

Standard Operating Procedures



Revised Spring 2010



Purpose

The College of Charleston Emergency Medical Service exists for the purpose of providing basic level emergency medical care, without charge, to the College of Charleston students, faculty, staff, and community. Advanced level care and transportation shall be provided by Charleston County EMS when deemed necessary.

Membership

A College of Charleston Emergency Medical Service member may be any student or alumnus who has been approved for membership by the EXECUTIVE BOARD. A unit member must be a College of Charleston student in good health, able to perform the required duties, capable of working with others in a team environment, and must possess current certifications and/or licenses necessary to be classified as an EMERGENCY MEDICAL TECHNICIAN or EMERGENCY FIRST RESPONDER. Those students undergoing training as EMERGENCY MEDICAL TECHNICIAN or EMERGENCY FIRST RESPONDER may volunteer with the unit pending clearance from the EXECUTIVE BOARD. Neither a unit member nor candidate shall be discriminated against on basis of race, gender, religion, national origin, sexual orientation, or physical impairment. A unit member in good standing must display a willingness to cooperate and to participate in activities which are beneficial to or required by the unit, abide by the standard operating procedures, and attend all unit meetings unless excused by the DIRECTOR or CHIEF OF OPERATIONS of the unit. A member in good standing may not have more than two unexcused absences per academic year.

No unit member may conduct himself or herself in a way that reflects poorly on the unit. Any member of College of Charleston Emergency Medical Service must have a minimum GPA of 2.5 for the semester prior to application for membership in the unit. A cumulative GPA of 2.5 must be maintained throughout the time that the student is a member of the College of Charleston Emergency Medical Service. At the end of the fall semester, every unit member must submit a copy of the previous semester's grades to the DIRECTOR and/or UNIT ADMINISTRATOR if requested.

Confidentiality

All records of the College of Charleston Emergency Medical Service will be maintained in strict confidentiality. Unit members may not relate the details of a call, including a patient's name, condition, or care rendered to any unauthorized persons. Discussion of call details within the unit should be governed on a need-to-know basis. Calls involving sexual assault must be treated strictly as confidential. Unit members may not relate the name of any patient or the location of a call while discussing a call among themselves. Additionally, unit members may not discuss calls outside the headquarters building. No unit members, with the exception of the UNIT ADMINISTRATOR or the DIRECTOR, may make any statements to any member of the media or release patient or operational information.



I. CREW DEFINITION

A. CREW CHIEF

1. The position of CREW CHIEF shall also be known as CC. The CREW CHIEF will meet the following guidelines:
 - a. Will be certified minimally as an Emergency Medical Technician by the SCDHEC.
 - b. Shall hold a state driver's license valid in one of the fifty states.
 - c. Shall provide a copy of their diving record upon request.
 - d. Shall complete a personal information form at the start of every semester and attach legible copies of all requested certifications and immunizations.
 - e. Shall notify the CHIEF OF TRAINING of all changes in certification or status and provide updated personal information in a timely manner.
 - f. Shall have sufficient ongoing off-campus medical experience as determined by the DIRECTOR.
 - g. Shall demonstrate a complete understanding of all standard operating procedures and protocols as determined by the DIRECTOR.
 - h. Shall have completed a Crew Chief Packet and/or test as approved by the executive board.
 - i. Shall minimally hold certifications for the NIMS ICS100, ICS200, and ICS700 levels.
 - j. Shall have served as a CM for a minimum of one (1) year before being considered for promotion, unless the individual has significant off campus medical experience and is unanimously approved by the EXECUTIVE BOARD and UNIT ADMINISTRATOR.
 - k. Will minimally hold the rank of SERGEANT.
2. As crew commander, the CREW CHIEF will have the following responsibilities:
 - a. Will be responsible for the delivery of competent patient care as authorized by the Standards of Patient Care and the assistance in the delivery of higher levels of care up to his or her skill level, when supervised by an authorized individual who possesses a license or certification permitting such advanced care.
 - b. Will be the primary care provider unless the SUPERVISOR is on scene and takes command or the other stipulations in Part I Section D are met.
 - c. While on duty, will have a current CPR card, certification level card, and driver's license on their person.
 - d. Will be responsible for the safe operation of the vehicle when on duty.
 - e. Will be responsible for the safe transportation of all personnel while on call.
 - f. Will be responsible for knowing and following all standard operating procedures and general orders.
 - g. Will be responsible for knowing and obeying all traffic laws.



- h. Will be responsible for the actions of the CREW MEMBER(s) while on duty.
 - i. Will be responsible for all communications with Charleston County EMS.
 - j. Will be responsible for the equipment assigned to him or her.
 - k. Shall see that all paperwork for that crew is completed before leaving the station at the end of shift.
 - l. Shall be responsible for the professionalism and cleanliness in the Emergency Medical Service crew headquarters.
 - m. Will be responsible for assuring that the vehicle is fully stocked, cleaned, and maintained during his or her shift.
 - n. Will be responsible for notifying the SUPERVISOR under the following circumstances:
 - i. The beginning of the shift.
 - ii. The end of the shift.
 - iii. Anytime there is a change in the on duty crew.
 - iv. When allowing a patient to refuse care or transport in the cases listed in Part IV Section F.
 - v. Entrapment
 - vi. Situations requiring additional the assistance of additional College of Charleston EMS personnel.
 - vii. HAZ-MAT or potential HAZ-MAT situations.
 - viii. Any incident involving the injury of a Public Safety Officer or any on/off duty College of Charleston EMS personnel.
 - ix. Any incident involving damage, loss, or theft of Fire and EMS equipment or apparatus.
 - x. Any other situation that the SUPERVISOR or CREW CHIEF deems appropriate.
 - o. Will be responsible for notifying College of Charleston Public Safety Dispatch at the beginning, end of each shift.
 - p. Shall be available for a minimum two (2) shifts a week for the Emergency Medical Service. Exceptions, on weekly basis, must be brought to the DIRECTOR or CHIEF OF OPERATIONS for approval.
3. Promotions to CREW CHIEF will be upon the EXECUTIVE BOARD'S approval that the candidate has met all criteria of Part I Section A1.
- B. CREW MEMBER
- 1. The CREW MEMBER shall also be known as CM and will meet the following guidelines:
 - a. Will be certified minimally in CPR and First Aid, will be enrolled in an Emergency First Responder or Emergency Medical Technician class, and will be approved by the EXECUTIVE BOARD.
 - i. Shall be allowed to run with this minimal certification level for one



semester. After this time they must be certified minimally as an Emergency First Responder to continue status as a CREW MEMBER, unless there are extenuating circumstances as approved by the EXECUTIVE BOARD.

- b. Shall complete a personal information form at the start of every semester and attach legible copies of all requested certifications and immunizations.
 - c. Shall notify the CHIEF OF TRAINING of all changes in certification or status and provide updated personal information in a timely manner.
 - d. Shall have completed a Crew Member Packet and/or test as approved by the executive board.
 - e. Shall minimally hold certifications for the NIMS ICS100 and ICS200 levels.
 - f. An EFR CREW MEMBER will minimally hold rank of PRIVATE.
 - g. An EMT CREW MEMBER will minimally hold the rank of CORPORAL.
2. The CREW MEMBER will have the following responsibilities:
- a. Will assist the CREW CHIEF in patient care and in the shuttling of equipment unless the special circumstances are met in Section I of Part D.
 - b. While on duty, will have current CPR card, other certification cards, and drivers' license on their person.
 - c. Will be responsible for knowing and following all standard operating procedures and general orders.
 - d. Will be responsible for the equipment assigned to him or her.
 - e. Shall see that all paperwork from that shift is completed before leaving the station.
 - f. Shall be held responsible for the professionalism and cleanliness in the Emergency Medical Service crew headquarters.
 - g. Will be responsible for reporting unusual occurrences during his or her shift to the SUPERVISOR.
 - h. Shall be available for a minimum of one (1) shift a week for the Emergency Medical Service. Exceptions, on a weekly basis, must be brought to the DIRECTOR or CHIEF OF OPERATIONS for approval.

C. SUPERVISOR ON CALL

1. The SUPERVISOR ON CALL shall also be known as the SUPERVISOR or SR. The SUPERVISOR shall meet the following guidelines set forth for that position:
 - a. Will be certified minimally as an Emergency Medical Technician by the SCDHEC.
 - b. Shall minimally hold certifications for the NIMS ICS100, ICS200, ICS700, and ICS800 levels.
 - c. Shall have completed a Supervisor Packet and/or test as approved by the executive board.
 - d. A SUPERVISOR shall also act as a CREW CHIEF, and as such must meet all of



- the requirements of that position in addition to his or her responsibilities as a SUPERVISOR.
- e. Shall have been an EMERGENCY MEDICAL TECHNICIAN actively serving as a CREW CHIEF for a minimum of one (1) year before being considered for promotion, unless the individual has significant off campus medical experience and is unanimously approved by the EXECUTIVE BOARD and UNIT ADMINISTRATOR.
 - f. Will minimally hold rank of STAFF SERGEANT.
2. The position of SUPERVISOR shall have the following responsibilities:
- a. Will be responsible for all unit activity in College of Charleston Emergency Medical Service territory.
 - b. Will have authority over shift operations including but not limited to: crew changes, unit service status, and responsible service status.
 - c. Will have authority over system policy including violations of standard operating guidelines and deviations from normal operations.
 - d. Will be responsible for restocking the unit with supplies from inventory upon request of the on duty crew.
 - e. Will have field duties including inter-service liaison, observation, evaluation, supervision, personnel, and additional responsibilities.
 - f. Shall be available by phone and/or radio at all times and be available to respond to campus upon the request of the on-duty crew. Response time shall not exceed 15 minutes under normal circumstances.
 - g. Will notify the CHIEF OF OPERATIONS of any unusual occurrences or violations of standard operating guidelines by the end of the shift.
 - h. Will be responsible for filling in any unforeseen vacancies in the shift that they are supervising.
 - i. Will perform quality assurance on all Patient Care Reports from shifts in which they supervise within one week's time.
 - j. Shall be available to supervise a minimum of three (3) shifts a week for the Emergency Medical Service. Exceptions, on a weekly basis, must be brought to the DIRECTOR or CHIEF OF OPERATIONS for approval.
3. Promotions to SUPERVISOR will be upon the EXECUTIVE BOARD'S approval that the candidate has met all criteria of Part I Section C1.
- D. SPECIAL CIRCUMSTANCES
1. Under normal circumstances the CREW CHIEF is the primary care provider and the CREW MEMBER is the secondary care provider. The supervisor, once on scene, has ultimate responsibility and may take over control, or the supervisor may opt to allow the CREW CHIEF and CREW MEMBER to continue care.
 2. If the CREW MEMBER has a higher certification than the CREW CHIEF, then the



- CREW MEMBER is in charge of patient care. The CREW CHIEF remains in charge of the scene and retains all duties except patient care.
- a. The CREW CHIEF should oversee all care the CREW MEMBER is providing and assist as needed.
 - b. Especially in this situation, both parties must maintain the utmost professionalism and non-confrontational manner.
3. When on a call, members will carry out the lawful orders of the operations chain of command, as defined herein.
 - a. If a member is given an order he or she considers inappropriate, they are obligated to bring this objection to the attention of the person who gave the order. If the order is not changed, the member must carry out the order and file an incident report form as soon as possible.
 - b. If there is a dispute about patient care or the legality of the order the SUPERVISOR must be contacted for further orders.
 4. If an off-duty member (ODM) approaches the scene of an on-duty crew, and it appears that the ODM's assistance is needed, the ODM is required to report to the scene commander (either the CREW CHIEF or SUPERVISOR) and ask if his or her assistance is needed. If so, the ODM is to follow the scene commander's orders. If the ODM's assistance is not needed, he or she is to abstain from patient care
 5. In the situation that the ODM is first on scene, he or she must maintain the continuity of care that is in the best interest of the patient once the crew arrives.
 6. If an ODM is at the station when there is not an on-duty crew and Public Safety dispatches a medical call, the ODM may not respond unless he or she is certified to drive Squad 1 AND a SUPERVISOR is notified and agrees to supervise the call prior to response being made.
 - a. Paperwork must be completed in compliance with standard guidelines.
 - b. In the event that response by Charleston County EMS is not indicated, only a CREW CHIEF or SUPERVISOR may cancel Charleston County.
 - c. In the event that a patient refusal is indicated, and only a CREW MEMBER has responded to the scene, a SUPERVISOR or CREW CHIEF must respond to the scene to complete the refusal paperwork. Otherwise Charleston County EMS shall be contacted for further patient evaluation.

II. MEMBER DEFINITION

A. GUIDELINES AND RESPONSIBILITIES

1. All officers will follow these guidelines and have these responsibilities:
 - a. Will be expected to follow standard operating procedures.
 - b. Will follow the chain of command for their position at all times.



- c. Will at all times treat fellow officers with the utmost respect.
- d. Will not degrade fellow officers, decisions of fellow officers, or actions of fellow officers in public at any time.
- e. Will be removed from office at any time by the EXECUTIVE BOARD for reasons including but not limited to: not meeting minimum qualifications, conduct unbecoming of an officer, or any serious violation of the standard operating guidelines.
- f. The DIRECTOR, CHIEF OF OPERATIONS, and CHIEF OF TRAINING AND STAFF DEVELOPMENT will be known as STAFF OFFICERS.
- g. STAFF OFFICERS must be currently enrolled as full or part time students at the college of Charleston while serving as an officer.

B. UNIT ADMINISTRATOR

- 1. The UNIT ADMINISTRATOR shall meet the following guidelines and have the following responsibilities:
 - a. The DIRECTOR of the College of Charleston Fire and EMS shall be the Unit Administrator.
 - b. Shall coordinate all communications between the College of Charleston Emergency Medical Service and the College of Charleston Department of Public Safety.
 - c. Will, in conjunction with the DIRECTOR, be the ultimate authority concerning aspects of the College of Charleston Emergency Medical Service.
 - d. Shall have the authority to deny revisions to the Standard Operating guidelines as presented by the EXECUTIVE BOARD.

C. DIRECTOR

- 1. The DIRECTOR shall meet the following guidelines and have the following responsibilities:
 - a. Shall be appointed by the UNIT ADMINISTRATOR.
 - b. Shall serve a one-year term. There is no limit on the number of terms that may be served.
 - c. Will be certified minimally as an Emergency Medical Technician by the SCDHEC.
 - d. Shall have been an EMERGENCY MEDICAL TECHNICIAN as certified by SCDHEC actively serving with the College of Charleston Emergency Medical Service the previous semester, and must continue to actively serve as an EMT by being available for a minimum of two (2) shifts a week.
 - e. Will, in conjunction with the UNIT ADMINISTRATOR, be the ultimate authority concerning all aspects of the College of Charleston Emergency Medical Service.
 - f. Will have responsibilities including but not limited to: interagency agreements and communication, coordination of Medical Control in



cooperation with the Medical Director, mutual aid procedures, and the coordination and direction of staff officers.

- g. Shall be responsible for evaluating equipment and supply usage by College of Charleston Emergency Medical Service personnel.
- h. Will maintain statistics of College of Charleston Emergency Medical Service operations. These will include monthly, semester, and yearly reports.
- i. Will appoint and remove all personnel from service.
- j. Will have ultimate authority over staff officers and personnel.
- k. Shall report all relevant and necessary information and data concerning unit operations to the UNIT ADMINISTRATOR.
- l. Shall be available by phone at all times, unless circumstances prevent such.
- m. Shall notify the UNIT ADMINISTRATOR when he or she will not be available and shall appoint a qualified unit member as Acting DIRECTOR; generally the CHIEF OF OPERATIONS.
- n. Will report directly to the UNIT ADMINISTRATOR.
- o. Shall maintain the rank of COLONEL.

D. CHIEF OF OPERATIONS

1. The CHIEF OF OPERATIONS shall meet the following guidelines and have the following responsibilities:
 - a. Shall be appointed by the UNIT ADMINISTRATOR.
 - b. Shall serve a one-year term. There is no limit on the number of terms that may be served.
 - c. Will be certified minimally as an Emergency Medical Technician by the SCDHEC.
 - d. Shall have been EMERGENCY MEDICAL TECHNICIAN actively serving with the College of Charleston Emergency Medical Service the previous semester, and must continue to actively serve as an EMT by being available for two (2) shifts a week.
 - e. Will perform periodic checks of equipment both stored and on the vehicles.
 - f. Will be responsible for maintaining an inventory of supplies and facilitate reordering.
 - g. Shall evaluate equipment and recommend changes and/or purchases.
 - h. Will be responsible for coordination and regulation of all daily operational activities.
 - i. Will be responsible for scheduling shifts.
 - j. Will be responsible for maintaining cleanliness and professionalism in the Emergency Medical Service crew headquarters and office.
 - k. Will monitor compliance with general orders, general operations memoranda, and operational guidelines.
 - l. Shall evaluate protocols and operational procedures and recommend modification as needed.



- m. Shall ensure that the Unit complies with all State and Federal regulations, laws and rules, and Department and Unit rules and procedures.
- n. Will be responsible for supervision of SUPERVISORS.
- o. Shall coordinate with the CHIEF OF TRAINING AND STAFF DEVELOPMENT in all scheduling of training.
- p. Will meet periodically with the UNIT ADMINISTRATOR, DIRECTOR, and CHIEF OF TRAINING AND STAFF DEVELOPMENT to discuss Unit needs and issues.
- q. Shall perform other duties as assigned.
- r. Will report directly to the DIRECTOR.
- s. Shall maintain the rank of MAJOR.

E. CHIEF OF TRAINING AND STAFF DEVELOPMENT

1. The CHIEF OF TRAINING AND STAFF DEVELOPMENT shall meet the following guidelines and have the following responsibilities:
 - a. Shall be appointed by the UNIT ADMINISTRATOR.
 - b. Shall serve a one-year term. There is no limit on the number of terms that may be served.
 - c. Will be certified minimally as an Emergency Medical Technician by the SCDHEC.
 - d. Shall have been an EMERGENCY MEDICAL TECHNICIAN actively serving with the College of Charleston Emergency Medical Service the previous semester, and must continue to actively serve as an EMERGENCY MEDICAL TECHNICIAN by being available for two (2) shifts a week.
 - e. Will develop and maintain accurate personnel files for all unit members. Such records shall be kept at the College of Charleston EMS office
 - f. Shall develop and maintain accurate training records on all Unit members. Such records shall be kept at the College of Charleston EMS office.
 - g. Shall cooperate with the CHIEF OF OPERATIONS in scheduling of all training.
 - h. Shall coordinate and monitor for individual compliance, all necessary or mandated in-service training for all Unit members as required by law, regulation, rule, or policy.
 - i. Will seek advice from SUPERVISORS for training needs.
 - j. Shall meet periodically and as needed with the UNIT ADMINISTRATOR, DIRECTOR, and CHIEF OF OPERATIONS to discuss training issues as needed.
 - k. Shall make every effort to keep current on emergency medicine issues, problems, laws, and regulations.
 - l. Shall act as CHIEF OF OPERATIONS in an emergency situation and as needed and assigned in the absence of the CHIEF OF OPERATIONS.
 - m. Shall perform other duties as assigned.
 - n. Shall report to the DIRECTOR.
 - o. Shall maintain the rank of CAPTAIN.



F. SHIFT LIEUTENANT

1. The SHIFT LIEUTENANT shall meet the following guidelines and have the following responsibilities:
 - a. There will be two or three SHIFT LIEUTENANTS elected depending on the DIRECTOR'S decision based on the Emergency Medical Service's needs.
 - b. Shall be elected by the general membership. See Section II Part J.
 - c. Shall minimally be certified as a Medical First Responder not serving as DIRECTOR, CHIEF OF OPERATIONS, or CHIEF OF TRAINING AND STAFF DEVELOPMENT.
 - d. Shall have been actively running with the College of Charleston Emergency Medical Service for the previous semester and actively serve by being available for two (2) shifts a week.
 - e. Shall have a shift A, B, or C, assigned to them by the DIRECTOR.
 - i. Each shift will contain approximately the same amount of people from the general membership.
 - ii. The DIRECTOR will assign the personnel to each shift.
 - iii. The members in each shift will act as a committee when it is necessary.
 - f. Shall hold a term of one year. There is no limit on the number of terms.
 - g. Will be responsible for notifying the personnel on their shift of meetings, training's, or other events. Will be notified of these events by the STAFF OFFICERS.
 - h. Will complete assigned paperwork on time.
 - i. Will perform any other duties assigned to him or her by the DIRECTOR or CHIEF OF OPERATIONS.
 - j. Shall report to the CHIEF OF OPERATIONS.
 - k. Shall maintain the rank of LIEUTENANT.

G. GENERAL MEMBERSHIP

1. A general member will have the following duties and responsibilities:
 - a. Shall be everyone in the College of Charleston Emergency Medical Service except the officers.
 - b. Shall be assigned to shift A, B, or C.
 - c. Shall report to his or her SHIFT LIEUTENANT for any problems, concerns, or questions.
 - d. Shall be responsible for any other duties assigned to them.

H. ADDITIONAL STAFF PERSONNEL

1. The DIRECTOR shall appoint a MEDICAL DIRECTOR who shall be a licensed S.C. physician to serve as the ultimate authority concerning patient care protocol and procedures.
2. Members of the College of Charleston Emergency Medical Service who have



graduated from the College may still work with the Emergency Medical Service. They will maintain the highest rank they obtained as an undergraduate member. The alumni members will not hold EXECUTIVE BOARD status, but will have a vote in the general membership as long as they are actively working with the College of Charleston Emergency Medical Service.

I. EXECUTIVE BOARD

1. A member of the EXECUTIVE BOARD shall meet the following guidelines and have the following responsibilities:
 - a. Shall be one of the following: DIRECTOR, CHIEF OF OPERATIONS, CHIEF OF TRAINING AND STAFF DEVELOPMENT, or a SHIFT LIEUTENANT.
 - b. Will hold his or her position in the EXECUTIVE BOARD as long as he or she holds one of the positions in listed above. There is no maximum number of terms that may be served.
 - c. With respect to voting, each member shall have one vote. The UNIT ADMINISTRATOR will have the deciding vote whenever a majority cannot be reached.
 - d. SHIFT LIEUTENANTS may be removed by the EXECUTIVE BOARD for severe dereliction of their duties. The STAFF OFFICERS may only be removed by the unanimous consent of the other members of the EXECUTIVE BOARD and approval of the UNIT ADMINISTRATOR.
 - e. The DIRECTOR, CHIEF OF OPERATIONS, and CHIEF OF TRAINING AND STAFF DEVELOPMENT are responsible for making decisions concerning problems that arise that need immediate resolution.
2. EXECUTIVE BOARD meetings will be held at least once a month at a time scheduled by the DIRECTOR that reasonably accommodates as many members of the EXECUTIVE BOARD as possible.
3. The following guidelines correspond to all EXECUTIVE BOARD meetings:
 - a. All members of the EXECUTIVE BOARD will attend unless emergencies dictate otherwise.
 - i. All votes must be accounted for, either present or absentee.
 - b. All personnel who work for College of Charleston Emergency Medical Service are welcome to attend any open board meeting. Only board members will be allowed in closed meetings unless a person is involved in a personnel problem.
 - c. Officers will act with respect to their fellow officers at all times during the meetings.
 - d. Emergency board meetings can be called at any time with the approval of the DIRECTOR.
 - e. All emergency meetings are closed meetings.
 - f. Any personnel attending a meeting to address a problem shall notify the



DIRECTOR or CHIEF OF OPERATIONS in writing at least twenty-four hours in advance.

4. Any member of the EXECUTIVE BOARD who has been suspended from his or her office for any disciplinary action may attend EXECUTIVE BOARD meetings, but will not be allowed to have voting rights.

J. OFFICER ELECTIONS

1. The following policies will apply to the election of SHIFT LIEUTENANTS.
 - a. Each nominee will meet all requirements outlined in Section II Part F.
 - b. The election meeting will be held the next to last weekend in March. Nominations for SHIFT LIEUTENANTS will take place during the two meetings prior to the election meeting.
 - c. The two or three nominees who receive the most votes are elected.
 - d. There must be at least a majority of the GENERAL MEMBERSHIP present to vote for SHIFT LIEUTENANTS.
2. The appointment of STAFF OFFICERS will follow the following guidelines:
 - a. Each prospective STAFF OFFICER will meet all requirements for their respective office as set forth by these guidelines.
 - b. The members running for a STAFF OFFICER position will submit an application letter for the position he or she desires to the UNIT ADMINISTRATOR and EXECUTIVE BOARD by March 1. There is no limit to the number of positions someone can apply for.
 - c. The election meeting will be held the next to last weekend in March. Intentions of members running for STAFF OFFICER positions must be made public no later than March 1.
 - d. The GENERAL MEMBERSHIP will vote for their recommendation for each of the three STAFF OFFICER positions.
 - e. The election will take place with everyone in the GENERAL MEMBERSHIP getting one vote for each position. The person with the most votes in each position will be nominated for appointment.
 - i. There must be at least a majority of the GENERAL MEMBERSHIP present to vote for STAFF OFFICERS.
 - ii. In the event of a tie vote for a position of any STAFF OFFICER, there will be a re-vote immediately following the original vote. The run-off vote will be between the two persons with the most votes. In the event of a second tie, the EXECUTIVE BOARD reserves the deciding vote.
 - f. The EXECUTIVE BOARD must approve, with a majority vote, the recommendations of the GENERAL MEMBERSHIP. If the majority does not approve of the recommendations they will send the nomination back for a re-vote for the position for which they disagree. This will continue until a nomination is approved for each of the STAFF OFFICER positions.



- g. The UNIT ADMINISTRATOR must approve of the appointments. If the case arises where the UNIT ADMINISTRATOR does not approve of the choice of officers, there will be a revote in a timely manner, excluding the person not approved by the UNIT ADMINISTRATOR.
- h. If there exists a STAFF OFFICER position for which no one has expressed an intention of running for by March 1, a nomination meeting will take place the first weekend in March. Nominations may be made by proxy. All nominees must then submit a letter to the UNIT ADMINISTRATOR and EXECUTIVE BOARD by the election meeting. The procedures for their election will follow D-G above.
- i. The EXECUTIVE BOARD will make known the appointment of the STAFF OFFICERS immediately following the election meeting.
- j. STAFF OFFICER appointments must be finalized by April 1.
- k. The newly appointed officers will be oriented by their predecessors for the following month.
- l. The newly appointed officers will take command the week of induction, which will be held no later than April 15.
- m. The newly appointed officers and past semester officers will meet before the end of the semester to discuss their goals, changes, and ideas for their upcoming terms. The new DIRECTOR will schedule the meeting at a time that is convenient for the majority of parties involved.

III. UNIFORMS

A. GENERAL FORMAT

- 1. The uniform shall be a symbol of professionalism for the Emergency Medical Service and should be worn at all times with dignity, pride, and neatness. All on-duty personnel will wear the uniform while in the field. A "stand-by" uniform, consisting of an approved undershirt and pants, can be worn while in crew headquarters as set forth by the standard operating procedures. Uniforms should not be worn soiled or wrinkled at any time. Uniforms not meeting standard operating procedure guidelines will not be allowed.
 - a. No shorts will be worn while in uniform. The sole exception shall be bike teams actively working in that capacity.
 - b. No blue jeans will be worn while in uniform.
 - c. Hats are authorized for wear as long as they are College of Charleston or generic (not service specific) EMS.
 - d. All buttons, except the collar button, shall be buttoned at all times.
 - e. Sunglasses may not be worn while providing patient care.
 - f. Stud earrings shall be the only permitted visual piercing.
 - g. Rings are not to be worn, with the exception of wedding rings or wedding bands provided that the rings will not jeopardize the PPE required to be



worn.

- h. Insulated underwear shall follow the same guidelines as undershirts.
 - i. Each member shall provide themselves with two black pens.
 - j. Each member shall wear a watch with a second hand or appropriate substitute.
 - k. No uniform or article of clothing bearing the name of another EMS or fire service may be worn.
 - l. Members must wear some item of clothing indicating College of Charleston or generic EMS on their outside layer of clothing.
2. Exceptions, as approved by the EXECUTIVE BOARD, are authorized.

B. UNIFORM SHIRT

1. The duty crew, with the exception of the SUPERVISOR, shall have the following shirt:
 - a. Staff Officers are authorized to wear white shirts with epaulets as approved by the EXECUTIVE BOARD.
 - b. All other members will wear a blue shirt with epaulets as approved by the EXECUTIVE BOARD.
 - c. Will have a South Carolina certification or National Registry of Emergency Medical Technicians level patch on the left sleeve. No personnel may don a patch representing a certification level that they have not attained. Doing so will result in disciplinary action.
 - d. Must wear an approved nametag centered above the right pocket.
 - e. Must wear rank insignia, if assigned, on collars.
 - i. The current Staff Officers must wear gold rank insignia.
 - ii. All other members will wear silver rank insignia.
 - f. Undershirts shall be worn with uniform shirts. They will be either a solid white T-shirt bearing absolutely no logos on front or back, or a unit T-shirt. Sleeves shall not protrude from the uniform shirts.
 - g. During seasons of cold weather, an approved turtleneck shirt may be substituted for a T-shirt. They must be solid white.
 - h. During overnight shifts and special events, approved unit Polo or T-shirts may be worn.
 - i. Crews must wear matching uniform styles.
 - j. No other shirts or insignia will be worn unless permission is granted by the CHIEF OF OPERATIONS or DIRECTOR.

C. UNIFORM PANTS AND SHOES

1. The uniform pants shall meet the following guidelines:
 - a. Will be full-length pants, breaking at the shoe.
 - b. Shall be navy blue, as approved by the EXECUTIVE BOARD.



- c. Shall be worn with a black belt with appropriate buckle.
 - i. Only members of the EXECUTIVE BOARD may wear gold buckles.
 - ii. All other buckles shall be silver or black in color.
 - 2. The uniform shoes shall meet the following guidelines:
 - a. Will be solid black in color.
 - b. Will completely enclose the entire foot up to or beyond the ankle.
 - c. Will be clean and polished at all times.
 - d. Socks shall be worn with shoes and shall be white, navy, or black.
 - e. Boots may be worn in place of shoes and must conform to color requirements.
 - f. Public service boots with either a hard toe or steel toe are recommended.
- D. TERMINATION OR RESIGNATION FROM COLLEGE OF CHARLESTON EMERGENCY MEDICAL SERVICE
- 1. Any member of the College of Charleston Emergency Medical Service who resigns or is terminated must return all uniform equipment issued to them to the CHIEF OF OPERATIONS. Failure to return all issued items will result in fees being assessed at current REPLACEMENT cost and a possible transcript hold until the items are returned or fees are paid.

IV. OPERATIONS

A. SCHEDULING

- 1. The schedule will be posted each Monday for the week from that date.
- 2. Personnel shall notify the CHIEF OF OPERATIONS of all availability changes the Saturday before the schedule is posted, or as requested.
- 3. Off-going personnel will at no time leave their assigned shift until they are relieved. This is grounds for immediate dismissal.
- 4. The SUPERVISOR should be contacted if there is a need to leave before relief arrives. Once scheduled for shifts, the personnel assigned to that shift are responsible for having that shift covered.
- 5. The CHIEF OF OPERATIONS must approve all schedule changes.
- 6. The scheduled personnel will be disciplined if the shift is left uncovered.
- 7. Personnel shall not be scheduled during a class.
- 8. If during a shift, a personal emergency occurs, the affected personnel must contact the SUPERVISOR for shift coverage.

B. DOCUMENTATION

- 1. Emergency Medical Service documentation shall include Shift Summary Reports, Incident Reports, Patient Care Reports (PCR), Supplemental Reports, Patient Refusal Forms (PRF), and Time Off Requests.
 - a. All College of Charleston Emergency Medical Service documentation shall be



- completed in black ink, and be printed legibly.
- b. All documentation should be filled out in its entirety, with no blank spaces. All mistakes should have one line drawn through them and initialed.
 - c. The CREW CHIEF is responsible for all Patient Care Reports and Supplemental Reports for his or her shift, but both the CREW MEMBER and CREW CHIEF are responsible for all other documentation for their shift. The SUPERVISOR is ultimately responsible for the correct completion of all paperwork.
 - d. All documentation will be completed as soon thereafter the call is complete and the Emergency Medical Service is placed back in service.
2. Falsification on ANY report will not be tolerated. Severe disciplinary action including possible termination will result.
 3. All documentation containing patient information shall be held in the tightest confidentiality.
 - a. No copies shall be made unless they are to be used in the Quality Care Assurance Program, a court order commands a copy be produced, or a patient requests a copy.
 - i. In the case of a patient requesting a copy of their PCR. They must do so in writing and their Identification must be verified before documents can be released.
 - ii. The legal guardian of a minor may make the request for documents provided sufficient evidence that the party is in fact the patient's legal guardian.

C. PATIENT CARE REPORTS AND SUPPLEMENT

1. The College of Charleston Emergency Medical Service Patient Care Report (PCR) will be filled out on every call with a patient. It will be filled out entirely and any deletions noted.
 - a. All comments made on the PCR will be objective. No inappropriate, subjective comments will be made. Comments will be complete, concise, and written in a legible manner.
 - b. All findings should be marked on the PCR with a simple "X." A circle, check, scratch mark, etc are not acceptable.
 - c. NO section should be left blank and everything MUST be filled out. If something is omitted the reason should be noted in the narrative section or in an Incident Report.
 - d. If the narrative should take more room than the space provided a Supplemental Report should be used.
 - e. The yellow copy of the PCR will be offered to CCEMS if they respond.
 - f. All remaining copies shall be placed in the SUPERVISOR ON CALL'S locked box as soon as the PCR is completed.



D. INCIDENT REPORTS

1. The Incident Report is used to report incidents involving College of Charleston Emergency Medical Service personnel, equipment, primary response territory, or other concerns necessitating documentation. An Incident Report does not necessarily record a procedural infraction, but is a record of an unusual operating condition or occurrence.
2. Incident Reports should be concise, complete and objective. Incident Reports are due at the end of the shift. Both medics on duty are responsible for reporting the incident to the SUPERVISOR and getting his or her signature on the form.
 - a. Reporting crew must notify supervisor that an incident has been filled out within 24hrs of occurrence.

E. SHIFT SUMMARY REPORTS

1. A Shift Summary Report shall be filled out completely for every shift. The following guidelines should be noted:
 - a. All spaces should be filled in including mileage at the beginning and end of the shift and a fuel check at beginning of shift.
 - b. The materials used section should be filled in with everything used during that shift.
 - c. All run numbers and Incident Report numbers should be placed in the space provided.
2. It should be completed in the first thirty minutes of the shift unless a call prevents completion, in which case it should be completed as soon as possible.
3. Any missing equipment should be noted on the Shift Summary under Discrepancies. The same is also true of any malfunctioning equipment and the SUPERVISOR should be notified of any malfunctions.
4. Both members of the on duty crew are responsible for this duty.

F. PATIENT REFUSAL FORMS

1. It is important that a Patient Refusal Form (PRF) be filled out in its entirety if a patient who has had care rendered by College of Charleston Emergency Medical Service refuses transport or refuses medical attention.
2. The form shall be completed on scene and shall be witnessed by two people, one being a Public Safety Officer or Charleston Police Department Officer.
3. College of Charleston Emergency Medical Service personnel and COLLEGE OF CHARLESTON FIRE AND EMS personnel may not act as witness.
4. A Resident Advisor, Resident Director, roommate, or bystander should witness.
5. If a witness is not available, it shall be noted on the refusal form and in the



narrative of the patient care report.

6. The CREW CHIEF must contact the SUPERVISOR for a refusal under the following circumstances:
 - a. History of loss of consciousness, ETOH, seizure, or syncope.
 - b. Complaint of chest pain or discomfort, or its commonly referred equivalents.
 - c. Complaint of difficulty breathing, shortness of breath, or sensation of airway obstruction.
 - d. Abdominal pain of such a severity that the patient requested the attention of the College of Charleston Emergency Medical Service. This includes the gravid patient.
 - e. Gastrointestinal blood loss.
 - f. Possible fracture or dislocation of any joint or bone, excluding fingers and toes.
 - g. Any acute neurological change.
 - h. Any patient who was previously ambulatory, but has become non-ambulatory.
 - i. Any penetrating wound of the head, neck, chest, abdomen, or groin, or wounds of an extremity in which vascular injury is a possibility.
 - j. Any patient in labor, or who has ruptured her membranes, or is in the third trimester of pregnancy.
7. The CREW CHIEF shall contact Charleston County EMS for further evaluation of patients for the circumstances listed below. Charleston County EMS personnel may then make the decision for transport after assuming patient care from the College of Charleston Emergency Medical Service. Under no circumstances shall a College of Charleston Patient Refusal Form be filled out in these circumstances.
 - a. Altered mental status
 - b. Any acute psychiatric decompensation including threats of suicide.

G. TIME OFF REQUESTS

1. Time Off Requests should be filed at least two weeks in advance of the date the personnel is to have off.
2. Time Off Requests shall be submitted to the CHIEF OF OPERATIONS.

H. SUPPLEMENTAL REPORTS

1. Supplemental Reports should be used whenever the narrative portion of any form is not sufficient in length to explain the situation.
2. Both forms should cross-reference each other. The form number for the opposite should also be on both forms. The forms should be stapled together and not separated from each other.

I. TERRITORY



1. The College of Charleston Emergency Medical Service's primary territory consists of all property owned or used by College of Charleston on its main campus as well as the surrounding roads.
2. College of Charleston Emergency Medical Service will respond to calls in other areas while standing by at College sponsored events or when called for first response by Charleston County EMS, Student Health, or Public Safety.
3. All College of Charleston Emergency Medical Service units operating within the jurisdiction of another agency shall operate within the regulations set forth by that agency.
4. When College of Charleston Emergency Medical Service is out of service or unable to answer a call because they are on another, all emergency calls should be directed to Charleston County EMS and the unit shall be notified that another call is pending and has been redirected.
5. Response territory for College of Charleston EMS calls is as follows:
 - a. Radcliff and Ann to the North
 - b. Beaufain and Hasell Streets to the South
 - c. Smith Street to the West
 - d. Meeting Street to the East
 - e. Aquarium garage
 - f. 123 and 125 Bull Street.
6. The unit is only clear to respond outside these boundaries if specifically requested by Charleston County EMS AND/OR if the College of Charleston Department of Public Safety is responding to the call.

J. HEADQUARTERS POLICIES

1. Policies regarding the Headquarters building shall be established by the DIRECTOR and CHIEF OF OPERATIONS, in conjunction with the UNIT ADMINISTRATOR.
2. Quiet hours are to be observed between 2200-0800hrs. The crew must be available by radio at all other time not listed above. In the event that an on duty member is resting, there will be no TVs or Radios on in the bunkroom between 2200-0800hrs.
3. Beds will be made no later than 0745.
4. There shall be no pets allowed in the station or COLLEGE OF CHARELSTON OF FIRES AND EMS Vehicles.
5. Members may have guests in the station as long as the following conditions are met:



- a. Guests must be accompanied by a College of Charleston EMS member at all times when in the station. Should the crew leave on a call the guest must also leave.
 - b. Guests shall not be allowed between 2200-0800hrs without the approval of ALL other on duty personnel and the SUPERVISOR.
 - c. Guests shall leave at the request of any on duty personnel.
 - d. Guests shall not ride in College of Charleston Fire and EMS vehicles without approval of the SUPERVISOR. No guest shall be allowed to ride during an emergent response unless a ridealong waiver has been completed for that date and signed by the DIRECTOR.
6. Station door codes will be issued by the DIRECTOR or CHIEF OF OPERATIONS. No other personnel may share door codes.
 7. Quarters exist primarily for the use of on-duty personnel. If there is a disagreement between an on-duty and off-duty member about the use of the quarters, the off-duty member shall yield to the on-duty member or leave.
 - a. The sole exception to this shall be a member of the EXECUTIVE BOARD completing duties of their office.

K. ALCOHOL AND TOBACCO POLICY

1. The purpose of the alcohol and tobacco policy is to maintain a high level of professionalism and safety in the operation of and patient care given by the Emergency Medical Service.
2. The following policies regard alcohol.
 - a. There will be no consumption of alcoholic beverages while on duty or within the twelve (12) hours prior to the start of that member's shift.
 - b. There will be no consumption or purchase of alcoholic beverages while wearing any part of the uniform that bears the College of Charleston Emergency Medical Service name.
 - c. Unless responding to an emergency call, members will not wear clothing that identifies them as a member of the College of Charleston Emergency Medical Service while in establishments that serve primarily alcohol (i.e. bars and taverns), while attending parties at which alcohol is served, or while consuming alcohol.
 - d. Members shall not be intoxicated while wearing any part of the College of Charleston Emergency Medical Service official uniform.
 - e. Alcoholic beverages are prohibited in the College of Charleston Emergency Medical Service headquarters and shall not be transported or stored in the vehicle.
 - f. Members will not attend official College of Charleston Emergency Medical Service meetings, training sessions, nor act as a representative of College of



Charleston Emergency Medical Service within twelve (12) hours of the consumption of alcoholic beverages.

- g. Any circumstances not governed by these guidelines shall be deemed appropriate only by the DIRECTOR.
- 3. The following policies regard tobacco:
 - a. There will be no smoking, dipping, or chewing of any tobacco products while in public in the official College of Charleston Emergency Medical Service uniform. The garage is not considered public for this policy.
 - b. Crews must also adhere to the College of Charleston guidelines regarding Tobacco use.
 - c. Smoking, dipping, or chewing of any tobacco products are prohibited inside the station.
 - d. Cigarette butts or other tobacco waste products should be disposed properly in canisters or waste buckets and not thrown on the ground. Spit cups or cans should be carried out to the main dumpster and not thrown away in any trash receptor in Headquarters.

V. VEHICLE OPERATIONS

A. GUIDELINES OF OPERATIONS

- 1. College of Charleston Fire and EMS vehicles shall be operated only by personnel who have been approved for driving the particular vehicle by the DIRECTOR and CHIEF OF OPERATIONS and have met the following conditions
 - a. Shall hold a current driver's license valid in one of the fifty states.
 - b. Shall hold a certificate from an approved emergency vehicle driver-training course such as CEVO or EVOC.
 - c. Shall agree to operate the vehicle within all state, county, and city laws, in addition to university guidelines.
- 2. The vehicle shall remain locked at all times when not in use.
- 3. There shall be no "patrolling" in the vehicle. The crew shall be either stationed at a particular place, or en route to an approved location unless conducting area familiarization or drivers training.

B. PARKING

- 1. The College of Charleston Emergency Medical Service vehicle may be parked anywhere at anytime with the following exceptions:
 - a. Under absolutely no circumstances shall the vehicle be parked in a handicapped parking space. A College of Charleston Department of Public Safety Officer will ticket the vehicle while parked in handicapped spaces and will notify the SUPERVISOR. It will be the responsibility of crew chief that is on duty at the time to pay the ticket.



- b. Under absolutely no circumstances shall the vehicle be parked in a manner blocking traffic or creating a road hazard, except when unavoidable on the scene of an emergency.
- c. Unless responding to a call, College of Charleston Fire and EMS vehicles may not be parked in a private or reserved space.
- d. When parking the vehicle at headquarters, it should be parked in one of the assigned parking spaces. If parking in PG Garage will delay response time, the unit may be parked in the loading area outside Public Safety.
- e. When parking the vehicle while making a response:
 - i. Consideration **MUST** be given to other incoming vehicles such as fire apparatus and other emergency vehicles. Do not block their access to the scene.
 - ii. Crew and patient safety shall be the most important factors in selecting an appropriate location.
- f. When responding to a stand-by call, the vehicle shall be parked as far out of the way as possible and the medics shall remain with the vehicle unless called into the scene.

C. EMERGENCY RESPONSE

- 1. It shall be the policy of the College of Charleston Emergency Medical Service to respond to all calls in the non-emergent mode unless one of the provisions listed below has been met.
 - a. Any incident requiring a call to Charleston County EMS ordinarily will justify an emergent response by the College of Charleston Emergency Medical Service.
 - b. In the event that Charleston County EMS has not been dispatched, but based on the superior medical knowledge, the crew assigned to the College of Charleston Emergency Medical Service may proceed with an emergent response at their discretion.
 - c. Any dispatch for an "unknown problem" shall warrant an emergent response.
- 2. When an emergent response is used, the following guidelines will be followed:
 - a. Public Safety Officers or a SUPERVISOR who arrive at the scene prior to College of Charleston Emergency Medical Service or Charleston County EMS may countermand an emergent response if the circumstances clearly warrant such action. However, when in doubt Public Safety personnel should communicate any relevant information to College of Charleston Emergency Medical Service personnel and allow the latter to exercise their own judgment.
 - b. When responding with lights and siren in accordance with the conditions set forth in SC Department of Transportation Code of Laws, Emergency Vehicles may:



- i. Be operated up to 10 mph over posted speed limit, unless adverse conditions dictate a lower speed. No matter how serious the medical emergency, a member of College of Charleston Emergency Medical Service shall not operate the response Vehicle at more than 10 mph above the speed limit.
- ii. Proceed through a stop sign or red light after coming to a complete stop and ensuring that other vehicles yield the right of way.
- c. When at a scene to which an emergent response was made, the CREW CHIEF shall double-check that the second set of keys are on their person. The driver shall leave the strobes and hazard lights flashing. The parking brake should be engaged before approaching the scene.

D. FLEET ACCIDENTS

1. Even with safe operation of the vehicle, College of Charleston Emergency Medical Service realizes that accidents will occur. When an accident occurs, the following guidelines will be followed:
 - a. The person driving the vehicle will notify Headquarters.
 - b. The crew should also assure the Headquarters has notified the State Police to complete the accident report if one is required.
 - c. The CREW CHIEF will notify the SUPERVISOR of any accident involving the vehicle, regardless of the degree of damage caused by the accident.
 - d. The SUPERVISOR will notify the CHIEF OF OPERATIONS and DIRECTOR.
 - e. The Director will notify the UNIT ADMINISTRATOR. If anyone is unavailable then the next person on the chain of command should be contacted.
 - f. The driver of the vehicle involved in the accident may be immediately suspended from duty until the ensuing investigation is complete. If the driver is found at fault, the driver may be suspended from operation.
 - g. The UNIT ADMINISTRATOR is responsible for notification of family if any personnel are injured and/or killed as a result of the accident.

E. CANCELLATION BY CHARLESTON COUNTY EMS

1. If en route to a call dispatched by Charleston County EMS and are canceled prior to arrival, the crew is to follow the command of Charleston County EMS and return to service.
2. If the crew on duty feels as though they need to respond to the scene they may do so by reducing their response to normal operations and proceed to the scene.
3. If cancelled a False Call/GOA Report should be filled out.

VI. DISCIPLINE

A. DISCIPLINE BY UNIT OFFICERS



1. Any member that formally charges another member with a violation must fill out a Member Misconduct Form and turn it into the CHIEF OF OPERATIONS. The CHIEF OF OPERATIONS will conduct an investigation of all persons involved.
 - a. If the CHIEF OF OPERATIONS is involved, the DIRECTOR will conduct the investigation. Likewise, if the DIRECTOR and CHIEF OF OPERATIONS are involved, the CHIEF OF TRAINING AND STAFF DEVELOPMENT will conduct the investigation.
 - b. All rulings by the investigator will be completed two weeks from the time that a Member Misconduct Form was filled out.
2. The form of discipline that the investigator decides will go to the EXECUTIVE BOARD for approval.
3. College of Charleston Emergency Medical Service will employ the following forms of discipline.
 - a. Verbal Reprimand - A notation (Member Misconduct Form) indicating verbal reprimand will be placed in the personnel file.
 - b. Written Reprimand - A written record in addition to a Member Misconduct Form is made stating the violation and placed in the personnel file. A copy is sent to the violator and to UNIT ADMINISTRATOR. The violator and the DIRECTOR must sign the file copy.
 - c. Suspension - The violator will be suspended from all College of Charleston Emergency Medical Service activities for up to two months. A letter in addition to a Member Misconduct Form stating the reason and length of suspension will be placed in the personal file. A copy will be sent to the violator and UNIT ADMINISTRATOR. The violator and the DIRECTOR must sign the file copy.
 - d. Permanent Expulsion - The violator will be dismissed from all College of Charleston Emergency Medical Service activities for the remainder of the time they are associated with College of Charleston. The DIRECTOR must confer with the Unit Administrator before expulsion. A letter in addition to a Member Misconduct Form stating the reason of expulsion will be placed in the personal file. A copy will be sent to the violator and UNIT ADMINISTRATOR. The violator and the DIRECTOR must sign the file copy.
NO REAPPLICATION FOR MEMBERSHIP WILL BE ACCEPTED.
4. The forms of discipline stated above are not listed in successive steps. Violators may appeal all disciplinary action to the DIRECTOR and UNIT ADMINISTRATOR in writing within 5 days.



The purpose of the College of Charleston Emergency Medical Service Standard Operating Guidelines is to clarify the responsibilities of the Officers and Volunteers of the organization. The Operating procedures are also written to ensure the safety of all of the volunteers. If any member of the organization does not follow the set regulations, please report the findings to the Director or Chief of Operations who will then report to the Unit Administrator. The undersigned officers have read and approved the preceding procedures and will follow and support them at all times.

As approved by the Executive Board of the College of Charleston EMS on March 28, 2010.

Col. Jon Papaharis, NREMT-I

Maj. Hill Felton, NREMT-B

Capt. Cassie Wise, NREMT-B

Lt. Caitlin Morrissey, NREMT-B

Lt. Robert Raidt, NREMT-B

Rick Krantz, Unit Administrator