



# Walsh Ambulance Service Policy and Procedures - 2016

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This document gives policy and guidance to our Emergency Medical Services Personnel for many circumstances. While it is impossible to plan for every event this will be our basis for operations.

Walsh Ambulance Service

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# Thinking and Acting like a Member of the Walsh Ambulance Service

Always be prepared for an emergency response:

1. Carry your radio - Number 1 on your list should be "how will I know there is a run"? This is done via the radio. Wear it at all times you are awake and keep it near your bed at night. Radios are to be worn at all times. Radios are expensive and the member's lifeline to the Walsh Ambulance Service, treat them with care. Don't turn it down; unless you are somewhere it might be a distraction. You can't do your job on the Ambulance Service if your radio is at home while you are away, or in your car while you are in the store, or when it is turned off. Don't be complacent – emergencies can occur at ANY time.
2. Park your car in such a manner that you can immediately respond – When responding to runs from home you must park so that at any time of the day or night with family and friends vehicles around, you can always get out of your parking area without having to move other vehicles. It is recommended that you back in so that in a time of rush you do not have your vision blocked by the back of your vehicle when you try to exit. This means possibly backing over someone, or something, or backing out onto a busy roadway, plus turning a vehicle can be time consuming.
3. Keep your gear with you at all times - Should you change vehicles take your gear along with you. Carry your GEAR at all times. GEAR means, radios, backup clothing, and your Jump Kit if you have one issued. You can't do your job without having the proper equipment; your equipment could mean the difference between life or death for a member of our community.
4. Lay your clothes in the same location at night for quick and easy access - Basically LAYING YOUR CLOTHES OUT means having clothing ready to put on before leaving your home to go on a "run" after being awakened by your radio for the nighttime incident. After the alert you do not need to bathe, brush your teeth, comb or brush your hair. The only things you must do are to dress appropriately for the "run", take your gear, and respond to the call. The caller really doesn't care what you look like for the 3:00am call, just that you are trained and PREPARED to handle their crisis. Learn to leave your keys in the same spot all the time.
5. WINTERTIME - be PREPARED for cold weather - you might add your winter coat somewhere along the path from your bedroom to your vehicle and dress before you go outside. Practice putting on your clothes in the dark so you don't disturb your spouse by turning on and off the bedroom lights. If you wear eyeglasses have those nearby if you need them to drive, or if you wear contacts put them in for the run.
6. Respond to as many calls you are dispatched to as possible - Making yourself AVAILABLE to make the runs, doing your duties and responsibilities to remain an active member is very IMPORTANT in being a member of this Ambulance Service. Yes, it does mean you might have to leave your family and friends during a meal. Yes, it does mean you have go on a "run" while having a Birthday party, or during the time you are opening your Christmas gifts or having a Thanksgiving feast with your family. Yes, it also means getting out of your cozy bed in the middle of the night during inclement weather. It is your duty to make yourself AVAILABLE to help those in need of your/our services. In short, this is what it means you pledged- "you will be there for others no matter what circumstances in

their time of need".

7. **RESPONDING ON RUNS** - Simple rules when **RESPONDING ON RUNS**; leave from home go to scene if you are close, or go to the station to staff the appropriate ambulance or for standby. Listen to dispatch, take the apparatus that is dispatched or told otherwise by a Command officer.
8. **GETTING CREDIT FOR THE RUN** - After all runs where apparatus has responded go to the station to clean equipment and apparatus. You will only get credit for attending runs if you participate in clean up duties.

A. How to think when a call comes in:

1. No matter what type of emergency it is, always try to visualize the scene - It will allow you to prepare for tasks that may be assigned to you once you arrive
2. Prepare yourself for the worst, this enables you to learn something new
3. Always respond to the address dispatched first
4. Know where you are going: - Know major street names and important mile markers.
5. At night when you are close to the address observe for the building or house with outside lights on.

B. Treat the customer and the customer's property with respect.

1. Wipe your feet when entering their homes especially on customer service calls.
2. Take your shoes off if necessary.
3. Protect their personal property as if it was your own.
4. What you see and your opinion of what you see in someone's home or business should be kept to yourself.
5. No horseplay, smoking, etc. on emergency scenes.
6. **Our essential mission and #1 Priority is to deliver the best possible service to our customers.**
7. Listen carefully to understand the customer's position, perspective and needs.
8. Give the customer your exclusive attention.
9. Be careful of what you say and how you say it – practice verbal etiquette.
10. Say Thank You.
11. Use a positive, friendly tone of voice and body language.
12. Use supportive and encouraging language that the customer understands.

13. Indicate you understand and care.
14. Reflect professional concern and guide the customer through the problem-solving process.
15. Be courteous and polite - be a sweetheart.
16. Be gentle with the customer.
17. Ask the customer about their needs.
18. Try to make the customer as comfortable as possible.
19. Take whatever time is required to establish positive interpersonal contact.
20. Explain what happened, what you are doing, and what you think the outcome will be in clear, plain language.
21. Spend extra time with the customer/family when appropriate.
22. Don't use excessively technical language.
23. Avoid value judgments that reflect your personal perspective/opinion.
24. Whenever possible, ask the customer how you can construct a response to fit their needs.
25. Ask them what is important to them.
26. Ask them what will make them feel better.
27. Design and extend the service in your professional terms.

C. Meetings - There are two types of meetings;

1. Board meetings are where policy and personnel decisions are made.
2. EMS meetings are for the general membership; to have input into the budget, by-laws, policy, projects and personnel issues.
3. It is important that members attend meetings. Your input is considered in the decision making process because you are part of an important team.
4. Meetings are a place where team members communicate among each other, so the team can improve itself for the future.
5. Work details are items such as cleaning ambulances, the station, equipment etc.
6. You are able to perform tasks that aren't usually done on a regular basis.
7. On occasion you are asked to report to the station to help with a special detail.

8. Work details are usually not planned.
9. The more that show up, the sooner the task can be completed.

D. What does customer service do for us?

1. Secures and maintains adequate resources and benefits.
2. Happy customers, bosses, citizens and workers
3. Brings out the best in us
4. Provides positive job satisfaction
5. It's the right thing to do
6. Places us in the best position with our customers
7. Completes our basic customer promise
8. It's fun to be good and to do good
9. Doing it right the first time eliminates bad press, liability, lawyers, lots of meetings, and extra paperwork.
10. It saves lives and lots of other stuff that is really important to our customers
11. Protects Our Image And Reputation

**IMAGE IS EVERYTHING – WE ARE WHAT WE ARE - PERCEIVED  
PERCEPTION IS REALITY!**

1. When you display our identification on your vehicle you are on duty.
2. When you display our identification you are a representative of this ambulance service and all of its members.
3. When you wear any part of our agency uniform you are on duty.
4. When you wear any part of our agency uniform you are a representative of this ambulance service and all of its members.
5. When you are away from home you may wear Walsh Ambulance Service clothing that is clean and free of holes.
6. Regardless of what you think, the public is watching – you are always “on stage”. Make sure you do not represent Walsh Ambulance Service in any form if you are going out drinking, partying, or some form of adult entertainment. During drinking, partying, or such activities you are asked not to have your radio and not to respond. If you go to the Bar or similar place where drinking is occurring, as a Designated Driver and do not drink you are still asked not to respond as it gives the appearance to

unknowing citizens that you could be under the influence. Don't be doing something that embarrasses the ambulance service while wearing Walsh EMS identification.

7. Your personal appearance reflects on the Ambulance Service. Sloppy looks and poor personal hygiene gives the public a poor impression of the ambulance service. Clean clothes, clean-shaven and a neat appearance give the public a good impression.
8. Drive respectfully in your personal vehicle if it in any way symbolizes the ambulance Service (i.e. lights, stickers, etc.) Speeding, honking, reckless driving, and destruction of property, (i.e. yards, ditches, driveways, etc.) is not tolerated.
9. At all times be aware of how your image and actions in the public is not only closely watched by the public, but also a direct reflection of the ambulance service.
10. Know what to do on an emergency response, how to do it, and where equipment is on the ambulance.
11. Training sessions are not usually conducted on an emergency scene.
12. Become familiar with and competent in operating all of the equipment.
13. USE YOUR COMMON SENSE!
14. THINK BEFORE YOU ACT!
15. If you see a problem, a mess, or something broken and you pass it by without acting, you are just as responsible as the person who did it and left it there.
16. Full trashcans, dirty dishes, messy or dirty floors, or trash in the parking lot is EVERYONE's responsibility. Every member of the ambulance service should take care of the taxpayer's property.
17. The Ambulances should be washed when they are dirty and vacuumed and cleaned out when needed.
18. Don't assume that "it's someone else's job" or "someone else will do it". Everyone is responsible for the upkeep and appearance of the ambulances and the station.
19. Don't wait to tell someone. If you see anything wrong, act immediately. Correct the situation if you are able or contact someone who can. Big problems usually started as small ones and nobody took the time to mention it to someone.

#### E. How to use Walsh EMS Buildings

While at the ambulance barn:

1. Turn off unnecessary lights/equipment
2. Leave the radios set the way they are...or return them to such after using them.
3. Sit on chairs instead of the tables, countertops or windowsills.
4. Keep food and drinks away from computers and other electronic devices.

5. If there are people working on the computer, be courteous and take your conversation to another room.
6. If you use the last of something or notice supplies getting low, tell someone or refill the supplies yourself or put the items on the list of things that needs to be ordered.
7. Flush the toilet after each use.
8. Clean up after yourself (throw away your trash, etc. unfortunately we can't afford a maid service).
9. Even if you didn't make the mess.... take pride in the building and clean it up.

When leaving the ambulance barn:

1. Turn off the lights.
2. Turn the thermostat up or down (according to the season)- auto thermostats are not to be adjusted
3. Make sure the door shuts completely behind you and is locked.

F. Proper use of Walsh EMS Phones:

It is sometimes hard to remember that we are a business that provides service to customers, so we need to be professional when answering and using the phones. Even if you think you know who may be calling, answer each phone call professionally. An example would be "Walsh Ambulance, (name) speaking". Be proud of yourself and the ambulance service that you represent! The phone calls that we answer are our links to the public... we do not want a bad public image!

The Walsh Ambulance and Walsh Fire Departments share a line. The number is 719-324-5566 so remember that you may be taking messages for another agency.

1. If you take a message, be thorough. Get their name, their phone number, what they want and make sure the message is relayed to the proper person. Print legibly.
2. Do not use the telephone for excessive personal reasons.
3. Long distance calls maybe made as our plan includes free nationwide long distances. Do not make international calls as they are not included in the plan.
4. Always use a phone directory or the internet versus dialing 4-1-1.

Personal Cellular phones can be used on scene but for professional services only. You should not be taking or making personal phone calls while on a run. There should be no texting for personal reasons or while driving the ambulance.

### **RESPONDING TO CALLS:**

1. Only members of the Walsh Ambulance Service shall be authorized to respond to calls. The two exceptions to this guideline are:

- A. If qualified people are not available in an emergency situation and a delay may cause harm to a patient, then the best qualified people may operate the ambulance until fully qualified people are available and arrive on scene. *Reference Colorado Revised Statute §25-3.5-202.*
  - B. Students who are currently enrolled in an E.M.T. class or are conducting their ride along after an E.M.T. class are allowed to respond as observers only.
2. When a call is received, all members available are to respond to the ambulance barn. Use your radio to announce you are responding to the ambulance barn. There is one exception to this guideline:
- A. If the ambulance is en route and the address you are responding to is closer, call the ambulance and let them know you are responding to the scene.
3. The following criteria are guidelines in determining which member will be in Command when responding to a call.
- A. Walsh EMS has adopted the National Incident Management System to manage any and all incidents or events we are involved in.
    - 1. Part of the National Incident Management System is the Incident Command System. All members must complete FEMA independent study ICS 100, ICS 200, ICS 700 and ICS 800.
    - 2. FEMA independent study courses can be taken online by going to <http://training.fema.gov/is/crslist.aspx>
    - 3. These courses completion certificates shall be kept on file with the EMS Chief.
  - B. The member with the most experience or the EMS Chief will lead the team at the appropriate level of management within the ICS structure.
  - C. The member or Chief must be on the scene and maintain command during the care of and transport of the patient. The exception would occur if a more experienced provider arrives on the scene by private vehicle the more experienced member assumes patient care or is passed patient care.
4. The member in Command or EMS Chief will take care of the following duties:
- A. Oversee the safety of all individuals at the scene.
  - B. Oversee the treatment of all patients
  - C. Observe and gather information pertaining to the patient and the scene.
  - D. See that all patients at the scene are treated.
  - E. Assist in the hands on treatment only when necessary.

- F. Upon arriving at the receiving facility, provide all necessary patient information to the receiving medical team.
  - G. When called upon, provide help to the receiving facilities medical team.
5. At least two (2) Personnel shall be present when the ambulance leaves the Ambulance Barn with at least one being an EMT. However, if conditions dictate, a physician, registered nurse may or Family Nurse Practitioner may serve in place of the EMT.
  6. If one (1) EMT or driver responds directly to the scene the ambulance is notified, the ambulance may leave with only one member of the service on board.
  7. When the ambulances are out of the area, members shall respond to emergency calls directly by personal vehicle and may provide patient care. Jump kits are located at the ambulance barn for this purpose. Due to their remote location some members will be issued Jump Kits to be kept at their home or in their vehicle. Members will remain with the patient until an ambulance is on scene and patient care has been turned over to someone certified at the same level or higher and a patient care report, verbal or written, is given to the relieving patient care provider.
    - A. If all three ambulances are out of the service area. Engine 90, and Engine 95 has medical equipment on it but cannot conduct transport.
  8. The use of alcohol or other mind altering drugs by a member prior to or while providing patient care, driving or being on call is strictly prohibited. If a member is suspected of being intoxicated or under the influence of drugs the EMS Chief shall be notified immediately and a Drug or Alcohol test will be conducted. If the member refuses the test he/she will be terminated immediately. If they take the test and fail the tests they will be immediately suspended and will no longer be able to respond until the EMS Chief, Medical Director, and Hospital Board can determine an appropriate course of action which may include termination.
  9. When dealing with combative patients, if the member is unable to provide the appropriate care to the patient without potential injury to themselves, efforts to provide treatment should be discontinued and the appropriate law enforcement agency shall be notified. Only after the threat of potential injury has been removed should efforts to provide treatment continue.
  10. The Walsh Healthcare Center will keep on file the following from each member.
    - A. Application for Employment
    - B. Background Check Form and Results
    - C. Affirmation of Legal Work Status
    - D. Form I-9 (Employment Eligibility Verification)
    - E. Form W-4
    - F. EMT/EMR License and other healthcare related certificates

- G. ICS 100, 200, 700, 800 and other ICS or NIMS Certificates
  - H. Current Driver's License
  - I. CPR/First Aid Cards or Certifications
  - J. Policy Acknowledgement Form
  - K. Summary of Privacy Policies for Staff
  - L. Designated Medical Provider Acknowledgment Form
  - M. Statement of Confidentiality for Employees
  - N. Hepatitis B Vaccination Record or Declination of Hepatitis B
  - O. Mantoux Text Worksheet
11. The Walsh Healthcare Center will maintain a current list with contact information of each member of the Walsh Ambulance Service.

## **VEHICLE OPERATIONS**

1. The drivers of the ambulance shall have a valid Colorado Driver's License along with training in CPR and First Aid. Drivers must also take a driving course for emergency vehicles. This class is conducted in-house yearly. The characteristics of the ambulance are such that only experienced drivers of a van type vehicle should operate it. The driver of the ambulance shall be directly responsible for the safe operations of the vehicle.
2. Seatbelts will be used at all times by anyone in the driver's compartment of the ambulance. Seatbelts should be used in the patient care compartment of the ambulance when applicable to do so. The driver of the ambulance shall not move the emergency vehicle until all personnel in the driver's compartment are seated and seat belted.
3. Patients should be secured with all restraints including shoulder straps when being transported. In the event the patient refuses to be secured to the cot or by seatbelt, it should be noted in the patient care report. Children less than 40 pounds should be restrained with the proper restraint device during transport if they are not mobilized on a long spine board or pediatric immobilization board. The long spine board or pediatric immobilization board will be secured to the cot and locked into place prior to transport. The Ferno Pedi-Mate is available in all ambulances and the five-point harness system should be utilized during transport.
4. Walsh EMS vehicles shall only be operated by members of Walsh EMS, Walsh Healthcare Center, and authorized maintenance personnel, and members of the Walsh Fire Department and Law Enforcement when requested. The member in Command can make the decisions who to allow to drive the ambulance in an emergency situation.
5. Smoking is prohibited inside any Walsh Ambulance and is prohibited inside the Station.
6. Vehicle headlights shall be utilized by all ambulances in both emergency and non-emergency driving

situations.

7. Ambulances shall use the parking brake when parked whether in or out of the station.
8. No equipment shall be operated and no apparatus shall be driven by a driver under the influence of alcohol or drugs.
9. During emergency responses, drivers shall bring the emergency vehicle to a complete stop, prior to proceeding, for any of the following.
  - A. Red traffic lights or stop signs
  - B. Blind intersections where there is no traffic control devices (stop signs, stop lights)
  - C. Prior to entering a controlled intersection (traffic lights, stop signs) when traveling in oncoming lanes or on a painted or raised median.
  - D. When other intersection hazards are present.
  - E. When encountering a stopped school bus with flashing red lights and/or with deployed stop signal arm (stop sign).
  - F. Prior to crossing railroad tracks.
  - G. When directed by the member in Command or a law enforcement officer.
  - H. After stopping at a red light or stop sign account for all lanes of traffic prior to proceeding.
10. During non-emergency travel, drivers shall obey all traffic control signals and posted speed limits.
11. During emergency responses the posted speed limit may be exceeded in accordance with *CRS §42-4-108*. Exceeding posted speed limits shall only be conducted in favorable conditions, meaning only with light traffic on the roads, good road conditions, good visibility, dry pavement, and no road construction. When exceeding the posted speed limit speeds must be “reasonable and prudent”.
  - a. In School Zones and Construction Zones the posted speed limit will not be exceeded under any circumstances.
12. Private vehicles of members of the Walsh Ambulance Service may be equipped with a Red flashing, rotating or oscillating light. In addition to the red light a combination of white and red lights maybe used in combination thereof in accordance with *CRS § 42-4238 and CRS §42-4-222*.
  - a. Members who operate with any emergency lighting must have a permit from the Department of Revenue. The request for permit must be signed and submitted by the EMS Chief.
  - b. Lights shall be mounted as high as possible and should be visible 360 degrees around the vehicle and visible for 500 feet in normal sunlight conditions.
  - c. Members who affix their personal vehicles with emergency lights and sirens will operate them under the same policy as an ambulance set herein.

13. Lights and sirens shall not be used for any other purpose other than official use.
14. When responding emergent with lights and/or sirens turn signals will still be used to indicate to other drivers your anticipated actions.
15. Drivers of ambulances shall not text while driving and will not take or make personal phone calls while driving.
16. Drivers must make every effort to make their presence and intended actions known to other drivers.
17. Drivers must drive defensively and be prepared for the unexpected actions of others.
18. During emergency response, drivers shall avoid passing other responding emergency vehicles.
19. It shall be standard practice of the Walsh Ambulance Service to pass vehicles on the left.
20. The exception to passing on the left is if doing so would create a safety hazard greater than passing on the right.
21. The driver should place the ambulance on scene to protect personnel who may be working in the street and warning lights shall be used to make approaching traffic aware of the accident, At night, vehicle mounted flood lights and any other light available shall be used to illuminate the scene, with the exception of vehicle headlights which should be shut off when possible. The Ambulance wheels shall be turned so if it were struck from the back by another vehicle it would not push the ambulance into the scene where personnel could be struck. Caution should be used exiting and entering the ambulance on scene or near roadways, always check your mirrors for traffic prior to exiting. The ambulance should be positioned to protect workers on scene.
22. Use the parking brake when parking the ambulance on a call to engage the high idle on the ambulance.
23. Traffic vests must be used in accordance with *23 CFR 634* that mandates that anyone working in the right-of-way of a federal aided highway must wear high-visibility clothing that meets *ANSI / ISEA 107; 2004 edition class 2 or 3*. This requirement is for all emergency personnel including EMTs and Firefighters. Bunker gear alone does not meet the requirements of *23 CFR 634*. Federal aided highways are such as US Hwy 160, Colorado Hwy 89, 100, 116 and US Hwy 287. Walsh EMS furthers this requirement by requiring members to wear the safety vest when working in or near the right of way on any roadway.

#### **AMBULANCE DESTINATION AND USE:**

1. The primary use of the ambulance shall be to treat and transport the injured or sick patients who reside in or are visiting within the Walsh Hospital District boundaries from the scene of the accident or illness to the emergency room of hospital or medical facility.
2. The member who drives the ambulance will be responsible for making sure the ambulance is manned per our policies before leaving the ambulance barn, for obtaining complete information from the dispatcher and for operating the ambulance in a safe and prudent manner.

3. The primary care provider in command of the scene shall determine which medical facility to transport the patient to unless the patient or the patient's family request transport to a specific facility. For critical patients who need immediate emergency medical care they will be transported to the nearest medical center that can handle their injuries or illness. The member in command will also be in charge of determining what supplies may be needed for patient care.
4. The ambulance shall also be used to transport ill or injured patients from the Walsh Healthcare Center to other medical facilities or from other medical facilities to the Walsh Healthcare Center.
5. When the need arises, our ambulances may be used to respond to emergency mutual aid calls outside of the Walsh Hospital District boundaries. Our ambulances may also transport patients from Southeast Colorado Hospital District to other medical facilities and from other medical facilities to Southeast Colorado Hospital as needed.
6. If for any reason all of our ambulances are unavailable, Southeast Colorado Hospital District Ambulance Service shall be notified so standby coverage is available for the emergencies that occur in the Walsh Hospital District boundaries. Stanton County EMS can also be placed on standby to respond to Walsh Ambulance Service Calls.

#### **TWO BUTTES & VILAS MEMBERS**

1. Shall operate under the Walsh Ambulance Service and will abide by the rules and regulations set within the guidelines.
2. Shall monitor Walsh Repeater for dispatch to the scene, Communications to and from Springfield Dispatch will be on BACAMAC.
3. Shall be responsible for responding to calls in their area or as requested by other facilities or agencies.
4. Shall notify Walsh EMS when responding to a call.
5. Shall follow Walsh Ambulance Service Standing Orders and Protocols.
6. Shall follow directions given by the responsible facility and Medical Control.
7. Shall complete the necessary paper work / Reports and turn it in to the Walsh Ambulance Barn within 72 hours.

#### **INFECTION CONTROL:**

1. Infection control measures shall be utilized by the member's when on calls that will expose them to a patient's blood or body fluids. Gloves, glasses, gowns and masks will be available on the ambulance for all personnel at all times.
2. Prior to starting an IV or Intubation, Safety glasses will be worn to protect the members from blood and other body fluids.
3. Gloves will be worn at all times.
4. Dirty laundry is to be double bagged before delivering it to the Healthcare Center. The dirty laundry

will be placed in a Yellow bag and then placed inside of a clear plastic trash bag.

5. Patient contaminated material coming from the ambulance will also be double bagged using the same method as described above with the exception of using a Red bio-hazard bag instead of a yellow one. This trash is to be delivered to the Healthcare Center for disposal.
6. If you believe you have been exposed you must report the incident to the EMS Chief, Assistance Chief or Captain who will assist in completing the Walsh Healthcare Center Exposure form and depending on evaluated risks testing may be conducted.
7. All personnel must report incidents to the Designated Infection Control Officer of their agency. All personnel should be advised to consult with their private physician as well. All health care personnel should always practice good hygiene before, during and after delivering patient care.

#### **DISPATCHED WITH FIRE & RESCUE:**

1. The ambulance shall respond with Walsh Fire, Vilas Fire, and Two Buttes Fire to all fires. The Incident Commander will determine staging points and when to release the ambulance back to service. The ambulance shall remain on scene until released by the Incident Commander.
2. From time to time members will respond to accidents involving the need for extrication. Engine 90 will be dispatched and will respond with Walsh EMS to all Motor Vehicle Accidents and other scenes that may require extrication. The Incident commander will maintain scene safety prior to patient contact.
3. The ambulance should provide Medical, Food and Water Rehab at the scene of fires as necessary.
4. The ambulance responds with fire departments for firefighter health and safety as well as the safety of the public and bystanders.
5. If the ambulance crews are shorthanded or require more help a member of the Walsh Fire Department may be asked to respond for assistance.

#### **MAINTENANCE AND RESTOCKING:**

1. When a run is completed the driver will be responsible for ensuring that the ambulance is cleaned out, and returned back to service while at the receiving facility. The Cot sheets, and pillow cases will be changed and the ambulance should be returned to service with the exception of restocking supplies used prior to leaving the hospital. This is to be completed while the member in Command completes the patient care report for the receiving facility. This ensures that the ambulance is cleaned and ready for the next call in case a call is received while en route to the station or the ambulance comes along an accident scene while returning to quarters.
2. Cleaning includes emptying the trash, cleaning the walls, windows and floors of the ambulance.
3. It is the responsibility of the EMS Chief to see that the ambulance is maintained in mechanical working order.

4. Yearly the ambulances will be checked by a qualified mechanic to ensure they are road worthy and in good working order. This is a preventative maintenance check and is required for licensure of the ambulance by the Baca County Board of County Commissioners.
5. The members on monthly station duty will be responsible for checking bags whose tags have been broken and checking medications and supplies for expiration dates as well as vacuuming and cleaning the class room, rest room, and Ambulance bays as well as washing ambulances as needed. This will help keep our ambulances clean, presentable and our station ready for visitors from the public.
6. As the ambulances are restocked after a call supplies in the store room will become low or may be used up completely. If you notice an item is getting close to being out or is out. Please write it on the "NEED TO ORDER" sheet on the clipboard in the Store Room.
7. The ambulance will be refueled at any point the fuel tank is nearing  $\frac{3}{4}$  of a tank. Each time we get fuel we should take this opportunity to clean the windshields.
8. Gallons of fuel and mileage will be logged in the book inside the driver's side door to ensure accountability and good record keeping.
9. Upon arrival at the station and completing the call windows should be cleaned as well as other locations of the ambulance that may need attention.

#### **RECORDS:**

1. The member shall keep adequate records and vital signs on the patient and make those available to the R.N. or physician at the receiving facility who will be caring for the patient.
2. A copy of these same records along with a patient care report shall be left at the receiving facility.
3. If a hard copy report is completed the EMS Chief shall also receive a copy of the documents. This is to be left with the EMS Chief or in a designated place. i.e., the locked box mounted on the North wall in the Ambulance bay.
4. Records will be as accurate and detailed as possible. If it is determined that a record was falsified it will be terms for immediate termination of your service.
5. Patient Care reports are legal documents and must be treated as so and be as detailed as possible. This is to ensure proper patient care and protect the member, Walsh Ambulance Service and Walsh Hospital District.

#### **SOCIAL MEDIA:**

1. Walsh Ambulance Service may utilize existing and emerging social media tools to provide information and interact with the public. Social media is broadly defined as internet-based communications technology that provides immediacy, interactivity, and sharing of information across multiple platforms.
2. The Walsh Ambulance Service encourages the use of social media, where appropriate, to further the goals and missions of the service.

3. The Walsh Ambulance Service and Walsh Hospital District has an overriding interest and expectation in deciding what is “spoken” on behalf of the service through social media.
4. Members may utilize social media while on duty while adhering to personnel operating policies.
5. Members may not use social media while responding to calls. The driver shall not use any electronic device which may distract the driver.
6. Members of the service shall not criticize or ridicule the Service, its policies, its officers or other members by speech, writing or other expression, when such speech, writing or expression:
  - a. Is defamatory, obscene, slanderous or unlawful; and/or
  - b. Tends to interfere with the maintenance of proper discipline: and/or
  - c. Damages or impairs reputation and/or efficiency of the service, or any member of the service.
7. Prohibited usage of Social Media by our members
  - a. Profane language or content
  - b. Content that promotes, fosters or perpetuates discrimination on the basis of race, creed, color, age, religion, gender, marital status, status with regard to public assistance, national origin, physical or mental disability or sexual orientation.
  - c. Sexual content or links to sexual content
  - d. Conduct that encourages illegal activities.
  - e. Information that may tend to compromise the safety or security of the public or public systems.
  - f. Images and/or video from incidents that have not been cleared for usage by the Ambulance Service.
  - g. Images and/or video of patients and graphic images.
8. The following information will not be released:
  - a. The names or addresses of victims or others involved in a call.
  - b. Opinions on calls, i.e., cause of accident, intoxication of driver, extent of injuries etc.
  - c. Anything regarding agency policies or procedures.

## **CRIME SCENE MANAGEMENT**

1. Walsh EMS will not enter a known crime scenes unless secured and asked to enter by law enforcement.
2. Walsh EMS may withdraw from any scene that they feel is unsafe and wait for law enforcement

personnel to arrive and secure the scene.

3. If dispatch is unaware that the scene is a potential crime scene, Walsh EMS shall notify dispatch and request law enforcement officers be dispatched immediately.
4. Walsh EMS technicians should avoid disturbing any item at the scene unless patient care requires it.
5. EMS technicians should carefully observe and document anything unusual at the scene.
6. Avoid cutting through holes in the clothing that may be the result of gunshot wounds or stab wounds.

### **CONSENT AND REFUSAL**

To ensure that patients are informed of potential consequences of their decision to refuse treatment and or transport:

1. Document the history surrounding the call, the mechanism of injury, and the patient's mental status.
2. Only patients who are conscious, alert, and oriented to person, place, and time, as well as of legal age (over 18) shall be considered for treatment and/or transport refusal. If the patient is under 18 the parent or legal guardian shall be contacted to determine treatment/transport refusal. If the patient is unconscious, unresponsive, or needs treatment the underage patient may be treated and transported on assumed care.
3. Patients should be informed of possible consequences of their decision to refuse treatment or transport.
4. Ensure that the patient understands the following information:
  - A. The release is against medical advice.
  - B. The release applies only to the current incident.
  - C. Walsh EMS should be requested again if necessary or desired.
5. The refusal section of the form should be witnessed by 2 people.
6. When possible, the patient should be left in the care of family, friends, or their legal guardian.
7. Also consider calling medical direction for advice or even to have the receiving physician talk directly to the patient.
8. Make several attempts to at least allow the technicians to do a detailed assessment.
9. **Document all finding, including vital signs, history, and mental status. (Remember! Documentation is crucial during refusal.) All treatment and/or transport refusals a trip report will be completed and will be documented in as much detail as possible.**
10. When dealing with an underage child that is not injured or ill, make every attempt to contact the guardian or parent. If they cannot be contacted, transport the child and the attending physician can release them.

### **MASS CASUALTY INCIDENTS**

1. A mass casualty is defined as: A mass casualty incident (often shortened to MCI and sometimes called a multiple-casualty incident or multiple-casualty situation) is any incident in which emergency medical services resources, such as personnel and equipment, are overwhelmed by the number and severity of casualties. For example, an incident where a two-person crew is responding to a motor vehicle collision with three severely injured people could be considered a mass casualty incident. The general public more commonly recognizes events such as building collapses, train and bus collisions, earthquakes and other large-scale emergencies as mass casualty incidents. Events such as the Oklahoma City bombing in 1995 and the September 11 attacks in 2001 are well publicized examples of mass casualty incidents.
2. Walsh EMS response to a mass casualty shall include notifying surrounding EMS and fire agencies for mutual aid. Consideration should be given to air ambulances, in particularly helicopter services to assist in the treatment and rapid transportation of critical patients from the scene of the MCI to an appropriate Healthcare Facility.
3. Local area hospitals shall be notified of the MCI and placed on alert. Many of the hospitals in the area have internal policies and will alert “off call” personnel to respond to the hospital to assist with the influx of patients.
4. Transportation to several different area hospitals should be considered to lessen the burden on any single medical facility and its staff.
5. During possible extended on scene operations, the MCI trailer housed at Springfield EMS may be requested by any member of the Walsh Ambulance Service or the Chief Nursing Officer or CEO of the Walsh Healthcare Facility.
6. Triage should be conducted by the first arriving personnel on scene. Triage tags should be attached to the patients and marked with the appropriate level of transport priority.
7. **Triage** is the process of determining the priority of patients' treatments based on the severity of their condition. This rations patient treatment efficiently when resources are insufficient for all to be treated immediately. The term comes from the French verb *trier*, meaning to separate, sift or select.<sup>[1]</sup> Two types of triage exist: simple and advanced.<sup>[2]</sup> Triage may result in determining the order and priority of emergency treatment, the order and priority of emergency transport, or the transport destination for the patient.

## INCIDENT SCENE REHABILITATION

1. The Incident Commander at an emergency incident or training activity shall be responsible to consider the circumstances of each event and make adequate and early provisions for the rest and rehabilitation of personnel.
2. Fireground or other Incident “Supervisors” shall maintain an awareness of personnel operating within their span of control and ensure adequate steps are taken to provide for each person’s safety and health.
3. The Incident Commander shall establish rehab when conditions indicate that rest and rehabilitation is needed for personnel working at the incident or training activity. Climatic or environmental conditions that indicate the need to establish rehab is a heat stress index over 90 degrees Fahrenheit or

wind-chill index below 10 degrees Fahrenheit.

- Time – including extended use of PPE and exposure to weather conditions
  - Complexity – Including crime scenes, and special teams incidents.
  - Intensity – Mental and/or physical stress at incidents such as major extrications, interior search and rescue, etc.
4. A rehab manager shall function within the ICS structure and report to the Incident Commander or the Incident Safety Officer (if established). In larger more complex incidents the rehab manager will report to the Medical Unit Leader or Logistics Section Chief.
  5. The rehab group shall be staffed by a minimum of one (1) BLS ambulance and crew. The minimum level of available care shall be BLS and the Incident Commander shall designate an EMT or Paramedic as Rehab Manager.
  6. For incidents that escalate to a higher alarm, a Chief officer should be assigned to the Rehab Group if possible.
    - Rehab shall be staffed with one (1) EMT or Paramedic for every 10 persons who are being concurrently rehabbed.
    - Rehab shall maintain one (1) BLS or ALS ambulance for every 15 persons who are being concurrently rehabbed.
  7. The Incident Commander will normally designate the location for rehab.
  8. If a specific location has not been designated, the Rehab Manager shall select an appropriate location.
  9. Multiple rehab locations maybe necessary if the incident is large or divided. In the event there is more than one location, it shall be given a geographic designation consistent with the location of the incident.
  10. Each rehab site shall have its own rehab manager.
  11. Rehab should be in a location that will provide physical rest by allowing personnel to recuperate from demands and hazards of the emergency incident or training activity. Specific criteria for selecting a rehab location include:

- Be far enough away from the scene that personnel may safely remove PPE and have their vital signs checked while receiving fluids and rest.
- Provide suitable protection from the prevailing weather conditions. During hot weather it should be in a cool, shaded area. During cold weather, it should be in a warm dry area.
- Large enough to handle the needs of the incident.
- Easily accessible by the ambulance.
- Enable personnel to be free from exhaust of apparatus, vehicles or equipment.
- Allow for prompt reassignment by the Rehab Manager as determined by the Incident Commander.

12. Rehab efforts should include the following

- Relief from weather conditions.
- Rest and recovery.
- Active and/or Passive cooling or warming as needed.
- Re-Hydration.
- Calorie and electrolyte replacement for longer duration incidents.
- Medical Monitoring (BP, Pulse Ox, Pulse Rate, Respiration Rate and Quality,).
- Accountability.

13. All personnel involved in emergency operations should be routinely evaluated in rehab. The following criteria should be used as a general guideline.

- After two 30 minute SCBA cylinders.
- After a single 45 or 60 minute SCBA cylinder.
- After 40 minutes of intense work without SCBA however, extreme weather or strenuous working conditions may decrease the intervals.

14. Personnel entering rehab shall rest for a minimum of 10 minutes. Rest time of greater than 10 minutes may be needed if the above criteria has been met.

15. Personnel requiring rest periods of greater than 30 minutes should be closely monitored for medical conditions.

16. Those who exhibit problems with the baseline medical assessment after 30 minutes should be treated

following EMS protocols and may require transport to a medical facility.

17. Personnel requiring more than one hour of rest shall be released from duty and transported to a medical facility for evaluation and treatment.
18. Personnel should re-hydrate with at least 16 ounces of water during each SCBA cylinder change.
19. For scheduled events, personnel should pre-hydrate with at least 16 ounces of water within two hours prior to the event.
20. During heat stress, personnel should attempt to replace at least one (1) quart of water per hour. Plain water or commercially prepared beverages which replenish electrolytes are the preferred beverages for rehydration during rehab. Caffeinated beverages such as coffee or tea to aid warming during cold weather may be consumed, but these should be used sparingly and are not to be considered as rehydration
21. EMS personnel assigned to rehab shall have the authority to use their professional judgment to keep members in rehab or to transport them for further medical evaluation or treatment. EMS personnel shall be alert for the following:
  - Complaints of chest pain, dizziness, shortness of breath, weakness, nausea, or headache.
  - General complaints such as cramps, aches, and pains.
  - Symptoms of heat or cold related stress.
  - Changes in gait, speech, or behavior.
  - Changes in alertness and orientation to person, place, time.
  - Vital signs considered abnormal based on local EMS protocols.
22. Personnel who are symptomatic or with abnormal findings shall receive additional monitoring during rehabilitation.
23. Any non-emergency injuries (sprain, strain, laceration, etc.) treated in rehab other than fluids, food, and/or rest shall be documented on the form.
24. All rehab evaluations shall be documented on the appropriate rehab form.
25. Any/All rehab reports involving mutual aid or automatic aid personnel shall be made available to their respective departments.

## **WALSH FIRE AND EMS RADIO REPAIR & MAINTENANCE POLICY**

Walsh Fire and Walsh Ambulance Service share many of the same personnel and in turn much of the equipment issued by one agency benefits the other agency.

This policy is to set policy and procedure on radio maintenance, repair and replacement as well as use.

1. Many members who are firefighters also serve on the ambulance as EMTs, First Responders or Drivers. Walsh Ambulance and Walsh Fire in coordination with the Walsh City Council and the Walsh Hospital District Board have developed a policy/procedure for sharing in the cost associated with maintaining subscriber units on the Statewide Digital Trunked Radio System.
2. This policy/procedure only pertains to 800MHz DTR radios.
3. Walsh Ambulance and Walsh Fire both benefit from larger orders of accessories, including batteries as the vendors offer cost savings. When an order for accessories or batteries from both agencies is placed the Vendor must bill out each individual agency for the amount of batteries that the agency has requested. Once the items are received by Walsh Fire or Walsh Ambulance the equipment will be split accordingly and given to the other agency. Each agency shall be responsible for managing the distribution and required tracking after that point.
4. The Walsh Ambulance Service Chief and Walsh Fire Chief will maintain a list of radios that are issued to each member on each service. This list will be divided as equally as possible based on who is issued the radio and what agency or agencies the member is with. The Ambulance Service Chief and Fire Chief must agree on who will be the “sponsoring” agency for the particular radio the member is carrying. The “sponsoring” agency will be responsible for all costs associated with that radio including but not limited to maintenance, repair, battery costs, replacement costs for the radio, charger, and or accessories, as well as possible any fees imposed by CCNC or the State of Colorado in the future.
5. The Ambulance Service Chief and Fire Chief shall have the flexibility and ability to modify the list as new members are added to agencies, as members leave one or both agencies. The list shall be updated as soon as possible and a copy sent to the Ambulance Service Chief, Fire Chief, City Clerk and Hospital District Chief Executive Officer (CEO).

## **OFFICERS OF THE WALSH AMBULANCE SERVICE**

The Officers of the Walsh Ambulance Service shall be

One Chief

One Assistant Chief

Three Captains

Three Lieutenants

Officers are appointed by the EMS chief. The appointed individual must accept the position. If at any time the Officer steps down or does not accept the nomination a replacement officer will be appointed by the EMS Chief. The officer group may meet and discuss who to appoint as the officer. Officer Positions are reviewed yearly at the end of December and are appointed at that time for the following year.

The EMS Chief is responsible for the overall operation of Pre-Hospital Care and Services within the Walsh Hospital District.

The EMS Chief....

- Works directly with the Walsh Hospital District Administrator
- Maintains the necessary records and reports required to operate an ambulance service as required by the EMS Division of the Colorado Department of Public Health and Environment

- Maintains necessary records and reports required to bill out ambulance runs.
- Maintains the ambulance vehicle and all necessary equipment associated with providing emergency medical services.
- Is responsible for conducting monthly meetings
- Is responsible for conducting training and exercises
- Maintains the records of each member's certification, training hours, hepatitis B documentation, and all other documents required by the Walsh Hospital District.
- Assist the public and other professionals with complaints and problems
- Works with Fire/Rescue units
- Coordinates mutual aid responses
- Provides general supervisory oversight to the EMS group. Any disciplinary proceedings necessary shall fall within the scope of his/her authority.
- Responsible for recruiting, teaching and training new members.
- Is responsible to designate a substitute to act in his/her absence. (Assistant Chief)
- Is responsible for developing and maintaining a yearly budget. This budget shall include an operating and capital outlay budget.
- Acquire bids for EMS Purchases and purchase items on behalf of the Walsh Ambulance Service.
- Oversee building maintenance issues at the three stations in regards to EMS.
- Maintain minutes of each EMS Meeting.
- Act as a liaison between the membership and the Administrator and Board of Directors.
- **Compensation.** The compensation will be set by the Board of Directors.

The Assistant Chief will assume all duties and responsibilities in the absence of the EMS Chief. In addition the Assistant EMS Chief will...

- Assist the EMS Chief in development of a training program
- Assist in the maintenance of ambulances and equipment and ensure operational readiness.
- Assist the EMS Chief in maintaining records to ensure continuing education credits for personnel.
- Work on special projects assigned by the EMS Chief
- **Compensation.** The compensation will be set by the Board of Directors.

Captains – The Walsh Ambulance Service will have three captains. One Captain will be located at each station to include Walsh, Vilas and Two Buttes.

Captains will...

- Ensure monthly checks are completed and conducted by his/her crew to ensure that the ambulance and equipment on the ambulance are operationally ready.
- Ensure that members assigned to their response area/station have completed required reports/paperwork and that it has been turned in to the EMS Chief or Assistant Chief.
- Ensure that patient care meets or exceeds Walsh Ambulance Service Expectations by conducting after action reviews and CQIs of runs in their district.
- Conduct outreach in the response areas to recruit additional First Responders, EMT's and Drivers to ensure enough personnel are available to respond to calls.
- Ensure coverage of EMS Personnel in their response areas.
- Provide patient care to sick or injured personnel.
- Captains report directly to the EMS Chief or the Assistant EMS Chief in the Chiefs absence.
- Ensure that personnel are competent on their skills and abilities.
- Keeps the EMS Chief advised of incidents and problems within the captains response area.

- **Compensation.** The compensation will be set by the Board of Directors.

Lieutenants – The Walsh Ambulance Service will have three lieutenants that will act in the absence of the captain.

Lieutenants will ....

- Ensure proper operation of the apparatus to and from calls
- Ensure equipment placed within the public such as AEDs, Trauma Kits etc are maintained.
- Assist the Captain in ensuring that coverage is available at all times in their response areas.
- Report directly to the Captain
- Coordinate with Members of their respective response areas to ensure member's trauma kits are up to date.
- Coordinate with Members of their response areas to ensure they have proper equipment and uniforms.
- Oversees and ensures maintenance and cleaning of the station and ambulances is performed and is satisfactory.
- Assist new members on becoming familiar with apparatus.
- Perform Employee training when directed
- **Compensation.** The compensation will be set by the Board of Directors.

## AWARDS AND CITATIONS

**Awards and Citations are a way to show what you have accomplished in your career in EMS. You can nominate someone for an award by writing a letter to the EMS Chief stating the date and approximate time of the incident as well as the circumstances as to why you believe this individual deserves the award. An effective Awards program awards members for the dedication and service.**



**MEDAL OF VALOR AWARD** – To receive the Medal of Valor, the recipient must be a member of the department who, in the performance of duty while on a call, under hazardous conditions, in which the member is confronted with imminent personal risk, but had no prior knowledge of that risk, performs an act of conspicuous heroism which furthers the highest traditions of the Ambulance Service.



**MEDAL OF BRAVERY** - To receive the Medal for Bravery, the individual must be a member of the department who, in the performance of duty while on a call, performs an act of distinguished bravery and stamina in adverse conditions of fire, environment, weather, or materials.



**PURPLE HEART** - The Purple Heart Medal/Commendation Bar is awarded to a member of the department for a wound received in the line of duty while observing all reasonable safety procedures that required transportation to a medical facility and subsequent treatment for severe puncture wounds, lacerations, fractures, concussions, burns or other substantial injury.



**MERITORIOUS CONDUCT** - To receive the Meritorious Conduct Medal/Commendation Bar, the individual must be a member of the department who performs a notable act of distinction in the performance of duty and reflects the integrity and devotion shown by the recipient.



**EMS CROSS MEDAL** - The Walsh EMS Cross recognizes a member who by act and deed represents the most outstanding achievement in EMS over an extended period of time. This is the highest award that can be conferred in the absence of extreme conditions and extraordinary circumstances. The EMS Cross Medal will come with a Citation bar that will be White, Navy, Yellow, Navy White and shall be worn on Class A uniforms.



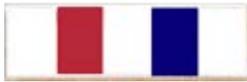
**DISTINGUISHED SERVICE AWARD** - The Distinguished Service Award is presented to members who distinguish themselves by a meritorious achievement, act, or service, performed in a manner substantially beyond normal expectations, or who demonstrate a special faithfulness or perseverance over time in providing high quality service in meeting and advancing the Department's goals and objectives.



**COMMENDATION** - The Commendation Medal/Commendation Bar is awarded to a member of the department for a credible act in the line of duty which is commendable in nature, and displays admirable initiative and accomplishment.



**EXCEPTIONAL DUTY** - The Exceptional Duty Medal/Commendation Bar is awarded to a member of the department for a highly credible accomplishment bringing public acclaim to the department or fire service as a result of devotion to duty or service to the public.



**Member OF THE YEAR** - The member of the Year Medal/Commendation is awarded to the individual as chosen by his/her fellow members or the chief of the department who characterizes the best attributes of a first responder, emergency medical technician or paramedic.



**UNIT CITATION** – Awarded for a Team effort under extenuating circumstance including all participating staff members who in support of Departmental Operations, distinguished themselves to effectuate the protection of Life and Property





**LIFE SAVING AWARD** – To receive the Lifesaving Medal, The individual who is receiving the award was principally involved in saving the life of another person and whose personal actions were directly responsible for the lifesaving act.



**COMMUNITY SERVICE AWARD** - Recognizes an EMS member who has made an outstanding commitment to non-patient care aspects of a community's EMS system. Special emphasis is on EMS Public Information, Education, and Relations. The Community Service Award comes with a Citation Bar that shall be worn on Class A Uniforms. The Citation bar will be solid white.



**INTER-SERVICE EMS RECOGNITION MEDAL** - Recognizes outstanding heroism, extraordinary service, or achievement of non-EMTs (police officers, firefighters, lifeguards, dispatchers, and other public or private safety officers) for outstanding or exceptional support of a particular EMS Emergency, event or operation. The Inter-service EMS Recognition Medal comes with a Citation Bar that may be worn on Class A uniforms. The Citation bar will be White and Blue.



**CIVILIAN AWARD FOR EMS** – Recognizes a civilian (non-certified, non-health care provider) who provides extraordinary service during the course of an EMS emergency. Awards are relatively based upon the degree of patient outcome, extreme conditions, or extraordinary circumstances. The Civilian Award for EMS will be presented to the citizen with a Citation Bar that may be worn on a Class A uniform after becoming a member of the service. The Citation Bar will be Red/Green/White/Yellow/Blue.



**AUXILLARY AWARD** – Award is issued to a spouse or member of the auxiliary for their contributions in making Walsh EMS and our members successful. This is for members of the auxiliary that go above and beyond with dedication and loyalty to the service.



**CHIEFS AWARD** – Awarded for an act or achievement by a member bringing acclaim to the department and EMS profession.





POSTHUMOUS MEDAL – Medal is presented to the family of a member, or other EMS professional who has been killed in the performance of his/her duty.



EMS RESPONSE COMMENDATION - The EMS Response Commendation is awarded annually to the member(s) who responded to the highest number of calls during the year.



ADMINISTRATIVE COMMENDATION - The Administration Commendation is awarded to a member of the department who has contributed considerable time and effort that increases the operational efficiency of the department.



EMS INSTRUCTOR – The EMS Instructor is awarded to a member of the department who has taught a first responder or EMT Class.



HAZMAT COMMENDATION – This Commendation is awarded to members of the service who are Hazmat Operations, Technicians or Specialists.



DELIVERY COMMENDATION – This commendation is awarded to members of the service who have successfully delivered a baby.



FIREFIGHTER I COMMENDATION – Members who have successfully passed their Firefighter I Certification will be awarded the Firefighter I commendation bar.



FIREFIGHTER II COMMENDATION – Members who have successfully passed their Firefighter II Certification will be awarded the Firefighter II commendation bar.



YEARS OF SERVICE COMMENDATION – Years of service commendation will be given at 5 years, 10 years, 15, years, 20 years, 25, years, 30 years and upon retirement the proper years of service will be issued.

Employees or Citizens may earn an award an unlimited number of times conceivable provided the employee becomes eligible again through additional actions or service. Recognition of these subsequent awards will be displayed with stars affixed to the original ribbon/medal and shall denote duplicate awards.

Medals will be worn on Walsh EMS uniforms while acting in an official capacity, on duty or approved off duty functions.

Ribbons or medals will be worn on Walsh EMS dress shirts, dress coat (Class A or B uniform), or outermost garment.

Medal will be worn on the day of issue and ribbons will be placed on the uniform after that day of receipt.

Ribbons will be placed over the right shirt pocket, centered over the name plate, ½” above the name plate.

When multiple ribbons are issued the highest level of award should be on the top row closest to the heart.

Three ribbons will make a row, and the next will be centered above the row of three, touching the first row.

Copies of all awards and/or letters will be forwarded to the Hospital District Board and Chief Executive Officer to be added to the employee’s personnel file.

Officers shall wear the following insignia on both epaulets of their uniforms



Chiefs Eagle will be silver in color and will only be worn by the EMS Chief. The Head of the eagle faces the wearer’s right, or to the front.



Assistant Chief Leaf will be silver in color and will only be worn by the Assistant EMS Chief and is worn with the stem facing the outside of the shoulder seam.



Captain Bars will be silver and will be worn by only the Captains. Captain bars will be worn on the epaulets of the wearer and will be worn parallel to the shoulder seam.



Lieutenant Bar will be silver and will be worn by only the Lieutenants. Lieutenant bars will be worn on the epaulets of the wearer and will be worn parallel to the shoulder seam.



Members of the Walsh Ambulance Service may wear Silver EMS on their Collars.

## **RADIO USE –**

Walsh EMS utilizes the Walsh Repeater (located on the Water Tower) as our primary dispatch and day to day operations channel. The Frequency is licensed and operated by Baca County. Walsh Repeater is a conventional 800MHz radio channel meaning it is not part of the Statewide 800 MHz Digital Trunked Radio System (DTRS). This channel is usually monitored by Springfield Dispatch 24 hours a day 7 days a week. Walsh EMS must utilize this channel as the State DTRS system does not provide enough coverage in the Eastern portions of Baca County to use it on portables or pack sets.

The BACA MAC Channel is used to communicate to dispatch from the Ambulances. BACA MAC works fairly well with mobile units as they are higher power and have high gain mobile antennas. While out of the Ambulance or on scene Walsh Repeater may need to be used to communicate on with dispatch instead of BACA MAC due to coverage problems.

Radios shall be issued to Walsh EMS members and should be cared for and carried as described above in the Policies and Procedures.

Baca County has an Emergency Support Function – 2 Communications (ESF-2) plan that has a lot more details regarding radio and other communications systems used for emergency responders in Baca County.

The Southeast Colorado All-Hazards Region also has a Tactical Interoperable Communications Plan (TIC-P) as well as a Field Operations Guide (TICFOG) that outlines interoperable communications that can be used for a multi-agency response.

## **ZELLO –**

Zello is a Radio over Internet Protocol (ROIP) program that allows mobile phones and computers to listen to and talk on our public safety radio repeater. Zello is interconnected with Walsh Repeater and monitors BACA MAC, SECH, CAMPO FD, WALSH RP. When you use zello to communicate it will only transmit across Walsh Repeater. Zello works off of your Wi-Fi or data package from your cellular provider.

All Walsh EMS personnel may have access to Zello. The EMS Director is the remote operator and can remotely connect or disconnect the radio system from the Zello Channel.

Access to Zello is controlled by a password that can be set or changed at any time. Users can be blocked by the remote operator at any time for miss use of the radio system.

Members of the community and husbands or wives of members of Walsh EMS can have access to Zello as well as only monitoring so that they can know when their husband/wife is called upon to respond. If a complaint is received from miss use of the Zello radio app the EMS Director will investigate and may block the user immediately to ensure no future issues arise.

Zello is legal under the Federal Communications Commission Rules §90.475 and §90.483.

Walsh Repeater Zello channel is setup to have a 60 second talk out timer and can be used across blackberry, android, Windows, or Iphone or Ipad devices.

The Walsh Ambulance Service owns and operates the equipment used to interconnect Walsh Repeater to the Zello Channel.

Walsh EMS also utilizes a Walsh EMS Zello channel which is used only for internal private communications. This channel is only for EMS personnel and may be used for day to day operations or for multijurisdictional events or emergencies. This channel is not interconnected to any public safety radio system and is only used across cellular carriers.

Both Zello Channels shall be used in the same manner as our public safety radio communications system is used.

## **TORNADO**

Tornados can commonly occur in Eastern Colorado including Baca County. It is important for our first responders and emergency service to be prepared to respond to these emergencies.

The National Weather Service in Pueblo may issue a Tornado Watch for our area, which means that conditions may exist that could produce a tornado at any time. A Tornado Warning means that a tornado has been spotted or that the NWS radar indicates a possible tornado. The radar system located in Pueblo cannot see low level tornadoes in our area due to the distance from the radar. When the National Weather Service issues any watch for our area our EMS members shall become weather spotters and should watch for changing and developing situations. If you see something that needs to be reported please do so to dispatch and ask them to please pass the information along the National Weather Service. You can call the national weather service directly to report severe weather by calling 1-800-884-1540.

When a Tornado Warning is issued for the area around Walsh we shall take both ambulances out of the station. This will help in preventing both ambulances from being damaged in the storm if a tornado impacts the town. When a Tornado Warning is issued we shall have a Storm Spotter Coordinator will direct spotters where to go, setup and ensure the proper alerts and information is passed along.

The Outdoor Warning (Tornado) sirens shall be activated when a confirmed tornado is spotted in or near a community in the Walsh Ambulance Service Response Area. Walsh, Vilas and Two Buttes all have outdoor warning sirens. A CodeRED message shall be activated by Dispatch or Emergency Management. The Spotter Coordinator shall use The Incident Command System and should be an officer of the Walsh Ambulance Service or Walsh Fire Department. If the Town of Walsh is under the Tornado Watch and an imminent storm is approaching both Walsh Ambulances shall be removed from the Ambulance bays with one taken west of town, the other one taken south of town. While out these ambulances and crews will act as spotters. If a Tornado Watch is in effect and an imminent storm is in the two buttes area the two buttes ambulance may leave the station and become a spotter as well. Walsh may send one of two ambulances to Hwy 160 and County Road 37 to standby there. Once the threat of severe weather has passed the area the ambulance shall be placed back in the bays in service.

In the event that a tornado impacts a highly populated area such as Two Buttes, Vilas or Walsh a mass casualty event should be called and mutual aid from Springfield, Campo, Stanton, Morton, Holly and Keyes, should be requested. One ambulance from each jurisdiction should be requested. Additional units can be requested as needed by the Incident Commander.

All Members of Walsh EMS should take an annual Weather Spotter Course provided by the National Weather Service once a Year usually in March or April or take the approved online course.

Online Skywarn Weather Spotter Course [https://www.meted.ucar.edu/training\\_course.php?id=23](https://www.meted.ucar.edu/training_course.php?id=23)

#### **ENUMERATION:**

1. All members shall be paid for their services at a rate set by the Board of Directors of the Walsh Hospital District.
2. The EMS Director or his/her representative shall determine the hours to be paid at the end of each quarter.  
Hours to be paid are based on the following formulas.
  - A. Calls that are billed meaning calls we will be receiving income from such as a transport are paid to the First Responders, EMTs, Drivers, Paramedics or other Healthcare provider in the following manor.
    - The beginning time begins at the time the call is paged out to the time the ambulance returns to service.
  - B. Standby's
    - Standbys are usually for football games, wrestling tournaments or other sporting events or for fire responses with the Fire Department. Standbys will turn to calls if an injury is reported and a transport is necessary.
    - If the standby is four hours or less those on the standby will receive 1 hour of pay.
    - If the standby is eight hours or more those on the standby will receive 4 hours of pay.
  - C. First Responders
    - First Responders, EMTs, Drivers, and other Healthcare providers who respond to the scene and care for the patient prior to the ambulance arriving will receive ½ hour of pay per call unless the on scene provider continues care and rides the ambulance to the hospital from the scene. In this case the EMS provider receives pay from the page out to in service time for the

entire call.

D. Our current pay schedule is:

- Paramedics RN's and Other ALS Providers - \$15/hr
- EMT-Basic - \$11/hr
- EMT-Basic with IV - \$12/hr
- First Responder - \$10/hr
- Driver CPR/First Aid - \$9/hr

3. EMTs who are also on the fire department may not claim time and runs on both departments for the same call.

Revised: 11-89

Revised: 11-90

Revised: 11-91

Revised: 03-93

Revised: 05-94

Revised: 07-95

Revised: 07-96

Revised: 10-05

Revised: 12-11

Revised: 12-12

Revised: 05-13

Revised: 12-14

Revised: 11-15

## STANDARDS OF CONDUCT AND SAFETY

The Walsh Ambulance Service will make every effort to provide safe-working conditions for the members of this service and to observe government adopted safety guidelines.

No one will knowingly be required to work in an unsafe manner or environment except those normally encountered in this profession, and that ALL means will be taken to prevent accident or injury.

Safety is every member's responsibility, and it is imperative that you follow safety guidelines and practices.

Members must be aware of their responsibilities to the service and their fellow members.

Any complaint in writing and presented to the EMS Chief against any member for abuse of safety standards or reckless conduct may be brought before the Walsh Hospital District Board and disciplinary action may be brought against that member.

The policies and other standards contained within this manual must be followed to the best of one's ability. Failure to do so may result in disciplinary action and/or loss of partial or all workers compensation benefits if injured due to a safety or policy violation.

I, \_\_\_\_\_, have read the above statement,, have received and read a copy of the Walsh Ambulance Service Policy and Procedures, Medical Protocols and Standing Orders, Safety Guidelines, and fully understood their contents and context.

Member's signature \_\_\_\_\_ Date \_\_\_\_\_