

STANDARD OPERATING GUIDELINE



[Call Rotation]

Department: Operations

SOG#212

Applicable to: All Staff

Effective Date: 1 March 2020

2 Pages

Authority: Chief Of Operations

Applicable CAAS Standard:

Revised Effective Date:

Purpose:

The purpose of this Standard Operating Guideline (SOG) is to outline the position of Brighton Volunteer Ambulance (BVA) regarding the Call Rotation, and the pertinent times where the call rotation is not followed, and end of shift responsibilities.

Scope:

The scope of this document applies to all on shift personnel and how calls will be answered, as well as the requirement to remain available to respond until their end of shift time.

Guideline:

1. Day Shifts (0600-1800):
 - 1.1. The call rotation shall follow the order of crews starting time, with the earliest crew being first up. The second call of the day will be handled by the second crew on duty unless the call is dispatched prior to their arrival, then the first truck will handle the call if they are in service. This applies throughout the day, including any subsequent staffed ambulances.
 - 1.2. In the event where all crews are out on calls and a truck comes in service but is not the next up, they will take any calls that come in until the next up crew returns to service.
 - 1.3. If there is an RSI provider working, attempts will be made to place them on an ESRV.
 - 1.4. If a BLS ambulance is staffed, they will handle BLS calls if in service. ALS ambulances *may* take a BLS call if the BLS ambulance falls significantly behind in documentation (Three or more charts), or at the discretion of the shift supervisor.
 - 1.5. If an ESRV is in service, they will respond in a tiered response to a last out ALS level call. RSI requests in the region will be answered as requested with no denials.
 - 1.6. If all ALS ambulances have been busy throughout the shift, and are down several charts, the shift supervisor can direct the BLS Ambulance along with an ESRV to enter the ALS rotation and take ALS calls.
 - 1.7. If a call comes in for a precautionary patient or any 500, the shift supervisor will respond, if available, with whichever ambulance is responding. If the shift supervisor is not available then the second up ambulance will respond for additional manpower. The shift supervisor may make this determination before responding units arrive on scene based on the dispatch and/or any subsequent updates given.
 - 1.8. Any transported call or signed refusal will count toward the rotation. The following will

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- not:
 - 1.8.1. Canceled (prior to response, en route, or on scene)
 - 1.8.2. Staging for neighboring districts
 - 1.8.3. No need for EMS
 - 1.8.4. No Patient found
- 2. All ALS crews will be subject to answer calls for the entirety of their shift.
 - 2.1. However, in the last scheduled **FULL** hour of a crew's shift, they will be considered last out, to allow for end of shift duties to be completed.
 - 2.2. For any BLS ambulances that are staffed, they will be considered last out for the last **HALF** hour of their shift.
 - 2.3. In the event that the off-going crew *is* the last available unit, and a call is received, they must respond right up until their end of shift.
- 3. Evening/Night Shifts (1800-0600)
 - 3.1. All items from the day shift with the exception of the following:
 - 3.1.1. All crews will be subject to answer calls for the entirety of their shift.
 - 3.1.2. However, in the last scheduled **HALF** hour of a crew's shift, they will be considered last out, to allow for end of shift duties to be completed.
 - 3.1.3. In the event that the crew in their last half hour *is* the last available unit, and a call is received, they must respond right up until their end of shift.
- 4. All crews are responsible for daily duties, regardless of position in the run order. This includes normal duties, duties assigned by the shift supervisor, bag checks, vehicle inspections, etc.
- 5. The shift supervisor has the ultimate say in the run order and can, in certain circumstances, either pull a truck completely out of the run order and place it temporarily out of service or place them last up to facilitate any ancillary duties the crew might need to perform.
- 6. All care should be made by the shift supervisor to maintain adequate levels throughout the day. Regardless of ancillary duties, responding to calls will take priority.

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