

University of Delaware
Emergency Care Unit
Standard Operating Procedures
Revised 11/2/2008



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1. Responsibilities of the University of Delaware Emergency Care Unit

- I. The University of Delaware Emergency Care Unit (UDECU) is the recognized student organization that carries out emergency medical services to the University of Delaware Newark campus and greater Newark area.
- II. UDECU shall be responsible for providing trained Emergency Medical Technicians (EMTs) whenever deemed necessary and shall strive to have coverage 24 hours a day, 7 days a week also, as deemed necessary.
- III. UDECU members will act appropriately at all times while operating in the University Of Delaware Department of Public Safety building (UDPD), while operating on the ambulance (UD-1), while operating the first response vehicle (UD-2) and/or while acting as representatives of UDECU or its entities.

2. Ambulance Crews

- I. Duty crews are scheduled between the hours of 1800 and 0600, with two six-hour shifts during this twelve-hour period.
- II. Ambulance crews consist of at least two people (Driver and Technician, or Police Officer and Technician) and no more than four people (Driver, Technician, and two Assistant Technicians).
- III. Crew members must respond to designated crew meeting area within 3 minutes of the initial page or the Technician and Driver may leave without Assistant Technicians.
- IV. Any member who has signed out a pager is expected to respond to designated crew meeting area on all calls. Any member who fails to respond to calls while signing out a pager may/will face disciplinary action.
- V. Consumption of food or beverage in the ambulance is prohibited.
- VI. It is the crew's responsibility to disinfect the ambulance after every call.
- VII. The Driver or Technician for the duty shift is responsible for contacting NCCFB and informing them that UD-1 has a crew for that shift.
- VIII. It is the crew's responsibility to complete an ambulance checkout sheet at the start of each early night shift (1800 hours).

3. Duty Hours

- I. Hours may be accumulated by either pager or non-pager hours.
- II. Hours will always be recorded in 15-minute increments in military time.
- III. Pager duty is any hours accumulated while responding to calls via pager.
- IV. Non-pager duty is any hours accumulated that has been pre-approved by an executive board member, such as training class or other UDECU functions.
- V. All members will provide the following information when signing in and out: date, EMT number, name, time beginning and ending shift, and total hours.
- VI. If an Assistant Technician has been riding for more than 12 consecutive hours it is up to the discretion of the Crew Chief, Co-Coordinator or Coordinator for their pager to become available.

4. Uniforms

- I. When on duty, crew members riding on UD-1 shall wear long pants and closed-toe and closed-heel shoes.
- II. No tank tops or halter-tops permitted.
- III. Duty crews will wear assigned navy blue EMT pants, UDECU shirts, black shoes/sneakers, and black belt whenever possible. Uniform should always be clean and worn in a presentable fashion, including shirt tucked in. The crew chief may deem a UDECU member's uniform inappropriate for an assigned shift or event.
- IV. The Bike Team uniform should consist of a UDECU shirt, navy blue EMS shorts or EMS pants and closed toe shoes. Uniform should always be clean and worn in a presentable fashion with shirt tucked in. The Bike Team Leader or Coordinator shall be able to deem a UDECU member's uniform inappropriate for the event.

5. Stand-Bys

- I. A standby is any event where UDECU presence is requested or deemed necessary by UDPD, Aetna Hose Hook and Ladder Company, or other approved organizations.
- II. When possible, the Coordinator or his/her designee shall send an email to the general membership requesting members to staff the event.
- III. Members may only sign themselves up and must respond to the originator of the email within the time requested.
- IV. UDECU will provide at least one standby crew when called for and they shall be designated the “duty crew”, whenever possible.
- V. Field crew will provide patient care to their assigned area.
- VI. The field crew will contact New Castle County Fireboard (NCCFB) when necessary for the appropriate Basic Life Support (BLS) and Advanced Life Support (ALS) units when UD-1 is unavailable.
- VII. The crew chief will call or advise NCCFB of a UD-1 field crew when necessary.
- VIII. The crew chief will advise all crews of the appropriate radio channel UD-1 crews will be operating off of at a scheduled event after coordinating with NCCFB and UCOMM to select the necessary channel.
- IX. No Field Promotable may act as Technician on a field crew.

6. Dispatching

- I. Any emergency calls received in the UDECU office will be directed to UDPD.
- II. The UDPD entity that handles dispatching shall be known as UCOMM.
- III. Members are alerted via pager when UD-1 or a crew is not available by radio.
- IV. Any call not answered by UDECU in six minutes will be a “scratch” and will be turned over to NCCFB.

7. Communications

- I. All members will abide by Federal Communications Commission (FCC) guidelines.
- II. Only a Driver or Technician will utilize the radios unless deemed necessary by extenuating circumstances or instructed by a Driver or Technician.
- III. Communications with UDPD will be limited to Delaware State 10-Codes and an acceptable use of plain language. Communication with NCCFB should be limited to plain language.
- IV. UD-1 will operate on EMSOPS1 unless otherwise deemed necessary.
- V. UD-1 will communicate necessary information to NCCFB and UDPD.
- VI. UD-1 will contact NCCFB directly when necessary to request or cancel an ALS unit.
- VII. On standbys, the UD-1 Driver and Technician, Field Crew, and Bike Team shall have a portable radio.
- VIII. Discretion by the radio operator will be used at all times.

8. Receiving Medical Facilities

- I. Christiana Care (Stanton division; CER) is the only Level 1 trauma center in the state of Delaware.
- II. UD-1 will transport all priority patients (medical and trauma) to CER.
- III. At the request of all non-priority patients, and within reason, UDECU will transport to a facility that the patient wishes.
- IV. UD-1 will transport all pregnant patients to the Maternity facility at CER (unless otherwise requested by the patient), binding there is no traumatic injury to the patient.
- V. In the event of divert, UD-1 will transport to the next receiving facility that can offer comparable or higher patient care than the facility on divert. In the event that the trauma center is on divert, you must and may still take a priority 1 patient to that facility.
- VI. UD-1 will transport a patient to a hospital on divert if the patient wishes. (Divert is just a request by the hospital on divert to use a different facility).
- VII. UDECU recognizes the following as receiving facilities:
Newark Emergency Center, Newark, DE
CER – Christiana Care
WER – Christiana Care – Wilmington Division
St. Francis Hospital, Wilmington, DE
A.I. DuPont Hospital for Children (under 18 and Level II trauma), Greenville, DE
Kent General, Dover, DE
Union Hospital, Elkton, MD
Crozer-Chester Medical Center (Level 1 trauma and burn ctr.), Chester, PA
Jennersville Regional Hospital, Kimblesville, PA
- VIII. Christiana Care Occupational Safety and Glasgow Medical Aid are not receiving medical facilities.
- IX. UDECU recognizes the following as specialized facilities:
Laurel Hall (Only non-priority, University Students)
VA Medical Center, Wilmington, DE (Veterans only, with approval)

9. Responsibilities of the Driver

- I. The Driver will park UD-1 in safe and accessible location at all emergency scenes.
- II. The Driver is responsible for seeing that all equipment used on-scene is replaced on the ambulance before leaving the scene.
- III. The Driver will always operate UD-1 in a safe, responsible and reasonable manner with due regard for safety and comfort of occupants and within Delaware State Motor Vehicle Law.
- IV. The Driver will drive UD-1 in a manner necessary as deemed by the technician and as defined in Delaware State Motor Vehicle Law as Code 1 (no lights, no siren), Code 2 (lights and siren maintaining safe operation), or Code 3 (lights and siren, maintaining safe operation, with medical or trauma priority 1 patient on board).
- V. The Driver will ensure that all personnel are accounted for.
- VI. The Driver will ensure all passengers are restrained.
- VII. The Driver will assist the technician when necessary.
- VIII. The Driver will replace all applicable equipment used at the hospital when available, including oxygen.
- IX. The Driver will notify the Director of Equipment for equipment when necessary.
- X. The Driver will override the say of the Technician if necessary, when it is in the best interest of ambulance operations or patient care.
- XI. At no time should the Driver of UD-1 use a cellular phone while UD-1 is in motion.

10. Responsibilities of the Technician

- I. The Technician is ultimately responsible for the following: scene safety, safety of the crew, and patient care.
- II. The Technician will fill out a Delaware State Ambulance Report and fax the appropriate copies to the appropriate agencies when necessary.
- III. The Technician's decisions regarding patient care, transport priority, and receiving medical facility may be overridden by a Driver.
- IV. The Technician must inform the Driver, upon arrival at the receiving medical facility or upon going off radio in quarters, what equipment was used on that particular run.
- V. It is the responsibility of the Technician to ensure the equipment on the ambulance is in full running condition at the beginning of each shift (i.e. suction, oxygen, and AED).

11. Responsibilities of the Assistant Technician

- I. Assistant Technicians will follow all instructions given by the Driver and Technician.
- II. Assistant Technicians are not allowed to administer patient care in accordance with Article 5, Section 4 & 5 of the UDECU by-laws.
- III. Assistant Technicians will be familiar with location of equipment and all instruments located in the patient care compartment.
- IV. Assistant Technicians will assist the Driver and Technician as delegated at the scene or the receiving medical facility.

12. Field Promoting Assistant Technicians

- I. Any member designated a level three, as stated in the UDECU by-laws, is eligible to become a Technician.
- II. The Assistant Technician (evaluatee) must demonstrate sufficient skill as evaluated by the majority of Drivers and Technicians (with written evaluations) to become a Technician.
- III. Upon completion of no less than 10 evaluations, and with the majority approval of the Drivers and Technicians, the evaluatee is considered "Field Promotable".
- IV. Field Promotables may go on runs acting as the Technician under the discretion of a UDECU Driver for that call when no other Technician is available.
- V. Upon successful completion of a "Technician test" as administered by the Drivers and Technicians, a Field Promotable has advanced to Technician status.

13. Driver Training

- I. All Driver training candidates must be a Technician and have completed the Delaware Emergency Vehicle Operator course and a defensive driving course recognized by the State of Delaware or the state in which the candidate resides.
- II. Upon demonstrating competence in operation of UD-1, the candidate will become familiar with the campus and its buildings and receiving medical facilities.
- III. Driver candidate must complete a minimum of 24 hours total of logged Driver training time on UD-1.
- IV. The candidate must demonstrate knowledge of major off-campus roads in the UDECU jurisdiction.
- V. The candidate must demonstrate knowledge of routes to NEC, CER, WER, Union, VA, A.I. DuPont, and SFHER.
- VI. Once the 24 hours of Driver training have been completed the Driver candidate must drive a minimum of 3 calls with lights and sirens to scene with an active UDECU Driver present, demonstrating safe maneuvering.
- VII. Upon completion of all requirements mentioned above; and if a simple majority of active UDECU drivers approve of the candidate; then the candidate may proceed with a final road test with the UDECU advisor.

14. Fire and Rescue Operations

- I. UD-1 will respond to all structure fires where NCCFB has been contacted and is responding.
- II. UD-1 will supplement the apparatus responding to all structure fires (fire, hazardous materials, carbon monoxide alarms, natural gas leaks) and rescues (elevator, industrial, confined space).
- III. UD-1 will not respond to car fires, field fires, or wires down calls (or any other single engine response).
- IV. It is the discretion of the Driver on how to respond, where to stage, and what action to take before the fire department arrives.
- V. Once the fire department has arrived, UD-1 will operate under the discretion of the Officer in Charge (OIC).
- VI. Members of UDECU who respond on UD-1 will not engage in fire suppression or rescue activities other than EMS functions unless directed by OIC.
- VII. When necessary, UD-1 will triage patients and treat.
- VIII. When necessary, UD-1 will maintain a rehabilitation station for firefighters and rescuers unless other BLS unit has already done so. If so, UD-1 will remain available for transport if necessary.
- IX. UD-1 will advise NCCFB that they are responding on the appropriate channel when responding to all fire department responses.
- X. UD-1 will stage upwind of any possible HAZMAT incident or where OIC deems necessary.
- XI. In the absence of an OIC from the fire department, UD-1 will follow the command of the OIC from UDOHS Emergency Response Team or UDPD (in that order).
- XII. If the incident is a fire or rescue operation, and there is immediate EMS operation associated with that operation upon arrival, UD-1 will establish EMS operations and command if safe to do so. They will operate until relieved by the OIC or higher medical personnel.

15. Mass Casualty and Disaster Incidents

- I. UD-1 (or first arriving BLS) will establish Medical Command Sector, and if necessary, Incident Command Sector, as defined by the National Fire Academy Incident Command for Emergency Medical Services handbook.
- II. The Driver or senior member will be the OIC.
- III. UD-1 shall notify Fireboard of the MCI, if Fireboard has not already been contacted. UD-1, when possible, shall notify Fireboard of the Level of the MCI defined by the state of Delaware:

Level I MCI: 5 – 10 victims. This is a request for BLS and ALS.

Level II MCI: 11 – 20 victims. This is a request for BLS and ALS.

Level III MCI: Over 21 victims. This is a request for BLS and ALS.
- IV. UD-1 shall notify the Coordinator or in his absence the Co-Coordinator of the MCI. The Coordinator shall designate a member to notify all techs, drivers, and FPs of the emergency and have them respond as appropriate.
- V. Under the discretion of the OIC, members may respond via car if necessary.
- VI. UD-1's primary responsibility at an MCI is triage and treatment of patients.
- VII. In the event that the MCI/Disaster is involving any Hazardous Materials (HAZMAT), the office of Occupational Health and Safety will assume incident command and UDECU will still be responsible for triage and treatment.

16. Mutual Aid

- I. UD-1 will be dispatched by NCCFB on all mutual aid calls.
- II. UD-1 will ask for mutual aid when necessary.
- III. UD-1 will operate under state of Delaware Fire Chief's Law when acting at all mutual aid scenes.
- IV. UD-1 will act under the orders of the Fire Chief or his designees on all mutual aid scenes.
- V. When no chief is present on mutual aid scenes, the driver of UD-1 will act as the officer in charge (OIC), while the technician is responsible specifically for patient care.
- VI. Members on UD-1 will not engage in fire suppression or rescue activities at a mutual aid scene unless directed by the OIC.

17. Critical Incident Stress Debriefing

- I. The crew chief will notify the Coordinator of all CISD incidents or those that have the potential to become CISD incidents.
- II. The Coordinator or his representative will notify appropriate UDPD officials of the incident.
- III. A critical incident is defined as any incident that inflicts or has the potential to inflict or influence the responders in a negative way, either psychologically or physically. The incident is not limited to large incidents or traumatic events, but to those events that may have adverse and reoccurring effects on rescuers.
- IV. If no team from UDPD is available, or additional help is required, the Coordinator or designee will contact NCCFB and request the CISD team at the appropriate location.

18. Incidents of Exposure and Injury

- I. The affected member will notify the Driver of the call immediately, as well as the Coordinator.
- II. Prior to leaving the receiving facility the Driver of the call shall notify the triage nurse.
- III. The Coordinator will contact the appropriate UDPD personnel regarding exposures or injuries and request they notify OHS.
- IV. A State of Delaware exposure or injury form must be filled out by the member exposed or injured.
- V. If the Driver is injured, their responsibilities will be handled by another UDECU driver, a UDPD officer, or handled by NCCFB.
- VI. If the Technician is injured, their responsibilities will be handled by another UDECU Technician, by the Driver (a UDPD officer will then drive), or handled by the NCCFB.
- VII. If necessary, contact mutual aid for additional injured subjects.

19. Suspension and Grievance Process

- I. The Coordinator may suspend an active member from UDECU activities if an action or offense is committed where a suspension is deemed necessary under the acting Coordinator or Co-Coordinator.
- II. If necessary, the advisor may suspend the Coordinator should an infraction occur. This SOP will apply in its entirety for the Co-Coordinator as well.
- III. The suspension period is to be no shorter than six hours and no longer than 14 days.
- IV. If the infraction requiring a suspension is longer than 14 days, the appropriate person must file a grievance and follow grievance procedures as stated in the UDECU by-laws.
- V. A suspension may be warranted for, but is not limited to, reckless or unsafe driving, inappropriate patient care, conduct unbecoming a member, or a disregard to UDECU SOPs or by-laws.
- VI. The discretion and decision of the Coordinator (or Co-Coordinator) is final.
- VII. If a suspension is handed down, a memo will be written about the incident, including date and time, infraction, member(s) involved, and witnesses. A copy will be placed in the file of the person(s) suspended and one will be given to the advisor.
- VIII. This SOP is to discourage unnecessary and frivolous grievances.

20. Media and Press Releases

- I. Only the Coordinator and the UDPD Public Information Officer are allowed to make official statements.
- II. If the Driver or Technician feels that a call may elicit a strong reaction from the press, the Driver or Technician will notify the Coordinator following the call.
- III. The Coordinator will notify the PIO and advisor, if necessary, who may then notify the Chief of UDPD.

21. Litigation

- I. All serious calls that may result in litigation should have an extensive incident history report filed for that call.
- II. UDECU members who are subpoenaed should initial the subpoena and return it to the appropriate agency.
- III. If representing UDECU, members will act and dress accordingly while under deposition or in a court of law.
- IV. If any UDECU member has legal action taken against them, notify the Coordinator, who will then notify the Advisor and the Chief of UDPD.
- V. No run reports or any other type of document or information may leave the UDECU files without a subpoena from a court of law.

22. Ride-Alongs

- I. A non-member may ride along with prior approval from the Coordinator.
- II. All ride-alongs will be scheduled through the Coordinator and may not take the spot of a member already signed up for that time period.
- III. All ride-alongs must sign a witnessed waiver before riding and all minors must also have their guardian's signature.
- IV. All ride-alongs will follow the Standard Operating Procedures of UDECU.

23. Bike Team

- I. A Bike Team will be present at all Standbys where appropriate.
- II. When staffing for a Standby, the Bike Team will be comprised of one Bike Team Leader (on UD-Bike-1) and any other member with a currently valid NREMT-B certification or higher (on UD-Bike-2).
- III. The primary purpose of the EMS Bikes, when not at a Standby, is to get the duty crew to the ambulance.
- IV. The secondary purpose of the EMS Bikes, when not at a Standby, is to get the duty crew to the patient.
- V. A tertiary use of the EMS Bikes is to get an off-duty, cleared Bike Team Leader to a critical patient to initiate care that, in the best judgment of the member responding, will either save, preserve, or increase the long-term quality of life. If a cleared Bike Team Leader is responding, one additional member may accompany him/her at the discretion of the Bike Team Leader.

24. Bike Team Skills Assessment

- I. Each member seeking to be cleared to lead a Bike Team must successfully complete this Skills Assessment as administered in accordance with Article 5, Section 6 of the By Laws.
- II. The candidate will demonstrate safe and effective operation, with due regards for human life and well-being, of the EMS bikes with lights and sirens.
- III. The candidate will demonstrate knowledge of positioning on scene to allow for access and egress of a responding transport unit.
- IV. The candidate will demonstrate, via scenarios or field experience, an ability to determine whether a patient requires transport, and whether simultaneous ALS dispatch is appropriate.
- V. The candidate will demonstrate, via scenarios or field experience, an ability to administer basic medical care for a variety of illnesses and injuries, including but not limited to the following – mild, moderate, and severe bleeding; severe allergic reactions; and partial and complete airway obstructions.
- VI. The candidate will demonstrate, via scenarios or via the training session referred to in subsection ii. of Article 5, Section 6, proficiency using portable radios.
- VII. The candidate must participate in at least three emergency responses, using lights and sirens, with a cleared Bike Team leader.
- VIII. A Technician or Driver who has completed an approved EMS Bike Team Training course will be considered to have completed all requirements for becoming a Bike Team Leader.

25. First Response Vehicle (UD-2)

- I. The first response vehicle shall primarily be used to get a Driver (Level 5) or a Technician (Level 4), provided the Technician has Delaware Emergency Vehicle Operator, to the UDECU Garage in the event of an emergency dispatched by New Castle County Fireboard.
- II. The First Response Vehicle may respond to a scene with a Driver (Level 5) in the following circumstances. If a Technician cannot be obtained, and in the event a Police Officer or Alumni is unavailable to act as a Driver. In doing so, the Driver must make a conscious effort to contact all Technicians and Drivers before responding to the scene. This may only be done for Charlie, Delta and Echo Calls. UD-2 may not transport.
- III. When responding the Driver (Level 5) shall advise UCOMM on UDPD-1 (or otherwise designated channel) 10-8,10-2,10-19 upon clearing the run and 10-7.
- IV. The previous statements shall apply to a Technician (Level 4) if they have passed the Emergency Vehicle Operator course and approved to respond via FRV.
- V. At no time shall the driver of UD-2 use a cellular phone while UD-2 is in motion.

26. First Responder (FR) Driver Training Requirements

- I. In order to drive UD-2 in an emergency capacity, the operator must be a Technician or Driver. The operator must have completed the Delaware State Fire School's Emergency Vehicle Operator's course and be certified by the State of Delaware as an Emergency Vehicle Operator. The operator also must have completed a defensive driving course.
- II. Any member may take UD-2 to an official event (i.e. Ambulance Association meetings, trainings, etc.) The member must request permission from the Director of Equipment if they wish to use the first response vehicle. If he/she is not available then the Coordinator may be contacted for permission.

27. Seatbelts

- I. All personnel while on-board UD-1 or UD-2 shall be restrained using a seatbelt.

28. Response to Calls for Service

- I. When dispatched to an emergency, UD-1 shall respond in the following manner:

Omega Runs – UD-1 shall respond without lights or sirens following all applicable traffic laws.

Alpha Runs – Response to Alpha runs is at the discretion of the Driver. Lights and sirens shall be used in extenuating circumstances when patient care can be impacted by a lights and sirens response. Extenuating circumstances include but are not limited to: heavy traffic, a call pending for an extended period of time prior to response, a long distance to travel or a request by UDPD to increase response rate. When there is not a benefit to patient care by a lights and sirens response, such as an alpha inter-facility run (33A1), where the patient is already in the care of a medical provider, UD-1 shall respond without lights and sirens.

Bravo, Charlie, Delta, Echo – UD-1 shall respond lights and sirens to all emergencies coded with these PMDs. At all times the Driver shall respond with due regard for the safety of his/her crew and the public.

29. Alcohol Policy

- I. All Crew members shall cease consumption of alcohol a minimum of six hours prior to the beginning of participation in EMS activities.