



# Waterford Ambulance Service Standard Operating Guideline

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Scope: All WAS Staff  
From: Steven D Garvin, President WAS  
Subject: Driver Training Program  
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## Section I – General Guidelines

- 1) The following are general guidelines:
  - a. Drivers must be at least 18 years of age, hold a valid State of Connecticut driver's license, and have one year of general driving experience, with the driver's license on file at the time of qualifying.
  - b. Said member must be, at a minimum, a State of Connecticut certified Emergency Medical Technician (EMT) at time qualification process commences.
  - c. New ***inexperienced*** drivers must have completed six (6) months and twenty-five (25) calls as an EMT.
  - d. New ***experienced*** drivers must have completed (3) months and twelve (12) calls as an EMT.
    - *Individual circumstances can be reviewed and approved by the president.*
  - e. Personnel who are Field Training a driver candidate must be:
    - An active driver with WAS for 6 months.
    - Have at least 20 total calls where they drove both in emergency and non-emergency modes.
    - Have a valid driver's license for two years.
    - Be recommended by one of the Board Members from that district.
  - f. Both candidate and FTO are subject to a driving history review.
  - g. In order for a call to be credited as a precepted driver training call, the driver candidate must:
    - Drive to the scene
    - Drive to the hospital
    - Drive back to the station, or next call.



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- 2) The crew (drivers and attendants) are both responsible for the following:
  - a. Shall ensure the ambulance is back in service and cleaned after any type of call to include emergency, routine, service and miscellaneous calls. This includes restocking of bedding, ambulance supplies, and trauma kit supplies. In addition, they shall ensure the fuel level is >3/4 full.
  - b. Shall ensure that all portable equipment, such as; defibrillator, trauma kit, portable suction units, portable vital sign monitors are cleaned and returned to service for the next call.
  - c. Shall ensure that proper reports are completed as necessary to include patient run reports, refusals, fire report and the distribution of HIPPA forms.
  - d. Shall ensure that the ambulance is cleaned and disinfected of dirt debris, body fluids, and waste materials. This includes washing all surfaces, cleaning the floor, emptying the trash and washing the outside of dirt and grime.
  - e. In cases where one of the ambulance staff members is not a WAS Staff Member, you should encourage them to help you, but it is the responsibility of the WAS Staff Member to ensure these responsibilities are completed.
- 3) No member shall be permitted to drive or operate any ambulance until qualified. Final qualification shall be documented and filed in said members personnel file and at their host station. The WAS President shall have final approval for the driver to operate all ambulances operated by the service.
- 4) Drivers will make sure the ambulance is back in service and cleaned after any type of call to include emergency, routine, service and miscellaneous calls.



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- 5) At no time, shall any person board or disembark ambulances while vehicle is in motion.
- 6) All safety devices and seat belts shall be used when operating any agency owned ambulance.
- 7) Upon arrival at the scene of an emergency (MVA, Fire, Rescue), no ambulance shall be committed or any equipment removed unless instructed to do so by the Incident Commander (exception granted for medical emergencies).
- 8) Ambulances shall enter any highway using extreme caution. Ambulances shall be positioned in a safe area, on the shoulder of the road if possible.
- 9) Extreme caution will be used if it is necessary to cross the median divider of a limited access highway.
- 10) No one shall ride an agency owned ambulance until they have received a safety lecture.
- 11) Headlights will be displayed at all times when ambulances are operating.
- 12) If an ambulance is involved in a motor vehicle accident the following actions shall be taken:
  - a. Notify Station W and request the Waterford Police and a company officer to the scene and request another ambulance to respond to the original incident.
  - b. Provide scene control / safety and first aid to any injured person(s) as quickly as feasible.
  - c. DO NOT DISCUSS ANY DETAILS OF THE ACCIDENT WITH OTHERS INVOLVED! An Accident Report Form shall be completed as soon as possible.



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- d. Notification to the President of the Ambulance Service and EMS District Board Members or Bruce Miller shall be done within 24 hours.
- 13) Ambulances parked on uneven grade shall have the emergency parking brake applied. Ambulances will stop upgrade of all flammable spills taking wind direction into consideration. Wind direction and terrain shall be considered with flammable gas leaks.
- 14) Prior to backing, the driver shall walk around the ambulance to ensure it is clear of hazards.
- 15) Tire chains shall be engaged at the request of a line officer or when snow accumulates or icy conditions are present causing hazardous traveling conditions. The recommended maximum traveling speed with chains engaged is 35 M.P.H. The maximum speed when engaging the chains is no faster than 25 M.P.H.
- 16) Ambulances should avoid going off roadways unless absolutely necessary.
- 17) Mutual aid calls for a Waterford Ambulance should not leave the Town of Waterford unless a full crew is, at a minimum, verified to be on scene (will meet on scene).
- 18) No members shall be standing while an ambulance is in motion unless required for patient care. Standing should only be permitted for a specific task and then said member should remain sitting.
- 19) Ambulance radio transmissions should be kept to a minimum when responding to calls using appropriate, professional terminology (see Section IV).
- 20) The Waterford Ambulance Service shall maintain a zero-tolerance policy regarding operating or responding while under the influence of drugs and / or alcohol.



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- 21) Non-compliance with this guideline may result in disciplinary action up to and including suspended driving privileges.
- 22) Changes to this guideline shall be submitted in writing to the President of the service for action at the next scheduled monthly meeting of the Waterford Ambulance Service.



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## **Section II – Drivers Responsibility**

- 1) Ambulances will be under complete control of the driver at all times. The experience and common sense of each driver and their knowledge of the ambulance and the district should guide the operation of the ambulance. A driver should weigh many factors when responding to a call. Special cautions should be taken depending on: nature of the call, geographic location, population density, and time of day, familiarity with the area and vehicle capability and reliability.
- 2) The driver shall at no time drive at a rate of speed such as he / she cannot effectively control the vehicle. The driver shall not disobey State or local traffic regulations (see Section III).
- 3) At no time, shall lights and/or sirens be used when responding to non-emergency calls (i.e., standby's, service calls, request to take refusals priority 2 calls, etc.).
- 4) At no time, shall an ambulance pass another responding apparatus while enroute to an emergency. EXCEPTION: If it is necessary for the ambulance to pass another apparatus, they are to communicate the pass and at a convenient location, the front apparatus should pull over to the right side of the road, stop and allow the ambulance to pass.
- 5) When approaching intersections, ambulances shall stop, or slow to a speed that is safe enough that all other traveling lanes have stopped prior to entering said intersection.
- 6) Before departing stations for emergency calls, ambulance drivers shall know the exact location of the call, the safest route of travel as well as alternate routes in the event the original route no longer becomes the best route.
- 7) When following apparatus, follow at the minimum posted distance. If no distance is posted, a minimum of 200 feet behind should be followed.



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## Section III – Referenced Laws and Regulations

### STATE LAWS SECTION 14-283

#### “RIGHTS OF EMERGENCY VEHICLES, OBSTRUCTION OF”

- 1) Emergency vehicles, as used in this section, means any ambulance responding to an emergency call, any vehicle used by a fire department or by any officer of a fire department while on the way to a fire or while responding to an emergency call, but not returning from fire or emergency calls.
- 2) The operator of any emergency vehicle may park or stand such vehicle, irrespective of the provisions of this chapter: (1) may proceed past any red light or stop sign or signal BUT ONLY AFTER SLOWING DOWN OR STOPPING TO THE EXTENT NECESSARY FOR THE SAFE OPERATION OF SUCH VEHICLE. (2) Exceed the posted speed limits imposed by or pursuant to section 14-218A or 14-219, SO LONG AS HE DOES NOT ENDANGER LIFE OR PROPERTY BY DOING SO and (3) disregard statues, ordinances or regulations governing direction of movement or turning in specific directions.
- 3) The exemptions herein granted shall apply only when an emergency vehicle is making use of an audible warning device including, but not limited to, a siren, whistle or bell which meets the requirements of subsection D of section 14-80 AND visible flashing or revolving lights which meet the requirements of sections 14-96P and 14-96Q.
- 4) The provisions of this section shall not relieve the operator of any emergency vehicle from duty to drive with due regard for safety of all persons and property concerned.
- 5) Upon the immediate approach of an emergency vehicle making use of such audible warning signal device and such visible flashing or revolving lights, the operator of every other vehicle in the immediate vicinity shall immediately drive to a position parallel to, and as close as possible to, the right hand edge or curb of the roadway clear of any intersection and shall stop and remain in such a position until the emergency vehicle has passed, except when otherwise directed by state or local police officers or firemen as provided in section 7-313a.





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- 6) Any officer of a fire department may remove, or cause to be removed any vehicle upon public or private way which obstructs or retards any fire department or any officer thereof, in controlling or extinguishing any fire.
- 7) Any person who willfully or negligently obstructs or retards any ambulance while answering any emergency call or taking a patient to a hospital, or any vehicle used by fire department or any officer or member of a fire department while on the way to a fire, or while responding to an emergency call, shall be fined not more than \$50.00 or imprisoned not more than seven (7) days or both.
- 8) Nothing in this section shall be construed as permitting the use of a siren upon any motor vehicle other than on emergency vehicles as defined in subsection A of this section, or a rescue service vehicle which is registered with the Department of Motor Vehicles pursuant to section 19a-181.

### STATE LAW SECTION 14-36

#### “PERSONS WHO MAY OPERATE MOTOR VEHICLES; LICENSED; PENALTY”

- 1) Except as otherwise provided by this section and section 14-40a, no person shall operate a motor vehicle on any public highway of this state or private road on which speed limit has been established in accordance with subsection A of section 14-218a until he has obtained a motor vehicle operator’s license.
- 2) A person holding a valid out of state motor vehicle operator’s license may operate a motor vehicle for a period of 60 days following his establishment of residence in Connecticut, if the motor vehicle is of the same class as that for which his out of state motor vehicle operator’s license was issued.



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### STATE OEMS REGULATION 19A-179-8

- 1) Each ambulance service or invalid coach service shall report to OEMS, in writing, within ten (10) business days of occurrence, any accident which has been deemed by the law enforcement agency or primary jurisdiction to be the fault of the service or which has resulted in personal injury, or property damage estimated to be in excess of six hundred dollars (\$600.00), or both. Such report shall include a copy of the accident investigation report by the investigating law enforcement officer or a copy of the report filed with the Connecticut department of motor vehicles by the driver of the vehicle involved.



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### **Section IV – Radio Communications**

- 1) Ambulance radio transmissions should be kept to a minimum when responding to calls using appropriate, professional terminology.
- 2) Waterford Ambulance Service utilizes plain language as adapted by the New London County Fire Chiefs Association.
- 3) When responding mutual aid, Waterford Ambulance shall utilize plain language as stated in paragraph 2.
- 4) Requests for a med patch to the hospital should be done using plain language.
- 5) Med patch's to the hospital should be done using common medical terms, in a professional manner and clear enough for the hospital staff to understand the situation.
- 6) When an ambulance signs on for a medical emergency to Station W, the address, crew status and station status shall be relayed to the dispatcher to ensure of the appropriate address.



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## **Section V – Priority Responses**

- 1) It is the policy of WAS that personnel responding in WAS ambulances or driving POV's to EMS, Fire, Rescue, or other incidents where EMS is requested shall utilize the priority one or two methodology, which is based on criteria from the state EMS Guidelines and dispatch Emergency Medical Dispatch (EMD) policy.
- 2) Priority one (1) responses are dispatched based on information obtained at the time of dispatch and are typically ALS or BLS in nature. This includes, but not limited to; altered mental status, seizure, cardiovascular or cerebrovascular accidents, traumatic injury, diabetic emergencies, asthma, anaphylaxis, shock, syncope, abdominal pain, and to support fire department responses such as MVA's, structure fires, rescues, etc.
- 3) Priority two (2) responses are dispatched based on information obtained at the time of dispatch and are typically BLS in nature. This includes, but not limited to; fractures, minor controlled bleeding, ground level falls, lift assist, and to support fire department responses such as; responding to a scene at the request from an incident commander for additional staff solely for the purpose of taking refusals, other priority 2 incidents, patient evaluations move-ups, transfers, and non-life-threatening transports.
- 4) **For mutual aid responses; although these incidents are sometimes dispatched as priority one calls, WAS personnel shall respond using good judgement and due regard. The driver has the authority to modify the response priority based on road conditions and nature of the call.**
- 5) In addition, even though the original incident may have been a priority one call, secondary or backup ambulances responding to an incident for the sole purpose to standby or take refusals shall respond as a priority two.



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## Section VI – Pre-Qualification Requirements

Name: \_\_\_\_\_

EMS District: \_\_\_\_\_

Instructor: \_\_\_\_\_

Date: \_\_\_\_\_

The WAS utilizes the McNeil & Co EMS Continuing Education modules to provide training and documentation for driver training activities. When the required modules are completed, the driver training candidate shall print out the certificate and include it with this package.

Access to the McNeil & Co EMS Continuing Education system is via the following link: <http://training.mcneilandcompany.com>

- 1. Winter Driving For EMS**
- 2. STOP: Spotters Top Our Backing Priorities**
- 3. STOP: Seatbelts Top Our Priorities**
- 4. STOP: Intersection Safety**
- 5. Skid Control**
- 6. Preventing Vehicle Collisions with Deer**
- 7. Emergency Vehicle Following Distances**
- 8. Distracted Driving**



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## Section VIII – Driver Qualification Checklist

Trainee: \_\_\_\_\_ Date Initiated: \_\_\_\_\_

CT Operator License Number: \_\_\_\_\_ Expires: \_\_\_\_\_

EMT Card Number: \_\_\_\_\_ Expires: \_\_\_\_\_

The following steps shall be completed to become a qualified driver for the Waterford Ambulance Service. You should try and complete these steps in order when possible; however, driving shall only commence with the vehicle once you are familiar with all equipment carried on the ambulance. This shall include the location, proper use and general (basic) maintenance of all equipment. Valid driver's licenses as well as a valid EMT card are needed prior to starting the qualification process. You must have two (2) signatures from qualified personnel prior to being presented to the president or vice president as a candidate for driver. All phases of this qualification package must be completed satisfactorily prior to being presented to the President or Vice President. Be prepared to answer any more questions and / or demonstrate your driving skills with the president or vice President.



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<u>Step</u>	<u>Completed</u>
<p><b><u>Valid License's</u></b> Candidate shall present valid: CT Driver's License, # _____ Exp. Date _____ CT EMT card, # _____ Exp. Date _____</p>	<p>Initials: _____ Date: _____</p>
<p><b><u>Experience Level Verification</u></b> Candidate has been determined to be: Experienced Driver _____ <i>Completed 3 months and 12 calls.</i> Inexperienced Driver _____ <i>Completed 6 months and 25 calls.</i></p>	<p>Initials: _____ Date: _____</p>
<p><b><u>Driver Training Prerequisites</u></b> Candidate has successfully completed the McNeil prerequisite training as outlined in Section VI. (Completion certificates attached to this training package).</p>	<p>Initials: _____ Date: _____</p>
<p><b><u>Emergency Vehicle Operation Certificate</u></b> Candidate has successfully obtained an E.V.O.C. Completion Certificate, (attached to this training package).</p>	<p>Initials: _____ Date: _____</p>
<p><b><u>Equipment</u></b> Knows the location and function of all equipment on the ambulance.</p>	<p>Initials: _____ Date: _____</p>
<p><b><u>Vehicle Familiarization</u></b> Knows function / purpose of each gauge, switch, button, etc. Knows Knox Box procedure and basic vehicle maintenance (fluids, tires, etc.).</p>	<p>Initials: _____ Date: _____</p>
<p><b><u>Vehicle Operation</u></b> Knows proper startup and shutdown procedures. Has 4 hours driving time (split between a minimum of 2 drivers). Includes L&amp;M dock, nursing homes and other locations specific to patient pick up, the bay and any other district hazard response</p>	<p>Initials: _____ Date: _____</p>
<p><b><u>Emergency Driving</u></b> Candidate shall drive to five (5) separate <b>Priority One</b> emergency calls, (document below on attachment 2) with a qualified driver as the passenger. Candidate will not drive the patient to the hospital unless a 3-person crew enables this to occur. This is in addition to the vehicle operation hours.</p>	<p>Initials: _____ Date: _____</p>



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<b>Attachment 1</b>		
<b>Ambulance</b>	<b>Trainer</b>	<b>Primary District?</b>
W100		<b><i>Yes / No</i></b>
W200		<b><i>Yes / No</i></b>
W300		<b><i>Yes / No</i></b>
W400		<b><i>Yes / No</i></b>
W500		<b><i>Yes / No</i></b>
W600		<b><i>Yes / No</i></b>

Instructor (Print): \_\_\_\_\_ Sign: \_\_\_\_\_

Instructor (Print): \_\_\_\_\_ Sign: \_\_\_\_\_

Candidate (Sign): \_\_\_\_\_







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## Attachment 3, Accident Report

(Electronic copies are provided on the WAS Website)



### Vehicle Accident Report

Your Organization: \_\_\_\_\_ Date of Accident: \_\_\_\_\_ Time: \_\_\_\_\_  AM  PM

Location of Accident: \_\_\_\_\_  
(Street)

(City) (State) (Zip) (Nearest cross street, milepost, etc.)

### Your Vehicle

Driver's Name: \_\_\_\_\_ License #: \_\_\_\_\_ License State: \_\_\_\_\_ Phone: \_\_\_\_\_

Vehicle Year, Make Model: \_\_\_\_\_ VIN: \_\_\_\_\_

### Other Vehicle

Driver's Name: \_\_\_\_\_ License #: \_\_\_\_\_ License State: \_\_\_\_\_ Phone: \_\_\_\_\_

Driver's Address: \_\_\_\_\_

Vehicle Year, Make Model: \_\_\_\_\_ VIN: \_\_\_\_\_

Insurance Info: \_\_\_\_\_  
(Company) (Policy #) (Broker) (Broker Phone #)

### Witness Information

Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Address: \_\_\_\_\_

Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Address: \_\_\_\_\_

### Accident Information

Police Department: \_\_\_\_\_ Badge # or Name of Officer: \_\_\_\_\_ Case #: \_\_\_\_\_

List persons cited or arrested and charges filed: \_\_\_\_\_

List injuries and which vehicle, if any, they were in: \_\_\_\_\_

Describe damage to property other than vehicles: \_\_\_\_\_

Accident Description, including how it occurred: \_\_\_\_\_

### INDICATE ON THIS DIAGRAM HOW THE ACCIDENT HAPPENED

Use one of these outlines to sketch the scene. Write in street or highway names or numbers.

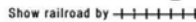
Number your vehicle as 1, other vehicle as 2, additional vehicle as 3 and show direction of travel with arrow.



Use solid line to show path before accident and broken line after the accident.



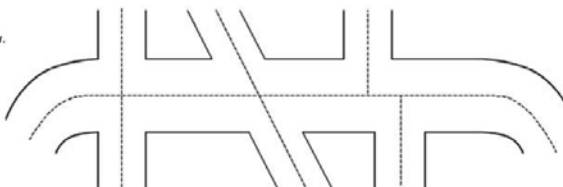
Show pedestrian by \_\_\_\_\_



Show railroad by ++++++



Place arrow in this circle to indicate NORTH



P.O. Box 5670 Cortland, NY 13045 1.800.822.3747 www.mcneilandcompany.com



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## Section IX – Qualified Driver Verification

To: President of Waterford Ambulance Service

From: \_\_\_\_\_

Date: \_\_\_\_\_

Subject: New Qualified Ambulance Driver

This letter verifies that EMT: \_\_\_\_\_ has successfully met the requirements for driver training with the Waterford Ambulance Service and is **recommended** for driver qualification. Should you require any further information, please do not hesitate to contact me in writing.

Primary Districts Board Member agreement: \_\_\_\_\_

DO NOT WRITE BELOW THIS LINE

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Final Driver Qualification Approval

President WAS - Sign \_\_\_\_\_

Date Approval Granted: \_\_\_\_\_