

Lafayette College Emergency Medical Services



Standard Operating Procedures

Established September 2019

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Mission Statement

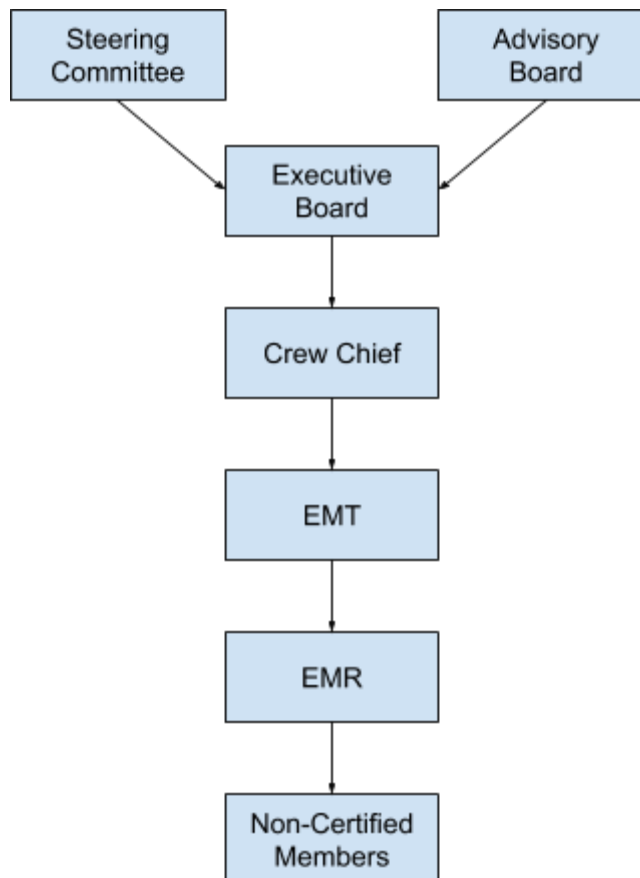
Lafayette College Emergency Medical Services, hereby referred to as LCEMS, is committed to providing exceptional patient care to all on-campus medical emergencies. We strive to offer hands-on experience to students interested in medicine, support efforts to prevent illness and accidents, and work in collaboration with our colleagues in the emergency services. We will work in conjunction with our community EMS agency, Easton Emergency Squad, hereby referred to as EES, in order to coordinate a collaborative approach to patient care on campus.

Administrative Policies

Organizational Flow Chart

PURPOSE

To describe the organizational structure of LCEMS which was designed to clearly illustrate the proper chain of command and ensure accountability for all involved in LCEMS.



DEFINITIONS

1. **Steering Committee:** The steering committee will be composed of the LCEMS Advisors, the Director of Public Safety, the Director of Sports Medicine, the Director of Health Services/College Physician, the LCEMS-Easton Emergency Squad (EES) Liaison, and the Director of Operations of Easton Emergency Squad.
2. **Advisory Board:** The advisory board will be composed of professionals well versed in the field of Emergency Medical Services. This includes, but is not limited to, the founder of LCEMS, the LCEMS-EES Liaison, the Director of Operations of EES, the Easton Hospital EMS Liaison, and Emergency Medicine Physicians from Easton Hospital.
3. **Executive Board:** The Executive Board will be composed of the President, Vice President, Secretary, Treasurer, and Public Relations Officer.

4. **Crew Chief:** A member in good standing who has been an active LCEMS member for at least one semester, is CPR certified, is currently certified as a Pennsylvania Emergency Medical Technician, and has passed the crew chief practical exam.
5. **Non-certified Member:** A member whose certification level is below Emergency Medical Responder (EMR) (ie. CPR/First Aid) or who does not possess any certifications.

GUIDELINES

Part One

1. The steering committee is designed to provide guidance to the Executive Board on logistical dealings related to the running of LCEMS in a structured matter in the form of bi-semesterly meetings. This committee will provide a point of view from Lafayette College and its administration.
2. The advisory board is designed to provide guidance to the Executive Board on general matters related to the running of LCEMS on an informal, day-to-day basis. This board will provide a point of view from EMS and other medical providers. The advisory board will convene bimonthly.

Part Two

1. All Executive Board members must be LCEMS members in good standing with a minimum GPA of 2.50.
2. The Executive Board is responsible for the overall management, direction and oversight of LCEMS, including oversight of the budget.
3. The requirements and responsibilities of each Executive Board member as well as the process for establishing an Executive Board is outlined in the LCEMS By-Laws.

Part Three

1. Crew chiefs must be Pennsylvania Certified EMTs, with all certifications up to date and cleared to respond to on-campus emergencies by the Executive Board and the LCEMS-EES Liaison.
2. A member becomes a crew chief with the unanimous approval of the Executive Board, has been approved as a driver, and after passing the crew chief practical exam.
3. The crew chief will act as the primary care provider and will oversee all calls while on duty.
4. The crew chief must be comfortable responding to medical emergencies as a one person crew in the case that a full crew cannot be staffed.
5. The crew chief, if not already on the Executive Board, will act as a liaison between duty crews and the Executive Board and will communicate all incidents and concerns.
6. Crew chiefs will also assist in the training of new members by conducting vehicle orientations and orientations at EES

Disclaimer

1. Crew chiefs may choose to step down from their role at any point and may subsequently request reinstatement on the condition that they retake the crew chief practical.

2. Those selected to be crew chiefs may be terminated at the discretion of the Executive Board if they are unable to perform their role adequately.
3. Executive board members who do not fulfill their responsibilities may be impeached using the procedure outlined in the LCEMS Bylaws.

Professional Conduct

PURPOSE

To maintain a standard of excellence for the members of this organization. The following is a non-exhaustive list of actions that can lead to disciplinary action or dismissal:

1. **Breach of patient confidentiality**
2. **Institutional action**
3. **Alcohol or other drug infraction**
4. **Judicial sanction for theft, sexual harassment, or assault**
5. **Academic sanctions**
6. **Violations of protocols including working outside the scope of practice**
7. **Violation of the EMS Act**

DEFINITIONS

1. **Professional Conduct**: Behavior that accepts and fulfills obligations to society, other medical professionals, the EMS profession, and most of all, patients.
2. **Patient Confidentiality**: The right of an individual to have personal, identifiable medical information kept private. A breach in confidentiality occurs when a patient's private information is disclosed to a third party without their consent.
3. **Institutional Action**: Violations of the Student Code of Conduct that have been added to a student's institutional record. These violations include but are not limited to theft, drug/alcohol possession, and fire alarm tampering.
4. **Academic Sanctions**: The Lafayette College Academic Progress Committee will typically review all first-year students with a 1.80 GPA or less and all other students with a GPA under 2.00. When a student is placed on probation, the probationary period is in effect from the date of the action until the end of the following semester.
5. **Scope of Practice**: The procedures, actions, and processes that a healthcare practitioner is permitted to undertake in keeping with the terms of their professional license/certification.
6. **EMS Act**: Pennsylvania state legislation that outlines the regulation of emergency medical services systems.
7. **Protected Health Information (PHI)**: Any medical information concerning patient identification, such as name, ID number, or any means of identification.

GUIDELINES

Part One

1. Protected health information (PHI) must be kept confidential as per the Health Insurance Portability and Accountability Act (HIPAA).

2. Members will conduct themselves in accordance with EES' confidentiality policy as per the Employee Handbook (Section 4, page 1).
3. In the case of mandatory reporting to state agencies, EES will be responsible for releasing any PHI.
4. Providers are responsible for knowing and following reporting guidelines and maintaining confidentiality.
5. Alcohol and drug infractions as well as other judicial sanctions will be determined as per Pennsylvania State Law and the Lafayette College Code of Conduct
6. Members should disclose to the LCEMS Board within 72 hours of having received an Institutional Action.

Disclaimer

1. Failure to comply with the above professional conduct guidelines may result in disciplinary action at the discretion of the Executive Board, including possible termination of membership to both LCEMS and EES.

EES Policy Compliance

PURPOSE

To outline the expectations set for LCEMS members as subsidiaries of Easton Emergency Squad.

GUIDELINES

Part One

1. All members of LCEMS will comply with all policies instituted by our partner organization, Easton Emergency Squad.
2. These policies include, but are not limited to, those outlined in the Employee Handbook and Safety Manual.

Disclaimer

1. Failure to comply with EES policy may result in disciplinary action at the discretion of the Executive Board, the EES-LCEMS Liaison, and/or the Director of Operations of Easton Emergency Squad, including possible termination of membership to both LCEMS and EES.

Membership Requirements

PURPOSE

To describe the requirements all prospective LCEMS members must meet before they may become active members of the organization. These requirements help ensure that our patients receive the highest level of care possible and that the professional image of LCEMS is maintained.

GUIDELINES

Part One

1. Membership in LCEMS is open to all Lafayette College students in good academic and disciplinary standing. 'Good standing' is determined by the Registrar as being enrolled at least part-time, with satisfactory progress towards a degree, and a GPA of 2.0 or higher (see "Professional Conduct"), and not having received an Institutional Action deemed relevant by the LCEMS executive board.
2. LCEMS does not discriminate on the basis of race, national origin, gender, religious tradition, disability, sexual orientation, or any other class of person protected by the law.
3. All active members of LCEMS must possess a current Lafayette College student identification card.

Part Two

1. It is recommended, but not required, that all active members of LCEMS possess at least one of the following:
 - a. A current Pennsylvania EMT certification
 - b. A current Pennsylvania EMR certification
 - c. A current Basic Life Support CPR certification
at the health care provider level
2. Students certified as EMTs in other states are expected to obtain PA EMT certification via reciprocity as soon as possible and can only act on duty crews as an EMT after successfully doing so.
3. Photocopies of all certifications must be on file with LCEMS and EES before one is officially deemed an active member.
4. All members must maintain their certifications as required by their certifying agency.

Part Three

1. Membership in LCEMS does not automatically constitute ability to act on a duty crew, which has additional requirements as outlined in the "Duty Crews" section of this document.

2. Once established, in order to continue active membership in LCEMS, students must maintain high standards of character and behavior as described in the “Professional Conduct” section of this document.

Disclaimer

1. Failure to meet the above requirements will result in rejection of membership to LCEMS.
2. Once granted, membership can be revoked based on the guidelines set in the “Professional Conduct” section and the Bylaws, if certifications lapse, and at the discretion of the Executive Board.
3. Individuals on the Centers for Medicare and Medicaid Services exclusion list may not be members.

Social Media Use

PURPOSE

To describe the correct and incorrect uses of social media on and off duty. The restriction of social media use is intended to prevent the breach of patient privacy and to maintain the professional reputation of LCEMS.

DEFINITIONS

1. **Social Media:** Forms of electronic communication (such as websites for social networking and microblogging) through which users share information, ideas, personal messages, and other content (such as videos and pictures).
2. **Patient Confidentiality:** The right of an individual to have personal, identifiable medical information kept private. A breach in confidentiality occurs when a patient's private information is disclosed to a third party without their consent.

GUIDELINES

Part One

1. It is prohibited to discuss or conduct squad business over publicly viewed websites, including social networking websites.
2. Members will not post inappropriate, immature, defamatory, slanderous, or confidential material on the Internet in the context of LCEMS business or operations. This includes, but is not limited to photographs or comments that might breach patient confidentiality, release undisclosed information to the public or media, or are unbecoming of a professional organization.
3. Members will not post official statements representing LCEMS without the expressed consent of the President.

Part Two

1. Members will conduct themselves in accordance with EES' social media policy as per the Employee Handbook (Section 4, pages 23-26).

Disclaimer

1. Failure to comply with the above social media use guidelines may result in disciplinary action at the discretion of the Executive Board

Uniforms

PURPOSE

To describe the proper attire for LCEMS members while on shift. The uniform is intended to ensure professionalism, ease and safety while performing tasks, and that LCEMS members are easily recognizable while on shift.

GUIDELINES

Part One

1. The LCEMS uniform is as follows:
 - a. **Top:**
 - i. **Mandatory:** LCEMS Polo
 - ii. **Optional in cold weather:** LCEMS job shirt, EES jacket, plain black or navy jacket with no visible logos other than EES/LCEMS, or black or navy blue undershirt.
 - b. **Bottom:** Black or navy EMT pants and belt
 - c. **Foot Wear:** Socks and black EMT boots
 - d. **Identification Card:** EMTs must wear their county-issued identification cards at all times while on duty

Part Two

1. LCEMS members must be able to comfortably run, walk, and perform all necessary duties in uniform
2. Hair that can be tied or pinned back should be done so

Part Three

1. Members are forbidden from wearing LCEMS uniform in potentially compromising situations, such as:
 - a. To parties (except as necessary for patient care)
 - b. While consuming alcohol or recreational drugs in any capacity
 - c. While participating in any illegal or illicit activities
2. Members are forbidden from wearing the entire LCEMS uniform while not on duty
3. Only LCEMS members may wear the LCEMS uniform
4. Members who are not certified in Pennsylvania may not wear any Pennsylvania Department of Health EMS patches or any other EMS certification patch
5. Members may not wear any patches that are above their certification level

Disclaimer

1. Exceptions can be made to the standard uniform for financial reasons on a case by case basis as determined by the Executive Board
2. Failure to comply with the above uniform guidelines may result in disciplinary action at the discretion of the Executive Board

Disciplinary Procedures

PURPOSE

To outline the steps that should be taken to properly address disciplinary issues in order to uphold the values and integrity of LCEMS.

DEFINITIONS

1. **Conduct:** The manner in which a person behaves, especially on a particular occasion or in a particular context

GUIDELINES

Part One

1. Verbal Warning
 - a. Verbal warnings shall be issued when the Executive Board deems the offense as not serious enough to warrant a written warning.
 - b. Multiple verbal warnings may lead to further disciplinary action at the discretion of the Executive Board
2. Written Warning
 - a. Written warnings shall be issued when the Executive Board deems the offense as not serious enough to warrant probation.
 - b. If a member is issued three written warnings within one academic year, that member shall be placed on probation
3. Probation
 - a. A member will be placed on probation when the Executive Board deems the offense as not serious enough to warrant suspension.
 - b. The length of probation, ranging from a week to multiple months, will be determined by the Executive Board based on the severity of the infraction
 - c. Probationary members:
 - i. Cannot incur any unexcused absences
 - ii. Will not get priority when bidding for shifts
 - iii. Cannot serve as crew chief
 - d. Any additional violation incurred during the probationary period will lead to suspension or removal at the discretion of the Executive Board
4. Suspension
 - a. A member will be suspended when the Executive Board deems the offense as not serious enough to warrant removal.

- b. A member who is suspended may not participate in LCEMS activities in any capacity, including attendance at squad meetings, serving as a member of a duty crew, or riding on an ambulance at EES
 - c. Suspension length will vary depending on the severity of the infraction and whether or not the member has had multiple disciplinary issues. Suspensions will start at a length of one week and can be as long as a full academic year.
5. Removal
- a. A member can be removed from LCEMS if he or she is found to be violating the LCEMS or EES SOPs, Bylaws, the Lafayette College Code of Conduct, and/or state or federal law. Additionally, a member can be removed if they fail to comply with membership guidelines or have faced disciplinary action on multiple occasions.
 - b. The process of removing a member may begin after the Board has evidence of documented violations. The Executive Board will then draw up a formal letter detailing the grievance with the member and their reason for removing the member. The letter will then be presented to the LCEMS-EES Liaison who will help determine whether or not the removal is viable and whether or not the removal process will ensue.
 - c. If the removal process ensues, the President will notify the member being removed. The member will be given the opportunity to defend him or herself at an Executive Board meeting, where the LCEMS-EES Liaison is present, called exactly one week after notification of removal. At the meeting, the member will have five minutes to defend him/herself. After the member's five-minute defense, an anonymous vote will be taken. This vote will determine the outcome of the removal. In the event of a tie, the Executive Board members and LCEMS-EES Liaison will discuss the matter until a majority vote is reached.
6. Members have the right to appeal all disciplinary actions taken against them.
7. All disciplinary actions will be documented in writing with a copy made for the member and another for their file at EES

Part Two

1. Minor violations will result in verbal or written warnings or short probationary periods. Minor violations include, but are not limited to:
 - a. First time offenses
 - b. Tardiness
 - c. Repeated absences
 - d. Failing to meet set deadlines
 - e. Failing to meet ride time requirements
 - f. Failing to complete all shift responsibilities
 - g. Other minor conduct violations
2. Moderate violations will result in extended probationary periods or short suspensions. Moderate violations include, but are not limited to:
 - a. Incurring three unexcused absences from squad meetings/trainings

- b. Incurring an unexcused absence or any other violation while on probation
 - c. Missing a scheduled QRS shift
 - d. Repeated minor offenses
 - e. Other moderate conduct violations
3. Severe violations will result in extended suspensions or removal from the organization. Severe violations include, but are not limited to:
- a. Conduct violations while on probation
 - b. Violating HIPAA
 - c. Violating the LCEMS or EES SOPs, Bylaws, the Lafayette College Code of Conduct, and/or state or federal law
 - d. Repeated moderate offenses
 - e. Other severe conduct violations

Part Three

1. Disciplinary action may be taken against an Executive Board member at any time. Any violation of the LCEMS or EES SOPs or Bylaws, the Lafayette College Code of Conduct, and state or federal law, and/or failure to adequately carry out job functions by a LCEMS Executive Board Member are grounds for disciplinary action.
2. Any member in good standing with LCEMS may bring charges against an Executive Board member. Charges may not be made anonymously. All charges must be made in writing and submitted to the President. In the event that the President is being charged, the Vice President will carry out the proceedings.
3. Any such member's status will be subject to review according to the following procedures:
 - a. The President, or Vice President, will convene a meeting of the Executive Board with the Board member to discuss the alleged deficiencies. The result of this meeting will be one of the following:
 - i. Corrective actions recommended which may include a probationary period
 - ii. Decision to take no action and dismiss the issue
 - iii. Recommend resignation by member or impeachment by the Executive Board
4. Impeachment
 - a. An officer can be removed from his or her position if he or she is found to be violating the LCEMS or EES SOPs, Bylaws, the Lafayette College Code of Conduct, and/or state or federal law. An officer can be removed from his or her position if he or she is found to be ineffective in carrying out his or her responsibilities as stated in the LCEMS SOPs and/or Bylaws. In the event of this happening, the President will preside over the impeachment meeting and procedure. If the President is being impeached, the Vice President will preside over the impeachment.
 - b. The process of removing an officer may begin only after the process outlined in Part Two, Section 2 of this section has been completed. The Executive Board,

excluding the officer in question, will then draw up a formal letter detailing the grievance with the officer and their reason for impeaching said officer. The letter will then be presented to the LCEMS advisor and the LCEMS-EES Liaison who will help determine whether or not the impeachment is viable and whether or not the impeachment process will ensue.

- c. If the impeachment process ensues, the President will notify the officer being impeached. In the case that the President is being impeached, the Vice President will preside. The officer will be given the opportunity to defend him or herself at an Executive Board meeting, where the LCEMS Advisor and the LCEMS-EES Liaison is present, called exactly one week after notification of impeachment. At the meeting, the officer being impeached will have five minutes to defend him/herself. After the officer's five-minute defense, those present will cast an anonymous vote. This vote will determine the outcome of the impeachment.
5. Executive Board members have the right to appeal all disciplinary actions taken against them.

Part Four

1. Appeals
 - a. Members, including those on the Executive Board, who have faced disciplinary action can submit an appeal to the Executive Board
 - b. Appeals must be submitted in writing within fourteen days of disciplinary action being taken
 - c. Members who have been dismissed cannot rejoin within the same semester and cannot rejoin without appealing to the Executive Board
 - d. An appeal can be initiated by sending an email to the LCEMS Secretary
 - e. Disciplinary decisions may be appealed once, after which all decisions are final

Part Five

1. Members should report conduct concerns using the procedures outlined in the "Complaint and Concern Reporting" section
2. All reports will be thoroughly investigated by a committee made up of the LCEMS President, the LCEMS-EES Liaison, and a third available board member in the following manner:
 - a. Within 24 hours of receipt of a complaint, the committee should acknowledge the complaint and begin planning an investigation
 - b. The complainant should be contacted if the report was not made anonymously in order to ensure them that the complaint will be kept as confidential as possible and that an immediate investigation will be conducted
 - c. Background information on the complainant and the accused should be obtained
 - i. The complainant's and accused's personnel files will be reviewed
 - ii. Any previous charges, complaints, or grievances filed by or against the complainant or the accused will be identified
 - d. The complaint should then be thoroughly analyzed
 - i. The issues arising from the complaint will be identified

- ii. The applicable policies, guidelines, and practices to determine whether or not a violation might have occurred will be analyzed
- iii. The focus and goal of the investigation will be determined
- iv. All potential witnesses, if available from the complaint, will be identified
- e. The complainant, accused, and any identified witnesses will then be interviewed
 - i. Questions should be phrased in order to minimize or eliminate the need to disclose, either explicitly or implicitly, the source of the facts in order to minimize the risk of retaliation
- f. Relevant documents will be identified and reviewed
- g. After all information has been gathered and analyzed, a recommendation will be made to the Executive Board on if and what disciplinary action should be taken against the accused

Disclaimer

1. EES has the right to conduct their own disciplinary procedures in addition to or in place of the procedures outlined in this section.

Call Procedures

Duty Crews

PURPOSE

To describe the components of a duty crew, and outline the requirements for those that are part of a duty crew, taking into account the certification level of each individual.

DEFINITIONS

1. **Duty Crew:** LCEMS members who are on the same shift and respond to on-campus medical calls. Consists of a crew chief and 1-2 other LCEMS members.

GUIDELINES

Part One

1. Crews should consist of two members while using the QRS vehicle and two to three members while responding on foot, with at least one being a PA certified EMT or EMR.
2. In the case that a full crew cannot be staffed, a crew chief may respond alone.
3. Only a PA certified EMT or EMR can be the primary care provider.
4. Under **no** circumstances may a non-LCEMS member respond to calls with the duty crew.

Part Two

1. Duty crew members must have completed the following requirements with evidence of completion submitted to, and approved by, the Executive Board:
 - a. CPR & AED Certification or higher (EMR or EMT)
 - b. National Incident Management System (NIMS) 100 and 700 (EMTs Only)
 - c. FBI Fingerprint Clearance
 - d. ChildLine Mandated Reporter Training
 - e. EES HIPAA Compliance Training
 - f. Competency requirements as outlined in the QRS Clearance section

Part Three

1. The duty schedule will be determined at the beginning of each month by the Executive Board based on the availability of those cleared for duty.
2. QRS will run 18:00-06:00, Monday through Friday, and 00:00-23:59, Saturday and Sunday, pending the availability of those cleared for duty.
3. Shifts will be allotted in 6 hour increments, starting at 18:00 Monday through Friday, and 00:00 Saturday and Sunday.
4. Active duty crew members must complete 12 hours a month on the QRS.
5. Active duty crew EMTs are expected to ride for a minimum of 12 hours a month with EES

6. Active duty crew non-EMTs are expected to ride for a minimum of 6 hours a month with EES

Disclaimer

1. Failure to complete the above requirements will result in the inability to become a duty crew member.
2. If at any time certifications lapse or hourly requirements are not met, duty crew participation will be suspended immediately and disciplinary actions may be taken at the discretion of the Executive Board.

QRS Clearance

PURPOSE

To describe the procedure for clearing an LCEMS member for duty on QRS. These procedures are designed to certify the competency of our members and ensure that our patients receive the highest quality care possible.

GUIDELINES

Part One

1. Assistants must complete a minimum of 12 hours of ride time with EES or until proven to be proficient in the following skills:
 - a. Use of EMS equipment
 - b. Oxygen administration
 - c. Ability to obtain a patient history
 - d. Documentation
2. Competency will be evaluated by a preceptor using the QRS clearance form (See Pg.)
3. Assistants must also pass a practical exam administered by the LCEMS board assessing the following skills:
 - a. CPR & AED use
 - b. Oxygen administration
 - c. Use of a bag-valve mask
 - d. Stair chair use

Part Two

1. EMRs and EMTs must complete a minimum of 24 hours of ride time with EES or until proven to be proficient in the following skills:
 - a. Patient assessment
 - b. Vital signs
 - c. Giving a hospital report
 - d. All assistant-level skills
2. Proficiency will be evaluated by a preceptor using the QRS clearance form (See Pg.)
3. EMR and EMTs must also pass a practical exam administered by the LCEMS board assessing the following skills:
 - a. CPR & AED
 - b. Use of a bag-valve mask
 - c. Vital signs & history taking
 - d. C-collar application
 - e. Stair chair use
4. EMRs and EMTs must also complete additional online training in Narcan administration

5. EMTs must also complete additional online training in aspirin administration and glucometer use

Part Three

1. EMTs who would like to become crew chiefs must complete all of the EMT/EMR requirements listed above in addition to completing a mock call practical facilitated by the LCEMS board in order to test their competency at running a call independently

Disclaimer

1. Prospective duty crew members can attempt the practical three times within a semester.
2. Failure to complete the above requirements will result in required remediation as seen fit by the LCEMS-EES Liaison and the LCEMS Executive Board.

Shift Responsibilities

PURPOSE

To describe the responsibilities of the duty crew while on shift to ensure that our patients receive the highest quality of care possible, patient confidentiality is maintained, and the professionalism of LCEMS is preserved.

GUIDELINES

Part One

1. Crew members must arrive at least 10 minutes before the shift to complete the sign in process and check the gear and/or vehicle.
2. Crew members will sign in via radio to the LCEMS President on-call and over the phone to Lafayette dispatch using the non-emergency public safety number (610-330-5330) at the start of their shift
3. If unable to make the shift, members must find a replacement to cover the shift. Members can be reached by accessing the phone number and email list provided to all members. Changes to shift schedules must be communicated to the Executive Board at lafems@lafayette.edu and texted to the crew chief at least 24 hours in advance of the shift date, or as soon as possible in the case of emergency or illness.
4. Duty crew members must wear appropriate attire as described in the “Uniforms” section of this document.

Part Two

1. Duty crews must remain within the coverage area and in close proximity to the QRS vehicle through the entirety of the shift. See the section “Vehicle Operations” for further details on the QRS vehicle while on shift.
2. Radios must be kept with the duty crew with the volume turned up at all times while on shift.
3. Crew members must respond to all calls dispatched via Public Safety dispatch procedure as outlined in the subsection “Dispatch Communication”.

Part Three

1. At the end of the shift, crew members must turn in written patient care reports (PCRs) in the designated drop location.
2. The QRS cart shall be restocked, returned to the shed, and plugged in upon completion of the last shift of the day (see “Vehicle Operations”).
3. Transfer of the QRS cart to the next crew shall begin 15 minutes before the start of the next shift. The transferring duty crew must be prepared to take a call up until the end of their shift to ensure that the new duty crew has time to prepare for their shift.

4. The QRS cart should be charged to at least 75% when being transferred to the next crew.
5. Radios, along with their chargers, shall be passed on to the next crew on duty or returned to the charging station if it is the last shift of the day.
6. Crew members will sign out via radio to the LCEMS President on-call upon completion of the above tasks. The last crew of the day will call the Non-Emergency Public Safety number to take the QRS out of service.

Disclaimer

1. Failure to respond to a call will result in disciplinary action at the discretion of the Executive Board and could result in suspension or removal from LCEMS and EES.
2. Crew members, whose identities will be kept confidential, must report other crew members who have violated any of the above guidelines to the Executive Board, as outlined in the Complaints and Concerns section, who will ultimately decide the punishment for such violation.
3. Failure to report such violations will result in a disciplinary meeting with the Executive Board.
4. If the crew members experience difficulties with the submission of the PCRs, restocking the cart, or have difficulties with any other responsibilities during the shift, they are to alert the next crew at shift change, if applicable, and the Executive Board as soon as possible.
5. Failure to comply with the above guidelines/improper handling or theft of any materials, including but not limited to the PCRs, QRS vehicle, or radios, shall result in immediate disciplinary action by the Executive Board, and possible involvement of law enforcement.

Response Policy

PURPOSE

To describe the circumstances under which LCEMS duty crews will respond to medical emergencies on campus. The restriction of where and when LCEMS responds to medical emergencies is intended to ensure the safety of crew members.

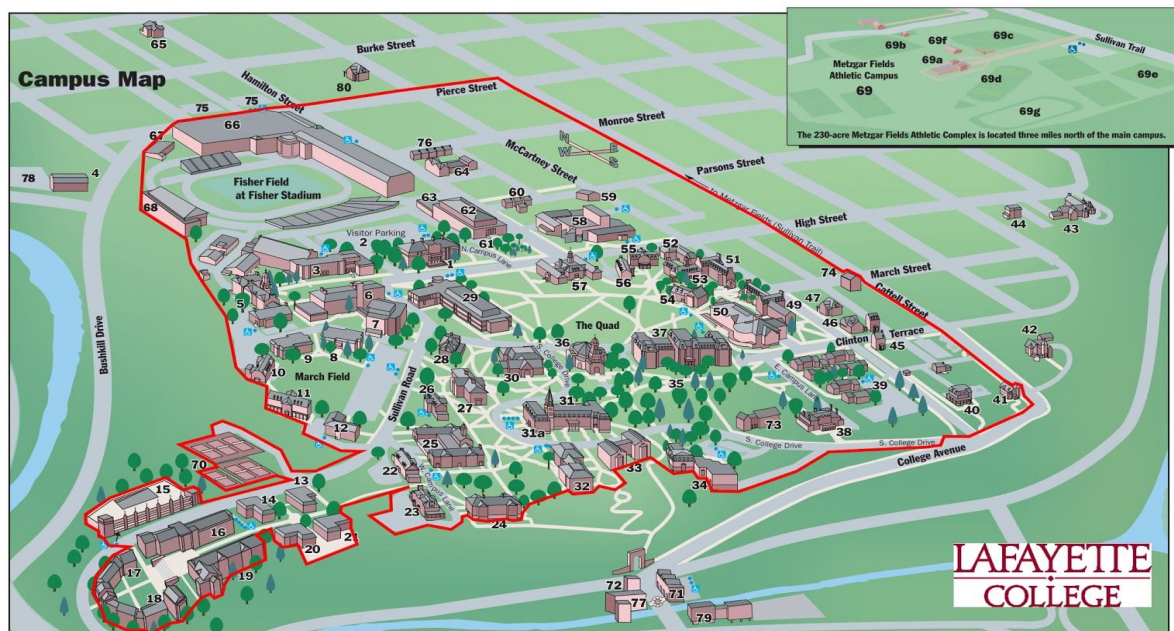
DEFINITIONS

- 1. Medical Emergency:** The sudden onset of a traumatic injury or medical condition manifesting itself by acute symptoms of sufficient severity (including severe pain) such that the absence of immediate medical attention could reasonably be expected to result in: placing the patient's health in serious jeopardy, serious impairment to bodily functions, or serious dysfunction of any bodily organ or part.
- 2. Medical Command:** An emergency physician that is available by calling Easton Hospital to answer medical questions that crew members have about a patient.

GUIDELINES

Part One

- LCEMS will respond to any medical calls dispatched to the duty crew by Public Safety on the main college hill campus within the boundaries indicated on the map below.



Numeric Key

Alphabetical key on reverse.

1. Markle Hall
2. Markle Parking Deck
3. Acopian Engineering Center
4. Public Safety Office
5. Watson Hall
6. Hugel Science Center
7. Kunkel Hall
8. Farber Hall
9. Ramer Hall
10. Phi Kappa Psi fraternity
11. Delta Kappa Epsilon fraternity
12. Kappa Kappa Gamma sorority

13. Delta Upsilon fraternity (PT Farison House)
14. Conway House
15. Sullivan Parking Deck
16. Kamrine Hall
17. Fisher Hall West
18. Fisher Hall East
19. Rubin Hall
20. Alpha Phi sorority
21. Pi Beta Phi sorority
22. Delta Delta Delta sorority
23. 4 West Campus Lane
24. Easton Hall
25. Marquis Hall
26. Ramer History House
27. Kirby Hall of Civil Rights

28. Scott Hall
29. Skillman Library
30. Van Wickle Hall
31. South College
- 31a. Jesser Hall
32. Ruel Hall
33. Keefe Hall
34. William E. Simon Center
35. Société d'Honneur Plaza
36. Colton Chapel
37. Pardee Hall
38. Zeta Psi fraternity
39. Watson Courts
40. President's House
41. Alpha Gamma Delta sorority
42. Feather House

43. McKeely House
44. Reeder House
45. Hill House
46. Portlock Black Cultural Center
47. Newman House
48. McKeen Hall
49. Farison College Center
50. Gates Hall
51. Gates Hall
52. Bailey Health Center
53. Soles Hall
54. Hogg Hall
55. Crossman International House
56. 635 High Street
57. Kirby House
58. Williams Center for the Arts
59. Lafayette Early Learning Center

60. Arts Houses
61. Alumni Memorial Plaza
62. Oechsle Hall
63. Pfennig Alumni Center
64. Printmaking Studios
65. Delta Gamma sorority (Hamilton House)
66. Kirby Sports Center
67. Maroon Club Strength Center
68. Bourger Varsity Football House
69. Metzgar Fields Athletic Complex
- 69a. Kamrine Varsity House
- 69b. Softball Field
- 69c. Hilton Rahn '51 Field at Kamrine Stadium (baseball)
- 69d. Mike Bourger '44 Field at Oaks Stadium (soccer)

LAFAYETTE
COLLEGE

- 69e. Rappelt Field (field hockey, lacrosse)
- 69f. Morel Field House
- 69g. Track & Field Complex
70. Sullivan Tennis Courts
71. Williams Visual Arts Building
72. The Spot
73. Oechsle Center for Global Education
74. Residences at March Street
75. Pierce Street lots
76. Living Learning Communities
77. 248 N. Third Street
78. Bushkill Commons Lot
79. William C. Buck Hall
80. Max Kade Haus

2. LCEMS will only respond to fire alarms if there is active fire or smoke.
3. LCEMS will not respond during shelters-in-place until the scene is deemed safe by Public Safety.
4. LCEMS will not respond to odors or chemical spills unless deemed “medical” by Public Safety.

Part Two

1. Once a crew member makes patient contact, they must remain on scene until the patient signs a refusal form, the patient is released to a transporting ambulance crew, or medical command is called.
2. All refusals will be handled by the transporting ambulance crew.

Disclaimer

1. Failure to comply with the above response policy may result in disciplinary action or dismissal at the discretion of the Executive Board.
2. Duty crews may not respond to calls outside of the response boundary.
3. Duty crews may not travel on or past Cattell street on the eastern boundary, nor may they travel on or past College avenue on the southern boundary.
4. Duty crews found to be responding outside the designated boundary, and/or in a matter that is deemed unsafe, will face disciplinary action by the Executive Board.

Dispatch/Radio Communication

PURPOSE

To outline the procedure of dispatching LCEMS and lay out the details of how duty crew members are expected to communicate with Public Safety dispatchers and all other entities over the radio.

DEFINITIONS

1. **Dispatch**: The process of notifying a duty crew of an on-campus medical emergency, including information pertinent to the emergency.

GUIDELINES

Part One

1. Lafayette College Public Safety will dispatch LCEMS to all requests for emergency medical assistance within the previously defined response area once the need for EMS has been determined by responding public safety officers
2. Upon dispatch of LCEMS, the Public Safety dispatcher will have already requested an ambulance.
3. Upon dispatch of LCEMS, the dispatcher will provide information regarding the following, if available:
 - a. Location of incident
 - b. Number of ill or injured persons
 - c. Chief complaint(s) of ill or injured persons
 - d. On scene hazards
 - e. Any ambulance or fire apparatus dispatched to the scene
 - f. Special instructions or information
4. The responding crew should acknowledge receipt of the dispatch information over the radio

Part Two

1. If the crew anticipates taking longer than five minutes to reach the dispatched location, they should notify the Public Safety dispatcher immediately.
2. If a duty crew member comes upon a medical emergency within the response area without being dispatched, Lafayette dispatch must be notified immediately. A Public Safety Officer and other on-duty LCEMS personnel not present will be dispatched to the scene and LCEMS will continue to provide medical assistance as needed.

Part Three

1. While on scene, duty crew members should utilize public safety officers to relay information to dispatch
2. Public safety officers will notify dispatch when all units are clear of the scene

Part Four

1. While on scene, duty crew members should switch to EMS 1 OPS 1 in order to communicate with the responding ambulance crew
2. Communication to the responding ambulance crew should only be done under extreme circumstances, for example, if the patient's condition rapidly deteriorates or if the dispatch information is dramatically different from what is discovered on scene
3. If the responding unit number is unknown, the following language should be used: "Lafayette EMS to responding EMS unit"

Part Five

1. When responding to an active fire, CO alarm, or any scene involving Easton Fire, communication should be done over TAC 3

Part Six

1. All communication over the radio should be done in clear-text or plain English.
2. Lafayette Public Safety dispatch is referred to as "Lafayette" and should be called so when communicating over the radio ie. "Lafayette from Lafayette EMS"
3. Radio communication with the dispatcher or any other entity must be done in a polite manner.

Disclaimer

1. Failure to comply with the above dispatch communication guidelines may result in disciplinary action or dismissal at the discretion of the Executive Board.

Vehicle Operations

The QRS Vehicle

PURPOSE

To describe the specifications of the LCEMS Quick Response Service (QRS) Vehicle.

DEFINITIONS

1. **Quick Response Service (QRS):** Defined by the Pennsylvania Department of Health as “an entity that responds to an emergency and to provide EMS to patients pending the arrival of the prehospital personnel of an ambulance service.”

GUIDELINES

Part One

1. The QRS Vehicle will be a 2011 Polaris GEM provided to LCEMS by Lafayette College.
2. Insurance and licensure of the vehicle itself will fall under the jurisdiction of Lafayette College.

Part Two

1. The vehicle will contain all medical supplies as required by the Eastern Pennsylvania EMS Council.
2. Maintenance of the licensure of the vehicle as a QRS vehicle will fall under the jurisdiction of the Pennsylvania Department of Health as per the guidelines set by the EMS Act.

Disclaimer

1. Failure to assure the vehicle is in compliance with the above guidelines every time it is in use may result in disciplinary action at the discretion of the Executive Board

The LCEMS SUV

PURPOSE

To describe the specifications of the LCEMS SUV.

DEFINITIONS

1. **SUV:** Sport utility vehicle

GUIDELINES

Part One

1. The LCEMS SUV will be a 2005 Ford Explorer provided to LCEMS by Lafayette College.
2. Insurance and registration of the vehicle itself will fall under the jurisdiction of Lafayette College.

Part Two

1. The vehicle will be used to transport LCEMS members to and from LCEMS approved locations, such as EES' station and EMT classes.

Disclaimer

1. Failure to assure the vehicle is in compliance with the above guidelines every time it is in use may result in disciplinary action at the discretion of the Executive Board

Driver Approval

PURPOSE

To outline the requirements for becoming an approved driver for the QRS Vehicle and the SUV to ensure that the LCEMS vehicles are operated in a safe manner by qualified and trained personnel.

GUIDELINES

Part One

1. All members looking to become an approved driver must meet the following requirements as set by the Lafayette College Department of Public Safety:
 - a. Must be at least 18 years of age
 - b. Possess a valid domestic driver's license
 - c. Have at least one year of driving experience in the United States
2. All members looking to become an approved driver must complete the following tasks as set by the Lafayette College Department of Public Safety:
 - a. Review the College's Transportation Procedures, especially the Driver Approval sections on pages 5-8 to determine eligibility found at the following link: <https://publicsafety.lafayette.edu/wp-content/uploads/sites/86/2015/01/Driving-Information-for-Students.pdf>
 - b. Complete and submit a Driver Approval Request Form to the Secretary of LCEMS that will then be passed on to the Department of Public Safety after being signed by LCEMS Advisor, Roger Demareski. The form can be found at the following link: <https://publicsafety.lafayette.edu/wp-content/uploads/sites/86/2017/05/2017.23.05-Driver-Approval-Req-Form.pdf>
 - c. Complete the Student Driver Quiz which can be found at the following link: https://lafayettec.qualtrics.com/SE/?SID=SV_8B6KLRQala2bcBT

Part Two

1. All members looking to become an approved driver must meet the following additional requirements as set by the LCEMS Executive Board:
 - a. Be free from any physical or mental defect or disease that may impair his/her ability to drive an emergency vehicle
 - b. Has not been convicted within the last four (4) years of driving under the influence of alcohol or drugs, and within the last two (2) years, has not been convicted of reckless driving or had his/her driver's license suspended under the point system

Part Three

1. After receiving approval from the Lafayette College Department of Public Safety, members must attend a driver orientation and complete a driving test administered by

the LCEMS Executive Board in conjunction with Easton Emergency Squad.

Disclaimer

1. Operating the QRS vehicle or the SUV without obtaining approved driver status and approval by the Executive Board before may result in disciplinary action at the discretion of the Executive Board.

QRS Vehicle Operations

PURPOSE

To describe how and when the QRS Vehicle will be operated in order to ensure the safe and effective operation of the QRS Vehicle.

GUIDELINES

Part One

1. Only approved drivers may drive the QRS vehicle.
2. Drivers must observe all relevant traffic laws while operating the QRS vehicle.
3. The vehicle must be operated in accordance with the Pennsylvania Vehicle Code (Title 75)
 - a. No person shall drive at a speed greater than is reasonable and prudent under present conditions and with regard to the actual and potential hazards then existing, nor at a speed greater than will permit the driver to bring his vehicle to a stop within the assured clear distance ahead.
4. Drivers may not operate the vehicle while under the influence of drugs and/or alcohol.

Part Two

1. The vehicle's blue warning lights shall only be used when responding to calls deemed to be a life threat to the patient.
2. The speed at which the vehicle is driven may not exceed 20 miles per hour.

Part Three

1. The vehicle will be housed in the QRS shed while there are no crews on duty (see "Duty Crews" for shift information). While a crew is on duty, the vehicle can remain near the crew chief's location during on-duty hours, as long as they are within the response area, and parked in a reasonable location. The crew chief and the other crew member will set a predetermined pickup location if the second crew member is not in close proximity to the vehicle.
2. The QRS cart should be parked in such a way that allows for rapid response when a call is received (ie. backed in to a spot so it does not have to be backed out to respond to a call).
3. The QRS cart should be plugged in when not in use whenever possible.

Disclaimer

1. The QRS vehicle will not be driven under extreme weather conditions, as determined on a case-by-case basis by the Executive Board. Duty crews may still respond by foot.
2. All QRS response may be suspended due to inclement weather at which point the duty crew may report to the Easton Emergency Squad Packer Street Station for the entirety of their shift.

3. Failure to comply with the above guidelines may result in disciplinary action at the discretion of the Executive Board.

SUV Operations

PURPOSE

To describe how and when the SUV will be operated in order to ensure the safe and effective operation of the vehicle.

GUIDELINES

Part One

1. Only approved drivers may drive the SUV.
2. All drivers must be able to locate insurance card and vehicle registration.
3. All users of the SUV are required to abide by the Lafayette College Transportation Procedures and Wireless Communications Policy which can be found at: <http://finadmin.lafayette.edu/information-for-faculty-staff/policies/> This includes but is not limited to:
 - a. No cell phone use while driving
 - b. No more than 4 passengers and 1 driver in the SUV
 - c. The passenger in the front seat must serve as the co-pilot.
4. Drivers must observe all relevant traffic laws while operating the SUV.
5. The vehicle must be operated in accordance with the Pennsylvania Vehicle Code (Title 75)
6. Drivers may not operate the vehicle while under the influence of drugs and/or alcohol.

Part Two

1. The LCEMS Executive Board maintains the SUV reservation schedule.
2. The vehicle can be requested to transport LCEMS members to and from LCEMS approved locations, such as EES' station and EMT classes.
3. All reservations should be made by completing an SUV request form which is available on the LCEMS website. SUV requests must be completed no less than 48 hours in advance of the requested date.
4. If for any reason a member cannot/will not be using the SUV that has been reserved in their name, they must email the LCEMS Secretary (lafems@lafayette.edu) within 24 hours (unless there is an emergency). Advanced notification will allow another member to reserve the SUV.

Part Three

1. SUV keys are kept in the lockbox secured to the right side of the LCEMS shed. The lockbox can be opened using the college-issued fob.
2. A binder can be found in the car which contains a gas card for Pacific Pride, mileage log, registration and insurance information, trouble and accident report slips, and contact information in the event of an emergency or an accident.
3. Please be sure to sign out the key on the clipboard in the car.
4. Keys must be returned to the lockbox immediately after the trip. Failure to return the key promptly will lead to a restriction of privileges.

5. SUV keys will only be distributed to the student listed as the driver. By signing out the keys, the driver is accepting responsibility for the proper use of the SUV and implementation of the policies. Only the driver is permitted to sign out the keys.

Part Four

1. The SUV is to be parked in the reserved parking spot next to the LCEMS shed.
2. It is essential that the SUV be parked carefully and slowly. The SUV must be centered between the white lines of the parking spot. If the SUV is crooked, it should be backed out of the spot and straightened before returning the keys.
3. Drivers must ensure that all belongings and trash are removed when exiting the van.
4. Mileage Log
 - a. A log to keep track of miles traveled will be located in the case with the registration and key.
 - b. All users must check the mileage figure on the odometer before beginning their trip and record the beginning and ending mileage on the log.
5. Trouble Report Slip
 - a. Immediately report any damage, operating problems, insufficient fluid or gas levels, or vans parked anywhere other than the assigned parking spots to the LCEMS Executive Board by filling out the SUV Trouble Report Slip kept in the case of each SUV AND (2) by emailing the LCEMS Secretary (lafems@lafayette.edu).

Part Five

1. When the gas tank reaches $\frac{1}{4}$ tank full, the tank must be filled before returning the SUV.
2. If gas is needed, gas must be purchased at Pacific Pride. Use pumps #3 and #4, as they are the only unleaded gas pumps.
3. No local purchases of gas are authorized except in an emergency (obtain a receipt). If it is necessary during a long trip to buy gas or oil, ask for a receipt for reimbursement or credit.

Disclaimer

1. The SUV will not be driven under extreme weather conditions, as determined on a case-by-case basis by the Executive Board.
2. Any members who witnesses unsafe driving are encouraged to submit a concern reporting form.
3. Failure to comply with the above guidelines may result in disciplinary action at the discretion of the Executive Board.

Accident Policy

PURPOSE

To describe the protocol that should be undertaken in the case that the QRS vehicle or the SUV is involved in an accident.

DEFINITIONS

1. **Accident**: A collision that occurs when a vehicle collides with another vehicle, a stationary object, a pedestrian, or an animal.

GUIDELINES

Part One

1. The driver will seek immediate medical attention if needed
2. If medical attention is not required, the driver will remain with the vehicle if possible.
3. The driver is responsible for the safety of the personnel involved.
4. The driver will immediately notify Public Safety or another police department, depending on the location of the accident.
5. The highest medically trained individual will assess the need for additional assistance (ambulance, police, fire department) and communicate this need to the dispatcher.
6. The LCEMS-EES Liaison will be notified of any accident as soon as possible.
7. Each member involved will submit one signed incident report to the Executive Board.
8. If the QRS vehicle is involved in an accident, the duty crew will also be required to submit a state accident report as well

Part Two

1. The driver will be immediately suspended from driving until LCEMS and public safety investigate the accident.
2. Immediately following the accident, the driver must submit to drug testing as per EES' accident protocol.

Disclaimer

1. Failure to comply with the above accident protocol may result in disciplinary action or dismissal at the discretion of the Executive Board.
2. If it has been determined that the driver was under the influence of drugs and/or alcohol at the time of the accident, membership to LCEMS will be terminated immediately.

On Scene Procedures

Call Response

PURPOSE

To set guidelines by which LCEMS duty crews will respond to calls and make decisions with the best and safest outcomes for our patients.

GUIDELINES

Part One

1. The LCEMS duty crew is in charge of patient care while on scene with Lafayette College Public Safety. Public Safety officers are available for assistance, advice, and scene management.

Part Two

1. Upon arrival at the scene of a medical call:
 - a. Each responding member should immediately introduce themselves and their certification level to those present.
 - b. LCEMS crew should perform patient assessment and provide emergency medical care in accordance with their level of certification.

Part Three

1. All patients seen by LCEMS members should be presented with the following choices in accordance with the situation:
 - a. Transport to closest appropriate hospital via community EMS ambulance.
 - b. Self transport to a healthcare facility if the patient is not in critical condition at which point the patient would have to sign a transport refusal form from the transporting EMS crew.
 - c. Sign a treatment and transport refusal form if the patient refuses any treatment and transport. The responding ambulance crew will be responsible for obtaining a refusal from the patient.
 - d. Release from further care, when no need for transport is identified. The patient still must sign a refusal form in this situation.
2. Upon arrival of community EMS:
 - a. Patient care should be immediately transferred to the responding crew.
 - b. LCEMS members should identify themselves, give report to the responding crew, and be available to assist.
3. A medical professional certified at a higher level than LCEMS members who displays a valid identification and proof of certification may take charge of patient care if they desire and is to accompany the patient when transported in accordance with Pennsylvania Department of Health Basic Life Support Protocol 904.

Disclaimer:

1. Failure to comply with the above on scene procedure guidelines may result in disciplinary action at the discretion of the Executive Board.

Infection Control

PURPOSE

To provide guidelines to help prevent the spread of communicable diseases. These regulations will help ensure the health and safety of LCEMS crews and their patients.

DEFINITIONS

1. **Body Fluids**: Any bodily substance including urine, feces, blood, sweat, etc.
2. **Bloodborne**: The ability to pass on pathogens (harmful substances) via contact with blood.
3. **Personal Protective Equipment (PPE)/Body Substance Isolation (BSI)**: Gloves, masks, gowns, and any other item that protects one from exposure to a body fluid.

GUIDELINES

Part one:

1. LCEMS crews should follow the Universal Blood and Body Fluid Precautions described by the Centers for Disease Control found at the following link:
<http://www.cdc.gov/mmwr/preview/mmwrhtml/00000039.htm>
2. Under these precautions:
 - a. All patients are presumed infected with bloodborne pathogens
 - b. All body fluids should be treated as hazardous
 - c. LCEMS crew must wear gloves at all times and other Personal Protective Equipment (PPE) as needed when on-scene and/or in contact with a patient.
 - d. LCEMS crew is responsible for cleaning and disposing of any and all potentially contaminated equipment used during treatment of a patient.
 - e. All disposable equipment should be discarded immediately after use. Infectious waste can be disposed of in red biohazard bags located within the QRS vehicle.
 - f. Full biohazard bags will be stored in the QRS shed until transfer to a disposal site is possible
 - g. Biohazards on-scene, such as blood or body fluids on flooring, will be treated and disinfected by facilities staff. Facilities should be alerted of clean up requests through the Public Safety dispatcher.
 - h. Any LCEMS member sustaining an accidental unprotected exposure (e.g. stuck by a needle) should wash the affected area with a germicidal soap or alcohol based hand gel as soon as possible after exposure, contact LCEMS-EES Liaison followed by the President as soon as possible, and follow EES' procedures for dealing with an unprotected exposure.
3. Members will conduct themselves in accordance with EES' bloodborne pathogen policy as per the Safety Manual (Bloodborne Pathogen Section).

Disclaimer:

1. Any violation of the above guidelines must be reported to the Executive Board via an incident report.
2. Failure to comply with the above infection control guidelines may result in disciplinary action at the discretion of the Executive Board.

Patient Care Reports

PURPOSE

To set a standard for consistent, thorough, and accurate documentation of patient care interactions.

DEFINITIONS

1. **Patient Care Report (PCR)**: A form of documentation recording all pertinent patient information and care they received from the EMS provider.
2. **Documentation**: Recording of pertinent patient information and patient care in the form of a written and/or electronic PCR.

GUIDELINES

Part One

1. It is imperative that crew members record information from every call.
2. A Patient Care Report (PCR) must be filed for each patient seen by LCEMS personnel on duty.
3. Easton Emergency Squad Transfer of Care forms will be used to document patient care.

Part Two

1. Any information obtained from the patient, including demographics, past medical history, allergies, and medications, should be recorded on the Transfer of Care form.
2. All physical contact with the patient, including obtainment of vital signs and interventions performed, should be recorded on the Transfer of Care form.
3. The original copy of the form should be given to the transporting ambulance crew. The carbon copy should be kept by the LCEMS duty crew.
4. If the transporting EMS agency is not Easton Emergency Squad, a signature must be obtained by a mutual aid crew member.

Part Three

1. All information on the PCR is to be kept strictly confidential, abiding by HIPAA laws, and will only be seen by those participating in the patient care, quality assurance, and necessary administrative personnel.
2. Under no circumstances will false information be documented.
3. Additions at later date/times must be documented noting the late entry.

Disclaimer:

1. Failure to comply with the above PCR guidelines may result in disciplinary action at the discretion of the Executive Board.

Special Circumstances

Critical Incident Debriefing

PURPOSE

To provide resources and support for LCEMS members to cope with potentially emotionally stressful aspects of the position.

DEFINITIONS

1. **Critical Incident:** Any event that has a stressful impact sufficient enough to overwhelm the usually effective coping skills of an individual. Critical incidents are abrupt, powerful events that fall outside the range of ordinary human experiences.
2. **Debriefing:** An organized approach to the management of stress responses. It entails either an individual or group meeting between the rescuer and a facilitator who is able to help the person talk about their feelings and reactions to the critical incident.

GUIDELINES

Part One

1. Lafayette College is a small undergraduate institution and therefore LCEMS personnel will often be called to care for patients with whom they are familiar. At times this can be very stressful and uncomfortable. A support system is available to assist LCEMS members after any incident. The LCEMS-EES Liaison or an Executive Board Member can be contacted to initiate critical incident stress debriefing.
2. LCEMS members may also, and are encouraged to, seek counseling at the Counseling Center as individuals. These visits are confidential and will not be disclosed to LCEMS or EES members, supervisors, or advisors.

Disclaimer:

1. Depending on the nature of the call, critical incident debriefing may be mandated. These include, but are not limited to:
 - a. Death of a student
 - b. Death of a faculty or staff member
 - c. Any other call determined to be traumatic

Complaint and Concern Reporting

PURPOSE

To promote the reporting of compliance concerns or potential violations of the law to the Executive Board as soon as possible so that the matter can be promptly considered and addressed.

GUIDELINES

Part One

1. All personnel will report good faith compliance concerns or suspected compliance violations without fear of retaliation.
2. Personnel will report any concern about conduct they believe to be improper including, but not limited to, conduct in violation of the LCEMS Professional Conduct Guidelines, the EES Code of Conduct, violations of the law, or any other conduct that could be seen as violating the principles or standards of our organization .

Part Two

1. Concerns are to be brought to the Executive Board's attention as soon as possible after the incident or behavior occurs that causes concern or constitutes the perceived improper conduct.
2. If members do not feel comfortable in reporting the concern to the Executive Board, they can report the concern to the LCEMS-EES Liaison.
3. Reports may be made in writing using the guidelines set in the Incident Report Form section, but it is not required that concerns be placed in writing to be treated seriously. Any concern that could affect our compliance with the law will be investigated, even if it is not put in writing.
4. Reports can be submitted to the Executive Board via email at lafems@lafayette.edu or over telephone.

Disclaimer:

1. Members who submit a report in good faith can remain anonymous and will not face any retaliation for submitting a report .
2. Any individual who intentionally submits a false report will face disciplinary action at the discretion of the Executive Board.

Incident Report Form

PURPOSE

The purpose of this section is to describe the circumstances under which one may decide to file an incident report and what filing an incident report entails.

DEFINITIONS

1. **Incident report:** A document filled out in order to record details of an unusual event that occurs during a call, such as an injury to a patient/crew member or the involvement of the QRS vehicle in an accident.

GUIDELINES

Part One

1. An incident report shall include the following:
 - a. The date of the incident
 - b. The time of the incident
 - c. The location of the incident
 - d. The first and last name of the individual filing the report
 - e. A brief narrative of the incident including what happened during the incident
 - f. The signature of the individual filing the report
 - g. If possible, the signature of an individual who witnessed the incident
2. All incidents are to be reported to the Executive Board as soon as possible, by telephone in the first instance and followed by a copy of the completed incident report form.
3. The Executive Board will determine investigation requirements and guide the completion of the investigation of significant incidents.

Disclaimer:

1. Any individual who intentionally submits a false incident report will face disciplinary action at the discretion of the Executive Board.
2. In the case of injury, EES' injury report form and the Pennsylvania State injury report form must be completed.

Lafayette EMS QRS Clearance Form: Assistants

Name: _____ Preceptor's Name: _____

Date: _____

Brief Description of Call (Excluding any PHI):

Please complete self-assessment first, evaluating only what applies.

S = Satisfactory

R = Unsatisfactory/Remediation required (please explain)

	Assessment of Self	Preceptor Assessment	Specific Skills Performed Ex. Vitals, O₂, Airway, etc.
History/SAMPLE			
Documentation			
Litter/Stair Chair/Reeves			
Other Equipment Use			
Customer Service/Attitude			

Comments:

Signature: _____

Preceptor's Signature: _____

Lafayette EMS QRS Clearance Form: EMTs & EMRs

Name: _____ Preceptor's Name: _____

Date: _____

Brief Description of Call (Excluding any PHI):

Please complete self-assessment first, evaluating only what applies.

S = Satisfactory

R = Unsatisfactory/Remediation required (please explain)

	Assessment of Self	Preceptor Assessment	Specific Skills Performed Ex. Vitals, O₂, Airway, etc.
Patient Assessment (Overall)			
Initial Exam			
Focused Exam			
History/SAMPLE			
EMR/EMT Skills			
Documentation			
Litter/Stair Chair/Reeves			
Other Equipment Use			
Hospital Report			
Customer Service/Attitude			

Comments:

Signature: _____

Preceptor's Signature: _____

Compliance Complaint/Concern Reporting Form

Please return completed form to the Executive Board. Attach additional sheets if you need more space to describe the incident. This form can also be submitted electronically using the following link: <https://forms.gle/ziUsvKB45Zxv6jzb89>

Date of Incident: _____

Time of Incident: _____

Name of Reporter (optional): _____

Individuals involved:

Provide a detailed description of the conduct that raises your concern or about which you want to make a complaint (including specific concern, why you think it is a problem, dates, duration, locations, and any other information you consider to be relevant)

Are there others with knowledge of the problem? Yes No

If yes, who? _____

Have you reported this concern to anyone else? Yes No

If yes, when and to whom?

Provide specifics of the discussion with that person.

Please identify any documents pertaining to the issue (provide them, or describe them and specify where they are located).

How did you discover the problem?

Are you willing to meet with the Executive Board and/or a representative of EES?

Yes No

Additional Information:

Lafayette College Emergency Medical Services Confidentiality Agreement

I, _____, agree to maintain absolute confidentiality of all Lafayette College information. This expectation pertains to student, parent, staff, employee, and business arrangement information.

I understand that as a LCEMS responder I have access to certain sensitive information about Lafayette students, staff, policies and procedures. Therefore, it is my responsibility to:

- Protect the privacy of students and staff about whom I have confidential information;
- refrain from discussing matters pertaining to the work of LCEMS with any person who did not respond to the emergency or who is not included in a debriefing of the incident and;
- limit my access to confidential information to that for which I have work-related need.

I understand that I am being held to a higher standard as a member of LCEMS, I agree not to divulge any confidential information obtained from emergency responses, observations, conversations, correspondence, personal records, clerical materials, or any other sources. I will not make public any confidential information such that the person(s) involved will be identifiable or harmed, except as I may be legally required to do so.

In the event I require computer access, the user ID and password that will be issued to me are my means of accessing the computer system. It is to be used solely in connection with the performance of my authorized job functions. I will take all necessary steps to prevent anyone from gaining knowledge of my password. The use of these unique codes by anyone other than me is prohibited and will be reported to my supervisor when detected. I will sign off each time I leave the terminal to ensure the security of my password and any confidential information.

1. Any breach of confidentiality by a student will be considered a violation of a policy and procedure and may require disciplinary action through the LCEMS Executive Board and the College's Standards of Conduct. Any violation could also lead to termination of your status with LCEMS. Flagrant violations may be cause for consideration of applicable federal, state and local laws, and as such, may further require the involvement of outside law enforcement authorities.

2. By signing this form I am authorizing LCEMS Executive Board to solicit information regarding my behavior, job performance, or any violations of the Standards of Conduct.

I have read and understand the Confidentiality Agreement and agree to comply.

LCEMS Member Signature

Date

LCEMS President Signature

Date

***Lafayette College Emergency Medical Services
Standard Operating Procedures
Agreement***

I have thoroughly read the Lafayette College Emergency Medical Services Standard Operating Procedures and I agree to abide by the guidelines set forth by this document to my full capacity as an LCEMS member.

I understand that failure to abide by the guidelines set forth in the Standard Operating Procedures will result in disciplinary action by the Executive Board.

I understand that the Lafayette College Emergency Medical Services Standard Operating Procedures are a living document and are subject to change at any time at the discretion of the Executive Board and Easton Emergency Squad.

Signature

Name

Date