



Waterford Ambulance Service Directive

Approval Date: January 27, 2014
To: All WAS Staff
From: Steven D Garvin, President WAS
Subject: Waterford Ambulance Service Policy Manual.
Directive: 14-001

Greetings,

As of January 22, 2014, any written correspondence generated in order to govern or direct Waterford Ambulance Service Staff Members shall be in the form of the following policy types:

- 1) Waterford Ambulance Service Directives.
- 2) Waterford Ambulance Service Standard Operational Guidelines.
- 3) Waterford Ambulance Service Policy.
- 4) Waterford Ambulance Service Letters and Memos.
- 5) Referenced State of Connecticut Statues, Standards, Regulations, and BLS Guidelines and other governing bodies.

Waterford Ambulance Service written correspondence and directions will contain the following indicators; a numerical designator, effective date, who it governs, (e.g. Board Policies, Committee Members, Staff Members), who initiated and approved it, a subject description, and formal instructions.

The selection of written communications method will be dictated by the risk or hazard associated with the task, and the frequency of such a task. In any case, these methods are considered official and will be followed in concert with their individual requirements. It should be noted that Waterford Ambulance Service written correspondence exist to guide personnel in decision making.

Although we cannot cover every possible situation that might arise, we expect our staff to use prudent judgment when/if they need to deviate from the written word, with the understanding that deviation is the exception, not the rule. In these cases, staff members shall communicate such deviation to a Board Member as soon as practicable. In the absence of written direction, sound and reasonable judgment and decision making is expected from our staff.



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The following is a breakdown of the written correspondence methods:

1. Waterford Ambulance Service Directives.

Directives are utilized to convey simple instructions or administrative directions. Directives will be broken down by the following designators:

Directive: [year] [Sequential Number] [Name]

Example: **Directive: 14-001 Waterford Ambulance Service Policy Administration**

2. Waterford Ambulance Service Standard Operational Guidelines.

Standard Operating Guides (SOGs) are a set of written instructions that document a routine or repetitive activity followed by an organization. The development and use of SOGs are an integral part of a successful quality system as it provides individuals with the information to perform a job properly and facilitates consistency in the quality and integrity of a product or end-result.

Waterford Ambulance Service SOGs will be broken down into the following categories:

Aministrative

Operational

Training

Planning, Logistics, and Finance

Safety

[Type] [year] [Sequential Number] [Name]

Example: **A 14-001 Patient Care Reports**

3. Waterford Ambulance Service Policy.

Policies are a definite course of action adopted for the sake of expediency or to meet a regulatory requirement, an example would be a Drug and Alcohol Policy.

4. Waterford Ambulance Service Letters and Memos.

Letters and memos are generally utilized to communicate with departments and agencies external to Waterford Ambulance Service.



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5. State of Connecticut Statutes, Standards, Regulations.

All Waterford Ambulance Service staff members are required to comply with the requirements set forth in Connecticut State Law, Standards of Care, Regulations, and Guidelines, such as but not limited to:

Department of Public Health Regulations
Department of Motor Vehicle Regulations
Eastern CT BLS Guidelines

6. All previously approved policies, SOGs, Guides and Instructions remain in place and approved/effective until such time as they are upgraded and put into the new format. If you have previous policies that you think should be reviewed and upgraded sooner, please let know.

Steven D. Garvin

President - Waterford Ambulance Service