

# STANDARD OPERATING GUIDELINE



Unable to Gain Access

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**Department:** Operations

SOG#217

**Applicable to:** All Staff

**Effective Date:** 1 July 2020

1 Pages

**Authority:** Chief Of Operations

**Applicable CAAS Standard:**

**Revised Effective Date:**

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## Purpose:

The purpose of this Standard Operating Guideline (SOG) is to outline the position of Brighton Volunteer Ambulance (BVA) regarding situations where providers of the agency are unable to gain access to a known patient.

## Scope:

The scope of this document applies to all road staff.

## Guideline:

1. When dispatched to an incident, but unable to gain entry, and it is known that a patient is at your location, Agency personnel shall complete the following steps:
  - a. Verify you are at the correct location
  - b. Ask Dispatch to perform a callback to verify location
  - c. Request the FD for entry assistance, and Police for report
  - d. Communicate with the patient as much as possible, informing them of what is about to occur
  - e. Attempt to obtain secondary entry to the structure by any other windows or doors
  - f. DO NOT attempt to break into any location. EMS is not properly trained nor equipped for this type of work.
2. Upon gaining entry, the crew will carry on with the Standards of Care. Crews should document all events leading up to gaining entry in the medical record.

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This document supersedes any documents on the topic dated prior to the effective date noted above.