

# STANDARD OPERATING PROCEDURE

## Out of Service Vehicles

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**Department:** Operations

SOP#142

**Applicable to:** All Staff

**Effective Date:** 1 July 2020

2 Pages

**Authority:** Chief of Operations

**Applicable CAAS Standards:**

**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 the process of placing vehicle's out of service.

### **Scope:**

The scope of this document applies to all staff.

### **Guideline:**

1. Preventive Maintenance
  - 1.1. Preventive Maintenance (PM) is monitored and scheduled by the Fleet Manager (FM). When the FM has determined a vehicle is to go in for PM, the vehicle will be moved to the Fifth Out position.
  - 1.2. ALS and BLS response bags are to be removed as well as the monitor. All else is to remain with the vehicle unless expressed otherwise by an Agency Officer.
  - 1.3. An Out of Service placard will be placed on the dashboard of the vehicle in accordance with DOH policy.
  - 1.4. The Fleet Monitor will be updated.
  - 1.5. The FM will notify the Shift Supervisor when the vehicle is due to be transferred for PM. The Shift Supervisor will then be responsible for coordinating the transfer of the vehicle to the appropriate location.
2. Vehicle Failure (No Patient)
  - 2.1. If crews are responding to a call, the crew will immediately notify the EMS Dispatcher of the vehicle failure, and ensure that another resource is started to cover the call in which the original crew was responding to.
  - 2.2. The crew will then notify the Shift Supervisor, who will coordinate the retrieval of the crew and vehicle, including having the vehicle delivered to the appropriate repair facility.
  - 2.3. The FM will be notified by phone of the failure and location of the vehicle.
3. Vehicle Failure (With Patient)
  - 3.1. The crew will immediately notify the EMS Dispatcher of the vehicle failure, and ensure that another resource is started to continue the care of the patient.
  - 3.2. The crew will ensure the patient is cared for without fail. Upon the arrival of another transporting unit, the patient will be transferred to the arriving ambulance. The original caregiver will continue with the patient in the second ambulance.
  - 3.3. The crew will also notify the Shift Supervisor, who will ensure care is continued, and then

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

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coordinate the retrieval of the crew and vehicle, including having the vehicle delivered to the appropriate repair facility.

3.4. The FM will be notified by phone of the failure and location of the vehicle.

#### 4. In/Out of Service Procedure

4.1. In order to ensure all equipment is properly removed and replaced, the BVA In/Out of Service checklist will be completed each time a vehicle is rotated into or out of service. The IN/OUT of service checklist will be kept in a three ring binder, in the hanging folders with other operational paperwork.

4.1.1. The crew placing a vehicle OOS will begin the checklist and sign it. The checklist will remain in the three ring binder until the vehicle is placed back in service.

4.1.2. The crew placing a vehicle back in service will complete the checklist and sign it. Once the checklist is completed and signed it will be turned over to the duty officer to verify.

4.1.3. On duty officer will verify and sign the checklist. Checklist will be placed in the fleet officer's mailbox.

4.1.4. The Fleet Officer will collect checklist's on a weekly basis and retain records for one year.

#### 5. Reporting Procedure

5.1. Upon being notified by the crew of a problem with one of the vehicles, the Shift Supervisor will call the FM and alert him/her of the problem and update the maintenance log and fleet monitor with detailed notes. If it is not a critical failure (i.e. a headlight is out, belts are making a noise, etc.) the FM will determine whether or not to take the vehicle out of service or just limit its use until the problem is fixed. If the Shift Supervisor is worried about crew or patient safety, the crew can be placed on a different truck for the rest of the shift.

5.2. In the event of a vehicle failure that affects patient care, the Shift Supervisor will prompt all involved parties to complete a Special Report. Any incidents that cause a delay in arrival of Agency units to a patient's side, cause a delay in transportation of a patient to the hospital, or create a safety hazard will require a full incident investigation by the Shift Supervisor. Vehicle failures which affect patient care or safety are to be brought to the attention of the Chief immediately, and upon completion of the investigation, a full review will be conducted with the Chief, Deputy Chief, Shift Supervisor, Fleet Manager, and Crew present.

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