

Westmont Fire Company No. 1  
120 Haddon Ave.  
Haddon Township, NJ 08108

**Standard Operating Guidelines**  
**Emergency Medical Services**

**1.1 Emergency Medical Services Squad Organization**

- 1.1.1 The BLS unit shall operate under current Westmont Fire Co. SOGs and By-Laws, the Board of Fire Commissioners and any/all laws of the State of New Jersey pertaining to the operation of a BLS unit. BLS protocols from our Medical Director shall also be followed. It shall be noted that this is a revolving document and changes can be made as necessary.
- 1.1.2 The active chain of command for EMS operations shall be the EMS Lieutenant, EMS Captain, Fire Chief, and Board of Fire Commissioners.
- 1.1.3 BLS unit members shall strive to provide care and/or operate in the finest tradition of the Emergency Medical Service.
- 1.1.4 Any/all civilian complaints shall be directed to either the EMS Captain, or the Fire Chief. If necessary, the Board of Fire Commissioners will be involved as well.
- 1.1.5 Any/all internal problems shall be handled through the above noted chain of command. No internal problems and/or differences shall be aired while on an emergency assignment, but rather straightened out upon completion of the emergency/assignment, preferably in company quarters.
- 1.1.6 All shifts, will be manned in quarters and calls responded to from quarters.

**2.1 Uniforms**

- 2.1.1 All personnel will be required to wear the appropriate uniform with Westmont Fire Company No. 1 insignia only. Inclement weather apparel will consist of the issued high visibility jacket, Class B jacket or issued turn-out gear over the appropriate uniform. EMT uniform shirts and will have the approved EMT patch on the right sleeve.
- 2.1.2 06:00-12:00-Class B short or long sleeve shirt, Class B or approved EMT pants, dark blue undershirt, black issued duty boots and approved high-vis jacket, Class B jacket or job shirt.  
12:00-18:00-Class B short or long sleeve shirt, Class B or approved EMT pants, dark blue undershirt, black issued duty boots and approved high-vis jacket, Class B jacket or job shirt.  
18:00-24:00-Class B short or long sleeve shirt, Class B or approved EMT pants, dark blue undershirt, black issued duty boots and approved high-vis jacket, Class B jacket or job shirt.  
00:00-06:00-Class B short or long sleeve shirt (optional), Class B or approved EMT pants, dark blue Westmont Fire Co. t-shirt, or dark blue Fire Co. sweat shirt and approved high-vis jacket, Class B jacket or job shirt.

The switching from short sleeve uniform to long sleeve uniform and vice versa shall be determined by the Fire Chief.

Baseball hats and winter knit hats will be allowed as long as it is blue with the Westmont insignia/logo on them.

2<sup>nd</sup> and 3<sup>rd</sup> BLS units personnel may respond to the call wearing Class B uniform, turn-out gear or civilian clothing with Westmont insignia/logo w/closed toed shoes. Flip-flops, swim wear, tank tops, and shorts will not be permitted.

2.1.3 All ems personnel while on duty will be expected to look professional in appearance to include, uniform properly cleaned/tucked, boots clean and polished, and reasonably groomed facial hair according to NFPA recommendations.

### 3.1 Response To Incidents/Emergencies

3.1.1 BLS unit members shall not participate in operations while under the influence of any intoxicating liquor/drugs. No member shall be allowed to respond to calls within 8 hours of ingesting any intoxicant.

3.1.2 In response to emergencies, a minimum of (1) active and current Emergency Medical Technician, and a cleared driver will respond.

3.1.3 The first arriving treating EMT shall immediately take charge of the victim/patient, and provide and/or direct such care as needed and/or required until the victim/patient is delivered to a medical facility, or until the arrival of a Medic unit. Upon the arrival of an ALS unit, members shall advise ALS personnel of any/all action taken prior to their arrival, and assist as needed. The EMT initially taking charge of the victim/patient shall remain with the victim/patient, along with ALS personnel, until signed transfer of care is completed, prepared to answer any/all questions regarding actions taken, information gathered, or noted condition of the victim/patient.

3.1.4 Minimum members responding with the ambulance shall be (2), unless a trainee or EMT/firefighter is riding along as a 3<sup>rd</sup>, then the maximum amount will be (3).

3.1.5 The BLS unit being out of quarters after the receipt of an incident shall be considered as an adequate response. Members are discouraged from responding directly to the BLS calls. If the 2<sup>nd</sup> or 3<sup>rd</sup> BLS unit is needed, members shall report to the station first to establish a crew or man fire apparatus that may have been dispatched.

3.1.6 BLS crew shall evaluate conditions at the scene, and shall notify the Camden County Communications Center of their arrival on the scene, via radio or MDC.

3.1.7 First responders shall not hesitate to call for additional assistance, i.e. additional BLS units, rescue company, or fire company, to assist as conditions warrant.

3.1.8 In order to help minimize preventable accidents, it shall be the responsibility of the EMT to spot the driver when backing up, whether at a hospital, backing into the station, or backing up in general.



## 4.1 Operating at the scene

- 4.1.1 The BLS crew on scene shall carry with them the assigned portable radios, and will maintain constant communications with the Camden County Communications Center. The radio shall be in the "on" position and on the correct channel. At a fire call, one EMT/driver will operate on East Ops while the other EMT/driver will operate on fireground, unless directed otherwise. After your shift, all portable radios will be restored and set to East Ops.
- 4.1.2 Members carrying any/all equipment deemed necessary shall assure such equipment is accounted for upon leaving the scene.
- 4.1.3 All operations are to be carried out in an approved, efficient manner, with due regard for the well being of the crew, patient/victim, and family/friends who may be in attendance.
- 4.1.4 Victims/patients shall be transported to the medical facility of their choice, OLOL Virtua, Cooper, or Jefferson Cherry Hill, or in the case of extreme life threatening emergencies to the closest facility, or best equipped facility, as deemed necessary by the EMT/ALS personnel in attendance.
- 4.1.5 At the scene of an MVC/other accident/accident/incident involving entrapment, the EMT/ALS personnel supervising the victim/patient shall be responsible to advise and coordinate activities regarding victim/patient care by advising the Officer commanding the Fire-Rescue of action required to efficiently remove the victim/patient.
- 4.1.6 Members operating at an emergency scene shall protect themselves from injury by wearing such safety/protective clothing made available to them, i.e. gloves, masks, helmets, ems coats, or firefighting turn-out pants/boots if conditions warrant.
- 4.1.7 All EMS personnel operating/exposed to or near traffic/roadways will wear the issued high visibility vests or yellow jacket. This will apply to all MVCs and other calls that occur on or near roadways.
- 4.1.8 Damaged, unusable, or destroyed safety/protective equipment shall be replaced promptly.
- 4.1.9 The BLS crew will be the medical authority responsible for all issues affecting the firefighters ability to stay on the fire ground or be removed from the fire ground for Rehab or transport to a hospital.
- 4.1.10 Any EMS call that involves a working code (cardiac arrest) with CPR/resuscitation will require a member of the BLS crew to notify Camden County Communications Center that an engine crew should be dispatched, if not previously dispatched. The engine can also be recalled if not needed.

## **5.1 Radio Procedures**

- 5.1.1 Radio procedures shall be consistent with rules and regulations of the Camden County Communications Center. These procedures can be found in the radio room to reference.
- 5.1.2 Operating BLS unit members shall keep the Camden County Communications Center advised as to the status/availability of the BLS unit.
- 5.1.3 When responding to an emergency, the BLS unit will notify Camden County Communications Center that they are responding, in addition to using the mdc. BLS will also notify Camden County Communications Center when they are available.

## **6.1 Return/Restoring of the Ambulance**

- 6.1.1 Upon completion of an assignment, members manning the BLS unit will be responsible to assure that the ambulance and all equipment is properly restored, cleaned, and sanitized as needed, to an incident ready condition.
- 6.1.2 Linens shall be changed after each call, jump kits re-supplied, oxygen re-filled, and all equipment that was used shall be cleaned and restored. Oxygen will be refilled when the PSI is 1000 (50% or lower).
- 6.1.3 Members shall note any/all equipment left at a medical facility so that it is accounted for, and can be retrieved at a later time. Members shall always check the local hospitals for any equipment belonging to the Westmont EMS.
- 6.1.4 Rig checks shall be performed at the beginning of the 6:00am-12:00pm shift. Any issues shall be noted on the form and notification made to the EMS Captain or EMS Lieutenant if any equipment is missing and/or repairs that have to be made.
- 6.1.5 Mechanical issues with the BLS units shall be noted and the mechanic shall be notified. Notification shall also be made to the EMS Captain or EMS Lieutenant.
- 6.1.6 If the BLS units are in need of fuel, (below 1/2) the crew on duty will be responsible for re-fueling at the DPW garage.

## **7.1 Filing of Reports**

- 7.1.1 Upon returning from a call, the treating EMT will be responsible for completing the necessary reports. All EMS reports shall be completed using EMS Charts. All reports must be completed within 24 hours, according to the State of New Jersey OEMS. This shall include fire calls to which the BLS unit responded to. All reports will require his/her partner's signature.
- 7.1.2 All signatures shall be obtained by using the tablet and/or ipad. If the tablet or ipad is out of service, paper refusals can be utilized. A paper refusal must be scanned and uploaded to your report.



- 7.1.3 The EMS Captain shall prepare such reports pertaining to response , etc, as required by the Fire Chief, and shall file a monthly report at regular monthly Company meetings, and an annual report at the annual company meeting.
- 7.1.4 Any/all flags to a report shall be addressed within 24 hours.

## 8.1 **Transportation Calls**

- 8.1.1 Any/All transportation calls, non-emergency, shall be cleared first with the EMS Captain or Fire Chief. If not available, the EMS Lieutenant shall be notified. The 2<sup>nd</sup> or 3<sup>rd</sup> due BLS units shall be used for this purpose.

## 9.1 **Mutual Aid/Out of District Calls**

- 9.1.1 Any/all service rendered by the Ambulance in this and/or other jurisdictions shall be handled in a professional manner consistent with local regulations, as if the incident/event occurred within our local response area.

## 10.1 **Training**

- 10.1.1 All EMT's must have a current/valid EMT Certification. Both drivers and EMT's must also possess a current/valid CPR card. Any EMS personnel driving the ambulance must also possess a current/valid driver's license. Additional certifications and training as required by the Westmont Fire Company No. 1 must also be current.
- 10.1.2 Additional training as needed for qualifications, shall be arranged by the EMS Captain, EMS Lieutenant or EMS training officer.
- 10.1.3 All new EMT's and/or drivers must ride as a 3<sup>rd</sup> on the ambulance for a length of time that the EMS Captain, EMS Lieutenant, or training officer deems necessary. The new EMT's and/or driver's will be trained in all aspects of the ambulance, including patient care and will need to be qualified on all equipment.
- 10.1.4 All EMT's and drivers are expected to routinely check equipment and supplies in the BLS units, including coolers, to assure that the supplies and equipment are in proper working order, and that the member knows the whereabouts of all equipment during time of emergency.

## 11.1 Daily Duties

11.1.1 Whenever the duty crew is not out on a call, they shall engage in activities benefiting the fire company and/or Board of Fire Commissioners. Such activities shall include training, maintenance of building/ grounds, cleaning of apparatus, cleaning of restroom facilities, cleaning of kitchen/lounge area, cleaning of bunkroom facilities, public relations and fund raising. The exception shall be the 00:00am to 06:00am shift.

## 12.1 Grievances

12.1.1 Any/all problems that arise on an emergency call shall be handled in quarters. All members are urged to be courteous at all times and not get into confrontations with anyone while on duty. All problems shall be addressed with the EMS Captain, EMS Lieutenant, and/or the Fire Chief. Any actions deemed necessary will be handled at that time.

## 13.1 EMS Meetings/Drills

13.1.1 The EMS meetings/drills will be held on the 1<sup>st</sup> Monday of each month and will start at 19:00. If the EMS meeting happens to fall on a holiday, the meeting/drill will be cancelled or moved to the 3<sup>rd</sup> Monday if deemed necessary by the EMS Captain. All EMTs would be notified of the change. Each EMT and/or driver shall make every effort to attend at least 6 EMS meeting per year, unless otherwise excused by the EMS Captain or EMS Lieutenant.

13.1.2 All in house training will be scheduled by the EMS Captain or the EMS training officer. EMTs shall be allowed to attend any type of EMS training they desire, however, if the Fire District is expected to pay for said training, it must be approved by the EMS Captain or Fire Chief.

## 14.1 Employees

14.1.1 All EMS personnel will be employees of the Board of Fire Commissioners, Township of Haddon, Fire District #1. All EMS employees will be part time, or per diem, with the exception of the full time employees.

## 15.1 Failure to comply

15.1.1 These SOG's shall be followed to the best of your ability. Failure to comply will result in a verbal warning, followed by a written warning, and then suspension. The warnings will be issued by the EMS Captain, EMS Lieutenant or Fire Chief. If additional actions are necessary, it must go through the established chain of command.

# Guidelines for

# EMS SHIFTS

## **1) EMS Shifts-New members**

Any new member that joins the fire company and wants to do EMS shall be placed on probation for a period of 6 months. Said person shall be permitted/encouraged to ride at least 1 EMS shift per week in order to become familiar with the EMS operations of the Westmont Fire Co. #1. Said person will not be eligible to collect financial compensation during this period.

After the 6 month probation period, the percentage and performance of the new member will be reviewed by the EMS Captain and EMS Lieutenant. If said person meets the percentage criteria, said person will be assigned as a driver only or EMT. Said person must be cleared first by the EMS Captain, EMS Lieutenant , or training officer.

## **2) Percentage Criteria**

Each driver only or EMT shall maintain a percentage in order to work on the BLS units. Percentages are calculated on a monthly basis and are based on the last 12 months. Percentages are calculated based on fire call responses, drill participation, meetings, fire prevention, special details and LOSAP points.

In order to run shifts, said member must maintain at least 25%. If said member drops below 25%, said member will be notified by the EMS Captain and will be given 30 days to bring their percentage back up above 25%. If not, said member will lose 1 permanent shift. The lost shift will be re-assigned to the EMT if he/she brings the percentage back up above 25% within 30 days. If said members percentage drops below 15%, said member will lose all permanent EMS shifts. A member that loses all permanent shifts will not be permitted to run EMS shifts until his/her percentage returns to 25%.

## **3) EMS Shifts-Driver Only's**

Once a driver only is cleared to drive, the driver only will be assigned 1 shift. Said driver shall be permitted to answer as many 1558 & 1559 calls as possible. A second driver only shift can be assigned by the EMS Captain or EMS Lieutenant as deemed necessary, if needed. All driver only's will be encouraged to obtain their EMT certification in order to work multiple shifts.



#### **4) EMS Shifts-EMT's**

Once an EMT is cleared to treat, the EMT will be assigned 1 shift. Said EMT shall be permitted to answer as many 1558 & 1559 calls as possible. After 30 days, said EMT will be assigned a second shift and will be assigned to the rotation list based on said EMT's percentage of 25% or more. Said EMT will be granted additional shifts based on the rotation.

#### **5) Shift Scheduling**

All shift scheduling will be done electronically. There will be 2 schedulers assigned by the Chief and the EMS Captain to coordinate the scheduling. The scheduling process will be overseen by the EMS Captain.

Every other week, the EMS personnel may start to bid for their shifts for the next 2 week pay period. The bidding process will begin with the person who is #1 on the roster. He/She may pick 2 shifts within the next pay period. Once that person picks, the #2 person may pick, and so on through the list. Each EMT will be notified by a scheduler that it is their turn to pick, or said EMT can see the roster through the discussions tab of the website.

If notified by the scheduler that it is your turn to pick a shift, via phone call, email, or text, said member will have 6 hours to respond to the phone call, email, or text in order to pick a shift. Said person may also log in and pick his/her shifts via the schedule. The scheduler will then grant or deny the request based on the roster. If a response is not received within 6 hours, the next person in line will be contacted. If a person exceeds his/her 6 hour time frame, that person can still pick a shift but the choice will be based on what is left.

#### **6) Day Shifts Monday-Friday**

These shifts will be filled, giving priority to Firefighter/EMT's, that are available during the day. Open shifts can be filled by a driver only, or an EMT only if necessary, but must be approved by the Fire Chief and/or EMS Captain. Each firefighter/EMT shall maintain at least a 25% average in order to run day shifts. Exceptions can be made for those with less than the required 25%, however priority will be given to those with a greater than 25% average.

#### **7) Switching/Trading of shifts**

Switching/trading of shifts can take place at any time between members. Once a switch/trade has taken place, the scheduler will fix it immediately so as not to lose track as to who is assigned to that particular shift.

Switching/trading may also take place between weeks as long as both members agree to the switch.



## **8) Emergency Coverage**

In the event of an emergency where a shift has been declared open and must be filled within a short period of time, the schedulers will notify all of the EMT's of the open shift asking all available personnel to sign up for that shift. All EMT's will be given a period of time for which to sign up, at the discretion of the scheduler. The available shift will be granted to the next available person on that week's rotation roster.

## **9) EMS Charts**

All EMS run charts should be completed in accordance with State of New Jersey guidelines (24 hours). Please refer to EMS SOG 7.1

## **10) Unforeseen Circumstances**

If a situation arises that is not addressed in these guidelines, it will be addressed by the EMS officers and the Fire Chief and a solution will be presented to all parties involved.

Westmont Fire Co. #1/Board of Fire Commissioners

**Subject: Sexual Harassment**

This SOG covers the protection of any Westmont Fire Co member, representative, or general public which receives services from being sexually harassed. Sexual harassment is not only against department policy, it is against the law. The statements below shall be strictly adhered to. The statements are clear and not interpretive. Only the Fire Chief, or Board of Fire Commissioners can make adjustments. Those adjustments shall take place for the sole purpose of "unique" or extraordinary circumstances.

Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors or other verbal or physical conduct of a sexual nature that offends another person.

Sexual harassment may include such actions as: sex-oriented verbal "kidding", teasing, jokes or comments; foul or obscene language or gestures; offensive pictures or messages, including email and/or texting subtle pressure for sexual activity; physical contact, such as patting, pinching, or brushing against another's body; sexually oriented pictures, calendars, screen savers, or emails; or requests for sexual favors.

If you observe harassment in the workplace or if you feel you are being harassed, we strongly urge you to report it to any fire department officer immediately.

All complaints will be properly investigated and corrective action will be taken when necessary.

No employee who, in good faith, reports an incident to management will suffer any restrictions or adverse employment action as a consequence of their reporting it.

The Westmont Fire Co./Board of Fire Commissioners will do everything possible to maintain confidentiality and protect the reputations of innocent people when handling these complaints.



Westmont Fire Co. #1/ Board of Fire Commissioners

Subject: **Workplace Harassment**

Any employee who engages in harassment on the basis of race, sex, gender, religion, color, age, disability, national origin or sexual orientation, who permits employees under his/her supervision to engage in such harassment; or who retaliates or permits retaliation against an employee who reports such harassment is guilty of misconduct and shall be subject to remedial action which may include the imposition of discipline or termination of employment.

Harassment includes slurs, and other verbal or physical conduct relating to race, color, religion, sex, gender, age, disability, national origin, or being a member of another protected classification. Harassment is defined as behavior which has the purpose or effect of creating an intimidating, hostile or offensive working environment, or has the purpose or effect of unreasonably interfering with an individual's work performance, or otherwise adversely affects an individual's employment opportunities.

Harassment by an employee will result in disciplinary action up to and including dismissal. You are encouraged to report your complaint if you believe you have been subjected to any form of harassment at work or during a work related activity.

Complaints of harassment at work will be promptly and carefully investigated. Under this policy, your manager or supervisor cannot retaliate or try to harm you in any way if you choose to file a harassment complaint.

If you have concerns about workplace harassment at work by anyone, including supervisors, co-employees, guests, volunteers or visitors, you should immediately bring those concerns to your supervisor's attention or you may contact ANY supervisor with whom you feel comfortable discussing the situation.

The investigation may include interviews with all persons having direct knowledge of the harassment, including the person who made the complaint, the person accused of the harassment and other potential witnesses.