is stable and non-threatening.

Non-Certified Explorers cannot perform any ambulance-related duties.

Explorers also have a separate set of rules and regulations that they must work under. They are also responsible for all WEMS rules and regulations while working for WEMS.

Only members of the Explorer Post 601 may function on an EMS Crew as EMR's.

FIELD RESUSCITATION OF PATIENTS:

The current Field Resuscitation of Clinically Dead Patient Guidelines, as issued by State of Connecticut Department of Health, is to be followed for clinically dead patients. Refer to the BLS Guidelines.

FIRE STANDBY:

When dispatched to stand-by at active Fire scenes, WEMS will respond with a Paramedic-staffed ambulance or a non-Paramedic ambulance plus a Paramedic fly-car. Upon arrival on scene, the Crew Chief will report to the Fire Incident Commander, request status updates and instructions, and consider whether a second crew should be called in to cover HQ.

If an active mayday is called by on-scene Fire Dept personnel, the Fire Incident Commander will notify the on-scene Crew Chief, who will contact either PD/EMS Communications for an additional Westport EMS ambulance or CMED for additional non-Westport resources. Once on scene, the additional unit's sole assignment will be to provide care, if needed, for personnel who called, or respond to, the mayday. If the firefighter is found unharmed and the mayday is cleared, the second ambulance may be cleared from the scene at the discretion of the initial Crew Chief, in consultation with the Fire Incident Commander.

If a second call for EMS service comes in while the Primary Crew is at the standby, and there is no other Crew on duty, the Crew Chief will confer with the Fire Incident Commander and decide whether or not to hold the vehicle on the standby. If necessary, the Crew Chief will notify the Police Dispatcher that a second ambulance is required for the call. The Crew Chief is to consider the following in making that decision:

1. Current status of Fire operations
2. Location and nature of the second call.
3. Ability to split crews at the fire scene.
4. Time required for a second vehicle to be dispatched and respond, vs. time required for the standby vehicle to reach the location of the call.

FIRST RESPONDERS:

The Westport Police Department, as the designated First Responder, and the Westport Fire Department, as the designated Supplemental First Responder, for the Town of Westport, will begin initial assessment and stabilization. Westport Emergency Medical Service personnel shall, upon arrival, assume responsibility for and direct all patient care.

FOOD AND DRINK IN AMBULANCES:

The placing of food or beverages in ambulances is strongly discouraged but may be done according to the following rules:

1. All food must be in its original closed container, shall not be opened or consumed for any reason, and must be carried in the cab of the ambulance.

- No food or drink shall be placed in the patient area of the vehicle for any reason.
2. If Crews place food in the cab of the ambulance, they must return directly to WEMS Headquarters to eat.
 3. If an EMS call is received while food is in the ambulance, the food is to be removed from the ambulance and placed in the Paramedic vehicle, when available, prior to transport to the hospital.
 4. If any member of the Crew or vehicle is contaminated, they will return directly to EMS headquarters and take the appropriate decontamination procedures prior to handling or consuming any food or drink.
 5. There shall be no eating, drinking, gum chewing, smoking, application of make-up or lip balm or adjusting of contact lenses in the patient compartment of any ambulance.
 6. A Crew may choose to eat their meal at a "Fast Food" type restaurant in Westport. In doing so, the Crew must remain "in-service" and immediately respond to any call for service.

Crew Chiefs are expected to enforce this policy with no deviations. Failure to do so will result in disciplinary actions to all involved.

GRATUITIES:

WEMS personnel shall not request discounts or accept any personal presents, fees, or other rewards for service. Any person offering a contribution shall be directed to make such contribution to Westport Volunteer Emergency Medical Service.

HEADQUARTERS: SECURITY and CLEANLINESS:

It is the responsibility of all WEMS members to help keep the EMS building clean and presentable at all times. The Primary Crew Chief is to see that the building, including the kitchen and lounge areas, is clean before going off duty.

The Crew Chief is responsible for general security of EMS Headquarters. The following guidelines should be followed:

1. Any time the EMS building is unmanned, all doors (front, tower, rear and ambulance bay doors) should be closed and locked.
2. The rear door with the key pad/card reader shall be kept locked at all times.
3. There is to be no loitering by any off-duty EMS or non-EMS personnel in the building after 2300 hours.
4. The Crew Chief working the midnight shift shall check all exterior doors to make sure they are closed and locked.

IMMUNIZATIONS/VACCINATIONS:

All WEMS personnel shall remain current with all mandatory immunizations/tests as directed by OSHA and WEMS. Such immunizations/tests shall include Hepatitis B, TB and any other immunization/test that may be required in the future. It is strongly recommended that all WEMS personnel receive annual influenza vaccinations. Proper documentation of immunizations shall be given to the Infection Control Officer.

KNOWLEDGE AND PRESERVATION OF ORDERS:

All WEMS personnel shall be subject to the Rules and Regulations as well as to Special Orders or Directives from a WEMS or WPD Supervisor while on duty or in training.

All WEMS personnel shall familiarize themselves with this manual. Under no circumstances shall a lack of knowledge of such orders be an excuse for non-observance by any member of the Westport Emergency Medical Service.

Any WEMS personnel found guilty of violating any section of the Rules and Regulations, as well as any special orders or directives, may be disciplined or dismissed for the good of the organization at the discretion of the Chief of Police or EMS Director.

MASS CASUALTY:

In the event of a mass casualty, all WEMS personnel shall follow the procedures set forth in the Town of Westport Emergency Operations Plan (Annex "S"). All WEMS personnel shall be familiar with this plan and the proper procedures to follow in the event of a mass casualty incident.

MEDICAL EXAMINER:

In the event that a medical examiner is needed at a scene, the Police Department is responsible for notification of the medical examiner and removal of the patient. WEMS vehicles will not transport a patient presumed deceased except by direct Police order. Guidelines from the Connecticut Chief Medical Examiner, State of Connecticut Department of Health, will be adhered to.

MINORS:

WEMS' first concern when dealing with a minor is to avoid death or permanent injury to the minor.

Definition of Minor:

Under Connecticut General Statutes (CGS), a minor is defined as a person under the age of eighteen (18). As a minor, these individuals are not authorized to make decisions regarding medical treatment. As EMS providers, we are authorized to treat minor patients under the doctrine of '**Implied Consent**', meaning that if the patient were able to authorize treatment, they would wish to receive such treatment. In some cases, a minor may be '**Emancipated**' (reference CGS Section 46-b-150-a-e). Minors are granted emancipation by the court system and, as such, are deemed by the courts to be

responsible for their own actions and decisions. If the patient is an emancipated minor, they possess the legal capacity to refuse medical care, providing the other conditions are met.

Legal Capacity:

Minors do not have the legal capacity to refuse medical care except in the case of an '**Emancipated Minor**'. The decision to make medical care available rests with the EMS provider under Implied Consent. Therefore, to assure that the best interests of the patients are properly served, all minors who suffer injury or illness should be transported to a medical facility. Once at the receiving facility, the facility will make attempts to reach the patient's legal guardian in order to determine the medical treatment wishes of the guardian as they pertain to the minor.

On-Scene Considerations:

Whenever a guardian (i.e., parent) is present, he/she shall make the decision regarding the treatment and transport of the minor. If the guardian refuses care and/or transport, the guardian shall sign the refusal form as the responsible party.

In the event an EMS provider responds to an emergency scene and is presented with a minor patient who has any physical signs or symptoms of injury or illness, with no guardian present, the patient shall be transported to an appropriate receiving facility.

If the minor patient presents with no, or only superficial, injury, and no guardian is present, the EMS crew may attempt to contact the guardian via phone for a determination on whether or not to transport. If the guardian is contacted and requests no transport for the minor patient, and if practical, await the arrival of the guardian at the scene to sign the refusal. If arrival of the guardian will be delayed, the EMS crew shall have a Police Officer speak directly with the guardian to verify their decision, and shall have the Police Officer sign the refusal on behalf of the guardian. In such case, the circumstances shall be clearly documented on the EMS Run Report, along with the name and shield number of the Officer.

Guardians Refusing Care for a Sick or Injured Minor:

There may be times when the guardian refuses medical care and/or transportation even when the minor has serious illness or injury. The reasons may be religious or economic. However, if the on-scene EMS providers believe that the patient may suffer grave medical consequences if left on-scene, a Medical Control Physician shall be contacted for On-Line Direction. If the Physician agrees that further medical evaluation is necessary, request police assistance to facilitate transport.

MUTUAL AID:

All requests for mutual aid from other towns or EMS Services shall be made through the Westport Police Dispatcher. Whenever possible, WEMS will respond as needed, per current mutual aid agreements. The On-duty Crew Chief shall determine, based on call type, current staffing levels, and pending in-town calls, whether or not WEMS is able to

respond, and whether or not the Paramedic will respond as well. If it is determined that WEMS cannot respond, the Crew Chief will so notify both Dispatch and CMED.

If WEMS is unable to cover a Westport call for EMS service due to a lack of personnel or an ambulance, the primary Crew Chief may decide to request mutual aid. In most cases, if another ambulance is available, the Crew Chief should first direct Dispatch to page out for additional personnel; if no, or insufficient, personnel respond, and availability of the primary crew (via hospital turnaround) will be unreasonably delayed, the Crew Chief will direct Dispatch to contact CMED for mutual aid.

Any time a mutual aid Service covers a call in Westport, a WEMS run report must be completed, documenting location of the call, time of the request, time of arrival, and which Service and unit responded. This information should be obtained from C-Med. A Police incident number must be assigned to the call. The run report will be completed with outcome listed as "Mutual Aid Used, No Transport" (since Westport EMS did not transport). Additionally, the On-Duty Crew Chief will document why Mutual Aid was used, including status of duty crews and WEMS ambulances, and attempts at paging out for additional personnel (including how many, or reasons for not doing so), etc.

ON-CALL and OFF-DUTY RESPONSIBILITIES AND PROCEDURES:

In the event members are called in, they shall immediately report to the WEMS office for their assignment, unless specifically directed otherwise by Dispatch or the On-Duty Crew Chief. Personnel shall be properly attired and identifiable as a member WEMS. All members who respond to an incident shall be placed on the roster.

As a provider of emergency medical care for the community of Westport, EMTs have an obligation to render necessary treatment whether on or off duty. If he/she observes a medical emergency while off-duty, medical treatment shall be provided until the arrival of the ambulance. They then shall assist the ambulance crew to the extent deemed necessary by the Crew Chief. The member's name shall be recorded on the run report in the "Other EMS" section.

ON-CALL VEHICLE:

WEMS will provide vehicles (when available) for a Crew Chief and for an EMT/Driver to use while on on-call for second calls. The following procedures shall be followed:

WEMS personnel utilizing the vehicle shall remain available to respond to second ambulance calls as needed. They shall carry a radio with them at all times.

WEMS vehicles shall remain inside the Town of Westport, unless necessary to leave the Town in the performance of WEMS related duties. A EMS personnel residing in an adjoining town may take the vehicle home at night when on-call.

No one shall utilize the vehicle for more than sixteen (16) hours at a time unless authorized to exceed that time period by the EMS Director or EMS Deputy Director.

WEMS vehicles shall not be taken to bars, clubs, taverns, tap rooms, liquor stores, or any other such location.

EMS personnel shall sign in when taking the vehicle. They shall also notify the Primary Crew Chief and the Police Dispatcher that they will be on call and have the vehicle. The Primary Crew Chief shall advise their relief as to the status of the on call vehicle.

OSHA MATERIALS:

The following OSHA compliance documents shall be kept in the Crew Chiefs' Office: Fire Emergency Plan, Medical Emergency Plan, Exposure Control Plan, Compressed Gas Policy and Hazard Communication Plan. These documents should not be removed from the Crew Chiefs' Office.

PAID CREW CHIEFS:

In addition to covering assigned shifts, the Paid Crew Chiefs will also serve in an administrative capacity. Responsibilities includes scheduling, purchasing, vehicle maintenance, training, processing reports for billing & call review, OSHA compliance, assisting the volunteer organization, and any other duties as assigned by the EMS Director or Deputy Director.

They will also assist the EMS Director with the growth of the organization by:

1. Developing new directions for WEMS to head.
2. Reviewing current regulations and policies as well as make suggestions for changes.
3. Assisting in the development of new rules and regulations / policies and procedures.
4. Evaluating, with the WVEMS Equipment Committee, new equipment that should be considered for addition to the Service.
5. Assisting in developing training strategies and performance reviews.

PARAMEDIC COVERAGE:

Norwalk Hospital Emergency Medical Services (NHEMS) is under contract to the Town of Westport to provide one (1) Paramedic to WEMS twenty-four hours / seven days per week (24/7). The Paramedic will respond to all EMS calls within the Town of Westport as available. The Paramedic is responsible for all care of patients that he/she examines and will accompany all patients that require advanced life support to the hospital unless otherwise deemed appropriate by Medical Direction. If the Paramedic assigned to Westport is unavailable for a patient who requires advanced life support CMED will be contacted to request a Paramedic intercept as available.

WEMS members who are state licensed Paramedics and approved by Norwalk Hospital Medical Control may work at the Paramedic level for WEMS. WEMS Paramedics may function with the Norwalk Paramedic or independently. If two or more Paramedics are working together, the Paramedic assigned by Norwalk Hospital will make all final decisions regarding patient care.

PARAMEDIC INTERCEPT:

All requests for Paramedic intercept from other towns or EMS Services shall be made through the Westport Police Dispatcher. Whenever possible, WEMS will respond as needed, per current mutual aid agreements. The On-duty Crew Chief shall determine, based on current staffing levels and pending in-town calls, whether or not the WEMS-assigned Paramedic is able to respond. If it is determined that WEMS cannot respond, the Crew Chief will so notify both Dispatch and CMED. Refer to appendix F for Paramedic Intercept Guidelines issued by the Southwest EMS Council.

PERSONAL INFORMATION:

All members of WEMS shall promptly notify the EMS Deputy Director of any change of personal information (name, residence, phone number, e-mail).

Anyone charged with, or convicted of, any misdemeanor motor vehicle violation, or any criminal charge, must notify the EMS Deputy Director in writing within 48 hours. Failure to comply constitutes a major infraction and could result in dismissal from the organization.

Any member who has their operator's license suspended or revoked must notify the EMS Deputy Director in writing within forty-eight (48) hours of the suspension or revocation. The member's working status with WEMS will be evaluated on an individual basis.

PERSONNEL INJURY WHILE ON-DUTY:

Any EMS personnel injured while on duty shall immediately report such service-related injury to the Crew Chief, who shall notify the EMS Deputy Director and the Police Shift Commander. In addition, the Crew Chief will complete an emsCharts Special Report, documenting specifics of the nature of the injury, location of occurrence, mechanism of how injury occurred, and names of witnesses. The Police Shift Commander will make immediate notification to CIRMA and complete CIRMA-required reports. If the member needs transportation to a medical facility, a WEMS run report shall be completed.

PERSONNEL:

Attendant:

The Attendant is a State of Connecticut certified EMT or Explorer EMR who works under the direction of a Crew Chief or Special Event Crew Chief.

Responsibilities:

1. Perform EMT/EMR duties as required.
2. Conduct a vehicle inventory at the beginning of each shift.
3. Carry into the scene any equipment that the Crew Chief determines is needed.
4. Replace linens and make up the stretcher at the hospital.
5. Clean and restock the ambulance after a call.

6. Perform proper patient care under the direction of the Crew Chief and/or the Paramedic.
7. Complete a driver's orientation (not Explorers) with all non-ambulance vehicles.
8. Any other duties that may be assigned by the EMS Director, Deputy Director, or Crew Chief.

Crew Chief:

The WEMS supervisor of each shift shall be known as the Primary Crew Chief and shall be responsible for enforcing all WEMS rules, regulations and policies.

Responsibilities:

1. Perform patient care duties as required.
2. Act as WEMS supervisor for assigned shifts. The Crew Chief is responsible for all WEMS operations, personnel and patient care unless relieved by the EMS Director or Deputy Director. The Primary Crew Chief is responsible for other Crew Chiefs that may be called in to assist on second calls, special events or other assignments.
3. Responsible for the WEMS headquarters. Refer to "Headquarters" section of these rules and regulations.
4. Responsible for ambulance inventory, fuel and oxygen levels and maintaining ambulance and equipment in optimal operating condition at all times.
5. Ensure the completion and filing of all forms and records.
6. Determine what additional assistance is needed at an incident; i.e. Police, Fire, Paramedic, EMS personnel or outside EMS agencies.
7. Ensure the transportation of patients to an appropriate hospital emergency department as determined by State Regulations, on scene Paramedic, Medical Direction or patient request. The transport will comply with the Service "Transportation Policy".
8. Responsible for reporting patient information to hospital personnel.
9. Ensure proper radio communications.
10. Any other duties that may be assigned by the EMS Director or Deputy Director.

Requirements:

1. A minimum of one year active service as an Attendant.
2. A minimum of one year active service as a driver.
3. Completion of Crew Chief Training Class.

Procedure for appointment:

1. Meet the above requirements.
2. Submit a written request to the WEMS Deputy Director.
3. Receive a positive recommendation of a Crew Chief with whom candidate has worked on a regular basis
4. Be authorized by the WEMS Deputy Director.

Note: Norwalk Hospital Paramedics who are regularly assigned to shifts in Westport and are willing to volunteer with WEMS may be appointed as a Crew Chief without the above requirements, at the discretion of the EMS Director or Deputy Director.

Driver:

A Driver is a member of the service who is appointed and authorized to drive WEMS ambulances. The Driver works under the direction of the Crew Chief or Special Event Crew Chief.

Responsibilities:

1. Perform Attendant duties as required.
2. Complete the vehicle Driver's checklist at the beginning of his/her shift and determine that the vehicle is in proper mechanical condition.
3. Report any problems with the vehicle to the Crew Chief.
4. Make sure the vehicle is clean. This may involve rinsing the vehicle off after returning to headquarters in inclement weather.
5. Assist with the cleaning and restock the interior of vehicle
6. Assist the Crew Chief and Attendant.
7. Drive the vehicle, when dispatched, to the address or location given, using the most expeditious route, depending on traffic and weather conditions, observing traffic ordinances and regulations concerning emergency vehicle operations.
8. Park the vehicle in a safe location upon arrival at the scene so as to avoid additional injuries.
9. Any other duties that may be assigned by the EMS Director or Deputy Director.

Requirements:

1. Be an active EMT or AEMT with WEMS.
2. Hold a valid Connecticut operator's license, with no major violations within a three (3) year period.
3. Successfully complete the approved driver training program.

Procedure for appointment:

1. Meet the above requirements.
2. Submit a written request to the WEMS Deputy Director.
3. Receive a positive recommendation from the WEMS Training Officer
4. Be authorized by the WEMS Deputy Director.

No person is to drive an ambulance unless they have been appointed as a Crew Chief, Special Event Crew Chief, or Driver, or are a NHEMS Paramedic or Westport Police Officer or Firefighter

Special Event Crew Chief:

A Special Event Crew Chief works under the Primary Crew Chief and acts as a WEMS supervisor at a special event.

Responsibilities:

1. Perform EMT duties as required.
2. Complete an inventory, including oxygen levels, for the vehicle being used at the event.
3. Clean and restock the vehicle at the end of the event.

4. Supervise the ambulance crew working the event.
5. Advise the Primary Crew Chief of the status of the special event crew and report any problems that may arise during the event.
6. Any other duties that may be assigned by the EMS Director or EMS Coordinator.

Requirements:

1. Must have a minimum of one year active service with WEMS as an EMT.
2. Must be an appointed Driver.
3. Receive a positive recommendation from at least two Crew Chiefs.
4. Work a reasonable number of special events and regular shifts to allow for evaluation of leadership skills.

Procedure for appointment:

1. Meet the above requirements.
2. Submit a written request to the WEMS Deputy Director.
3. Receive a recommendation from the WEMS Training Officer.
4. Be approved by the WEMS Deputy Director.

POLICE OFFICER IN EMS VEHICLE:

Police/EMS Dispatch shall be informed via radio, at the time of transport, whenever an on-duty Police Officer accompanies a patient to the hospital in the ambulance.

PRESUMPTION OF DEATH:

The Crew Chief or Paramedic will be responsible for presumption of death. Statewide guidelines regarding presumption of death are to be followed.

Time of presumption and name of presuming Crew Chief or Paramedic will be provided to Police prior to EMS departure. WEMS personnel should clear the scene as soon as possible after the arrival of the Police. WEMS will not transport deceased patients.

PRIVATE RIDERS:

Family members, guardians, sending facility escorts, and other accompanying individuals whose presence with the patient is deemed necessary or appropriate by the Crew Chief, may accompany patients to the hospital in the ambulance. Preference should be given to placing the rider in the ambulance cab's passenger seat, unless his/her presence in the patient compartment is deemed advantageous for patient care or comfort.

Other unauthorized persons shall not be permitted to ride in any WEMS vehicle unless the presence of such person is necessary for EMS operations, or at the direction of, and with the prior permission of, the WEMS Deputy Director.

PROLONGED ON-SCENE TIME:

In the event that an ambulance must remain at a scene for a prolonged period of time, the On-Duty Crew Chief must decide if a second crew should be called in to cover

headquarters, and if so, will direct Police/EMS Dispatch to page out for additional personnel.

PUBLIC INFORMATION: PRESS, RADIO, AND TV REPRESENTATIVES:

Under no circumstances may WEMS personnel, including Crew Chiefs, make statements or otherwise give information to any parties without the express authorization of WEMS Administration. Anyone making inquiries or requests for information shall be directed to the WEMS Deputy Director, WEMS Director, or Chief of Police; WEMS personnel will immediately notify the Deputy Director to expect such requests.

RADIOS:

All WEMS vehicles are equipped with the following radio systems:

1. EMS Radio (VHF band)
2. CMED/Fire Radio (UHF band)
3. Police Radio (800mHz band)

Most of the radios are multi-channel and all personnel should be aware of the different channels on each radio. All personnel shall be familiar with the proper radio protocols and procedures for each system.

Radios shall remain turned on, with volume sufficient to monitor communications, whenever a vehicle is in use. Personnel shall remain professional and utilize established radio procedures at all times. Members should refer to the operating directions for each radio system for specific instructions on their use.

RADIOS – PERSONAL ISSUED:

Radios will only be issued to WEMS Crew Chiefs and EMT/Drivers who live in Westport or in adjoining towns.

Those members who are issued radios belonging to WEMS are responsible for their care. Lost or damaged radios will be immediately reported to the WEMS Deputy Director with a written explanation.

It is expected that those members who have been issued radios will be available to respond to second calls or other incidents as needed. Radios should be turned on and carried at all times while the member is in the Westport area. It is acceptable to have radios turned to the “pager” frequency when members prefer to not monitor routine radio transmissions while still being able to be alerted to page-outs.

Members who fail to respond to page-outs, or who fail to cover regular on-duty shifts, will be asked to return the radio.

RESIGNATION AND DISMISSAL:

Resignations should be in writing and accompanied by the return of all WEMS/WVEMS issued material and equipment.

Dismissals for any reason will necessitate the return of all WEMS/WVEMS issued materials and equipment.

RUN REPORTS AND RELATED DOCUMENTS:

WEMS crews will create a run report in the emsCharts system for all calls to which WEMS is dispatched and for each individual patient regardless of outcome. The Crew Chief will review the report for accuracy and electronically sign and lock the report as soon as possible after the completion of the call. Run reports are not to be reviewed by or shared with anyone other WEMS personnel involved in the call, with the exception of billing and quality assurance personnel.

Copies of run reports, or information contained on run reports, may not be given to any party, including patients or their relatives, Police Officers, Marshals, lawyers, process servers, or anyone else. All requests for information or copies of run reports shall be directed to the WEMS Deputy Director.

Required patient related documentation (HIPAA/Billing/Refusal Authorization Forms, hospital face-sheets, copies of insurance cards) is to be completed legibly and filed in the designated secured area. All other documents (notepad sheets, sending facility notes, etc) are to be shredded. At no time are documents to be shared with anyone other than WEMS personnel involved in the call, left in the open, or thrown into the garbage without being shredded.

Any WEMS personnel willfully and intentionally removing, defacing or altering any report or record will be dismissed and subject to prosecution.

Failure to secure documentation, or willful or reckless dissemination of documentation or information in opposition to any section of this policy, will result in disciplinary action.

SECOND CALLS:

If a second, unrelated call comes in while the Primary Crew is on a call, Police/EMS Dispatch will contact the Primary Crew Chief and advise him/her of the second call. The Primary Crew Chief may choose from these options:

1. The Primary Crew may take the call.
2. The Primary Crew Chief may request that an off-duty Crew be paged in.
3. The Primary Crew Chief may request Mutual Aid via CMED.

Crew Chiefs who respond to a page for a second call shall sign on using the WEMS radio (if available) when they are responding to the call or incident.

NHEMS Paramedics, if available, may function as a Crew Chief for second calls when no other Crew Chief is available.

SHIFT COVERAGE:

WEMS personnel will provide coverage from WEMS headquarters on a twenty-four (24)-hour basis. It is expected that all personnel will be on time for their designated shift. It shall be the responsibility of each member to find a replacement in the event that he/she cannot cover their shift. The replacement's name shall be entered on the duty schedule.

Maximum Hours: WEMS member may work a maximum of sixteen (16) consecutive hours unless a call is received at the end of a shift or due to extraordinary circumstances. No exceptions are to be made without the express approval of the WEMS Deputy Director.

SMOKING:

As set forth in the Westport Police Department Special Order dated September 20, 1993, there shall be no smoking anywhere in the Police/EMS building. There shall be no smoking in any WEMS vehicle.

SPECIAL EVENTS:

WEMS shall make an attempt to provide a WEMS crew and vehicle at special events when requested by the agency holding the event. If the need to transport a patient from the event arises, the Special Event Crew shall do the following:

1. Notify Police/EMS Dispatch and the Primary Crew Chief as to the number of patients and condition. Request additional resources as needed.
2. Provide appropriate patient care and prepare for transport.
3. If ALS care is necessary, the Special Event Crew may follow standing orders to his/her level of certification and/or contact Medical Control.
4. Every effort shall be made to maintain at least one EMT with a radio, jump kit, and oxygen supplies at the special event.
5. If backup is needed elsewhere in Town, the Primary Crew Chief may choose to have the Special Event Crew respond to the incident.
6. The Primary Crew will transport the patient unless they are unavailable. The Primary Crew Chief may authorize a Special Event Crew Chief to transport the patient if the patient's condition requires rapid transport rather than awaiting the arrival of the primary crew.

SUSPECTED CHILD ABUSE OR NEGLECT:

It is the policy of Westport Emergency Medical Service to make every reasonable effort within its scope of practice to ensure the health and safety of the community's children. WEMS is a division of the Westport Police Department and is committed to following the laws and regulations of the State of Connecticut in reporting an incident of suspected child abuse or neglect to the designated authorities.

Procedure

WEMS personnel shall follow established state, regional, and sponsor-hospital patient treatment and assessment guidelines for all pediatric patients. WEMS personnel shall

observe and record all appropriate findings of the examination of their patients as per WEMS Rules and Regulations and the level of training of the responder. This may include, but is not limited to, the mechanism of any suspected injury and the physical environment where the patient was found.

If in the routine examination of the patient, any WEMS personnel suspect an incident of child abuse or child neglect, they shall:

In Westport

- 1) Make verbal notification of observations and concerns to a Westport Police Officer on the scene. Request the Officer notify their supervisor and record the Officer's name in the patient care report.
- 2) Make verbal notification of observations and concerns to the on-scene Crew Chief and Paramedic.
- 3) Make verbal notification of patient assessment findings, observations, and concerns to the on-duty physician at the receiving hospital emergency department and record their name in the patient care report.
- 4) Document the patient contact as per WEMS Rules and Regulations.
- 5) Notify the on-duty Westport Police Shift Commander in person upon returning to HQ.
- 6) Verify that the Shift Commander is notifying the State of Connecticut Department of Children and Families (DCF). If they are not, and you still suspect abuse or neglect,
 - a) Contact the State of Connecticut Department of Children and Families (DCF) using the designated hotline telephone number to make an oral report (1-800-842-2288) Record the date and time of notification and contact persons name on the patient care report
 - b) Within twenty-four (24) hours of the oral report, the WEMS personnel involved shall complete and sign a DCF Form #136 (The Report of Suspected Child Abuse/Neglect). The **white copy** of this form shall be sent to DCF, the **yellow copy** shall be retained as part of the confidential patient record. A copy of the DCF Form #136 will also be sent to the responsible local or State Police jurisdiction.

Mutual Aid or Non-Westport Jurisdiction

1. Make verbal notification of your observations and concerns to a Police Officer on the scene and record their name in the patient care report.
2. Make verbal notification of your observations and concerns to the on-scene Crew Chief and Paramedic.
3. Make verbal notification of your patient assessment findings, observation, and concerns to the on-duty physician at the receiving hospital emergency department and record their name in the patient care report.
4. Document the patient contact as per WEMS Rules and Regulations.
5. Notify the on-duty Police Supervisor for the jurisdiction of the incident by telephone upon returning to HQ. Record their name and date and time of notification on the patient care report.
6. Contact the State of Connecticut Department of Children and Families (DCF) using the designated hotline telephone number to make an oral report (1-800-

- 842-2288) Record the date and time of notification and contact persons name on the patient care report.
7. Within twenty-four (24) hours of the oral report, the WEMS personnel involved shall complete and sign a DCF Form #136 (The Report of Suspected Child Abuse/Neglect). The **white copy** of this form shall be sent to DCF, the **yellow copy** shall be retained as part of the confidential patient record. A copy of the DCF Form #136 will also be sent to the responsible local or State Police jurisdiction.

TRANSPORT DESTINATION POLICY:

WEMS ambulances will routinely transport emergency patients to one of the following hospitals **only**: Norwalk, St. Vincent's, or Bridgeport. In life threatening situations, transport will be made to the nearest hospital. In non-life threatening situations, decisions regarding patient requests for a specific hospital will be made by the WEMS Crew Chief, taking into consideration patient condition; road, weather, or traffic conditions; on-line Medical Direction orders; or trauma regulations

Emergency patients may, in extenuating circumstances, be transported to a hospital other than those listed above, but **only** with prior permission from On-line Medical Control. If this decision is made, a second crew must be available to provide coverage to the Town of Westport. If none is immediately available on-duty, Police/EMS Dispatch should be directed to page out for personnel to respond to Headquarters.

Non-Emergency patients who wish to be transported to other hospitals, doctor's offices and/or other health facilities must make their own arrangements with commercial ambulance services.

Regional protocols will be followed in the event any receiving hospital is unable to accept emergency patients and is diverting to other area hospitals. A copy of the regional Ambulance Diversion Guidelines will be kept in the Policy and Procedures Manual in the Crew Chiefs' Office. Refer to Appendix F.

UNIFORMS:

All EMS members shall wear the appropriate uniform while on duty. When called in for second calls or other emergencies, it is requested that members arrive in uniform if possible; if uniform is not possible, members are to don WEMS jackets or WEMS reflective vests in order to identify themselves. There are to be no variations of the uniform and each member of WEMS shall appear neat and clean while on duty.

"Winter" Uniform (optional year-round):

- Long Sleeve Navy-blue Uniform Shirt
- White or Black or Dark Blue Crew-neck Undershirt or Turtleneck (must have no visible writing/logo)
- Navy Blue Uniform Pants (may be military style, but without leg draws or pocket loops)

- Black Belt
- Black Socks or Hose
- Solid Black Leather Shoes or Boots (must have rubber soles)
- Black or Navy Blue Military Sweater or Sweater Vest (optional)
- Service issued Vest (optional)

“Summer” Uniform (optional year-round):

- Short Sleeve Bright-green/Navy Uniform Shirt
- White or Black or Dark Blue Crew-neck Undershirt (must have no visible writing/logo)
- Navy Blue Uniform Pants (may be military style, but without leg draws or pocket loops)
- Black Belt
- Black Socks or Hose
- Solid Black Leather Shoes or Boots (must have rubber soles)
- Service issued Vest (optional)

Dress Uniform (for formal events as authorized by Director or Deputy Director):

- Long-sleeve Button-down White Uniform Shirt
 - Name Tag may be worn – located immediately above and centered on right breast pocket
 - American Flag pin may be worn – located immediately above and centered on Name Tag (or right breast pocket if no name tag)
 - Crew Chief badges, if appropriate, worn in traditional location above left breast pocket
 - Collar brass indicating EMS or WEMS
 - **No other pins may be worn unless prior authorized by Director or Deputy Director**
- White Crew-neck Undershirt (must have no visible writing/logo)
- Navy Blue Uniform Pants (traditional non-military style preferred, military style optional)
- Black Belt
- Black Socks or Hose
- Solid Black Leather Shoes or Boots (must be shined)

In addition, dark blue necktie and white gloves shall be issued by WEMS. Gold shoulder braids shall be issued and worn at the discretion of WEMS Deputy Director.

The following items shall not be worn at any time:

- Non-leather sneakers.
- Jeans.
- Pants with ties/elastic on the legs and/or loops on pockets
- Loose or dangling jewelry.

Additional:

1. Approved WEMS name plates or WEMS ID cards must be worn while on-duty.
2. Crew Chiefs only will wear WEMS supplied badges
3. Optional - silver collar brass may be worn.
4. The WEMS Deputy Director shall wear gold badge, collar brass and name tag.
5. The State of Connecticut EMS patch with appropriate (corresponds with current level of certification within the corps) rocker shall be worn on the right shoulder of all upper body uniform garments (with exception of service issued jackets). Corps patch shall be worn on the left shoulder of all upper body uniform garments (with exception of service issued jackets).
6. Only hats and helmets issued by WEMS may be worn on duty.
7. Members wearing equipment holsters shall either attach them to their pants belt or wear a separate black belt secured so that both remain together.
8. All EMS personnel shall have a second uniform available at headquarters while on duty so that they can change if their uniform should become contaminated.
9. The approved WEMS reflective jacket or traffic vest may be worn in place of a uniform when responding to a page-in.
10. WEMS uniforms may be worn during public training classes. Approved polo shirts may be substituted for uniform shirts.
11. Only coats issued by WEMS may be worn while on-duty.
12. When in areas with hazard for thermal exposure, orange Nomex coats (located in each ambulance) are to be worn regardless of the weather. Failure to wear this coat when indicated may result in rejection of worker's compensation claims in case of injury
13. **WEMS personnel shall wear a WEMS issued reflective jacket or traffic vest while on-scene at all traffic accidents or other roadway incidents.**

UNRULY PATIENTS:

The following guidelines will be utilized when confronted with an unruly patient:

1. If the patient refuses treatment, do not attempt treatment. If you believe treatment is required, await the arrival and assistance of police personnel.
2. If transport is required, request that Police accompany you in the ambulance patient compartment.
3. If threatened by an unruly patient, call for police assistance.

VEHICLE OPERATIONS:

Emergency vehicles shall be operated in a careful and safe manner at all times. Operators shall be familiar with motor vehicle regulations pertaining to emergency vehicle operations. Operators shall obey all traffic rules and regulations, and shall not operate vehicles in a reckless manner or at unsafe speeds.

No person shall operate any motor vehicle owned by WEMS, Westport Police Department or the Town of Westport without a valid Operator's License or while his license is suspended or revoked. Any license suspension or revocation must be

reported to the WEMS Deputy Director immediately. The WEMS Director or Deputy Director may remove any person from active duty until such situation is cleared or resolved.

No person shall operate any motor vehicle while under the influence of intoxicating liquor or medication.

Driving ambulances in Reverse:

Spotters positioned behind the vehicle must be used whenever ambulances are driven in reverse. Spotter will make sure that there are no objects or hazards in the path of the ambulance, must be in direct line of sight with the ambulance operator via side mirrors, and will assist and direct operator in safe maneuvering of vehicle via use of hand signals.

- If no patient is on-board, an EMS crew member will function as spotter.
- If a patient is on-board, a Police Officer or Firefighter will be utilized as spotter
- If a patient is on-board and Police Officer or Firefighter is unavailable
 - If crew consists of vehicle operator plus 2 or more additional staff, one crew member will exit vehicle and function as spotter
 - If crew consists of vehicle operator and only 1 additional staff, crew member will remain in patient compartment, watching out rear windows, and act as spotter for mid-vehicle hazards, communicating verbally with the operator.

Failure to utilize spotters while operating ambulances in reverse will result in progressive discipline. Failure to utilize spotters while operating ambulances in reverse, and resulting in vehicle damage and/or personnel injury, will result in immediate suspension.

Response Procedures:

The following modes of travel are to be used when responding to calls or transporting patients:

Non-Priority: Normal Travel - vehicles will not utilize emergency lights and siren, will stop at all traffic controls, and will obey all speed limits and other travel rules and restrictions.

Priority: Emergency response - vehicles will utilize emergency lights and siren. Vehicles must slow or stop at all traffic controls, and must proceed with caution when disregarding normal rules and restrictions.

All state statutes pertaining to emergency vehicle operation must be followed at all times.

Police/EMS Dispatch shall determine the response mode for the units responding to a call. The Crew Chief and Paramedic shall determine the appropriate travel mode to the hospital, with the condition of the patient being the main consideration when making the determination.

Emergency lights and siren may not be used at any time other than while responding to a call or transporting to a hospital.

No emergency vehicle shall deviate from its assigned destination per State OEMS regulations. This means that if a second call is received while the primary vehicle is responding to a call, it will not divert to the second call or change its assigned destination.

Breakdown while responding to a call or transporting to a hospital:

- 1) When responding to a call, have Police/EMS Dispatch send a back-up vehicle, paging out for additional personnel if needed. If no personnel are available, request Mutual Aid via CMED
- 2) When transporting to a hospital,
 - a) If still within the Town of Westport, have Police/EMS Dispatch send a back-up vehicle to your location to pick up the crew and/or patient, paging out for additional personnel if needed. If no personnel are available, request Mutual Aid via CMED
 - b) If in another town, request Mutual Aid via CMED.
- 3) Move the vehicle off the road if possible.
- 4) Have Police/EMS Dispatch call for a mechanic or tow truck.
- 5) The driver of the disabled vehicle will stay with that vehicle and not respond with the back-up vehicle if possible.

Accident while responding to a call or transporting to a hospital:

- 1) Notify Police/EMS Dispatch that you have been involved in an accident. Give them the location of the accident and a description of the other vehicle (make, model, color and license plate).
- 2) Check for injuries. If anyone in the other vehicle is injured you must remain on scene and provide appropriate care. If there are no injuries and the WEMS vehicle can be driven, instruct the party to remain at that location until the police arrive, and continue to respond to the call or hospital.
- 3) If there are injuries, or the WEMS vehicle cannot be driven, request another ambulance be dispatched
 - a) When responding to a call, have Police/EMS Dispatch send a back-up vehicle, paging out for additional personnel if needed. If no personnel are available, request Mutual Aid via CMED
 - b) When transporting to a hospital,
 - i) If still within the Town of Westport, have Police/EMS Dispatch send a back-up vehicle to your location to pick up the crew and/or patient, paging out for additional personnel if needed. If no personnel are available, request Mutual Aid via CMED
 - ii) If in another town, request Mutual Aid via CMED to pick up your patient and/or anyone injured in the accident
- 4) Request the appropriate police agency to respond to investigate the accident.
- 5) If the WEMS vehicle cannot be driven, request a tow to bring the vehicle back to WEMS Headquarters

- 6) Upon returning to headquarters, complete a Special Report in emsCharts, and report to the Police Shift Commander to complete a police incident report. Make a copy of the police report and place in the WEMS Deputy Director's mailbox.
- 7) Any crew member injured in the accident should receive the appropriate emergency care. The appropriate paperwork, as detailed in the personal injury or illness section of these regulations, should be completed.