

STANDARD OPERATING GUIDELINE



Vehicle Operation

Department: Operations

SOP#143

Applicable to: All Staff

Effective Date: 2/4/2023

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 proper and acceptable vehicle operations.

Scope:

The scope of this document applies to all operators of agency vehicles. This policy will be broken down into 4 sections, Vehicle Use, Vehicle Idling, Response Types and Fleet Accidents.

Vehicle Use

1. Our vehicle's are primarily for emergency response.
2. Approved Users:
 - a. Agency Staff only
3. Approved Uses:
 - a. 911 Response
 - b. Administrative Tasks
 - c. Supervisory Tasks
4. Responsibilities
 - a. Vehicle's will stay in district except for
 - i. Responding to a call or Transporting to a hospital
 - ii. Operations tasks
 - iii. Delivery to a service facility
 - b. Crews may complete personal errands, providing that the personnel remain in the district and ready to respond.
 - c. Crews wishing to leave the district must receive approval from the Shift Supervisor is not expressly allowed above.
 - d. If a call requires additional help, members from other agencies will assist with patient care, they can not operate the vehicle.
5. Backing:
 - a. Avoid backing if you can.
 - b. Never be in a hurry when backing.
 - c. If you must back up, use a spotter.
 - d. If there is no spotter available:
 - i. Reconsider backing. Is it necessary?
 - ii. Make a reasonable effort to get someone to act as a spotter.

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- iii. If no one is available, get out, walk around the entire vehicle, completing a circle of safety to survey the entire area before proceeding.
 - e. Driver Responsibilities with backers.
 - i. Roll window down
 - ii. Make visual and verbal contact with the spotter. If you can't see the spotter, stop immediately
 - iii. Wait until signaled by spotter that it is safe to back up
 - f. Spotter Responsibilities
 - i. Conduct a circle of safety to survey the entire area before proceeding.
 - ii. Communicate hazards
 - iii. Stay within 8-10 feet of the driver rear corner
 - iv. Make visual and verbal contact with the spotter. If you can't see the driver, stop immediately
6. Additional
- a. Should a vehicle become otherwise unfit for service, the personnel discovering such conditions will report this finding to the on duty supervisor. The on duty supervisor will initiate the steps to remove the vehicle from service, or facilitate an in service repair, whichever is applicable. The on duty supervisor will coordinate with the Vehicle Maintenance Officer (VMO) if the need for repair exceeds an in service repair.

Idling of Vehicles.

1. 6 NYCRR § 217-3.2 states that heavy-duty trucks and buses (defined as having a Gross Vehicle Weight of greater than 8,500 lbs) shall not idle for more than five consecutive minutes. It allows for several exceptions, as listed below:
 - 1.1. When running the engine is required for maintenance
 - 1.2. When fire, police, EMS, utility, or other vehicles are performing emergency services
 - 1.3. When extreme temperatures are present and the need arises to safeguard medications
2. Therefore, unless an agency vehicle is actively involved in emergency operations (such as on-scene), ambulances and first response vehicles are not exempt from provisions of the environmental conservation laws, and should adhere to the State's guidelines. This means that vehicles are not usually permitted to idle while at the hospital.
3. Extreme cold is defined as any temperature less than 20°F.
4. Extreme heat is defined as any temperature greater than 85°F.

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Vehicle Response

1. Calls are dispatched by the City of Rochester Emergency Communications Department (ECD). These calls are prioritized 1-4, highest to lowest. The following table presents the standards for response type by priority. ECD is an accredited agency and short of compelling evidence otherwise, responses will be according to their prioritization.

2. Types

Priority	Response Type
1	Emergency, ALS Ambulance with Lights & Sirens
2	Emergency, ALS Ambulance with Lights & Sirens
3	Non Emergency, ALS Ambulance with No Lights & Sirens
4	Non Emergency, BLS Ambulance with No Lights & Sirens

3. Emergency Response Driving:
 - 3.1. Driving with Lights and Siren engaged is one of the most dangerous aspects of working in EMS. Accordingly, operators of BVA vehicle's will always act with due regard.
 - 3.2. Agency Providers are required to refresh in CEVO Didactic every three (3) years and demonstrate ability yearly in the CEVO cone course.
4. Operators will always:
 - 4.1. Ensure all personnel are properly belted.
 - 4.2. Drive according to the law when operating fleet vehicles in non-emergency mode.
 - 4.3. Stop for red lights before proceeding when in emergency mode.
 - 4.4. Stop for School Busses with their warning devices illuminated/displayed until directed to pass when in emergency mode.
 - 4.5. Observe all vehicle and traffic laws.
 - 4.6. Pass to the left in emergency mode when possible, and never pass to the right unless well under the speed limit and in total control of vehicle and roadway.
 - 4.7. Never exceed more than 10 miles per hour over the posted speed limit regardless of situation.

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Fleet Accidents

1. In the event of an accident, crews are responsible for the following steps:
 - 1.1. Immediately notify dispatch of:
 - 1.1.1. The exact location of the accident
 - 1.1.2. Any injuries and need for additional resources
 - 1.1.3. Need for Law Enforcement
 - 1.2. If you are responding to a call, ensure another ambulance is started to cover the call. The crew involved will stay at the scene until Law Enforcement arrives. Regardless of damage, an MVA report must be filed
 - 1.3. If you are transporting to a hospital, ensure patient care is continued until relieved by another unit
 - 1.4. Notify Operations via cell, 585-435-0143
 - 1.5. Photograph the scene if possible
 - 1.6. Ensure a copy of the Police report is obtained
 - 1.7. Incident reports are to be filed by **all** members of the crew as soon as possible
 - 1.8. At no time will any crew members admit fault regarding the cause of the accident
 - 1.9. At no time will any crew members post to social media regarding the accident
 - 1.10. Drivers may be subjected to and will comply with drug or alcohol testing per NYS “Implied Consent Law”. Any Operations Officer may also request testing and said employee must comply or risk consequences up to and including termination from the agency.
 - 1.11. Drivers must comply with NYS Vehicle and Traffic Law Section 1225c regarding use of electronic devices while operating a vehicle and subsequently may have further consequences with the agency.
 - 1.12. DMV 104 form must be filled out for any accident with more than \$1000.00 in Damage.

2. In the event of an accident, the Shift Supervisor is responsible for the following steps:
 - 2.1. Send the vehicle operator for drug testing if the vehicle was in forward motion at the time of the accident

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- 2.2. Ensure that the call the vehicle was involved with is properly tended to. Either by starting another unit to the scene of the original call, or the scene of the accident for continuity of care
- 2.3. Respond to the scene of the accident
- 2.4. Notify the Chief of an accident involving our fleet
- 2.5. Complete an Agency Accident Report Form (Including incident diagram)
- 2.6. Ensure reception of Law Enforcement Accident Report
- 2.7. Record photographs of the scene
- 2.8. Receive incident report from all crew members
- 2.9. Complete an Injured Person(s) report in accordance with SOG 159
- 2.10. Complete event summary
- 2.11. Compile Accident Package: Agency Accident Report, Law Enforcement Report, Photographs, Crew Incident Reports, Injured Person(s) report, and Summary and submit to the Chief
3. In the event of an accident, the Chief is responsible for the following steps:
 - 3.1. Send the vehicle operator for drug testing if the vehicle was in forward motion at the time of the accident and if the shift supervisor hasn't.
 - 3.2. Receive and review Accident Package
 - 3.3. Deliver a copy of the Package to the Business Manager for follow up
 - 3.4. Issue corrective action if needed
 - 3.5. Coordinate actions to repair or replace vehicle so that it may be returned to service
4. Key points:
 - 4.1. Agency Fleet Vehicles will be towed to appropriate repair facility for service and/or repair
 - 4.2. At no time should fault be assigned
 - 4.3. Any secondary responding units will handle care accordingly, regardless of fact that an Agency vehicle is involved
 - 4.4. Documentation, scene diagram, and photographs are critical.
 - 4.5. The procedure above remains in effect, whether the accident involves striking an individual, vehicle, structure, or other.

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