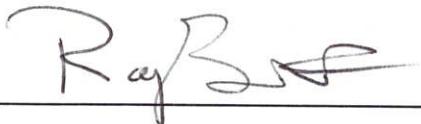


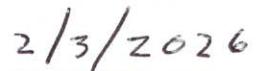
Emergency Medical Services Division Policy

The Emergency Medical Services (EMS) Division policy shall apply to all individuals employed by the EMS Division. Employees whose actions are subject to any provision of state or federal law shall be governed by the provisions of the applicable state and or federal law.

The purpose of this policy is not intended to supersede state or federal regulation or law, but to facilitate and coordinate EMS operations by providing additional guidance relevant to personnel responsibilities and conduct as Allegany County EMS Division employees and clinicians.



Roger Bennett, Director
Allegany County Department of
Emergency Services



Date

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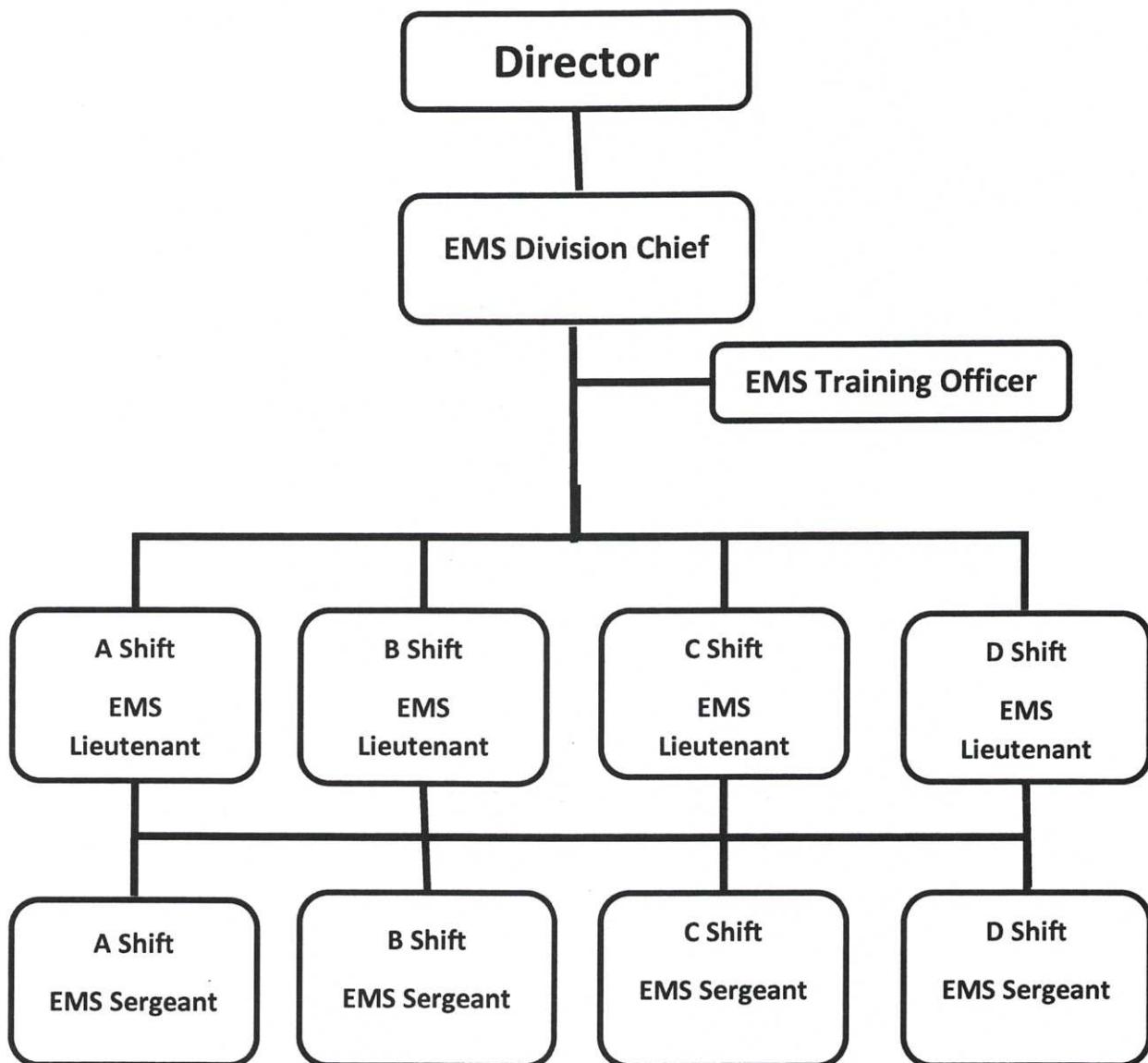
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Section 1

Chain of Command



Section 2

Reporting For Duty

- 2.1 All employees are expected to report to work on time, properly groomed, wearing a clean issued Allegany County issued uniform. Hygiene and cleanliness will be maintained throughout the shift.
- 2.2 No employee will depart their assigned location until properly relieved **in person, face-to-face** by their scheduled relief or the on-duty EMS Lieutenant.
- 2.3 No employee shall report to work having consumed alcohol within 8 hours or under the influence of prescribed or non-prescribed medications causing them not to be fit to perform their assigned duties.
- 2.4 If someone reports to work and appears to be under the influence of alcohol or drugs, it is the relieving employee's responsibility to encourage that employee to remain at the station and immediately contact the on-duty EMS Lieutenant, or other available management representative.
- 2.5 If an employee is scheduled off from a regular shift and requests to return to work and or take the shift back; there are two paths. All shift changes must be approved by the on-duty EMS Lieutenant.
 - 2.5.1 If it is within 48 hours of the shift the employee is permitted to return to work and or take the shift back if the employee that took the overtime shift is willing to give the shift back and not take the overtime shift.
 - 2.5.2 If it is greater than 48 hours prior to the shift the employee does not require permission of the employee that took the overtime shift.

Section 3

Staffing and Scheduling

- 3.1 The on-duty EMS Lieutenant regulates the routine staffing of EMS Division units and stations within Allegany County. The provisions of this procedure may be suspended or altered by the Director, Deputy Director, EMS Chief or designated representative whenever circumstances warrant. These established guidelines are intended to provide the community with the highest quality emergency medical service within the parameters of the department and county's budget.
- 3.2 A minimum number of advanced life support units shall be maintained at all times as outlined below, in this order. Any deviation from the standard must be approved by the EMS Chief.

11.2.1 Station 51-F (Frostburg) four personnel, two ALS and two BLS

11.2.2 Station 51-G (Lonaconing) two personnel, one ALS and one BLS

11.2.3 Station 51-P (PPG Rd) two personnel, one ALS and one BLS

11.2.4 Station 9 (Cresaptown) two personnel, one ALS and one BLS

11.2.5 Station 50 (Tri-Towns) two personnel, one ALS and one BLS

11.2.6 Station 12 (Flintstone), two personnel, one ALS and one BLS

11.2.7 Station 5 (Corriganville 51-C) two personnel, one ALS and one BLS

11.2.8 EMS Duty Lieutenant (Station-51), one personnel, ALS

- 3.3 There are a total of 17 positions on each shift with 17 personnel assigned to the shift (not including special events). In the event of the first person calling off shift and or on leave, the floater will be assigned to a location within the shift to help balance the shift. If all 17 (8 ambulances) positions are filled by the regular assigned personnel to the shift, the floater will move to A513 and the EMS Sergeant will move to the secondary chase vehicle located at Station 51 Frostburg. In the event that a BLS technician is not available to cover the open shift, an ALS clinician may be assigned in the shift as a last resort. Conversely, if no ALS provider is available, a BLS provider may be assigned an ALS spot, again, as a last resort.
- 3.4 In compliance with this policy, mandatory holdovers / holds may be required. EMS Division employees are required to stay at their assigned station until an appropriately certified staff (same status or higher) arrives to relieve them.

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- 3.5 Failure to remain on duty until properly relieved will result in progressive discipline.
- 3.6 Failure to respond to an incident or a delayed response will result progressive discipline.
- 3.7 The on-duty EMS Lieutenant or EMS Sergeant will manage the filling of the vacant position.
- 3.8 A mandatory hold over will be issued as a last resort after every attempt to fill the shift has been explored.
- 3.9 Any employee reporting off for duty shall do so at the earliest time possible to allow the maximum time for the supervisor to fill their shift without a mandate. The employee shall call either the EMS Sergeant or EMS Lieutenant when reporting off. Text messages or emails will not be used as methods of communication. Text messages and emails maybe used as follow up communication but the employees must speak to the supervisor when calling off. If the on-duty EMS Lieutenant or EMS Sergeant cannot be reached; the employee is to contact the Allegany County 911 Joint Communications Center and have them page the on-duty EMS Lieutenant and EMS Sergeant.
- 3.10 When calling off sick from a shift, the employee will make all efforts to allow the on-duty EMS Lieutenant the maximum amount of notice in order to fill the shift.
- 3.11 No personnel will work more than 48-hours in a row unless approved by the EMS Chief. This includes the original 24-hour shift plus one additional 24-hour shift.
- 3.12 It is the goal of the EMS Scheduling Lieutenant to post the schedule three weeks in advance.
- 3.13 If an employee regularly assigned to a station is scheduled to be transferred, they will be notified in writing with at least four weeks' notice. The exception to this process would be an emergency need that would be handled at the discretion of the EMS Chief.
- 3.14 Pay periods will follow the county policy and the bargaining unit's contract.
- 3.15 It is the Lieutenant's responsibility to record and certify the accuracy of their time record and submit records in accordance with established guidelines.
- 3.16 If the employee's time worked is different than what was scheduled, the employee must email the on-duty EMS Lieutenant at the conclusion of their shift.
 - 3.16.1 If the employee is on leave, it is the responsibility of the employee to provide the on-duty Lieutenant with notification regarding the type of leave and the amount to be used. If no communication is received from the

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employee, the default option of overtime paid for hours over 40 worked will be utilized.

3.16.2 Unless extenuating circumstances occur, emails from employees to the Lieutenant will be posted prior to 0700 the following morning. Should things change concerning your time between 0700 and the end of your scheduled shift then communicate that change to the on-duty LT.

3.16.3 All communication regarding payroll will process through the Lieutenants.

3.17 All shift changes must be approved by an EMS Lieutenant or EMS Chief in writing and may be denied for any reason at the discretion of the on-duty EMS Lieutenant or EMS Chief.

3.18 Unauthorized shift changes will result in progressive discipline.

3.19 All shift changes / trades must be accounted for in order to avoid generating overtime.

3.20 Shift changes / trades should be made within a calendar week, Sunday to Saturday.

3.21 It is strongly suggested that all time off requests, with the exception of sick time, be submitted with four weeks' notice. If time off requests are submitted later than four weeks' notice, they are subject to denial if coverage is not feasible.

3.22 For a full-time employee requesting light duty due to an extended recovery time from an illness or injury, it must be reviewed and evaluated based on their specific job description and the level of light duty recommended by the physician. Every attempt will be made to reasonably accommodate the employee. Light duty will be performed at a station of the EMS Chief's choosing and will normally be daylight, Monday-Friday, 08:00 to 16:00. Employees that are attending advanced life support training or training required for their job may be granted special consideration to continue / further or maintain their certifications. The consideration is at the EMS Chief's discretion. Light duty will not be granted to part-time employees.

3.23 If any employee wishes to use personal time, they will attempt to notify the on-duty EMS Lieutenant 72-hours prior. The employee must physically speak to the on-duty EMS Lieutenant or scheduling designee to arrange personal time use. Sending a text message, email, leaving a voicemail is not an acceptable form of communication. Every effort will be made to honor a request for personal time.

3.24 The provisions of this policy will be enforced by the on-duty EMS Lieutenant, and the EMS Chief or designated representative.

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3.25 Minimum staffing, mandatory hold over, call-outs, and personal time use policy is designed to minimize impact on public safety, continuous coverage, and overall stability of the county EMS system.

3.26 In an effort to reduce mandatory hold-overs, overtime, and to increase part-time employee participation at Allegany County the following change to part-time employment has been made. Part-time employees must provide the County with a minimum of one “shift” per month in order to retain a part-time status. For reference, the term “shift” may be fulfilled by either a full 24-hour tour or a full “shift” at a satellite station that is staffed but not for a full 24 hours. This policy change shall ensure the part-time cadre of providers remains proficient with the ever-changing procedures within the Department and hospital interactions. Part-time participation shall be monitored on a rolling 12-month schedule. Any provider that does not fulfill their obligation more than twice in that rolling timeframe shall be removed from their part-time status. Any providers that are removed for this reason will be welcome to reapply at a later date should they become more available to assist with the work schedule.

3.27 Employee Non-Permanent Reassignment Procedure – When reassigning an employee from one station to another due to coverage requirements, follow the documentation process below:

3.27.1 Initial Contact:

3.27.1.1 Place a phone call to the employee.

3.27.1.2 Document the time the call was made on the Google Sheet.

3.27.1.3 If the employee does not answer, leave a voicemail and note that a voicemail was left on the Google Sheet.

3.27.1.4 Although a phone call is the only officially acceptable method of notification, you may also send a text message and/or email to inform the employee that you called and left a voicemail.

3.27.2 Employee Response:

3.27.2.1 When the employee returns the call, note the time of their return call on the Google Sheet.

3.27.2.2 Confirm and document that the employee understands they are being reassigned to a different station for the shift.

3.28 Filling Shift Process

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3.28.1 Outside 48 Hours - Any open shift beyond the next 48 hours will be managed by the supervisor responsible for scheduling, or by a designated alternate if that supervisor is on leave.

3.28.2 Within 48 Hours - Open shifts within the next 48 hours will be filled by the EMS Lieutenant in the following order of priority.

3.28.2.1 Part-Time Employees

3.28.2.1.1 Eligible if they have not exceeded 130 hours for the month.

3.28.2.2 Full-Time Employees by Hours Worked (Weekly)

3.28.2.2.1 Offer to the full-time employee(s) with the least number of hours scheduled for the week.

3.28.2.2.2 If two or more employees are tied, proceed to the next step.

3.28.2.3 Full-Time Employees by Hours Worked (Pay Period)

3.28.2.3.1 Offer to the full-time employee(s) with the least number of hours in the current pay period.

3.28.2.3.2 If two or more employees are tied, proceed to the next step.

3.28.2.4 Full-Time Employees by Hours Worked (Monthly)

3.28.2.4.1 Offer to the full-time employee(s) with the least number of hours for the month.

3.28.2.4.2 If two or more employees are tied, proceed to the next step.

3.28.2.5 Seniority

3.28.2.5.1 If multiple employees remain tied, the shift will be awarded based on seniority.

3.28.2.5.2 If employees were hired on the same date, the tie will be broken by date of birth; the older employee will have higher seniority.

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Section 4

Leave Policy

4.1 Bid for Annual Leave

Employees are encouraged to schedule at least one week forty (40) hours of annual leave. This leave will be bid annually and will be awarded based on seniority. The annual leave will have precedence over all other leave requests. Employees should submit a request for this leave on the vacation bid list circulated in November to December of each year. No more than three (3) employees may bid on a specific week. Employees should pay particular attention to those dates previously bid prior to signing up for annual leave time.

4.2 Request for Leave

Employees will request leave via SLATE. Requests should be submitted by the 15th day of the preceding month. These requests will be awarded based first on available coverage then based on seniority. Requests submitted after the 15th will be awarded based, first on available coverage then secondly, on a "first come first serve" basis.

4.3 Personal Days

Employees earn 40 hours of personal leave annually. These hours must be utilized and cannot be carried over to the next fiscal year. Employees should make every effort to schedule these days to prevent them from being lost based on available coverage. Employees will request these hours via SLATE. These hours will be approved based on availability and seniority.

4.4 Birthday

Employees earn 8 hours of annual leave for their birthday. These hours should be utilized as close to their birthday as possible and will be awarded based on available coverage and seniority. Employees will request these hours via SLATE. These hours will be approved based on availability and seniority.

4.5 Comp Time

Employees are afforded the option to earn comp time in lieu of overtime for hours worked under certain situations. Employees will request these hours via SLATE. These hours will be approved based on availability and seniority.

4.6 Posting of Monthly Schedule

The monthly schedule will be finalized and approved in SLATE as soon as possible following the 15th day of the preceding month. Problems with the

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approved schedule should be brought to the attention of the EMS Chief as soon as it is discovered.

4.7 Maximum Leave Approved

With a daily staffing of fourteen (14) EMTs and Paramedics/Medics per shift, per day, the minimal number of employees from that fourteen (14) approved for leave is three (3) (18%). This does not account for those taking sick leave. The EMS Chief will have final authority over a consistent and well managed process.

Section 5

Mandatory Holdovers

- 5.1 When necessary to maintain minimum staffing, personnel shall be held over from the off-going shift to maintain minimum staffing positions until qualified relief is obtained. The following procedure will be utilized to fill staffing vacancies.
- 5.2 Holdovers will be determined by equal positions (i.e., ALS for ALS, BLS for BLS and LT for LT) first.
- 5.3 If an employee is designated to holdover to cover a vacancy and subsequently requests to be placed off on sick leave, on the second occurrence the employee will be required to provide documentation from their medical provider for sick leave authorization. Staff members who fall under the use of FMLA are not subject to this requirement, if previously authorized.
- 5.4 If an employee calls in to request a shift off for a permissible reason, the person they were scheduled to relieve will stay on duty until a proper relief is located. The employee mandated to remain on-duty cannot be required to remain on shift for longer than 48 consecutive hours.
- 5.5 A countywide recall/mandate list will be established and maintained by the Duty Lieutenants to ensure that mandated shifts are spread evenly throughout the department.
- 5.6 Reasons allowing exemption from mandatory holdovers will include the following:
 - 5.6.1 Preapproved leave
 - 5.6.2 Documented doctor's appointment
 - 5.6.3 Confirmed travel plans
 - 5.6.4 Participation in department sanctioned functions
- 5.7 Employees that are already working overtime should only be used as a last resort and only if it will not place them to work more than 48 hours consecutive.
- 5.8 Staff compensation for mandatory holdovers will reflect negotiated rates in the current IAFF and Allegany County contractual agreement at that time. If no contact is current, it will follow the most recent agreed upon rate until it can be adjusted.
- 5.9 In an attempt to avoid mandates on shift; the vacancy may be offered to one of the Lieutenants if one is available and willing to fill it.

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5.10 Known vacancies that may require an employee to be mandated to work will be done with as much notice as possible. If a position is mandated the schedule will remain open should another employee become available or desire to accept the shift. Once the shift begins the Duty Lieutenant will adjust the schedule in When I Work to reflect accurately.

5.11 Shifts that are picked up by management staff will not be re-released to allow for other employees to pick up within 48 hours of the start of that shift.

5.12 Shifts that are filled with a different certification employee (i.e., ALS for BLS, or BLS for ALS) shall not be added to the schedule prior to 48 hours of the beginning of that unfilled shift.

5.13 This policy can be adjusted at the direction of the Director for any reason.

Section 6

Crew Integrity

- 6.1 Crews will strive to maintain crew integrity when feasible. With the nature of ever-evolving situations and incidents, there may be times when this is not possible or in the best interest of the patients.
- 6.2 It will be at the discretion of the ALS clinician in charge if the crew can be split to allow qualified volunteers to take the place of County EMS staff. This includes volunteer ALS and BLS clinicians when available to drive apparatus or provide primary or supplemental care to patients on scene and when transporting to the hospital.
- 6.3 County EMS staff who are stationed within volunteer departments shall respond as a full crew (ALS/BLS or BLS/BLS clinicians) immediately after initial alert and prior to second alert. If a trained volunteer responds to the incident as well, that volunteer may be used in the place or in addition to the County EMS staffing if the ALS clinician in charge deems it necessary.
- 6.4 If the incident can be clinically downgraded to BLS, the ALS clinician may allow the BLS clinician to transport with a trained/acceptable volunteer and return to the host department to remain available to assist on additional incidents that may occur.
- 6.5 If the volunteer is an ALS clinician, they may also transport with either an additional volunteer or the career EMT. This will aid in maximizing both the volunteer and County EMS resources available within the county and the host department.
- 6.6 If the County EMS clinician does not feel confident in splitting resources, they may elect to keep the crew intact. If the crew remains intact for this reason, the clinician will notify the Duty Lieutenant via email as to the reason. This will provide the ability for management to discuss any inquiries that may arise from the host department concerning their members.
- 6.7 At no time will a County EMS crew split in order to staff another ambulance on scene that has responded understaffed.

Section 7

Station Duties

- 7.1 Each employee is required to participate in daily house duties. The following should be completed by all employees on a daily basis and in addition to as needed chores to maintain a clean and orderly environment:
 - 7.1.1 Sweep/wash out apparatus bays when needed
 - 7.1.2 Clean and mop bathrooms
 - 7.1.3 Dust general living area
 - 7.1.4 Vacuum general living area and bunk rooms
 - 7.1.5 All dishes will be cleaned by the crew using them, nothing shall be left for the oncoming shift
 - 7.1.5 Refrigerator cleaned as needed
 - 7.1.6 Ambulance and/or Chase Unit to be washed as needed
 - 7.1.7 Empty trash and properly dispose of it as applicable
 - 7.1.8 Station 51 Frostburg crews must place station trash cans out at the curb Monday nights for city pickup Tuesday morning
- 7.2 Unit / Equipment checks are to be completed immediately after reporting for duty. Equipment checks are to be done online for any and all appropriate units at the assigned station. Any significant mechanical or cosmetic issues requiring immediate attention should be reported to the on-duty EMS Lieutenant as soon as possible for corrective action. The host department line officers shall also be notified. Any expired equipment identified during checks must be removed from service and replaced with non-expired items. Any exceptions to this must be approved by the On Duty EMS Lieutenant and reported to the EMS Chief.
- 7.3 All station duties are to be completed prior to watching television or attending to personal matters.
- 7.4 Sleeping in the Bunk Room or Day Room will not be permitted until after 18:00.
- 7.5 Bunking area is to be kept orderly and clean. Bedding should be brought from home and stored in an area provided by the station when not in use. Do not leave bedding laying out at the station, or a bed permanently made while not on duty. No one shall sleep on a mattress that is not made up with bedding.
- 7.6 No eating of food in the bunk room area.
- 7.7 The shower area is to be cleaned after use and personal items are not to be left in the restrooms unless they are stored in a locker.
- 7.8 Smoking and tobacco products are not to be used by County Employees in any station while on or off duty. Should an employee choose to smoke or use smokeless tobacco while on shift, they should report to an area designated by the home department to do so. Employees should take all efforts to minimize

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after-smell of these products when they interact with the public and their work partners. Vapor product usage will fall under the same regulation as smoking and tobacco usage and should never be utilized inside any building. Any smoking, tobacco use, or vapor waste products should be disposed of properly and not thrown on the ground.

- 7.9 The cleanliness and condition of the station is part of the turn over process. No crew will depart their shift until the oncoming shift inspects and accepts the condition of the station and its cleanliness.

Section 8

Vehicle Use / Maintenance

- 8.1 Employees will only operate vehicles with a valid driver's license, and proper clearance through the EMS Chief and host Department Chief.
- 8.2 No alcoholic beverages or controlled dangerous substances (other than those in medication boxes/bags/vaults that are dispensed from the hospital pharmacy) shall be transported in any units operated by Allegany County DES.
- 8.3 All employees will successfully pass a credentialed Emergency Vehicle Operators course.
- 8.4 All employees operating vehicles will abide by the Allegany County Substance Abuse Policy.
- 8.5 Any incident or damage to the ambulance/unit:
 - 8.5.1 Regardless of the amount of damage, immediately stop the vehicle in a safe area.
 - 8.5.2 If transporting a patient, and you're able to do so, immediately assess the patient for any injuries sustained or interruption of current treatments or interventions and initiate appropriate treatment.
 - 8.5.3 Assess the situation including other parties involved in the crash for injuries and take appropriate action.
 - 8.5.4 As soon as possible advise Allegany County 911 Joint Communications Center that your unit has been involved in a crash.
 - 8.5.5 Advise your location, whether there are any additional injuries, and the need for any additional resources.
 - 8.5.6 Advise Allegany County 911 Joint Communications Center to contact the on-duty EMS Lieutenant, and/or the EMS Chief as soon as possible.
 - 8.5.7 Remain on location until Law Enforcement arrives, at which time the operator of the vehicle will render their driver's license, vehicle insurance information, and disclose the events of the incident.
 - 8.5.8 If involved in a property damage accident, have the Allegany County 911 Joint Communications Center dispatch the next due (closest) unit to complete the transport. If stopping delays the care of a life-threatening injury or illness, then continue on to the hospital.
 - 8.5.9 Damage to the vehicle or driving the vehicle in an unsafe manner will result in disciplinary action.

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- 8.5.10 It is required that a Law Enforcement Incident Report be generated for all accidents, vandalism, and theft.
- 8.5.11 All drivers involved in a vehicle crash where there is personal injury, and or vehicles are towed from the scene will require a drug screening urine sample collected. The EMS Lieutenant, EMS Sergeant and or any of the Division Chiefs may order a drug screening urine sample collected if they feel the situation deems it necessary. If a drug screening urine sample is collected, the driver will not return to work until the results are received. The employee will be off with pay during this time.
- 8.6 Any incident, damage, or mechanical failure to the vehicle, equipment, or building occupied by Allegany County DES employees or equipment will be immediately reported to the on-duty EMS Lieutenant, and/or EMS Chief. The on-duty EMS Lieutenant shall ensure that proper paperwork is completed and submitted in a timely manner.
- 8.7 The Allegany County DES personnel operating the unit during an emergency must adhere to the following:
 - 9.7.1 Always drive professionally and safely in a non-aggressive manner with due regard to other drivers, the patient, and the crew.
 - 9.7.2 Must be familiar with and obey the Maryland Motor Vehicle Laws.
- 8.8 The Allegany County DES Emergency Vehicle Operator (EVO) must consider for road conditions and the amount of traffic on the road when determining speed. The EVO shall not drive over the speed limit in a negligent manner that compromises safety.
- 8.9 The unit will remain in the first due area while not on an emergency unless authorized by the on-duty EMS Lieutenant, EMS Chief, or host Department Chief.
- 8.10 Units returning from the hospital or an intercept must return to their first due area immediately. Stopping for fuel is the only authorized reason to delay without permission from the on-duty EMS Lieutenant.
- 8.11 Units responding on 911 calls / incidents will activate their emergency lights and use their sirens and air horns as needed to expedite their response to the scene.
- 8.12 At stations where there is more than one ambulance or a combination of ambulances and/or chase vehicles, the practice of dual responding units is authorized if the second unit remains available to handle additional incidents. The dual responding unit shall respond on the radio but notify dispatch that they will remain available for additional emergencies. If the incident warrants, the second unit can assist with treatment and transport, but dispatch must be notified. Under no circumstance will more than the dispatched unit respond outside of Allegany County unless requested by the Incident Commander and or the other County Dispatch Center.

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8.13 Parking brakes will be engaged when vehicles are left running, this includes while on the scene.

8.14 Fuel levels in all vehicles will be maintained above $\frac{3}{4}$ tank.

8.15 Vehicle Maintenance:

8.15.1 All scheduled maintenance will be coordinated through the EMS Division Vehicle Maintenance Coordinator.

8.15.2 The daily vehicle maintenance online checklist will be performed each day upon the start of the shift.

8.15.3 Any defects or problems are to be corrected as best and as soon as possible.

8.15.4 Interior and exterior cleanliness is part of the daily checklist.

8.15.5 Any unit found in an unacceptable condition is to be reported to the on-duty EMS Lieutenant.

8.15.6 All Allegany County DES vehicles will have Department of Transportation inspections performed annually.

8.15.7 Any time a problem occurs with a unit, contact the on-duty EMS Lieutenant for them to determine if the unit should be placed out of service.

8.15.8 All efforts will be made to keep the time a unit remains out of service at a minimum.

8.15.9 If a unit is placed out of service, a backup unit shall be used in its place.

8.15.10 Normal daily equipment problems such as lights, fluid levels, or loose items will be the responsibility of the crew on-duty to repair to the best of their ability. Any such repairs will be reported to the on-duty EMS Lieutenant.

8.15.11 Any problems too intricate to correct will be documented and forwarded to the on-duty EMS Lieutenant, the EMS Division.

8.15.12 Vehicle Maintenance Coordinator, and the host Department Chief.

8.15.13 Anytime the units are switched out, the on-duty EMS Lieutenant will be notified.

8.16 All occupants shall utilize provided seatbelts and proper restraint devices while the unit is in motion. This shall include both in the front and back of the unit. Being out of the restraint devices in the back to perform care should be

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minimized as much as possible. Failure to wear proper restraint devices will result in progressive discipline.

- 8.17 Whenever backing up vehicles, spotters will be utilized unless it compromises patient care. This is designed to minimize damage to both civilian and departmental property as well as eliminate injury to personnel.

Section 9

Operations

- 9.1 All DES employees are responsible to be familiar with and operate within the Allegany County Ambulance Response Policy as posted on the Allegany County web site.
- 9.2 All responses for Fire Incident Standbys will be with emergency lights and sirens. EMS units arriving on scene early will be utilized to the level of which they are trained by the incident commander up to the point they are needed for patient care.
- 9.3 All EMS Division employees will monitor a pager and or portable / mobile radio while on-duty. This ensures they react to calls for service as needed throughout the county.
- 9.4 When responding to Fire Incidents, ambulances will ensure they do not become blocked in by Fire or Law Enforcement vehicles.
- 9.5 EMS units on the scene will operate within the Incident Command System.
- 9.6 Employees will always conduct themselves with professionalism and respect for others while on duty or while wearing the Allegany County EMS Division uniform. All employees must understand that they are representing Allegany County and the profession while in uniform.
- 9.7 All patients will always be treated with politeness and genuine compassion.
- 9.8 No cursing, abusive language, or disrespectful behavior will be tolerated while in the company of patients, family, residents, visitors, employees, hospital staff, or members of the general public.
- 9.9 Any incidents regarding difficult or unprofessional interactions between the EMS employees, hospital staff, family members, patients, or residents must be reported to the on-duty EMS Lieutenant and cc the EMS Chief in writing within 12 hours of the incident for investigation.
- 9.10 All providers will treat other employees with respect and courtesy. No employee shall criticize another provider. If there is a personal or professional conflict, it is to be brought to the attention of the on-duty EMS Lieutenant immediately. If the situation is not corrected to the satisfaction of the employee, it should be escalated to the EMS Chief for resolution.
- 9.11 If an employee is performing a skill or procedure improperly or incorrectly, corrective action is to be taken in a tactful manner. AT NO TIME should a

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disagreement or confrontation occur in the presence of the patient, family, or hospital staff unless it endangers the patient or crew.

- 9.12 Employees will comply with the Maryland Medical Protocols and be intimately familiar with the same.
- 9.13 Any known or suspected protocol violation, or negative patient outcome, will be reported (as appropriate) to the receiving medical/hospital staff. An incident report detailing the events must be submitted in writing to the on-duty EMS Lieutenant and EMS Chief within 12 hours of the incident for investigation.
- 9.14 During the hours of 08:00-16:00 employees should be performing station duties such as trash removal, apparatus cleaning and restocking, training, station cleaning, public relations and education, etc. Refer to station duties for further guidance.
- 9.15 During the hours that employees are normally asleep, ensure that your partner is awake when your unit is alerted to respond to an incident. Allowing your partner to sleep through an incident or respond after (3) three minutes is unacceptable at any time.
- 9.16 Employees should only sleep in designated sleeping areas. Employees will not sleep in recliners or in other day use areas overnight.
- 9.17 Units that are fully staffed (two career providers) shall not delay a response causing a second alert to occur. Personnel allowing these units to trigger a second alert will receive progressive discipline.
- 9.18 Employees will follow and adhere to the Allegany County social media policy as posted on the Allegany County web site.
- 9.19 Employees are required to check their county email for updates. Because most employees have the SLATE and IamResponding app on their personal cell phones, it a good practice is to keep their cell phones on and answer them while on shift, if not on an incident.

Section 10

Fire-Rescue Operations

- 10.1 Some employees were hired under the job description that permits them the opportunity to participate in firefighting and rescue operations. These particular employees are provided proper personal protection equipment (PPE) per the National Fire Protection Association (NFPA).
- 10.2 Those hired under the Firefighter job description that have been issued PPE will carry such gear with them at all times on their Ambulance. Personal PPE is not authorized.
- 10.3 In order to participate in firefighting and rescue operations, County EMS crews will maintain a proper respiratory fit test certification and be clean shaven.
- 10.4 The PPE will be maintained in a clean and kept manner per NFPA 1851. The PPE stored in a manner to not contaminate the patient compartment and or cab of their Ambulance.
- 10.5 Those hired under the Firefighter job description will maintain the integrity of their crew, and ambulance when dispatched to incidents.
- 10.6 County EMS crews will only respond to incidents that they are dispatched on as an Ambulance. At no time will County EMS crews' staff actual firefighting apparatus. The County EMS crews will staff and ride to the incident scene in their assigned Ambulance. This rule may be altered if a volunteer crew is present to staff the Ambulance and both units are due to the same incident. (This should only occur in the host department's first due response area.) The host department will assume the risk of having to strip the fire apparatus should the provider be needed during the incident to restaff or upgrade the Ambulance.
- 10.7 Once arriving on scene, it is the incident commander's responsibility and authority that directs County EMS crews to their assignment. At no time will their responsibilities as EMS clinicians be placed second to firefighting and or rescue assignment responsibilities.
- 10.8 County EMS Crews will not be backfilled on the incident scene because their utilization was changed to firefighting and or rescue assignments.
- 10.9 When assigned by the incident commander to perform firefighting and or rescue duties, it is the responsibility of the County EMS crew to return to their EMS duties, once the assignment is completed.

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10.10 It is highly encouraged that County EMS crews participate in firefighting and rescue training with the companies in their first due area. Other such Division wide firefighting and rescue training will be offered and encouraged as time permits.

Section 11

eMEDS(Elite)-ePCR / Billing

11.1 Electronic Medical Emergency Data System eMEDS(Elite)-ePCR:

- 11.1.1** An official eMEDS(Elite)-ePCR report shall be generated via a secured internet connection to the MIEMSS website for any incidents where an ambulance responds.
- 11.1.1** eMEDS(Elite)-ePCR reports can be completed on Field Bridge.
- 11.1.2** A Maryland Short-Form is required to be left at the hospital if the report is not completed and printed prior to leaving.
- 11.1.3** All eMEDS(Elite)-ePCR reports will be completed immediately and not left for the end of the shift.
- 11.1.4** If for some reason a report cannot be completed, the on-duty EMS Lieutenant will be notified.
- 11.1.5** All eMEDS reports will be completed prior to leaving the shift. If there is some reason this cannot be accomplished, the employee will contact the on-duty EMS Sergeant or EMS Lieutenant before departing.

11.2 Billing procedures:

- 11.2.1** When the patient is transported to the hospital via an aero-medical assist, the unit transporting the patient to the landing zone will obtain as much patient information as possible for the eMEDS(Elite)-ePCR report.
- 11.2.2** All ePCR's require a clinician signature.
- 11.2.3** For any patient transport a signature is required from the patient, clinician, and hospital representative. (digital).
- 11.2.4** If the patient is unable to sign, you must still generate the patient signature box then document one of the following as to why they were unable to sign:
 - 11.2.4.1** Unconscious/unresponsive
 - 11.2.4.2** Patient flown from the scene

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11.2.4.3 Bodily fluids covering the patient's hands

11.2.4.4 A legitimate traumatic or medical reason

11.2.4.5 If a family member is present, obtain their signature and their relationship to the patient.

11.3 Refusals

11.3.1 Refusals are obtained utilizing Field Bridge or Elite.

11.3.2 All patient and provider signatures for refusals will be completed on Field Bridge or Elite.

11.3.3 If for any reason the clinician is unable to utilize technology to obtain an e-signature, a paper copy for a refusal may be used on scene and uploaded to a digital report after returning to the station. A digital refusal report shall still be generated and completed with appropriate reasoning as to why there is no digital signature. In this case, the clinician must also upload a copy of the paper refusal with signature attached to the refusal report. If the patient refuses to sign, a digital report will be generated, the paper copy will be attached, and the appropriate documented reasoning will be noted in the digital report.

Section 12

Injuries to Patients or Employees

12.1 Injuries to patients:

- 12.1.1 Immediately assess the patient for additional injuries
- 12.1.2 Treat any additional injuries acquired as per Maryland Medical Protocols
- 12.1.3 Continue transport and treatment to the hospital
- 12.1.4 Contact dispatch and the on-duty Lieutenant
- 12.1.5 Request any additional resources as needed
- 12.1.6 Once patient care has been relinquished and the proper patient documentation has been completed an incident report shall be initiated
- 12.1.7 The written incident report as provided by the on-duty EMS Lieutenant shall contain the following information:

- 12.1.7.1 Type of incident
- 12.1.7.2 Location of incident
- 12.1.7.3 Types of injuries sustained
- 12.1.7.4 Name of the patient
- 12.1.7.5 Names of other providers and witnesses involved

- 12.1.8 Ensure to completely document the incident's specifics in eMEDS(Elite)-ePCR.
- 12.1.9 This report shall be forwarded to the on-duty EMS Lieutenant immediately.

12.1.10 Injuries to employees:

- 12.1.10.1 Immediately notify the on-duty EMS Lieutenant and EMS Chief, along with notifying the Allegany County 911 Joint Communications Center that at this time, the unit is out of service. These conversations shall be via telephone and not over the radio, unless it is an emergent situation.

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12.1.10.2 If the injury requires immediate care, care should be rendered by the other EMS clinicians, if possible.

12.1.10.3 If assistance from Law Enforcement, Fire-Rescue, and/or another ambulance is required, contact Allegany County 911 Joint Communications Center.

12.1.10.4 If needed, request the on-duty EMS Lieutenant to the scene for assistance.

12.1.10.5 The injured employee must be evaluated and cleared by an Allegany County Physician as determined by Human Resources prior to returning to duty.

12.1.10.6 An incident report detailing the events shall be generated and forwarded to the on-duty EMS Lieutenant and EMS Chief containing the following information:

12.1.10.6.1 Type of incident

12.1.10.6.2 Location of incident

12.1.10.6.3 Types of injuries sustained

12.1.10.6.4 Name of injured employee

12.1.10.6.5 Date and time of incident

12.1.10.6.6 Names of providers and others involved

12.1.10.6.7 The on-duty EMS Lieutenant must complete the county Worker's Compensation documentation and submit it to the EMS Chief.

12.1.10.6.8 All completed documents shall be forwarded by the EMS Chief to the Allegany County Human Resource Risk Manager for processing.

12.2 Exposure Guidance:

12.2.1 If an employee suspects an exposure has occurred while on duty, the Allegany County Exposure Policy will be followed.

12.2.2 A current copy of the Exposure Policy is located on the Allegany County web site.

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Section 13

Uniforms and Appearance

13.1 Allegany County EMS Division employees will adhere to the following guidelines for uniform appearance.

13.1.1 Employees will only wear items approved in this policy; any questionable items will be reviewed by the EMS Chief.

13.1.2 Uniform pants

13.1.2.1 Navy blue EMS pants or EMS Shorts

14.1.2.2 Must be clean and free of rips, tears, and stains

13.1.3 Uniform shirts

13.1.3.1 Blue collared shirts

13.1.3.2 Light-blue collared shirts for Lieutenants

13.1.3.3 Gray collared shirts for Sergeants

13.1.3.4 Must be clean and free of rips, tears, and stains

13.1.4 T-shirts

13.1.4.1 County issued t-shirts may be worn in place of their uniform shirts unless otherwise stated by the EMS Chief.

13.1.4.2 None County issued t-shirts, uniform shirts and or job shirts may be worn for the period of four weeks out of the year if coordinated and approved by the EMS Chief. It maybe for one week at a time or all four weeks at a time.

13.1.4.3 May be a blue or gray t-shirt

13.1.4.4 Must be clean and free of rips, tears, and stains

13.1.5 Job shirts

13.1.5.1 May only wear County issued job shirts

13.1.5.2 Must be clean and free of rips, tears, and stains

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13.1.6 Jackets

- 13.1.6.1 May only wear County issued jackets
- 13.1.6.2 Must be clean and free of rips, tears, and stains

13.1.7 Shoes

- 13.1.7.1 Black in color, work boot or shoe with black laces
- 13.1.7.2 Must remain zipped or tied while out of the station in public
- 13.1.7.3 Steel or protective toe encouraged
- 13.1.7.4 Free of mud and/or dirt
- 13.1.7.5 Should be polished to maintain a professional appearance

13.1.8 Belts

- 13.1.8.1 Black belts only
- 13.1.8.2 Belt buckle should be a standard buckle, no affiliations of any sort are permitted

13.1.9 Hats

- 13.1.9.1 County approved baseball cap with Allegany County logo only
- 13.1.9.2 County approved beanie with Allegany County logo only
- 13.1.10 SORT team members may only wear SORT county issued clothing only while performing in a SORT environment (training or missions).

13.2 Issued uniforms – the following are the guidelines for uniforms issued:

- 13.2.1 Full / Part time employees
- 13.2.2 Pants – 2 pairs each
- 13.2.3 Collared Shirts – 2 each
- 13.2.4 T-Shirts – 3 each
- 13.2.5 Boots – 1 pair each, these maybe ordered once every two years; and reimbursed up to \$250.00
- 13.2.6 Job Shirt – 1 each
- 13.2.7 High Visibility Multi-Season Jacket – 1 each

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13.2.8 Eye Protection – 1 each

13.2.9 Body Armor (to be used on incidents as needed to match the level of threat) – 1 each.

13.2.10 Uniforms will be replaced and acquired via the online store. Uniforms and associated apparel can be ordered and purchased using an annual allotment from the County via that store. Any special circumstances warranting immediate replacement of uniform items will be made at the discretion of the EMS Chief.

13.3 Turn out gear

13.3.1 May not be worn in place of a daily uniform on non-fire or rescue incidents

13.3.2 Must always be kept clean, and washed immediately post any exposure to IDLH environments

13.3.3 Issued turn out gear items:

13.3.4 Helmet – 1 each

13.3.5 Rescue tech gloves – 1 pair each

13.3.6 Structural firefighting gloves – 2 pair each

13.3.7 Hoods – 2 each

13.3.8 Eye protection – 1 each

13.3.9 Bunker pants – 1 pair each

13.3.10 Bunker coat – 1 each

13.3.11 Bunker boots – 1 pair each

13.4 Uniform and Personal Protective Equipment (PPE) Management

13.4.1 Replacement uniform items can be ordered via the online store. All employees (after their first year) will receive \$300.00 annually to replace uniform items. (Items damaged during the course of performing duties maybe replaced at the discretion for the EMS Chief). All uniforms, turnout gear, and or other PPE shall be managed by a supervisor as a collateral duty assigned by the EMS Chief. All records will be maintained and managed by the EMS Chief.

13.5 Appearance:

13.5.1 All Allegany County EMS Division employees will observe proper hygiene habits prior to reporting for duty. This shall include but is not limited to the following:

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- 13.5.2 Regular bathing to provide a germ-free atmosphere while at work
- 13.5.3 Employees are required to be neat, clean, and well-groomed at all times. This is to include but not limited to shoes and boots tied, shirts tucked in, and pants straight and neat
- 13.5.4 Uniforms will be cleaned and pressed, shoes, boots, leather, and metal will be polished regularly
- 13.5.5 Use of strong colognes, perfumes, hair gels, hair sprays, and strong deodorants are prohibited
- 13.5.6 All hair, shoulder length and longer, is always to be pulled or tied back (secured)
- 13.5.7 Earrings and other such jewelry will not be worn in a manner that they interfere with patient care and donning of proper personal protective equipment.
- 13.5.8 Necklaces will not be worn visibly outside of the clothing while on duty
- 13.5.9 Fingernails will be kept short enough to not interfere with the donning of required personal protective equipment.

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Section 14

Telephone Use

- 14.1 The telephone is to be answered "Allegany County EMS Division, (Paramedic/Medic/EMT) _____" or a similar respectful and proper version of this.
- 14.2 Personal calls are to be kept to a minimum.
- 14.3 Long distance calls are not to be made, unless it is related to county business. Should you need to make a long-distance call, notify the on-duty EMS Lieutenant.
- 14.4 When working at a volunteer station, answer the telephone using that specific department's name. No long-distance calls are to be made from these departments unless approved by an officer within that department. Allegany County DES will not be responsible for payment of any long-distance charges incurred by the provider not related to business.

Section 15

Ride-Along Program

- 15.1 All pre-scheduled ride-along participants are scheduled by the EMS Training Officer and approved by an on-duty EMS Lieutenant.
- 15.2 All riders must be at least 16 years of age.
- 15.3 Providers who are riding prior to being cleared to function at their certification level must ride with an appropriate preceptor.
- 15.4 Riders must maintain a neat appearance in order to participate. (i.e., navy blue EMS pants, Allegany County EMS shirts, or a shirt from their affiliated fire or EMS department).
- 15.5 Riders will adhere to the same general appearance guidelines as EMS Division employees.

Section 16

Allegany County Government Employee Handbook

The Allegany County Rules and Regulations Governing Employees may be accessed on the County website at:

<http://gov.allconet.org/220/Human-Resources>

Section 17

Special Operations Company 48 Support

- 17.1 While assigned to the PPG Road EMS Station, qualified EMS Division personnel shall perform additional tasks that include equipment and apparatus checks. These tasks are pre-assigned by the County Special Operations Chief or designee, and approved by the EMS Chief. This will include but is not limited to:
 - 17.1.1 Starting apparatus and performing unit checks
 - 17.1.2 Running equipment
 - 17.1.3 Checking fuel levels
 - 17.1.4 Ensuring equipment is in sound operating condition
- 17.2 The EMS Crew at PPG primary responsibility is staffing their ambulance and providing care to patients. When directed, they will also respond to Technical Rescue and Hazardous Material incidents. This is a guideline to what will usually occur and the EMS Crew's responsibility:
 - 17.2.1 Report to the appropriate apparatus or trailer in the bay.
 - 17.2.3 Prepare the appropriate equipment for deployment to the incident scene.
 - 17.2.3 The Duty 48 Officer or the Team Leader will contact the 911 Joint Communication Center and have them relay to the PPG Road EMS Crew at PPG Road what equipment is required for the incident.
- 17.3 If determined by Duty 48 Officer or the Team Leader that there is no driver enroute, the following process will take place.
 - 17.3.1 Only those approved by the Special Operations Chief will drive Company 48 apparatus when directed.
 - 17.3.2 The EMS Crew driver will board the required apparatus and respond to the incident scene using proper radio etiquette as outlined in the Communications Policy.
 - 17.3.3 The second EMS Crew person will follow the specialty operations apparatus in the ambulance to the incident scene to pair back up with their partner.

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- 17.3.4 Once paired back up with their partner, the PPG Road EMS Crew will check with the incident commander to see if their services are needed at the incident scene.

- 17.4 The Duty 48 Officer and or the Technical Rescue or Hazardous Material Team Leader is responsible for returning the responding Company 48 apparatus and or trailers.

- 17.5 It is the EMS Lieutenant and or EMS Sergeant's responsibility to back fill the PPG road EMS coverage area while that EMS Crew is assisting with the technical rescue or Hazardous Material incident.

- 17.6 The PPG Road EMS Crew will not be utilized for incidents outside of Allegany County.

Section 18

Respiratory Protection

18.1 Fit Testing

18.1.1 All employees will complete an annual respiratory protection screening form and fit tested annually for N95 mask.

18.1.2 All employees qualified for structural firefighting duties will complete an annual respiratory protection screening form and be fit tested for the Company 51 SCBA face piece and any other additional SCBA face piece used at the Volunteer station they are assigned.

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Section 19

New Hiring Testing

19.1 Candidates will complete a written test or series of tests for new hire testing.

19.2 At the end of the written test(s), the total number of points earned will be added together and divided by the total number of possible points to determine a percentage score.

19.3 That percentage will then be used to determine the number of points awarded towards the candidate's overall hiring score.

19.4 The candidate will complete a series of practical skill stations designed to assess their hands-on knowledge, technical proficiency, and physical capability.

19.5 Each station will be graded on a 0-5 scale, where:

- 0= Unable to perform/unsafe
- 1= Poor performance/ major errors
- 2= Below Average/ multiple errors
- 3= Satisfactory/ meets expectations
- 4= Above average/ minor errors
- 5= Excellent/ no errors observed

19.6 After all stations are completed, the total number of points earned will be divided by the total possible points to determine a percentage score.

19.7 That percentage score will then be used to determine the number of points awarded towards the candidate's overall hiring score.

19.8 BLS Candidates Hands- On Stations will include:

- CPR
- Medical
- Trauma
- Lift and Carry

19.9 ALS Candidates Hands- On Stations will include:

- CPR
- Medical
- Trauma

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- d. Lift and Carry
- e. Cardiac

19.10 Those candidates wishing to be classified as a firefighter, the candidate must successfully complete the firefighter agility test.

19.11 While conducting the firefighter agility test, the candidate will wear helmet, gloves, eye protection, and work boots. If available, an SCBA will be used or a weighted vest in its place.

19.12 The Firefighter Agility Test includes:

- a. Ventilation (Sledge Swing to Tire)- 10 overhead swings, striking the tire squarely
- b. Ladder Carry- Move a 24' ladder to marked spot safely and efficiently.
- c. Ladder Extension- Raise and extend a 24' ground ladder using proper technique
- d. High-Rise Pack Stair Climb- Carry pack up to the 3rd floor of MFRI's burn building or step block (30 steps)
- e. Charged Hose Line Drag- Advance a charged hose line 50'
- f. Dummy Drag- Move a stimulated down firefighter or civilian 50' to safety

19.13 The firefighter agility test will have a maximum time of 10 minutes to completed.

19.14 The scoring for the firefighter agility test will be pass or fail.

19.15 The candidates' vitals will be taken before and after the test and documented on the candidates testing sheet.

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Percentage (%)	Points (out of 10)	Percentage (%)	Points (out of 10)	Percentage (%)	Points (out of 10)
100	10.00	62	6.20	23	2.30
99	9.90	61	6.10	22	2.20
98	9.80	60	6.00	21	2.10
97	9.70	59	5.90	20	2.00
96	9.60	58	5.80	19	1.90
95	9.50	57	5.70	18	1.80
94	9.40	56	5.60	17	1.70
93	9.30	55	5.50	16	1.60
92	9.20	54	5.40	15	1.50
91	9.10	53	5.30	14	1.40
90	9.00	52	5.20	13	1.30
89	8.90	51	5.10	12	1.20
88	8.80	50	5.00	11	1.10
87	8.70	49	4.90	10	1.00
86	8.60	48	4.80	9	0.90
85	8.50	47	4.70	8	0.80
84	8.40	46	4.60	7	0.70
83	8.30	45	4.50	6	0.60
82	8.20	44	4.40	5	0.50
81	8.10	43	4.30	4	0.40
80	8.00	42	4.20	3	0.30
79	7.90	41	4.10	2	0.20
78	7.80	40	4.00	1	0.10
77	7.70	39	3.90	0	0.00
76	7.60	38	3.80		
75	7.50	37	3.70		
74	7.40	36	3.60		
73	7.30	35	3.50		
72	7.20	34	3.40		
71	7.10	33	3.30		
70	7.00	32	3.20		
69	6.90	31	3.10		
68	6.80	30	3.00		
67	6.70	29	2.90		
66	6.60	28	2.80		
65	6.50	27	2.70		
64	6.40	26	2.60		
63	6.30	25	2.50		

Section 20

Special Events

- 20.1** Prior to deployment, personnel assigned to special events shall conduct a complete check of their assigned unit following the department checkout procedure. This includes verifying the vehicle is fully fueled and operational. All required equipment, supplies, and medications are present and in working condition.
- 20.2** If any required equipment, supplies, or medications are missing or non-functional, personnel shall immediately contact the on-duty EMS Lieutenant for replacement or guidance.
- 20.3** A pre-event briefing will be conducted by the lead clinician. This briefing shall include review of the event layout, access points, and staging area. Communications procedures, including how the unit will be alerted to an incident (radio, direct contact, or dispatch notification.) The transport plan and coverage contingencies if the event unit must transport to the hospital.
- 20.4** Personnel shall direct all operational and logistical questions prior to and during the event to the on-duty EMS Lieutenant.
- 20.5** Personnel shall remain vigilant throughout the event and maintain situational awareness for any signs or requests for medical assistance.
- 20.6** If a dedicated radio is provided by event staff, the radio shall be monitored at all times. If no event radio is provided, personnel shall remain in an area visible and accessible to event organizers and attendees.
- 20.7** When alerted to an incident, personnel shall respond promptly and professionally, maintaining confidentiality and ensuring public safety. Personnel shall contact the Allegany County 911 Joint Communications Center to initiate an incident.
- 20.8** All incidents shall be documented per department eMEDS and reporting standards.
- 20.9** Upon completion of the event, personnel shall clean, restock, and fuel the unit to operational readiness.
- 20.10** Personnel shall ensure all documentation and reports are completed before leaving the assignment.
- 20.11** Any equipment, deficiencies, vehicle issues, or incidents occurring during the event shall be reported to the on-duty EMS Lieutenant for corrective action.

Section 21

Scene Safety

21.1 This policy requires all clinicians to ensure a safe environment before and during patient contact through the following actions:

21.1.1 Assessment & Staging: Using pre-arrival information from Allegany and familiarity with the address, clinicians must assess for potential hazards such as electrical, fire, hazardous materials, and or violence prior arrival.

21.1.2 Unsafe Scenes: If a scene is deemed unsafe, clinicians must stage at a safe distance—typically a few blocks in urban areas or a mile in rural settings—with lights and sirens off until law enforcement confirms safety.

21.1.3 Continuous Scanning: Once on scene, clinicians must continuously scan for evolving threats, such as an agitated patient and or a growing crowd.

21.1.4 Escape Routes: Clinicians must identify at least two escape routes that must remain unblocked at all times while on scene.

21.1.6 Resource Coordination: For specific hazards like active shooters or chemical spills, clinicians must wait for specialized resources such as law enforcement or HazMat teams to secure the area before entry

21.2 Clinicians, no matter the ambulance they are staffing, will not enter a federal correctional, state correctional and or county detention center building without being escorted by a correctional officer. If no escort is available, do not enter the facility and await an escort. If necessary, contact Allegany, advise them of the situation and request an escort. Report any requests by the facility to enter without a correctional officer escort to the EMS Lieutenant and host Company point of contact if the crew is not a County Ambulance.