

STANDARD OPERATING GUIDELINE

Medical Outreach Program



Department: Operations

SOG#238

Applicable to: All Staff

Effective Date: 15 Dec 2020

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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 intent, plan, and purpose of the Medical Outreach Program (MOP).

Scope:

The scope of this document applies to all agency personnel with a focus on the staff tasked with managing the program.

Guideline:

1. The concept of the MOP is to obtain detailed information about facilities that the agency regularly visits, such as medical, educational, public, and private, to ensure responders have a clear understanding of those facilities when responding, and what can be expected in the event of a large-scale operation. Data derived from MOP location visits will be stored locally at the agency, with select information uploaded to the Bryx response system, to provide a dynamic information environment available to all responders who have a clear need to access the information when responding. Further, the MOP offers the agency an opportunity to meet our community partners, build relationships, and offer training courses to those who may not know the agency is a resource. Annual visits will ensure continued relationships are fostered and nurtured.
2. The MOP will be led by the Assistant Chief - Clinical Care, and may, at his/her discretion, utilize additional staff to achieve the team goals. Additional staff will require approval of the Chief to maintain budgetary goals.
3. Tasks of the MOP:
 - a. Maintain a log of facility contacts to ensure prompt access if the agency needs it.
 - b. Ensure the facilities have a direct line of communication with the agency for any of their needs, both by telephone and email.
 - c. Record facility specific information such as staff occupancy, patient load, egress, and emergency plans for reference in the event of an emergency response at such locations.
 - d. Have access maps available through third party service so that agency staff can pinpoint specific locations, egress routes, and gathering points to provide prompt service.
 - e. Know and understand emergency procedures and needs, and ensure staff access to this information is widely available.
 - f. Produce sales opportunities through interaction with facility staff members.
 - g. Manage an agency specific database with the aspect of having all pertinent information about facilities available for Operations Staff access in the event of an emergency.
4. This is an ongoing process, requiring regular follow ups and initial contacts. 2-3 per week.
5. Security is of the utmost importance. Information will be contained only to local first responders.

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