

# East Moriches Ambulance

Probationary Member Orientation

# Topics of Discussion

- **Housekeeping**
  - Requirements
  - Persons of Interest
  - Important Numbers
- **General Rules & Procedures**
- **Ambulances & Responders**
- **Social Media Policy**
- **Spotter Policy**
- **HIPAA**

# Housekeeping- Probationary Requirements

**As per the Ambulance Bylaws, a new member's probationary period lasts between 6 months and 18 months.**

**Typical length of probation: 12 months**

- 8 Hour Overnight Duty Shift
- 75% General Meetings
- 75% General Trainings
- Kitchen Details
- 2 Standbys
- 1 Work Detail
- 1 Parade
- 6 Ambulance Rig Checks
- Probationary Meetings/Trainings
- Letter of Intent

# Housekeeping- Mandatory Trainings

**Each year, members of the ambulance must have the following mandatory trainings, or they are not allowed to ride the ambulance.**

- CPR/AED
- Narcotics Awareness
- Hazmat Awareness
- Bloodborne Pathogens
- Workplace Violence
- Spotter Training
- Orientation

# Important Numbers

- **Medcom Call-Ins:**
  - 631-852-4888
- **Medcom Times:**
  - 631-852-4806
- **East Moriches Ambulance:**
  - 631-878-4230
- **Medical Control (Emergencies Only):**
  - 631-689-1430
- **Medical Control Post Call (Non-Emergencies):**
  - 631-444-3600

# Duty Shifts

- An 8 hour period between the hours of 9pm and 5am (2100 - 0500), where the volunteer dedicates his or her time to go on all the ambulance calls East Moriches receives.
- You are scheduled for 52 duty shifts for the year (one per week), using When2Work.
- As a member you are required to make at least 40 shifts throughout the year.
- Any member who lives outside of the ambulance district must be at the building during his or her duty shift hours.

## Missing Duty Shifts

- We all understand that things happen, and you may not be able to make your duty shift for the night. That being said, a member must find coverage for his or her shift and fill out the coverage form found on the website or in the building by the mailboxes.
- The form must be filled out and turned into the Duty Shift Officer (5-47-31), prior to the start of the shift.
- A member must get equal or higher certification to cover for that shift. For example, a Driver cannot ask an Aide to cover for them. However, as a probationary member, anyone can cover your shift.

## Missing Duty Shifts Cont.

- Before contacting the Duty Shift Officer, ask around for coverage! There is a sheet of the member's names, certifications, and cell phone numbers in the display case in the Ready Room.
- Any questions in regards to your duty shift, please contact the Duty Shift Officer at [scheduling@eastmorichesambulance.org](mailto:scheduling@eastmorichesambulance.org)

**NOTE:** Duty shifts are periods of times where the member is required to respond to alarms, but it is *strongly encouraged* that the member respond whenever he or she is available.

# General Meetings & Trainings

- General Meetings are on the second Wednesday of every month at 1900 hours (7pm).
- General Trainings are on the last Wednesday of the month at 1900 hours (7pm).

A member is allowed to have an unexcused lateness up to 15 minutes after the start of the meeting or training. Anything longer disallows the member to make up the meeting or training.

# Making up Meetings & Trainings

- If you missed a meeting and/or, with advanced notification by emailing the secretary for meetings, and the training officer for trainings, you can make up the meeting no more than 30 days after the release of the meeting minutes and the training prior to the next month's training. The following reasons allow a member to be eligible to make up a meeting or a training:
  - Work
  - Family Emergencies
  - Sickness/Illness
  - Education (such as regular school, CMEs, or EMT class)
- A member who is on an alarm during a meeting or training is also eligible.

# Kitchen Details

- Before and after each meeting and training, the kitchen is always hard at work preparing a dinner for the members who come down for the meeting and the trainings. A requirement for the probationary member is to assist the food committee preparing the food and/or cleaning up the kitchen. Probationary members must be at the ambulance by 1800 hours (or 6pm). If you cannot make it by that time, helping after the meeting will count as well.

# Standbys

- Each Member is required to make at least two standbys throughout the year (but more is encouraged!) A standby is a minimum of four hours long, typically eight hours long.
- You have ample opportunities to do standbys throughout the year. Some examples are:
  - Snow standbys
  - District Standbys (covering another agency)
  - An event standby (such as Field Day at the schools)

# Work Details

- A work detail is generally a department wide event created by the chiefs for which help from the members is necessary.  
Some examples of work details:
  - Open House
  - Chief Council Dinners
  - Decorating the building for the Holidays

# Parades

- Throughout the year, the ambulance company partakes in a few parades. Probationary members must attend at least one of them. The parades the ambulance generally go to are:
  - Memorial Day
  - St. Patrick's Day
  - Christmas Parade

# Rig Checks

- The new member is required to know where everything is on the ambulance, just like every other member in the department. Someone may ask why this is important. This is important because someone may ask you to get something off the ambulance and bring into the house. As an aide, you will be helping the medical personnel wherever they are needed, simply because they cannot stray too far off from the patient.
- The probationary member is required to do six rig checks throughout their time on probation. For each rig check, a probationary member has to break all the seals, go through all the cabinets (inside and outside the truck) and to be signed off by either a member of the paid staff, a chief officer, a line officer, or any member of the probationary committee.

# Probationary Meetings

- The Probationary Committee hosts an extra meeting per month in order to assist the new members get acclimated to the department and catch them up to speed with the rest of the members.
- Probationary Meetings are every third Thursday at 1900 hours (7 pm).

# Letter of Intent

- At the end of the probationary period, a member is then put up to vote at the monthly meeting, once he or she has completed the requirements required of them, including a letter of intent.
- The letter of intent is a letter to the Chiefs and Members of the department, simply stating how you have completed all the requirements to get off probation and what you plan to do in the future in the ambulance (for example, taking an EMT class or becoming a Driver if you aren't one already).
- After everything is completed, the member must turn in his or her pager, pager charger, and any clothing the member was issued prior to the meeting, to the President of the Board. If he or she fails to do this, then the vote is postponed to the next month. If the member then fails to turn in his or her equipment on the second month, the probationary member is automatically kicked from the ambulance company.

# General Rules & Procedures

The requirements explained in the previous slides are only a minimum. A member is encouraged to go on all the calls they can, and go to as many standbys, parades, work details, etc, as possible.

## **Ambulance Priority**

If you decided to show up to a call, that is not on your duty shift, and the ambulance has too many people on it, you may be asked to step off the ambulance. Don't be discouraged if this happens. Some members only come on their duty nights. Getting asked to step off the ambulance is a very rare occurrence.

On a general basis, there is a system as to the priority of who can get on the ambulance. The top has the highest priority and the bottom has the lowest priority. No more than five people are generally allowed on the ambulance at once.

- Members on Call
- EMT/CC/Paramedic Students
- Junior Members
- Regular Members with Certifications (Driver, EMT)
- Probationary Members/Aides

The above is a guideline as to who should get on the ambulance first when there are too many people who want to go to the hospital or on the call. Everything is situational. If you want to go to the hospital, simply ask!

## Responding to Alarms

- Whenever you are responding to an alarm, regardless of if on call or not, a member must call Medcom. Medcom keeps track of who is responding to what call and will reactivate the pagers appropriately requesting the necessary help.
- A full crew consists of: A driver, EMT, and an aide.
- A short crew consists of: A driver and EMT (including 81)
- When calling in, Medcom require four pieces of information: the agency, badge number, certifications, and where you're heading to.
- All new members are considered an additional.
- **NOTE: Transferring EMTs and Uncleared EMTs are considered additional until cleared by the chiefs.** It is recommended that a probationary member rides on a couple calls before beginning the clearance process.

## Responding to Alarms Cont.

- Example of a Call In: East Moriches, 225, Driver/EMT to Headquarters
- Speak Clearly and Loud Enough
- Do not stay on the phone for too longer, it is unnecessary. The dispatchers at Medcom can get very busy, especially with other departments having members calling in.

## Missing the Ambulance

If you miss the ambulance, you must wait at the building until the ambulance goes enroute to the hospital (signal 18). You may utilize the portables on the trucks to hear the ambulance. If you are not very good with radios, then waiting approximately twenty minutes or for the first responder to get back is a good indicator for when you can leave.

## Signing In

- The sign in sheet is located on the small desk next to the first due ambulance. If you missed the truck, fill out the information at the top and make sure to circle which trucks responded to what alarm.
- If you missed the ambulance, make sure to sign in the white spot on the sign in sheet. If you went to the scene, sign in on the yellow.
- If there are no yellow spots left, use the highlighter at the desk to highlight your name.
- Remember to swipe your key fob above the desk.

## Responding to Scene

- No member can respond to the scene on the initial activation, however there are a few exceptions:
  - The call is on your block and there is no way for you to get to the building
  - Someone on Scene calls you on your phone or over the radio to come to the scene
  - Medcom reactivates the pagers requesting members to respond to the scene (this is because someone on scene requested it)

## Proper PPE

- Everyone on the ambulance should be wearing the appropriate PPE (Personal Protective Equipment). Here in East Moriches it is: gloves, closed toed shoes, jeans or BDUs (no leggings or ripped jeans). NOTE: shorts, sandals and tank tops are not allowed (even in the summer).
- Some calls may require a higher level of PPE, such as facial masks.

# General Rules

- No members are allowed to park in front of the building, due to the limited space. You may park there only when responding to an alarm.
- The paid staff are not our maids, clean up after yourselves.
- The laundry room is not there to do your weekly laundry, the laundry room exists for if your clothes get dirty on a call.
- The first due ambulance will always be located parked in the bay closest to the front door.
  - A second ambulance can roll to a call, with a second full crew to the following:
    - Motor Vehicle Accidents (MVAs)
    - Standby to Structure Fires
    - Cardiac Arrests
- You must call into Medcom to let them know you are responding (even when you are at the building already!)

- Every Thursday at 1900 hours, Medcom will do a radio test. If the pager goes off and they say “Signal 19” or “radio test” for East Moriches Ambulance, it is simply a test and you do not need to respond to the building.
- You are not allowed to call in to Medcom for “ALS Intercept” calls (unless you are a cleared ALS provider for the department).
  - You do not have to respond to any “ALS Intercept” calls, unless you are a cleared ALS provider.
- You are allowed one guest in the building. That guest must leave the building when you go on any alarm. No guests are allowed after midnight.
- A sign in sheet is made after each call. A member who was on scene has to sign in the yellow. A member who has missed the ambulance signs in on the white.

- A spotter must be used whenever any EMCA vehicle is in reverse, unless you are alone or everyone is busy with patient care.
- If you are unable to make an ambulance event because of class, work, a family emergency, or because you are sick, you must contact either 5-47-32 (the training officer) for a monthly training, the secretary for a monthly meeting, or 5-47-31 for a probationary training, at least a day prior to the start of the event.
- Anyone who lives outside of district on their call shifts must be in district or in the building during the duration of the shift.
  - Bunk rooms are available for these members.
- An EMT or higher is in charge of a patient on the scene.
- Turnout coats or ANSI Vests must be worn on all MVAs or any calls associated with the roadway.

# Misc Information

- The ambulance company does have a gym. We use Wanda's Workout in the Monarch Shopping Center in Moriches.
- There is a member of the month parking spot, in-between the 2nd Assistant and First Responder Spots in the big parking lot.
- All members have a mailbox at the south side of the building.
- Emails and/or Texts are sent out for majority of announcements the ambulance companies may have. Make sure that the officers have your correct email address.
- There is a computer available for members to use in the day room, which is connected to the big printer at the end of the hallway.
- A probationary member has to wait one year before they can take an EMT class paid by the department.

# Social Media Policy

- Pictures and videos should never be taken of patients and their family members, which is a violation of HIPAA and illegal. Although pictures can be taken of the ambulance, fire trucks, or the scene, these pictures cannot be posted on any social media website without permission of the Chief's Office, President, and must have permission from everyone that was taken in the picture (police officers, firefighters, other ambulance members, etc).
- Pictures taken of yourself with something that identifies you in the ambulance is fine, if it is taken in private and not on the scene of a call. Taking pictures of yourself on the scene is unprofessional and doesn't make the ambulance look good in the eyes of the public.

# HIPAA

HIPAA is the Health Insurance Portability and Accountability Act of 1996, and it was passed to regulate questionable policies and practices of health maintenance organizations. The act provides a patient with legal rights in how healthcare companies and groups use their health information. The HIPAA laws must be followed during the transport of a patient's information, during patient care, and for administrative reasons. The most important rule for EMS agencies is the rules in regards to retaining, managing, and releasing patient information.

# Violations of HIPAA

When HIPAA is violated, there could be different penalties:

- **Civil penalties including fines**
  - Acting without knowing what you were doing was wrong
- **Criminal penalties including fines and jail**
  - Knowing what you were doing is wrong and tried to get a profit from it.
- **Law Enforcements investigating violations of HIPAA will target both the agency and the member who violated the laws.**