



## WVEMS New Member FAQ's

- **How long does internship take?** It varies by person depending on the amount of time you have to ride on a crew. You will be evaluated on your skills by your Crew Chief. That information will be compiled and used to determine if and when you can become a regular crew member.
- **Who do I contact about shifts?** Marc Hartog is the current shift coordinator. He is reachable via email ([mhartog@westportct.gov](mailto:mhartog@westportct.gov)) or by phone (203-341-6056). He will be able to schedule ride time for you. Once off internship, Volgistics is our online system that you sign up for shifts yourself.
- **If I have questions, who do I ask?** When working on a shift, your Crew Chief is there to answer any questions you might have or to direct you to someone who will have the answer. You can look at our website at <https://www.westportems.org/contact/> and find the names, email addresses and phone numbers of the WVEMS leadership as well as that of the town paid staff. PLEASE ask questions! It's the only way to learn!
- **What do I need to have when I am on a shift?**
  - Uniform- plain black or navy pants- no jeans; white, button down dress shirt if you have not gotten a uniform shirt; black shoes- no sneakers. No logo wear other than approved for the uniform. See Rules and Regulations for more details.
  - Pen
  - Small pad for notes
  - Flashlight (especially if on an evening shift)
  - Wristwatch for taking pulses.
  - Stethoscope if you have one otherwise they are in the ambulance
  - At least 2 pairs of BSI gloves which you can get from any ambulance
  - Make sure to get a jacket from the hall by the Crew Chiefs office in case you go out on the highway. They are required and there to borrow. Please return them to the hall and hang them back up when done with your shift.
- **Where do I find rules and information?** We have links posted on our website which are listed below. Please be familiar with all of them. You will be granted access to the website once you are accepted as a regular member. We will email you the WVEMS documents and you can access CT Statewide OEMS Protocols with the link below:
  - [CT Statewide OEMS Protocols](#)
  - [WEMS Rules and Regulations](#)
  - [WVEMS By-laws](#)
  - [WVEMS New Member Orientation Packet](#)
- **Where do I go when I have a shift?** Once you are registered, you will be notified of your member number, door code and EMS Charts login. We are located at 50 Jesup Road Westport which is the Police Station. Your door code is assigned to you only so



## WESTPORT VOLUNTEER EMERGENCY MEDICAL SERVICE

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keep it private. The door code will open the front or rear entrance. You need to enter 06XXXX# with XXXX being the code you were assigned. Once in the building you need to sign into Volgistics with your member number which keeps track of your hours. There is a tablet on the wall in the crew room or you can use one of the 2 computers that are there for crew use to access Volgistics. Follow the prompts and use your member ID to sign in. You also must sign out when you go home. At the end of each shift you need to fill out your intern evaluation forms with your Crew Chief. Please have these forms ready for your Crew Chief to review as early as possible and don't wait until the last second to ask them to fill it out. At a minimum you should have a list of the calls you were on and their associated file numbers.

- **What is expected of me on a shift?** First and foremost is to learn! When you arrive you should sign in and identify yourself to the Crew Chief as an intern. They are there to help you with any questions you might have. You should get one of the crew jackets to borrow for the shift as they are required if you go to any MVA's on the major roads. You should then completely familiarize yourself with the ambulance and all of its equipment. This will take time. The best way to do it is to do a Rig Check. This is where we go through the ambulance to ensure it is completely stocked with supplies and that all of its systems are functioning as expected. It's a good idea to do it with either your Crew Chief or an experienced crew member the first few times to familiarize yourself with the ambulance. A Rig Check is the best way to learn where everything is that way you are able to retrieve the appropriate equipment on a call as needed. There is a check list you can use located in the back of the ambulance bay. Ask questions- it's the only way you will learn. Expect training on each shift! Repetition and practice makes perfect! Think of what you would like to learn or practice with your Crew Chief. Don't be afraid to take initiative in your training! As a member you will be required to write up reports on the calls you were on as a part of the formal, legal record. We use EMS Charts as our online provider for charting. Ask to be shown how to access this and familiarize yourself with what is required to write a good report on EMS Charts. At the end of your shift you will need to work with your Crew Chief and fill out an Intern Shift Evaluation Form. Once that is done you can sign out and go home. Be aware that shifts can go "over time" especially in the case of a call coming in just before the shift ends. If you have any time constraints please discuss it with your Crew Chief.