

# Delaware County Emergency Medical Service Standard Operating Guidelines

Subject	Effective	Supersedes	This Sheet	Total
Daily Operations	August 1, 2007	All	1	5

This policy is designed to outline the daily operations that need to be handled for the operational efficiency of the Department. All personnel should use this outline to accomplish daily tasks so that the facilities are kept in good order, so that safety considerations are adhered to, and that all personnel are kept at the highest state of readiness.

Shift change shall occur at 0600 hours each day. At this time, all personnel should be on site and ready to begin work. In addition, all personnel that are going off-duty should be awake and prepared to report the events of their shift and readiness of equipment to the oncoming crew. "Sleeping in" past 0600 shall not be permitted.

## DAILY OPERATIONS

**Daily Duties:** (Daily refers to every work day, not "weekday.")

- Daily radio check, including base, vehicle and all portables.
- Vehicle Maintenance Check:
  - All apparatus and equipment should be checked completely. Note all discrepancies on the Lieutenant's daily log.
  - All drug boxes and drug cabinets shall be checked and inventoried.
  - Wash and Dry apparatus if necessary, at the Company Officer's discretion.
  - While checking the apparatus, the following will immediately render a vehicle out of service:
    - Steering Problems
    - Brakes - low pedal pressure, grinding when brakes applied.
    - Electrical - no brake lights, signal lights, emergency flashers, and safety lights.
    - Odors - raw fuel, exhaust odor inside vehicle.
    - Oil Pressure - engine temperature out of normal limits.
    - Any other problem that impairs the safe operation of any vehicle, at the discretion of the Company Officer.
- Check, update and report all missing equipment, those needing repair or replacement.
- Read County and/or Station email and check station bulletin boards for any new memos or other pertinent information. File postings as appropriate to keep bulletin boards uncluttered and timely.
- Vehicle check sheets and drug check sheets are to be kept by each crew and stored at each station.
- Keep the exterior doors of the station locked at all times when the station is unoccupied.
- Daily Station Cleaning: The station is to be cleaned for the unexpected, but WELCOME the presence of the public, not for you or the next crew. If you were to have a tour of residents arrive at your station suddenly mid-day, would your station be ready?
  - All bathrooms, sinks, toilets, showers, urinals and bathroom floors cleaned daily. Trash removed in the morning and evening as needed. Clean stove, oven and

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microwave. Sweep and/or vacuum all hard and carpet floors daily and as needed. Apparatus floors cleaned as needed during day. Tile and linoleum floors damp mopped as needed. Beds made. Dishwasher emptied prior to crew leaving at the end of their shift.

- All lights and televisions should be turned off when not being used and when leaving the station.

## **Every Monday**

- Clean refrigerator and freezer
- A mechanical check of all department vehicles, including starting all backup vehicles and allowing them to run for a minimum of 30 minutes, or as directed by the as directed by the department's vehicle maintenance officer.

## **Every Tuesday**

- Clean flower beds of weeds as needed, and pick up scattered debris around building.
- Training coordinated through the Shift Training Coordinator, Training Officer or Company Officer.

## **Every Wednesday**

- Clean bay floors
- Clean interior windows and blinds.
- Training coordinated through the Shift Training Coordinator, Training Officer or Company Officer.

## **Every Thursday**

- Inventory and thoroughly disinfect all applicable department vehicles.
- Training coordinated through the Shift Training Coordinator, Training Officer or Company Officer.

## **Every Friday**

- Extended Vehicle Maintenance detailing, waxing etc., as assigned by on-duty Captain.
- A complete and thorough cleaning of all applicable department vehicles, both inside and out, will include the following points:
  - Wheels and wheel wells to include tire dressing when available
  - All exterior surfaces
  - Floors - vacuum, sweep, and wash

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- Clean all windows, inside and out
- Wipe down exterior surfaces and seats

## **Every Other Friday**

- Employee Time cards are to be COMPLETE and SIGNED. Time cards not properly completed may, or may not, be processed for the pay period, at the discretion of the Chief. It is not the Emergency Services Office Manager's responsibility to pursue each employee and remind them how to fill out a time card each pay period. Time cards should be completed and ready to be picked up by your Captain by Friday, time card day, and no later than 0900.

## **Every Saturday**

- Complete station cleaning:
  - Sweep and mop all floors.
  - Dust and clean woodwork.
  - Clean windows
  - Air out mattresses.
  - Clean all water fountains, as appropriate.

## **Every Sunday**

- Captain's discretion "Sunday Routine" - all assignments must be completed.

## **Quarterly**

- Wax any and all vehicles assigned to your station
  - 1-Unit in April, 2-Unit in August, and 3-Unit in December

It is the responsibility of the Company Officer to see that this schedule is adhered to. Any deviation from this schedule will be at the authority of the on duty Captains.

## **DEPARTMENT EQUIPMENT**

It is the responsibility of the employee performing any routine inspection or using the respective equipment to immediately report any malfunction to the Company Officer, who will then report it to their Captain.

Heart monitor and defibrillator units are to be checked and tested daily and logged on their daily check sheet. Pacer units are to be checked monthly (15th) using the testing device and recorded.

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All on-board equipment is to be removed from their cases, tested for any cracks, leaks, or damaged parts and inventoried on the daily equipment check sheets. If the equipment is found to be faulty or damaged, it is to be replaced immediately with a replacement item and the Company Officer is to notify the on-duty Captain.

Intentional damage or theft of Delaware County property will not be tolerated, and will result in disciplinary action, which may lead up to or include immediate termination.

## VEHICLE REFUELING

Fueling of all emergency vehicles will take place on an as needed basis, allowing no less than ½ tank of fuel to remain at any time. Fuel levels in all second-line vehicles will be checked on a daily basis during morning equipment check.

## STATION VISITORS / GUESTS

Due to the nature of the work and the importance of a quick response, visits to the stations by family and friends are acceptable, but should be discouraged on a regular basis. While it is understood that there are times it is necessary and/or desirable for family and friends to have visits with employees, these times should be kept to a minimum. Exceptions are holidays or special events in which visitors have the pre-approval of the on-duty Captain. Non-employee visitors (with the exception of approved student observers) should not be in the station before 0800 hrs and must be out of the station by 2200 hrs on any given day.

If an incident dispatch occurs while visitors are in the station, it is the crew's responsibility to ensure the visitors are out of the station and that the building is secured prior to their departure while still assuring a rapid emergency response.

Off duty crewmembers are not to "sleep over" at stations without explicit approval of the on-duty Captain, and notification of the Chief.

## FLOATERS

The Floater position is a versatile position within the Delaware County EMS system. Therefore the flexibility of the floater when not pre-scheduled for a certain station is essential. Sleeping accommodations for four (4) on duty personnel as well as availability of the floater were used in making the decision of where to house them.

When there is an unutilized floater available for the day, the highest seniority employee working for that Unit Day may elect to use compensatory time and go home for the day. If the highest in seniority opts not to take this time off, or does not have the available comp time, the process will then be offered to the

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next most senior employee, and so on, until all employees have been offered. Neither vacation nor sick time will be available for use in place of comp time in this circumstance.

Management always reserves the right to deny "same-day" time-off requests due to the dynamic needs of the Department and/or the County.

Issuing Authority:



DCEMS Chief Rob Farmer

08/01/2007

Date