

# SUNY CORTLAND Emergency Medical Services



## Standard Operating Guidelines

Revised 03/21/2017

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**Section I:**  
**General Purpose**

**A. Introduction:**

SUNY Cortland EMS (SCEMS) will follow all rules and regulations outlined in the SCEMS constitution. The following are the Standard Operating Guidelines (SOG) of SUNY CORTLAND EMS. This SOG is to be followed in conjunction with the SCEMS constitution as well as any bylaws set forth by the Executive Officers. The procedures in this document shall be enforced by the SCEMS Officers. Amendments may be proposed from the floor during any business meeting. A two-thirds vote of the members present is required to pass all such motions. Amendments shall be voted on. Robert's Rules of Order shall govern this organization in all issues to which they are applicable and in which they are not inconsistent with the bylaws of special rules of the organization.

**B. Name:**

The official name of the organization shall be known as SUNY Cortland Emergency Medical Services (EMS) a.k.a. SUNY Cortland Campus Rescue or SCEMS.

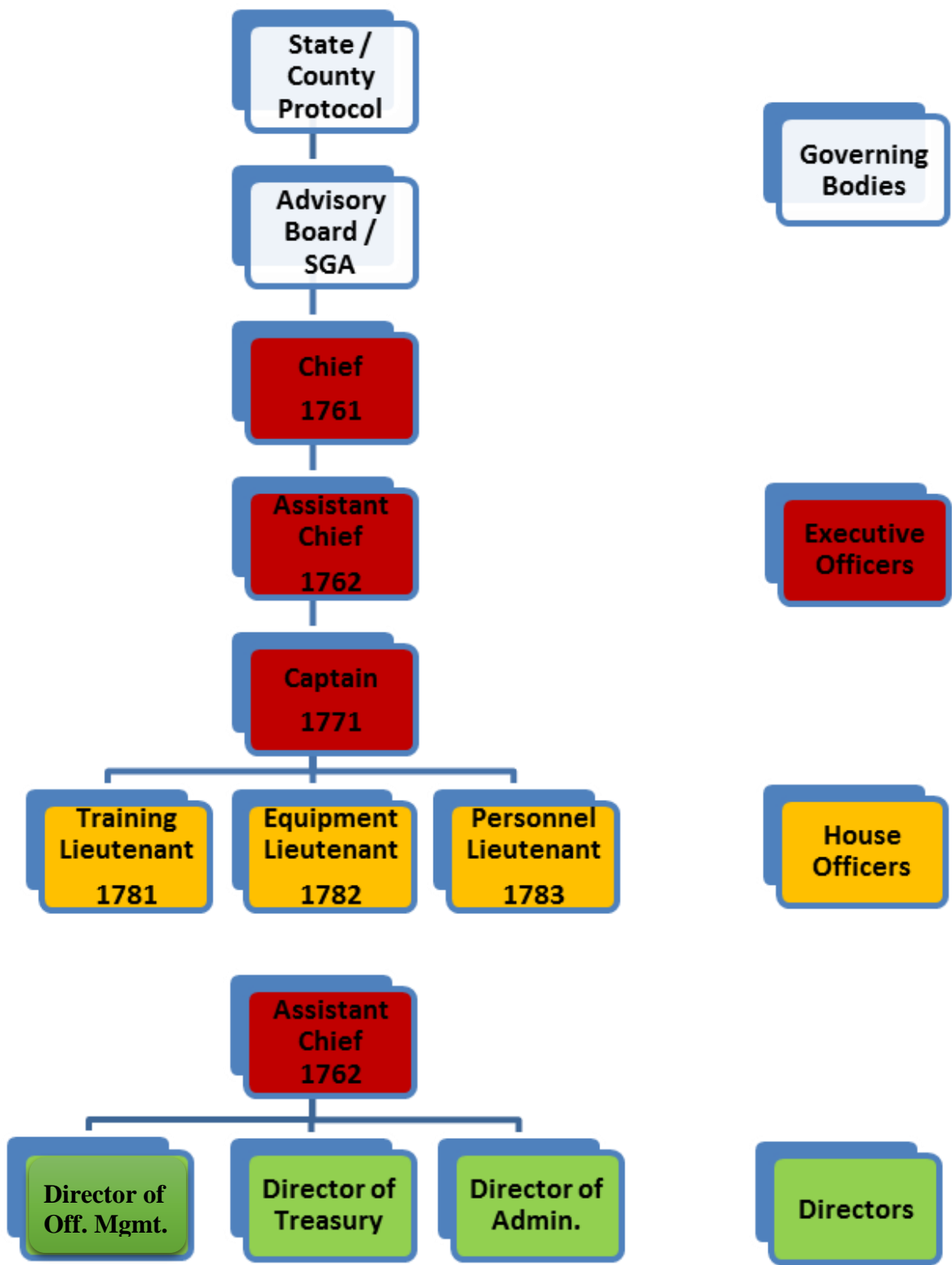
**C. Purpose:**

The purpose of SUNY Cortland EMS is to provide efficient and professional emergency medical care to all students, faculty, staff, and visitors within the boundaries of the SUNY Cortland campus. SUNY Cortland EMS is a recognized Basic Life Support First Response Agency in the State of New York, Central New York EMS Region.

**D. Administrative Structure:**

SCEMS is considered a student club governed by the Student Government Association (SGA). SCEMS must adhere to all SGA club guidelines. SCEMS directly reports to a board of advisors which will meet with SCEMS leadership monthly.

**E. Organizational Structure:**



## **Section II:** **Membership Categories**

The following are membership categories that a member in SUNY Cortland EMS may hold and the requirements needed in order to hold said positions. All active members of SCEMS who have been active for at least 30 days are eligible to vote on all matters.

### **A. General Membership:**

1. All new members will start at general member status.
2. General members will not have any operational responsibility (E.g.: Working shifts / taking emergency calls / participating in patient care / driving squad vehicles).
3. General members will be responsible for attending meetings and trainings.
4. General members may run for an administrative Officer position.
5. Promotion to operational member will be determined by the order of which general members receive minimum training requirements.
6. Members with a higher certified level of care may take priority with a unanimous vote by the Crew Chiefs.
7. To remain an active general member you must attend **75 percent** of all meetings and trainings.

### **B. Operational Membership:**

1. Crew Chiefs do not count towards the maximum number of operational members
2. Minimum requirements for achieving operational membership status are certifications in CPR / First Aid and up-to-date OSHA / BBP training HIPAA.
3. May participate in the level of emergency operation described by their operational rank.
4. To remain an active operational member you must attend **75 percent** of all meetings and trainings, as well as fulfill the monthly shift requirements deemed monthly by the Lt. of Personnel.

### **C. Lifetime Membership:**

1. A lifetime member is defined as: Any member who has served for four years or has attained both the rank of EMT-B at the time of receiving the award and has served an administrative position for at least one semester during their time in the agency. It is the prerogative of the current Officer administration to remove lifetime membership with a 2/3rd consensus vote.
2. Lifetime members will retain their badge number and operational rank while maintaining the opportunity for operational promotion
3. Lifetime members may not run for any Officer position unless they return to SUNY Cortland as a student.

### **Section III:** **Operational Membership Ranks**

The following are the requirements necessary to hold operational membership positions. Once a member has completed the requirements for a specific rank they will be reviewed by the Crew Chiefs and, if approved, the member will then be moved to the next position. Failure to complete the specified duties of a position may result in a demotion to the previously held position (E.g.: lack of training sessions). A member may have their operational status revoked by a unanimous decision by all Officers. A member is responsible for completing their applicable paperwork prior to the end of shift/within 24 hours of the call.

#### **A. Observer:**

1. Observers will observe the entire crew for at least three calls in order to gain an understanding of how the organization operates, and how crews operate in the field.
2. Observers will regularly attend training sessions designed by the Lieutenant of Training.
3. Observers will complete an orientation course with the Lieutenant of Personnel prior to being approved for this level.
4. Must possess valid CPR and First Aid certifications along with OSHA/BBP, HIPAA, and Check & Inject trainings prior to running their first shift.
5. Observers have the right to leave at 00:00.
  - a. Observers must write “until 00:00” on shift board if they intend to leave at that time.
6. Observers must pass a test that includes: knowledge of equipment, scene safety/awareness, completion of ICS 100, and use of PCRs in order to advance to the next rank.
7. An Observer must wait a period of 30 days from their orientation in order to be able to advance to the rank of Precepting Attendant.

#### **B. Precepting Attendant:**

1. Precepting Attendant will remain as a Precepting Attendant for at least five calls, and provide patient care in at least three of the five calls where in three accurate sets of full vitals must be taken and checked by an Attendant or higher. The member must be observed by at least two different Attendants or higher rank when providing patient care during this period. The Attendant or higher rank is responsible for completing an observation form on this member.
2. Upon completing the Precepting Attendant level an EMT-B has the option to take an Attendant test. Upon passing this test, the member can be promoted to the Precepting Crew Chief rank pending the consensus of the Crew Chiefs. Without Crew Chief consensus, the Precepting Attendant will be required to complete the Attendant level while maintaining the opportunity for a reevaluation.
3. Precepting Attendant’s must pass a test administer by a Crew Chief or Precepting Crew Chief to move up to Attendant. The test includes: A checked set of vitals, cervical collar application, BVM set-up, oxygen set-up, complete bag check without assistance, completion of NIMS-700, and other EMS operations.

**C. Attendant:**

1. Attendant will have a superior understanding of SUNY Cortland EMS procedures and field operations.
2. Upon successful completion of a recognized NYS EMT-B course, the Attendant can be voted up to the Precepting Crew Chief rank with a majority consensus of the Crew Chiefs.
3. Attendant will be responsible for checking vitals of PA and doing PA report.

**D. Precepting Crew Chief:**

1. Must be a New York State Emergency Medical Technician Basic or higher level of care.
2. Will complete **at least** five calls as the Precepting Crew Chief under observation of Crew Chiefs. The member will be observed by **at least** two different Crew Chiefs during this period.
3. Will be reviewed by the Crew Chiefs prior to approval for the Crew Chief rank. The following are considered in their approval for fulfilling the Crew Chief rank:
  - a. Behavior that is professional and appropriate.
  - b. Medical knowledge and skill proficiency.
  - c. Knowledge of SUNY Cortland EMS procedures.
  - d. Interaction with patients and bystanders.
  - e. Management capabilities of the crew.
  - f. Completion of check and inject training course.

**E. Crew Chief:**

1. Must be a New York State Emergency Medical Technician Basic or higher level of care to receive and maintain this status.
2. Must be at least a driver on one vehicle.
3. Must have completed the requirements of the Precepting Crew Chief rank
4. While operating as a Crew Chief he/she is responsible for:
  - a. The safety and well-being of crew members.
  - b. Patient care and advocacy.
  - c. All equipment and vehicles used.
  - d. All shift duties and paperwork.
  - e. Interagency communication and operations.
  - f. Completion of check and inject training course.

**F. Safety Officer:**

1. Must be an Executive Officer.
2. Should only help out with patient care if needed or requested by Crew Chief.
3. Safety Officers may not assume medical command of an emergency if a crew is already established and does not request assistance.
4. The Safety Officer is to act as a supervisor, maintaining crowd control, maintaining scene safety, communicating with dispatch, assisting the crew in any way needed, and to act as a liaison between the crew and various agencies that may be on scene (e.g. UPD, TLC, City Fire, and Residence Life).

#### G. **Driver Trainee:**

1. Prerequisites:
  - a. Must possess a valid New York State driver's license.
  - b. Must possess EVOC certification.
2. Responsibilities:
  - a. Must be able to identify all buildings on campus as well as locate service group and CRMC.
  - b. In order to drive there must be a driver trainer in the front passenger seat with a Crew Chief in the vehicle.
  - c. Must drive the oldest vehicle at the time and complete the following requirements:
    - i. 3 days, 3 nights, 2 bad weather, 2 drives to a call, 2 drives to West Campus, 1 to CRMC, and 1 to Service Group.
    - ii. Drives may count for more than one requirement per driver trainer discretion.
    - iii. Driver must then take the road test on this vehicle and be voted up to a driver by the driving board.
  - d. Upon passing road test, driver trainer then starts on the newest vehicle at the time. Driver must drive this vehicle and complete the following requirements:
    - i. 2 days, 2 nights, bad weather.
    - ii. Drives may count for more than one requirement per driver trainer discretion.
    - iii. Driver must then take a road test on this vehicle.
  - e. Road tests and training must be administered by a driver trainer.
  - f. Upon passing road test, the driver's skill will be reviewed by the Driving Board.
    - i. Note: Driving Board Consists of driver trainers with a representative from the Executive Officers.

**NOTE: THE TWO ROAD TESTS MUST BE ADMINISTERED BY TWO DIFFERENT DRIVER TRAINERS.**

#### H. **Driver:**

1. All requirements of Driving Trainee plus the following:
  - a. Must be familiar with all driving policies, radio communication policies, and the location of all buildings on campus.
  - b. Drivers must pass both road tests to be considered a full driver.
2. If the status of a member's driver's license changes at any time it is the responsibility of that member to notify the Officers of the change immediately.
  - a. This would include but is not limited to: receiving any moving violations, changes in license class, and revocation.
  - b. If a member fails to do so and operates a SCEMS vehicle they will lose driving privileges and may be subject to further disciplinary actions.
3. Driver Trainer
  - c. Must be a full driver for a 30 day period.
  - d. Must be approved by the Driving Board.
    - i. Things to be considered by the Board are:

1. Cumulative active driving time.
  2. Ability to train others.
- ii. In order to be cleared as a full Driver Trainer, an individual must administer a road test with another Driver Trainer supervising.

## **Section IV:** **Uniform Requirements**

### **A. Duty Uniform:**

Uniform that will be worn by all members who are in any normal operation.

1. Uniform shirt:
  - a. Light blue uniform shirt for all personnel from Observer to Attendant.
  - b. Dark navy/black uniform shirt for all Precepting Crew Chiefs and Crew Chiefs.
  - c. Approved polo shirt purchased through SCEMS clothing order.
2. Uniform pants:
  - a. Tech pants or dark uniform pants for all members.
  - b. Observers may wear dark blue jeans with no visible holes.
  - c. Members are prohibited from wearing sweatpants, leggings, or yoga pants.
3. Undershirt:
  - a. Black, Navy, Grey, or White with no visible writing/screen printing.
4. Job Shirt:
  - a. No other agency may be represented while on shift at SCEMS.
  - b. May be plain job shirt with no agency distinction.
  - c. Must wear job shirt appropriate for your level of care unless higher than EMT-B.
5. Other Outerwear:
  - a. Crew may wear plain black, navy, or grey jacket or full/quarter zip sweatshirt.
  - b. Squad EMS jackets.
  - c. Any other apparel must be approved by the Officers.
6. Black work/tactical boots:
  - a. Sneakers are acceptable for observers.
  - b. Footwear must be in visibly good condition.
7. Black belt without embellishments.
8. SCEMS ID Tag only.
9. Plain black or blue hats, exceptions may be determined by the Crew Chief.
10. For special events such as the Cortaca game (home), the executive officers may wear white uniform shirts. All lieutenants and executive officers may wear collar brass to indicate their rank under these specific circumstances.

### **B. Ceremonial Uniform:**

Uniform that will be worn in any formal occasion which warrants dress uniform.

1. Proper uniform shirt.
  - a. Executive officers may wear white uniform shirts.
2. Black, long or short sleeved undershirt determined seasonally.
3. Proper solid black, clean uniform pants.
  - a. i.e. Dickies, black dress pants.
4. A black, military style belt with a simple metal clasp.
5. No visible equipment in pants.
6. Shined boots.
7. Black tie to be contextually determined.

8. Black stripe over agency patch and/or badge if contextually appropriate.
9. Look professional.

**C. Additional Requirements:**

1. Crew members must be well groomed, have good hygiene and maintain a clean, neat uniform.
2. Long hair must be pulled back and tied in a professional manner.
3. SUNY Cortland EMS patches must be on left arm.
4. NYS DOH patch (if applicable) must be on the right arm.
5. Crew Chief has the right to tell the crew member to stay outside of the scene due to inappropriate clothing.

**D. Exceptions:**

1. During day calls responding crews must have closed toe shoes, shorts or pants on, and an appropriate shirt as per discretion of Crew Chief.
2. NOTE: Crew Chiefs reserve the right to determine the appropriateness of any clothing.

## **Section V:** **General Shift Responsibilities**

### **A. Shift Times:**

1. Sunday through Thursday:
  - a. 20:00 hours to 08:00 hours
2. Friday and Saturday:
  - a. 20:00 hours to 10:00 hours

### **B. Shift Guidelines:**

1. If a member is going to be late or needs to leave early the Crew Chief needs to be informed within 12 hours prior to start of shift.
2. A shift must have a minimum of two people, one of which **must** be a Crew Chief.
3. There must be a qualified driver on shift.
4. The maximum to a crew will be five people, one may consist of a driver, and only four people may enter a scene unless requested by the Crew Chief or Safety Officer.

### **C. Shifts and Shift Credit:**

1. Members may not take their name off the shift board within 24 hours of shift unless they have Crew Chief consent.
2. Crew Chiefs must give 24 hours' notice to the Lieutenant of Personnel if they must sign off of a shift.
3. All crew members shall have appropriate ID/certification cards at all times during the shift.
4. Drivers must have their driver's license with them in order to operate any of the vehicles
5. In order for a crew member to receive credit on a shift they must work the full shift unless they have prior permission from the Crew Chief.
  - a. Observers may leave at 00:00 hours, but must inform Crew Chief ahead of time by writing on shift board "until 00:00".
6. During a shift, members need to be in full uniform as described in section IV.
  - a. After 23:00 hours, it is the Crew Chief's discretion as to how much longer the crew must remain in uniform.
7. A shift counting for credit will ultimately be at the discretion of the Crew Chief.
8. It is the Crew Chief's prerogative to allow a Precepting Crew Chief to assume any previously mentioned responsibilities and decisions in this section.
9. If it is deemed appropriate by the officer ship, *Back to Basics* and *Paws for Stress Relief* events may count as one half of a shift for those who participate.

### **D. Shift Checklists:**

1. It is the collective effort of all crew members to keep the office clean during the shift. A shift checklist is a requirement for all crews to complete as part of their shift.
2. A winter checklist is required at Executive Officer discretion.
3. Failure to complete the shift checklists may result in the crew receiving penalties as outlined in the Disciplinary Policies.

**E. Office Access:**

1. One set of keys used by SUNY Cortland EMS is kept at the University Police Department. These keys include access to the office and vehicles.
2. Any active member may sign out the keys provided they show proper ID to the University Police dispatcher. New members will not be able to sign out the keys for a period of four weeks starting at the completion of their orientation session.
3. The person who signs out the keys is responsible for them until the keys are either signed back in with UPD or are transferred to another active member as recorded on the transfer log.
4. Loss of the Duty Keys should be brought to the attention of the Lieutenant of Equipment who will contact the Chief and University Police Department.

**F. Radio Use:**

1. All portable radios are to be placed in charger stands when not in use unless fully charged.
2. No radios are to be taken from the office except by the crew, or if signed out from the Lt. of Equipment.
3. All problems with a radio should be reported to the Lieutenant of Equipment.
4. When a crew is on duty, the Crew Chief will have a portable radio with them when not in the office.
5. Precepting Crew Chiefs and Attendants may also carry radios while on an emergency call.
6. When any crew member not assigned a radio needs to leave the office during a shift, one will be assigned to them until they return to the office.
7. Crew Chief assumes ultimate responsibility of the quality and delegation of radio communication.
8. The Lt. of Equipment will be responsible for designating radios to Crew Chiefs. Anyone who is assigned a radio will be required to sign it out.

**G. Equipment:**

1. An equipment checklist will be completed at the beginning of every shift and standby to make sure all the needed equipment is in the bags, and in proper working order. Any missing equipment will be noted and replaced from the supply cabinet by the Crew Chief. A vehicle checklist will be completed and any problems with the vehicle should be noted. The checklist is given to the Lieutenant of Equipment.
  - a. Seals will be broken and bags will be checked every Sunday.
  - b. Both sets of bags will be checked every time we return to service after a period of being out of service for greater than two weeks.
  - c. Upon being checked one complete set of bags will be sealed with tags. Access to medications will remain available.
  - d. The crew member sealing the bags will sign the tags with their badge number and date.
  - e. The unsealed bags will be checked at the beginning of every shift and standby, and will be designated the first due bags.
  - f. Once a compartment is opened the equipment used must be replaced immediately following the call and the compartment must be resealed.

- g. Sharps containers are to be immediately disposed of following a call with sharps inside container.
2. Immediately at the completion of a call, all necessary equipment will be restocked from the supply cabinet. The crew on the call will clean equipment if contaminated. The Lieutenant of Equipment must be contacted before the previously contaminated equipment is replaced in the bag. Any empty oxygen tanks should be placed in the proper shelf. Full oxygen tanks will be placed with access end facing out, and empty oxygen tanks will be placed bottom of tank facing out.
3. The primary duty bags (#1, #2) are not to be opened or have contents used during the day for any purpose other than for use on calls.
  - a. Bag #3 which is to be located in the patient care area will be used for training purposes as well as calls within the patient care area.
  - b. A bag specifically for use in the event of an MCI will be located in the First Aid room of the Student Life Center. Procedures for use will be located in the equipment checkout facility in the Student Life Center.
4. Any equipment sent with a patient to Cortland Regional Medical Center should be noted on the white board and retrieved when available. This equipment should be checked for contamination and cleaned if necessary.
5. If equipment breaks, malfunctions, or is in short supply the Crew Chief has the responsibility to inform the Lieutenant of Equipment as soon as possible.
6. Any vehicle problems need to be brought to the attention of the Lieutenant of Equipment as soon as possible.
7. If the Lieutenant of Equipment is unable to be reached, or the situation requires immediate action the Crew Chief will contact an Executive Officer immediately.

#### **H. AED Maintenance:**

1. AEDs shall never be left in either of the response vehicles or outside in cold or wet conditions when not in service.
2. AEDs will be checked nightly by the duty crew by simply observing the green ready light in the upper right corner of the AED unit. Sudden Cardiac Arrest is the only time the AED lid should be opened.
3. In the event an AED is used, contact the Public Access Defibrillation (PAD) coordinator (currently Steven Meyer X5532) as soon as possible in order to restock any supplies that were used and to return the AED to full service.
4. At the end of every academic year, the AED's will be returned to the PAD coordinator for safekeeping. At the beginning of every academic year, the AED's will be returned to the SCEMS and placed back into service.
5. Any issues regarding the AED, included any "beeping" sounds coming from the unit, should be reported immediately to the PAD coordinator.

#### **I. Insurance Policies:**

1. In the event of a reportable incident regarding equipment or personnel, contact Bailey Place Insurance at (607) 756-2805.

## Section VI: Reports

### **A. Shift Reports:**

1. Any crew responding to a call is responsible for completing all necessary paperwork. All paperwork is ultimately the responsibility of the Crew Chief. The Crew Chief will make sure all reports have been completed correctly and accurately.
2. If an OSHA exposure/contamination occurs an OSHA report will be written and the Lieutenant of Training will be notified.
3. A PCR will be written for every emergency call SUNY Cortland EMS is dispatched to, including but not limited to stand-bys, cancellations and mutual aid calls. The PCR will be completed by the Crew Chief or Precepting Crew Chief.
4. A CS- 13 is completed for every call except motor vehicle accidents, stand-bys, cancellations, no patient found calls.
5. Crew members should consider themselves on duty until all paperwork has been completed. Reports by the on-duty crew must be completed. Within 24 hours of call.

### **B. Other Reports/Report Procedures:**

1. Incident reports are completed for any and all unusual occurrences that occur during a shift, while on a call, on squad property, or while a member is acting as a representative of SUNY Cortland EMS. These reports are given to the Lt. of Personnel. If the report deals with an OSHA exposure/contamination, the Lieutenant of Training will be notified.
2. Reports **must** be completed within 24 hours. If a report cannot be completed before the end of a shift, or in reasonable time after a call the Assistant Chief should be informed and given an estimated time the report will be completed.
3. All reports should be written with professionalism in mind as the reports are used as legal documents. CS- 13 reports are read by the University Police Department in the event of problems requiring maintenance and/or follow up.

**Section VII:**  
**Radio Communications and Phones**

**A. Phone Usage:**

1. SCEMS uses three different phone numbers as follows:
  - 753 – 4111 Incoming emergency calls
  - 753 – 4112 Business line
  - 753 – 5679 Private line/2nd business line
2. The x4111 line will be permanently forwarded to TLC Ambulance Services.
3. TLC Ambulance Services uses three different phone numbers that SCEMS members will utilize
  - 756 – 7564 TLC emergency line
  - 756 – 8650 EMS Control business line (Communications)
  - 756 – 0124 TLC Garage (Homer Ave. and Evergreen St.)
4. All phone calls should be answered as either SUNY Cortland EMS, or SCEMS.
5. When answering the phone always be professional and courteous.
6. When dealing with a non-emergency call members should attempt to assist the caller if possible. If unable to help the member should take a message to be given to an Officer who can assist the caller should be referred to the appropriate campus service.

**B. Emergency Phone Call Procedures:**

1. If someone calls the 4111 extension for medical advice, the crew caller will be referred to 911 or College Health Services as necessary.
2. If an emergency call is received from an off campus caller the Crew Chief will take down all the necessary information from the caller including the call back number. The Crew Chief will inform the caller that SUNY Cortland EMS does not respond to off campus calls, and advise the caller to call 911. The Crew Chief will then contact EMS Control to relay that information.

**C. Residence Hall Staff:**

1. The residence hall staff numbers are as follows:
  - Alger Hall x2624
  - Bishop Hall x2616
  - Casey x5475
  - Cheney Hall x2617
  - Clark Hall x2929
  - Fitzgerald Hall x2619
  - Higgins Hall x2625
  - Hayes Hall x2620
  - Hendrick Hall x2621
  - Randall Hall x2622
  - Shea Hall x2623
  - Smith Tower x2615
  - Whitaker Hall x2628
  - DeGroat Hall x2618

#### **D. Radio Communications:**

1. There are two radios used for dispatching a SUNY Cortland EMS crew. The primary radio is located in TLC Post Two. A second radio is located in the SUNY Cortland EMS office. The purpose of the secondary radio is to provide a backup unit to the primary, and to provide more efficient communication to EMS control.
2. The assigned call sign for the SUNY Cortland EMS base is WPPA-233. It is required by the Federal Communications Commission regulations that this call sign be used at least once an hour during the course of normal operations on either channel. This regulation is covered by the use of a smart ID system, which transmits our assigned call sign every hour.
3. For the purpose of daily operations SUNY Cortland EMS will utilize “EMS Control” as our dispatching unit.
4. Military time will be used whenever time is noted on documents or for radio transmissions.
5. During radio transmission the dispatcher and crew must use plain English.
6. Dispatching channel is to be used for all crew dispatching and official SUNY Cortland EMS operations.
7. Campus Rescue channel will be used for scene communications at special events, and other non-priority communications.
8. All radio transmissions are to be carried out in a professional manner without profanity, slang, CB jargon, personal comments, or patient names.
9. Radios will at minimum scan TLC and Campus Rescue channels at all times.

#### **E. Basic Radio Transmission Procedures:**

The following are the basic steps to use in radio communications as well as examples of the procedures. Short and to the point radio transmission are desired, but do not be too short at the risk of being misunderstood. If a lengthy time is needed to complete a message, or the message is of a personal nature the dispatcher will relay the message by phone.

1. Truck to Base/Portable
  - a. The driver will come on the air *1742 to SCEMS Base/Portable/badge \_\_\_\_\_*. One the base/portable acknowledges the driver, the driver will proceed with their message. The base/portable will acknowledge the message and sign off; or continue with transmissions.
  - b. Example Transmission:
    - i. *1742 to SCEMS Base/Portable/badge \_\_\_\_\_*
    - ii. *Go ahead 1742*
    - iii. *How do you read this unit?*
    - iv. *Loud and clear. How do you read this unit?*
    - v. *Loud and clear. SCEMS base/portable/badge \_\_\_\_\_ clear 16:30*
  - c. The example used is the format of a typical radio check. When a crew or member is being contacted the Radio Operator should use this format.
2. Portable to EMS Control
  - a. This format is used when a member is calling into EMS control. A portable / badge number identifies themselves (i.e. 1762) The dispatcher will acknowledge the portable transmission by saying *EMS Control*, or in the case

of multiple personnel in the field, *EMS Control, go ahead portable \_\_\_\_\_*. After the portable has finished its message, and it has been understood the dispatcher will sign off the air with the correct military time.

- b. Example Transmission:
  - i. 1761 to EMS Control.
  - ii. *EMS Control, go ahead 1761.*
  - iii. 1761 base acknowledges the call.
  - iv. *Received 2120.*

**F. Paging:**

1. Most uses of paging will be handled by EMS Control.
2. At all times, one pager will be connected to the alert system located in the office.
3. The base radio will remain on the Campus Rescue talk group.
4. 3 pagers will be left in the office at all times:
  - a. 2 to alternate on the alert system
  - b. 1 in case a Crew Chief wishes to carry a pager but does not have one with them
5. At the beginning of shift, the pager attached to the alert system will be replaced with the other fully charged pager.
6. One portable will always remain on the TLC talk group while on shift, until the duty crew goes to bed. The radio will then be switched to the Campus Rescue talk group and will remain on. In the event of a call, the portable will be switched to TLC to allow for communication.
7. All pagers will be assigned by the Lt. of Equipment and any individual with a pager will be required to sign it out.

**Section VIII:**  
**Basic Call Procedures**

**A. Broadcast of Emergency Calls:**

1. When an emergency call is received, the crew will be paged from EMS Control to respond. All calls, regardless of crew/vehicle status will be paged out by EMS Control.
2. Members will respond to the office for the call. Safety Officers can respond directly to the scene of the call. The first member in the office (Crew Chief, Driver, or Attendant) will contact EMS Control on the base radio to acknowledge the call. When acknowledging the call, state whether a full crew is in the office. Once a crew has been formed at the office all normal call procedures will be followed.
3. A safety officer cannot be cancelled by a Crew Chief.
4. Multiple Calls:
  - a. In the event that EMS Control receives another emergency call while a crew is at the scene of an emergency call, the dispatcher will dispatch the call as Priority Six. If a second crew does not respond, the Crew Chief of the first call will instruct EMS Control to dispatch TLC Ambulance depending on status of the first call.

**B. General:**

1. SUNY Cortland EMS has protocol regarding a backup procedure for medical response. If SUNY Cortland EMS is unable to respond to a call due to being out of service, or failure to raise a crew, TLC Ambulance will handle the call. If TLC is going to be delayed they will contact an appropriate agency to respond.
2. The Crew Chief can ask the dispatcher to contact other agencies for assistance immediately after receiving the call.
3. Upon arrival to the scene, leaving the scene, etc. the crew will be in constant contact with the dispatcher to keep them aware of the crew's status.
4. The Crew Chief will be the first person to enter the scene of a call.
  - a. Unless a Precepting Crew Chief is working the call.
5. If a SUNY Cortland EMS member has already started providing care to a patient before the duty crew arrives, they will give a full report of the situation to the arriving Crew Chief.
  - a. No member who is not a Safety Officer shall respond directly to the scene of an incident without being part of a crew or being directly requested by the Crew Chief or Incident Commander. If a member witnesses an incident that would require EMS care, they shall first activate the 911 system, or direct someone else to, and administer care within the scope of practice as determined by local protocols.
6. If the call is for a varsity athlete, the Crew Chief will report to the Certified Athletic Trainer or Athletic Training Student handling the injured athlete.
7. The Crew Chief is responsible for the entire crew's actions so overall authority is in the hands of the Crew Chief and/or safety Officer. Crew members will act in an appropriate manner and will follow directions given by the Crew Chief.

8. Universal precautions (E.g.: gloves, mask etc.) will be used by all crew members that will be in direct contact with a patient, or involved in cleanup of contaminated materials.
9. Crew members will perform care to the highest extent of their abilities without exceeding their level of training. Treatment will follow all state and local protocols.
10. Vital signs will be taken on every patient unless refused.
11. University Police Officers are to be referred to as “Officer” regardless of any personal relationships with an Officer.
12. Even though the UPD radio frequency has been installed on the portable radios they should only be used when the situation demands immediate and important communication.
13. Vitals and patient information will be filled out on a Pre-Hospital Care Report while on scene. A carbon copy of the PCR will be handed over to TLC Ambulance if the patient is being transported from the scene.
14. At the completion of a call all used materials will be collected in bio hazard bag and all equipment will be returned to the vehicle.
15. Upon completion of a call, the crew should discuss the call to determine if there is any need for further debriefing. If there is a need to discuss the call further, a Critical Incident Stress Debriefing (CISD) will be conducted. The Crew Chief should contact the Chief who will notify the appropriate Officers. A debriefing session will be arranged for the entire crew through the counseling center.
16. Ambulance requests: The crew may decide after being on scene that an ambulance is needed. A crew member will radio to the EMS Control who will then dispatch TLC Ambulance. A full report will be made by the Crew Chief to the transporting agency of an equal or higher level of care.

**C. Automatic ALS Dispatch Criteria:**

1. Allergic reaction
2. Serious bleeding
3. Cardiac arrest
4. Chest pain
5. CVA (stroke)
6. Diabetic emergencies
7. Drowning or near drowning
8. Electrocutation
9. Heart attack
10. Heat stroke/exhaustion
11. Hypothermia
12. Overdose
13. Respiratory arrest/distress
14. Seizures
15. Major trauma
16. Unconsciousness
17. Head injury/trauma
18. Unknown problem

19. NOTE: Cancellation of Advanced Life Support response may only be done by a Crew Chief or Safety Officer after their initial on scene assessment.

**D. University Police Department Dispatch Criteria:**

1. Call requiring ALS dispatch
2. Weapon involvement
3. Criminal mischief
4. Suicide
5. Attempted suicide
6. Psychological emergency
7. Animal bite
8. Burn calls
9. Assaults, Disputes
10. Possibility that the college can be held liable
11. Injury to Cortland College staff or faculty
12. Involves Cortland College property as a factor
13. A University Police Officer is required to be on scene of an emergency call whenever TLC Ambulance will be responding to a campus emergency call.
14. University Police dispatch is also at the discretion of the Crew Chief or safety Officer for the safety of the crew.

**E. Residence Hall Access via Key Fob:**

1. There is 1 key fob granting access to residence halls for duty crews that must be taken by the driver/Crew Chief whenever either 1741 or 1742 is being used.
2. Use of key fobs is reserved for only use during emergency calls and may NOT be used for personal access to residence halls.
  - a. Residence hall access is monitored and recorded electronically by the Residence Life and Housing office.
3. In the event of a key fob going missing, the person discovering the issue must contact the Lt. of Equipment immediately informing him/her of the issue.
4. Improper use of the key fob by any member may result in disciplinary action as described in Section XIX.

**F. Glucometry Protocol:**

1. Authorized Users
  - a. Any EMT who completes the below mentioned training program and has obtained the levels of Precepting Crew Chief or Crew Chief will be allowed to use the glucometer.
  - b. A Crew Chief must be present for any usage of the glucometer.
  - c. Usage of glucometers must follow the up-to-date CNYEMS protocols.
    - i. Upon joining the agency (as an EMT) or moving to the level of EMT (or as of the beginning of the next semester in the case of obtaining an EMT card over the summer), proper paperwork and registration will

be sent in by said EMT and completed with CNY EMS within 30 days of being in service.

2. QA/QI

- a. Any PCR where glucometry is used will be pulled and sent to the agencies' medical director for appropriateness review at the end of every month by the QA/QI officer (Assistant Chief).
- b. To ensure the highest possible standard of care any EMT may be mandated by a ranking line officer or the Lieutenant of Training to take a remedial glucometry test at any point in time, with documented reason.
  - i. Each remedial test will be filed and documented in the membership files.
- c. Glucometers will be calibrated at the start of each new test strip container. If an error occurs it will be taken out of service immediately. The Glucometer will then calibrated or fixed before it will be placed back into service. At the beginning of every academic semester they will be tested and adjusted as needed.

3. Storage and Proper Disposal of Glucometers and Strips

- a. After single use, every strip and needle will be considered contaminated and disposed of. They will be placed into a designated sharps container immediately after use. Disposal will follow the SUNY Cortland EMS sharp system, which is associated with SUNY Cortland Health Services.
- b. Extra supplies will be stored in the locked cabinet in the equipment room at all times, which can only be accessed by officers.

## Section IX: Operating Procedures for Vehicles and Bikes

### A. General Policies:

1. Vehicles are only allowed to leave base with a minimum of two people including a Crew Chief. There must also be a set of checked bags.
2. Any questions regarding the daily maintenance of the vehicle should be directed to the Lieutenant of Equipment.
3. Seat belts will be used by anyone riding in the vehicle.
  - a. Responding to and returning from incidents continually results in the second leading cause of firefighter line of duty death. Safety belts have been proven to be an optimum method of reducing deaths and the severity of injuries to firefighters in the event of a collision. As a result of this, it shall be the policy of SUNY Cortland EMS that drivers, under the direction and direct supervision of an officer if present, shall not move any SCEMS apparatus until all persons are seated and secured with seat belts in approved riding positions.
  - b. Standing or riding on tail steps, sidesteps, running boards, or in any other exposed position shall be specifically prohibited.
  - c. 1741 may only seat 5 people, 1742 may only seat 7 people total
4. All members are responsible for the care and cleanliness of the vehicle during their scheduled shift.
5. When parking at the scene of a call the vehicle should be running, doors locked and have appropriate lights on.
6. If no legal or proper parking space is available at the scene of a call, the vehicle will be permitted to park on the sidewalk near the call.
7. If there is no roadway space near a call scene the vehicle is permitted to temporarily drive on the sidewalk to get to the call scene. This practice should be limited as much as possible. Any time the SUNY Cortland EMS vehicle is temporarily driving on a sidewalk its speed shall be limited to a maximum of **10 mph**, and the vehicle will display hazard lights to alert people who are walking on the sidewalk.
8. When parking the vehicle will result in parking improperly, the driver should position the vehicle in such a way as to not obstruct the flow of traffic. The vehicle should always be parked far enough away from traffic as to not pose a dangerous situation for the crew or patient.
9. The vehicle shall not be parked in a manner which will block any access ramps that allow responding transport crews access to the scene.
10. The vehicle will be parked with appropriate warning lights on unless it is in a regular parking space.
11. Posted campus speed limits and all New York State Vehicle and Traffic laws will be obeyed during the operation of the vehicle.
12. If the operation of the vehicle by the driver is considered to be poor and/or unsafe, a Poor Driving Report should be filled out by an occupant of the vehicle during the incident. This report is placed in the member's file maintained by the Lieutenant of Personnel. After two reports a warning will be given to the driver, and after three reports the member will have their driver status revoked. The member will attend

driver training provided by the Driving Board, and will retake the driver's test to regain status as a driver again.

13. Upon completion of a call dealing with an infectious exposure, the Crew Chief will contact the Lieutenant of Equipment, Lieutenant of Training, and the Assistant Chief. The Lieutenant of Training, the Lieutenant of Equipment, and the Assistant Chief will determine the type and extent of contamination to the vehicle. The vehicle will be out of service until all decontamination procedures have been completed.
14. According to NYS DOT, SCEMS vehicles are not permitted to have/use emergency lights under any circumstance.
15. Each year, both vehicles will receive a protective undercoat spray before first snowfall.
  - a. The Lt. of equipment will be responsible for both ensuring this appointment is kept and for scheduling the appointment for the following year.
16. After last snowfall, both vehicles will be washed, providing the temperature is above 32° F.

**B. Authorized Use:**

1. The primary use of the vehicle is to transport the crew and equipment to a campus emergency. The secondary use is for Officers engaged in their duties for the best interest of SUNY Cortland EMS.
2. Primary vehicle will be rotated nightly.
3. The SUNY Cortland EMS vehicles are not to be used for personal business, and the vehicle should not be used as a taxi to take members around campus.
4. The vehicle shall not be driven by any member who has not been approved as a SUNY Cortland EMS Driver or Driver Trainee.
5. At no time will the vehicle move without the permission of the Crew Chief assigned to that shift. If there is no Crew Chief signed up for a shift, then the vehicle shall not move. The only exception to this shall be if there is a Crew Chief responding to the scene of a call, or is needed for Officer use.
6. The vehicle should only be moved by the driver signed up for the shift. The crew should be in the vehicle any time the vehicle is being driven during the shift.
7. Anytime that the vehicle is moved off campus, the driver or Crew Chief will notify EMS Control of its status.

**C. Vehicle Backing Policy:**

1. It shall be the policy of SUNY Cortland EMS that backing of apparatus shall be avoided whenever possible. Where backing is unavoidable, a spotter shall be utilized. In addition, a spotter shall be used when vehicles must negotiate forward turns with restrictive side clearances and where height clearances are uncertain.
2. When any SCEMS vehicle is to be backed, one member shall dismount the apparatus and act as a spotter. This member will be located off the left rear corner, visible to the driver in the side mirror.
3. The spotter shall not ride on the tailboard of the vehicle while it is in motion.
4. The spotter shall review the backing signals with the driver and agree to the communication process before proceeding. Both door windows shall be open to allow for proper communication and radio volumes reduced.

5. The vehicle shall not begin backing until the spotter is in position and communicates approval to begin. Anytime the driver loses sight of the spotter, the vehicle shall be immediately stopped.
6. The spotter shall be responsible to check clearances on all sides *including overhead*.
7. The ranking Officer / Crew Chief shall be responsible for compliance with this procedure.
8. Signals:
  - a. *Straight Back*: One hand above the head with the palm away from the driver, waving back.
  - b. *Turn*: Both arms pointing in the same direction with index fingers extended.
  - c. *Stop*: Both arms crossed with the hands in a fist.
  - d. All hand signals shall be accompanied by verbal signals.

**D. Gas Fill Up Procedures:**

1. The Lieutenant of Equipment and other Executive Officers will be primarily responsible for filling or designating a driver to fill the vehicle with fuel when needed. If the vehicle is at less than half, the Lieutenant of Equipment should be contacted by the Crew Chief to make him or her aware of the situation.
2. Fuel must be filled during daytime hours.

**E. Motor Vehicle Accident Involving a SUNY Cortland EMS Vehicle:**

1. In the event of a motor vehicle accident with a SUNY Cortland EMS vehicle, University Police will be notified of the nature and location of the accident involving the vehicle. EMS Control will be asked to dispatch a second crew in the second vehicle to the emergency call. If a second crew is not available or the second vehicle is out of service EMS Control should be advised to dispatch a TLC rig.
2. The Crew Chief will immediately make effort to contact the Chief and if the Chief is not available will then follow the chain of command to attempt to notify the highest ranking Officer available.
3. In the event of an accident, no details concerning the accident or admission of fault will be discussed until a police agency arrives to take a report.
4. The driver of the vehicle will be responsible for all paper work and insurance information needed by the responding police agency (I.E. University Police, City Police, Sheriff's Department or State Trooper).
5. Any incident involving the vehicle, no matter how minor, should be reported to the police agency which holds jurisdiction where the accident occurred.

**F. Special Use of Vehicles:**

1. Off campus standbys
  - a. In the event that a college organization and/or another agency requests medical coverage from SUNY Cortland EMS, and the campus need for medical service can be met, the vehicle can be allowed to provide the service.
  - b. Permission for covering an event like this will come from the line Officers of SUNY Cortland EMS.

- c. Before any service can be provided the Fire/EMS agency whose district the event falls in must give SUNY Cortland EMS permission to provide the medical coverage.
  - d. EMS Control should be notified well in advance of the off campus event that the SUNY Cortland EMS vehicle will be stationed at a specific location.
  - e. One vehicle must stay on campus at all time and be available to respond to calls on campus.
2. Officer details
- a. The secondary vehicle will be used for Officers accomplishing work for their position.
  - b. If the Officer is on shift, they must obtain permission to use the vehicle from the Crew Chief of that shift.
  - c. However, when the vehicle is used during a shift, the crew should be with the vehicle.
  - d. One vehicle must stay on campus at all time and be available to respond to calls on campus.

**G. Mountain Bike Operation Procedures:**

- 1. Bike patrol will be defined as 2 bikes and 2 riders.
- 2. Call signs of the bike pairs will be 1743 and 1744.
  - a. 1743-A/1744-A will be the call sign of the bike with the ETAC.
  - b. 1743-B/1744-B will be the call sign of the bike with oxygen.
- 3. Crew will consist of a minimum of an Attendant and a Crew Chief.
- 4. Both bike patrols must stay within 100 feet of each other.
- 5. Both bike patrols must have a radio with an extended microphone.
- 6. Helmets must be worn at all times.
- 7. Use of safety glasses is highly recommended.
- 8. Dark colored shorts and sneakers may be worn.
- 9. Vehicle and traffic laws must be followed at all times.
- 10. Bike patrol status is an Attendant or higher.
- 11. Training may begin at Precepting Attendant level or higher.
- 12. Bikes must be taken out in pairs and under no circumstances can one be taken out without the other.
- 13. Only personnel having completed bike training may ride the bikes.
- 14. Radio Communications:
  - a. 1743 will refer to both 1743-1 and 1743-2.
  - b. Call signs 1743-1 and 1743-2 will only be referred to when attempting to contact the individual using that particular bike.
  - c. All other communication policies specified in the SOGs apply.
- 15. Maintenance
  - a. Checklist will be completed before the bikes are taken out.
  - b. Tune-ups will be completed once a year, after last snow fall.
  - c. Regular maintenance, including but not limited to cleaning, is the responsibility of the Lieutenant of Equipment.
  - d. Any problems with 1743-1 or 1743-2 should be directed to the Lieutenant of Equipment.

**Section X:**  
**Interagency Relations**

**A. Guidelines:**

1. SUNY Cortland EMS may come into a situation where it is necessary to work with other agencies.
2. These agencies include but are not limited to the University Police Department, TLC Ambulance, City of Cortland Fire Department, Cortlandville Fire Department, City of Cortland Police Department, Cortland County Sheriff's Department, and the State Police.
3. In addition to external agencies some campus services that will be dealt with include the Student Development Center (counseling center), Residential Life, and Student Health Services.
4. It shall be the policy of the SUNY Cortland EMS to only respond to emergency calls which are confined to the boundaries of the State University College at Cortland.

**Section XI:**  
**Drug and Alcohol Policy**

**A. Purpose:**

1. SUNY Cortland EMS recognizes the problem of drug and alcohol abuse in society, while also realizing that drug and alcohol dependency and abuse can be treated and controlled.
2. We further recognize that drug use by members of this organization would be a threat to the public welfare and the safety of all department members.
3. It is the goal of this policy to eliminate illegal drug usage through education, evaluation and rehabilitation of the affected personnel.
4. The possession, use or being under the influence of alcoholic beverages or unauthorized drugs shall not be permitted while on duty or conducting any official business in connection with SUNY Cortland EMS.
5. If any member or officer of SCEMS witnesses another member that they may see as being under the influence of drugs or alcohol while in the office, they shall reserve the right to fill out an incident report.

**B. Policy:**

1. Please refer to the SUNY Cortland Code of Student Conduct for current alcohol and drug policies.
  - a. In addition to student conduct referral, members are subject to additional processes in accordance with these SOGs.
2. The use, sale, consumption, possession or distribution of drugs or other controlled substances while in any SCEMS vehicles or within SCEMS Headquarters, or while engaged in organization business is strictly prohibited and will result in discipline up to and including termination of membership.
3. Members shall be responsible for their guests brought onto organization premises.
4. Any member who is using prescription or over-the-counter drugs that may impair their ability to safely perform their job, or affect the safety and well-being of others, must notify an Executive Officer of such use before resuming any duties on behalf of the organization.

**C. Approach:**

1. In order to assist in meeting the goals of this policy, SCEMS shall take a pro-active approach to mitigate the problem of drugs and alcohol addiction and abuse in the following ways:

**D. Consequences:**

1. If SUNY Cortland EMS members are found to be in violation of this policy, disciplinary action may result at the discretion of the Executive Officers, and any other local, state, or federal entity.

**Section XII:**  
**Prohibition on Sexual Harassment: SCEMS Expectations**

**A. Purpose:**

1. SUNY Cortland EMS expects all members to abide by the SUNY Cortland prohibition on the harassment of any member by any other member on account of that person's sex. SUNY Cortland EMS does not condone and will not tolerate Sexual Harassment by its members or the Sexual Harassment of its members by anyone, including any officer, member, vendor, or civilian.
2. Every member is expected and required to abide by The SUNY Cortland prohibition of sexual harassment and the Code of Student Conduct. Any member found in violation of campus policy may be subject to disciplinary action deemed appropriate by section XX of the policies herein – up to and including discharge.

**B. Definition:**

1. Sexual Harassment as defined by Title IX is: unwelcome, gender-based verbal, non-verbal, or physical conduct that is sexual in nature and sufficiently severe, persistent, or pervasive that it unreasonably interferes with, denies, or limits someone's ability to participate in or benefit from the University's educational program and/or activities, and is based on power differentials, the creation of a hostile environment, or retaliation.
2. SUNY Cortland EMS Officers may also take steps to control conduct before it becomes unlawful Sexual Harassment. Therefore, conduct within any station or during any official function shall be done in a professional manner and free of sexual conduct, gestures, photographs, or other methods of communication that might be considered offensive to another member.

**C. Responsibilities of Officers:**

1. All officers are responsible to reasonably supervise the members that report to them. They are not expected to be "mind readers", but must take steps to prevent Sexual Harassment by being aware of the behavior and work conditions that take place under their supervision.

**D. Examples of Sexually Harassing Behavior:**

1. Visual harassment, such as posters, magazines, calendars, cartoons, or caricatures.
2. Verbal harassment, such as repeated requests for dates, lewd comments, sexually explicit jokes or whistling.
3. Written harassment, such as love letters, poems, or graffiti.
4. Non-verbal harassment, such as obscene or suggestive gestures or motions.
5. Subtle pressure or sexual activities.
6. Unnecessary touching, patting, pinching, rubbing or kissing.
7. Leering or ogling
8. Frequent intentional brushing up against another person's body.
9. Promise of a promotion or favorable assignment or advancement opportunities in return for sexual favors.
10. Demand of sexual favors accompanied by implied or overt threats regarding such matters as termination, negative evaluations, denial of membership benefits or

opportunities.

11. Physical assaults or attempted assaults of a sexual nature or for a sexual purpose.

**E. Complaint Procedure:**

1. Any member who feels that he or she has been sexually harassed is encouraged to report the behavior to the Title IX Coordinator or any Title IX contact found here: <http://www2.cortland.edu/offices/Title-IX/reporting-options.dot>
2. The reporting individual will be offered resources and options and given information about all campus grievance procedures and other desired paths to remedy the situation. That resolution may or may not involve members of the SCEMS leadership as desired by the reporting individual.

**SCEMS Staffing Action:**

**In the event that a SUNY Cortland EMS member is found to have violated the sexual harassment policy of the college, SCEMS reserves the right to reprimand, demote, suspend, or dismiss said individual in conjunction with any consequences that are determined by a campus grievance procedure.**

**F. Prevention:**

1. SCEMS prefers to emphasize the prevention of Sexual Harassment to the investigation and discipline that results after harassment has occurred. All members are encouraged to:
  - a. Conduct themselves in a businesslike manner at all times.
  - b. Know and abide by SUNY Cortland sexual harassment policies and SCEMS expectations. Be aware of your attitudes regarding the opposite sex in general and Sexual Harassment in particular.
  - c. Never ignore instances of Sexual Harassment or conditions giving rise to Sexual Harassment.
  - d. Set a positive example by treating everyone with respect and letting others know that you demand the same degree of respect from them.
  - e. Do not assume that sexually explicit jokes, cartoons or pictures, "friendly" gestures and so forth are harmless or inoffensive.
  - f. Refrain from making jokes at someone else's expense and from seeking to embarrass, humiliate, offend or threaten others.
  - g. Carefully consider whether or not personal comments or questions are appropriate to the relationship and/or the workplace before speaking.
  - h. Do not "go along with the crowd" or as an individual accept the inappropriate behavior of others.
  - i. Be supportive of people who are being harassed or who have been sexually harassed.
  - j. Do not hesitate to seek help in preventing or remedying a situation of Sexual Harassment.
  - k. Weigh your options in dealing with Sexual Harassment carefully, since such obvious "fixes" such as remaining silent, transferring or resigning are rarely the best solution the problem.
  - l. Do not use negative behavior to bring attention to yourself in an effort to bring attention to the problem.

- m. Immediately stop any behavior that you believe, even as a remote possibility might be interpreted as Sexual Harassment.
  - n. Consider whether you would object to having your remarks recorded or your actions videotaped and later played back to your spouse, parents, friends or acquaintances. If you would have a problem with such an arrangement, reconsider the appropriateness of your workplace behavior.
  - o. Communicate. If another member's conduct is offensive, tell them so.
  - p. Communicate. If you believe that your conduct may be offensive to someone, ask him or her if it is. Be prepared to respect their answer.
2. In order to encourage prevention, SCEMS will require all its members to complete an online sexual harassment training through McNeil & Co. prior to running their first shift.

**G. Additional Information:**

1. For more information on campus grievance processes, please refer to [www.cortland.edu/titleix](http://www.cortland.edu/titleix).

**Section XIII:**  
**Workplace Violence Prevention**

**A. Purpose:**

1. SUNY Cortland EMS is committed to the safety and security of our members.
2. Workplace violence presents a serious occupational safety hazard to our agency, staff, and the public we protect.
3. Threats, threatening behavior, or acts of violence against employees, visitors, guests, or other individuals by anyone SCEMS property or anywhere SCEMS is on duty, will be thoroughly investigated and appropriate action will be taken, including summoning criminal justice authorities when warranted.
4. All Members are responsible for helping to create an environment of mutual respect for each other as well as the public, following all policies, procedures and program requirements, and for assisting in maintaining a safe and secure work environment.

**Section XIV:**  
**Critical Incident Stress Management (CISM)**

**A. Purpose:**

1. Based on recent psychological research into the effects of stress on emergency services providers, SCEMS will provide Critical Incident Stress Management (CISM) for its members. Members are encouraged to contact the Chief or other officers if they feel they could benefit from Critical Incident Stress Debriefing (CISD) or are experiencing an unusual amount of distress after a call.

**B. Responsibilities:**

1. The Chief is responsible for maintaining contacts with CISM providers and arranging CISM for members when indicated. Immediately following any incident or call, the Crew Chief will informally debrief the entire crew as to what happened during the call and address any questions or concerns crew members might have. For more serious incidents, the Chief and/or Assistant Chief may also informally debrief involved members. Certain incidents will result in an automatic Critical Incident Stress Debriefing with a mental health professional for all involved members which should take place 24 to 72 hours after the incident.
2. These incidents include:
  - a. Major disasters.
  - b. Mass casualty incidents.
  - c. Line-of-duty death or serious injury of SCEMS member
  - d. Suicide of SCEMS member.
  - e. Death or serious injury of a child resulting from violence, neglect, or any other condition which may have a lasting effect on the responders.
  - f. Any incident or situation the Chief or Assistant Chief feels requires CISM debriefing or any time a member requests such resources be provided.

**Section XV:**  
**Infection Control Program**

**A. Scope:**

1. This standard shall apply to all members. It was promulgated to establish a comprehensive program for preventing illness and death from occupational exposure to communicable diseases.

**B. General:**

1. The health and welfare of each member is a universal concern. Unfortunately exposure to communicable diseases is an occupational hazard that may occur during an emergency response or while performing a routine task. Therefore, SCEMS will provide each member with the best protection available in an effort to prevent the contraction of a communicable disease.

**C. Patient Contact:**

1. Every patient contact shall be regarded as potentially infectious and the appropriate precautions shall be taken as prescribed by department rules and regulations.
2. No patient shall be refused proper emergency medical care on the basis of a known or suspected diagnosis of a communicable disease.
3. All needles and other expended medical supplies shall be properly disposed of by placing them in the biohazard container.
  - a. Place spent needles into the containers immediately to avoid sticking other members accidentally. Never recap a needle or stick it into a mattress, seat or pillow.
  - b. Do not reuse needles.
4. Patients suspected of having an airborne communicable disease shall wear a facemask or particulate respirator during transport whenever possible.
5. Equipment that becomes contaminated as the result of patient contact shall be removed from service, tagged and decontaminated as specified by department rules and regulations.

**D. Immunizations:**

1. A permanent record of all immunizations shall be maintained in the member's permanent medical file.
2. Members are not required to be immunized, but those who decline must complete an Employee Immunization Refusal Form. This form shall be placed in each member's permanent medical file.
3. On the recommendation of the department's physician, a member will also be offered other immunizations, if available, after exposure to a communicable disease. All exposure shall be recorded and kept on file.

**E. General Hygiene:**

1. Items contaminated by exposure to medical or hazardous substances shall either be decontaminated or properly disposed of. No contaminated waste shall be placed into station waste containers designed for normal household waste.

2. Kitchens, restrooms, laundries and other such work areas shall not be used as decontamination areas.
3. Contaminated uniforms and other articles of clothing should be properly decontaminated and shall not be taken home to be laundered.
4. The department maintains Material Safety Data Sheets for chemical and cleansing and disinfecting solutions. Consult the MSDS for the recommended use for individual products.
5. Stations and other work areas shall be kept clean and orderly. A clean work environment helps reduce the spread of many common communicable diseases.
6. Washing the hands with soap and water is one of the most effective tools against spreading communicable diseases. Members shall wash their hands after using the bathroom, before eating, before and after handling or preparing food, and any other time deemed appropriate.
7. Members will also utilize the hand sanitizer provided in either 1741 or 1742 upon completion of a call or after pumping gas.

**F. Responsibilities:**

1. The Lt. of Training shall provide periodic training on infection control techniques and protective measures, as well as updates on communicable diseases as they become available.
2. Officers shall be responsible for ensuring that all personnel under their command strictly adhere to the department's policies on infection control.
3. Each member shall be responsible for strictly adhering to the department's policies on infection control and for reporting any change in their personal health that would pose a risk to their fellow employees or patients.

**Section XVI:**  
**OSHA Incident Protocol**

**A. Purpose:**

1. In the event of an incident the following steps must be taken:
  - a. Refer to the SUNY Cortland EMS Exposure Control Policy to find incident specific steps for sanitization and equipment decontamination.
  - b. Notify the Lt. of Training immediately following exposure event.
    - i. If the Lt. of Training is not available, any of the three executive officers should be contacted.
  - c. File an Incident Report and a SUNY Cortland EMS OSHA report form.
  - d. File a SUNY Cortland OSHA report form.
  - e. The exposed individual should seek medical attention immediately
  - f. Contact the SUNY Cortland Environmental Health and Safety office.
  - g. For any information regarding worker's compensation, refer to SUNY Cortland EMS insurance information.
  - h. For any other information regarding unlisted exposures in the policies herein or in the SUNY Cortland EMS Exposure Control Policy, refer to the SUNY Cortland Exposure Control Policy.

**B. Worker's Compensation:**

1. All questions regarding worker's compensation should be directed to Bailey Place Insurance at (607-756-2805).

## **Section XVII:** **Special Situations**

### **A. Standbys:**

1. In the event that the SUNY Cortland EMS service might be needed, but not directly called for, a crew can be put on standby.
2. Standbys are to provide faster medical care if the potential for a medical emergency will or could arise. A crew can stay in the office, or be placed at a specific location requested by a Crew Chief, a University Police Officer, or EMS Control.
3. The Director of Office Management (DOOM) will arrange any scheduled standby. If the duty crew is placed on a standby, a line Officer should be contacted.
4. One standby may count towards an individual's shift credit as half of a shift (i.e. If an individual works two standbys in one month, it shall be counted as one full shift).

### **B. Mass Casualty Incident (MCI):**

Simplified: An MCI can be declared by any Crew Chief upon survey of a scene. The Crew Chief will contact the dispatcher and inform them of the situation. The Crew Chief will assume the role of Incident Command and will abide by the protocols/procedures set forth by ICS 100/NIMS 700.

### **C. Hazardous Materials:**

1. In any situation where the Crew Chief believes that a Haz-Mat situation exists they should immediately contact the University Police Department and Fire Control. A Haz-Mat response guide is found in the front of the vehicle containing medical treatment for chemicals, safety perimeters, and dangers of specific chemicals. The crew should establish a perimeter for the Haz-Mat site, and restrict access only to cleared personnel.

### **D. Fires:**

1. In the event of a fire on the campus, if SUNY Cortland EMS personnel are requested to respond, they should immediately report to the Incident Commander to find out where they are needed. The crew is under the control of the Incident Commander, and will follow all orders coming from the Incident Commander. The driver will stay with the vehicle at all times since it may be necessary to relocate the vehicle during the fire. An additional crew will be placed on stand-by in the office to cover the rest of the campus.

### **E. Bomb Threat:**

1. In the event that SUNY Cortland EMS receives a call concerning a bomb threat the following directions should be followed:
  - a. Record the phone number if it is an on campus call
  - b. Note the time of the call
  - c. Record the exact words of the threat
  - d. Try to note as much about the call as possible
    - i. Possible age
    - ii. Sex of the caller
    - iii. Background noises

- iv. Tone of voice
    - v. Strange statements
  - e. Ask where the device is, and when it is set to explode
  - f. Ask the caller what their intentions are
- 2. When the caller has hung up immediately notify the Crew Chief, the Department of University Police, EMS Control, by telephone. There should be no further use of the radio system, and for any calls that must be handled a telephone can be used to connect the crew and the EMS Control dispatcher.

## **Section XVIII:** **Social Media Policy**

### **A. Purpose:**

1. The purpose of this policy is to protect nonpublic member data, medical patients, the public, the operations of SCEMS, and public confidence in SCEMS and its members. This policy is not intended to limit the right to freedom of speech or expression, but is intended to protect the rights of this organization, its members, and the public they are sworn to protect. Members and volunteers are advised that their speech, directly or by means of instant technology either on or off duty and in the course of their official duties that has a connection to their professional duties and responsibilities, may not be protected speech under the First Amendment. Speech that impairs or impedes the performance of SCEMS, undermines discipline and harmony among co-workers, or negatively affects the public perception of SCEMS may be sanctioned.

### **B. Ownership of Work-Related Images:**

1. All photos, videos, digital images, or recordings taken by any member of SCEMS while responding to any emergency or while engaged in any training are “work-related images” and are the property of SCEMS.
2. Work-related images include, but are not limited to, any written, auditory, and/or visual messages communicated via or on SCEMS resources or via or on personal devices and/or social media, videos, or pictures gathered while on SCEMS business.

### **C. Permission to Take Work Related Images:**

1. Work-related images shall not be taken of any emergency response or training exercise except as permitted by policy or as directed by an executive officer or crew chief. All work-related images shall be taken using SCEMS-issued equipment, unless otherwise directed by the officer in charge of the scene. Work-related images taken by SCEMS members using privately owned equipment are also governed by this policy.

### **D. Reasons for Taking Work-Related Images:**

1. Photos or other recordings may be taken to assist in the diagnosis or treatment of accident victims. Such images should be forwarded to the appropriate medical care provider and then be deleted from SCEMS files. Work-related images, including recordings showing possible evidence of a crime, must be forwarded to law enforcement. Other work-related images used for internal, departmental purposes such as training or publicity shall be taken in a manner that minimizes the possibility of identifying accident victims.

### **E. Control and Dissemination of Work-Related Images:**

1. All work-related images shall be stored in the SCEMS computer system and be governed by the college’s records management policies and procedures. Work-related images shall not be stored, retained, or disseminated in any manner by anyone other than the officer(s) appointed to review all images and approve retention, release, or

dissemination and cannot be used for personal profit or business interests or to participate in personal political activity.

**F. Professionalism and Public Confidence:**

1. The appearance of professionalism is important to public safety and the public's confidence and trust. Accordingly, an employee's personal use of social media shall not use any work-related images, department logos, or any images which depict an employee in any uniform or in which the employee uses their job title or is otherwise identified as an employee of the department, without prior approval from an officer appointed to review all images and approve release and dissemination of such images. Similarly, in order to maintain the appearance of professionalism and public confidence, no employee shall post any material on any social media that is detrimental to SCEMS effective operation. Members shall not disseminate protected, private, nonpublic, or confidential information including, but not limited to, the following:
  - a. Matters that are under investigation.
  - b. Patient and employee information protected by HIPAA/medical confidentiality laws.
  - c. Personnel matters/data that are protected from disclosure by law.

**G. Definition:**

1. Social media are internet and mobile-based applications, websites and functions, other than email, for sharing and discussing information, where users can post photos, video, comments and links to other information to create content on any imaginable topic. This may be referred to as "user-generated content" or "consumer-generated media."
2. Social media includes, but is not limited to:
  - a. Social networking sites such as Facebook, LinkedIn, Twitter, and online dating services/mobile apps.
  - b. Blogs.
  - c. Social news sites such as Reddit and Buzz feed.
  - d. Video and photo sharing sites such as YouTube, Instagram, Snap Chat, and Flickr.
  - e. Wikis, or shared encyclopedias such as Wikipedia.
  - f. An ever emerging list of new web-based platforms generally regarded as social media or having many of the same functions as those listed above.

**H. Reporting Violations:**

1. Any employee becoming aware of or having knowledge of a posting or of any website or webpage in violation of this policy may anonymously report possible violations to any agency officer or supervisor.

**I. Policy Violations:**

1. Violation of this policy may be considered an extraordinary breach of the public's expectation of privacy and of SCEMS rules and regulations regarding the use of social media and may subject the offender to discipline and possible termination of employment (see section XXII).

**Section XIX:**  
**SUNY Cortland EMS Rider (10-19) Policy**

**A. Observing Non-members:**

1. A line Officer should be notified 24 hours before a non-member observes a shift.
2. Observing non-members will be defined as any person of the general public, and SUNY Cortland students that are not members of SUNY Cortland EMS.
3. Observing non-members may observe the shift if the SUNY Cortland EMS crew for the shift is not previously filled by observing members, and the SUNY Cortland EMS crew for the shift accepts the presence of the observing nonmembers.

**B. Dress Code:**

1. An observing non-member must wear an "observer" identification tag. They will wear dark pants or jeans, a presentable shirt (no T-shirts), and full footed shoes or boots.
2. No patches or uniforms showing affiliation to other organizations, or levels of certification may be worn.
3. SUNY Cortland EMS members observing in the field will follow proper uniform guidelines.

**C. Registration:**

1. Non-member observers must fill out a ride-along packet.
2. SUNY Cortland EMS observing positions have priority over all other observers.
3. Non-members may only sign up if there is a vacant observer position on the shift.
4. Non-members will not be allowed to observe more than two times in any given month without the permission of the Chief or Assistant Chief.

**D. General Policies:**

1. Non-members will not be permitted to observe past 00:00 hours unless call volume prevents the crew from dropping off the observer at the office.
2. If the Crew Chief deems that the observer (member or non-member) is detrimental to patient care, they may personally and politely ask the observer to leave the shift. The Crew Chief must then contact a Line Officer and inform them of the situation.
3. It must be clear at the start of the shift that the Crew Chief is responsible for the welfare of the observer, and that they must follow any instructions for the duration of a call.
4. All nonmembers will not initiate any patient care, and will only observe.

## Section XX: Committees

### A. **Standing:**

1. The CQI committee shall be headed by the Assistant Chief, and will serve as an internal review and evaluation committee.
  - a. This committee needs to have at least three people with Emergency Medical Technician level or higher training at each meeting in order to meet. The committee will meet whenever the Assistant Chief deems necessary.
  - b. At each meeting the PCRs and CS – 13s shall be reviewed for two reasons:
    - i. Proper notation and neatness
    - ii. Proper procedure
2. After revisions have been noted, and there is still some question on proper procedure, an appointment shall be made with the Crew Chief in question. A member from the committee will then discuss the procedure and/or alternative procedures that could be used to handle the medical call differently.
3. This committee is formed based on the need for constant quality improvement. At no time shall the committee form in order to investigate, interrogate, or punish a Crew Chief in question.
4. If a gross violation of New York State protocol has occurred, the situation shall be reported to the Chief to be dealt with. An incident report shall also be filled out on the matter.

### B. **Investigation Committees:**

1. The investigation committee shall be headed by the chair person (which will be an Officer) appointed by the Chief or Assistant Chief. The chairperson and the appointing Officer will then designate five members to sit on the committee. The committee shall not convene without all six members present. The committee will meet whenever they deem necessary.
  - a. The head of the committee shall not have been on the accused end of a previous investigation committee, unless all other options have been exhausted.
  - b. If all other options have been exhausted, the head of the committee may be a senior member chosen at the discretion of the Chief and Assistant Chief.
    - i. A senior member is defined as a minimum of having at least six (6) semesters of active membership with SCEMS.
  - c. This member/officer has the option to decline this appointment.
  - d. Any presiding member of an investigation committee must comply to an agreement of confidentiality with this matter.
2. Committee procedure:
  - a. From the moment of the initial suspension the chairperson has three days to organize the committee and meet.
  - b. Within two weeks of the initial suspension the entire process of the committee shall be completed.
3. Process for investigation:
  - a. If a member does not believe that the resulting consequence of an incident, designated by an officer is just, the member reserves the right to request the formation of an investigation committee.

- b. Officers reserve the right to create an investigation committee for any incident report they receive.
  - c. The incident report shall be given to the chairperson.
  - d. The committee shall analyze the report, and produce a list of charges against the member.
  - e. The next meeting time will be set for interviews with the member in question, and all appropriate witnesses.
  - f. All persons will be notified of the meeting time within 24 hours of the committee decisions. The members in question will also be given a written copy of the charges brought against them.
  - g. The committee will listen to the witnesses and member in question for their statements, and may ask any necessary questions for the investigation. The member in question may bring any materials or witnesses in their defense.
  - h. Appropriate judgment may include, but is not limited to additional suspension, training, and revocation of membership, time served, or clearance of all charges.
  - i. The final decision of the committee shall be written out and presented to the member in question within 24 hours of a decision.
4. Appeals Process:
- a. If the member in question wishes to appeal the decision of the committee, they may do so within one week of receiving the final decision of the committee. The member must submit, in writing, an explanation for the appeal to the chairperson of the investigation committee.
  - b. An appeals committee is created, by the chairperson, of five new members. During deliberation the chairperson is exempt from voting, but may participate in discussion. All procedures henceforth shall follow regular procedures of an investigation committee. The decision shall be made within two weeks, and is considered final.
5. Special circumstances for these committees:
- a. If the chairperson of the investigation committee feels it is necessary to appoint another chairperson for the appeals committee, they must appoint another Officer from the initial committee.
  - b. Special circumstances can be granted if either committee feels it is necessary to extend the time restraints due to personal or health related circumstances of a committee member or member in question.
  - c. Permanent substitution of a committee member can be approved by the rest of the committee, and the member in question with a majority vote. The committee member that wishes to leave must not be present during the voting.

**C. Banquet:**

- 1. Banquet committee will be chaired by the Director of Administration.
- 2. This committee is responsible for planning the banquet.
- 3. Banquet chair can appoint additional personnel if necessary.

**D. Alumni Relations:**

- 1. The chair of this committee should be in contact with the chair of the banquet committee.

**E. Equipment Committee:**

1. This committee will be chaired by the Lt. of Equipment.
2. Will be responsible for ordering and inventory of equipment and supplies.

**F. Special Operations:**

1. This committee can be chaired by any Officer.
2. Duties of this committee are appointed by the Chief or Assistant Chief.
3. There can more than one special operations committee.

**Section XXI:**  
**Additional Information**

**A. Advisory Board:**

1. While the Chief is in charge of day to day operations, the Advisory Board exists to provide support, ideas, and direction for SUNY Cortland EMS. The Advisory Board will be kept abreast of significant happenings within SUNY Cortland EMS. This board has the power to take over day to day operation of SUNY Cortland EMS if there is a breakdown of the organization warranting such action. It is important that the advisory board work well with the Officers of SUNY Cortland EMS. Any policy or action considered by the Advisory Board should be discussed with the Chief. The Chief will be the chairperson for the Advisory Board meetings, and is responsible for the agenda covered at the meetings. The Chief is also responsible for making other SUNY Cortland EMS members aware of any important information coming from the Advisory Board.
2. The following is a list of suggested representatives for the Advisory Board:
  - a. Director of Athletic Training
  - b. University Police Department Lieutenant
  - c. Faculty representative from the Health Department
  - d. Representative from Student Health Services
  - e. Representative from TLC Ambulance Services
  - f. Representative from the City of Cortland Fire Department
  - g. Representative from Cortlandville Fire Department
  - h. County EMS Coordinator
  - i. Representative from Student Conduct
  - j. Direct Advisors
  - k. Medical Director
  - l. Representative from the Alumni Association

**B. Office Use:**

1. The use of the SCEMS office is reserved for members and their guests.
2. If you are the last person in the office, you must lock the doors on your way out.
3. Officers and Crew Chiefs will be the only personnel issued keys to the office.
4. Members may not stay in the office over breaks unless permission is granted from the following parties:
  - a. Executive Officers
  - b. Director of Residence Life and Housing
  - c. Building Administrator

**C. CPR Trainings:**

1. The Captain will serve as the CPR coordinator for SUNY Cortland EMS.
2. Any member who completes their CPR Instructor course will be required to co-teach with an approved SCEMS CPR instructor prior to being allowed to conduct their own courses using SCEMS materials.
3. Any private CPR class taught using SCEMS materials/in the SCEMS office must be approved by an executive officer prior to the proposed date to ensure it does not conflict with any SCEMS-related business.

**Section XXII:**  
**Disciplinary Action Guidelines**

<i>Offense:</i>	<i>1<sup>st</sup> Time</i>	<i>2<sup>nd</sup> Time</i>	<i>3<sup>rd</sup> Time</i>
1. Failure to comply with safety rules and practices, including those pertaining to dress and use of protective equipment.	Written	Suspension	Dismissal
2. Engaging in any conduct which may result in a safety hazard or unsanitary condition: A. In the Office B. On Call	Written	Week Suspension	Extended Suspension
3. Abuse or loss of tools, equipment, or property of SCEMS or SUNY Cortland	Written	Week Suspension	Extended Suspension
4. Does not perform assigned work as required with in preset time limit.	Verbal	Written	Week Suspension
5. Permitting unauthorized persons to operate SCEMS equipment without Crew Chief or Officer permission	Extended Suspension	Dismissal	N/A
6. Uniforms or issued equipment which are not kept neat, clean or in good repair.	Verbal	Written	Week Suspension
7. Falsification of SCEMS forms or records, including, but not limited to: applications, willful misrepresentation of facts, or forging another's signature.	Dismissal	N/A	N/A

8. Conduct which may be by definition is a violation of NYS Penal Law or SUNY Cortland Code of Conduct.	Extended Suspension	Dismissal	N/A
9. Conviction of number 8.	Penalties will be dealt with based on severity of conviction.	N/A	N/A
10. Medical Personnel who fail to keep up with CME's prescribed by the state, region, or local medical directors.	Suspended Field Status	Dismissal	N/A
11. Members not returning equipment to service or restocking supplies following a call.	Verbal	Week Suspension	Extended Suspension
12. Use of tobacco products within 15 feet of SCEMS office.	Verbal	Written	Week Suspension
13. Failure to finish all paperwork for a call within 24 hours.	Written	Suspension	Dismissal
14. Failure to provide a doctor's release when returning to duty following an injury or illness that a doctor has pulled you out of service for.	Written	Week Suspension	Extended Suspension
15. Failure to report any accident or injury to a SCEMS member suffered on, responding to, Or returning from a call, in the Emergency Squad Office, or any other SCEMS function.	Verbal	Written	Extended Suspension
16. Any unauthorized use of a SCEMS vehicle.	Written	Week Suspension	Dismissal

17. Misrepresentation of SCEMS policies and procedures.	Written	Week Suspension	Dismissal
18. Excessive horseplay in the office.	Verbal	Written	Week Suspension
19. Participating in SCEMS activities under the influence of intoxicants or drugs. *For matters concerning emergency care see conduct unbecoming *	Week Suspension	Dismissal	N/A
20. Insubordination	Written	Week Suspension	Dismissal
21. Unauthorized use of SCEMS office	Verbal Warning	Written Warning	Week Suspension
22. Unauthorized use of SCEMS Key Fob	Written	Week Suspension	Dismissal
23. Breaching of HIPAA laws	Dismissal	N/A	N/A
24. Conduct unbecoming to a professional emergency medical services provider. May include, but not limited to: abusive or threatening language to any Officer, member, or citizen; negligence or carelessness resulting in equipment damage; immoral conduct or indecency; or any conduct that does not merit the public trust.	** Penalties may vary on a case by case basis.		
Initiation of patient care without direct approval/supervision of a Crew Chief (this clause is null in the presence of obvious life threats).	1 Week Suspension	Extended Suspension	Dismissal

**A. Warnings Shall Last for One Academic Year:**

1. Four warnings and/or reprimands for a violation of the same rule within the same academic year shall be considered misconduct and will result in a suspension pending dismissal.
2. Any three written reprimands received for a violation of any rules within the same academic year shall be considered misconduct and will result in suspension pending dismissal.
3. The penalties listed above may listed above may, after consultation with the Chief, be modified by the Chief or his/her designee depending upon the circumstances surrounding the said violation of the rule (ex: written warning may be modified to an oral warning and vice versa).
4. Applications for reinstatement from members dismissed for any reason may not be considered until one calendar year from the date of dismissal.
5. All extended suspensions will be greater than 1 week based on the discretion of the issuing disciplinary body.