

references. When considering an applicant who is currently employed by the Company or elsewhere as a final candidate for a company position, the hiring manager should advise the employee prior to contacting the candidate's supervisor. Hiring managers are also encouraged to contact Human Resources to obtain information related to the performance record of a current Company employee as contained in the personnel file. This information may be reviewed with Human Resources upon request.

## **Sexual Offender Registry**

### **Process**

The Company conducts a review of the Massachusetts Sex Offender Registry for all new employees.

## **Driving Record Check**

### **Process**

Applicants must provide a copy of a Motor Vehicle Driving Record from Massachusetts Registry of Motor Vehicles or equivalent state agency at time of application. Insurance company issued records are not acceptable.

The hiring manager or V.P. of Workforce Development will review the record as part of the application process.

All current employees who must maintain a valid Motor Vehicle Operators License as a condition of employment must notify, in writing, the Action Ambulance Service, Inc. V.P. of Workforce Development within 3 business days of any change in status to their driving record. This will include, but is not limited to violations for:

Speeding

Unsafe Operation

Failure to Stop

Failure to Yield

Reckless Operation

Operating under the influence (or local equivalent)

Any other moving violations.

The V.P. of Workforce Development will evaluate the change and notify appropriate Team Leaders as necessary.

400 Driving Safety  
Safety and Health Manual



ACTION AMBULANCE SERVICE  
POLICIES & PROCEDURES

POLICY #401	Driving Safety		
TYPE:	Safety		
PAGES:	2		
REVIEW DATE:	(Effective Date) January 1, 2008 (Original Date) June 12, 2006 (Review Date) January 1, 2008		
CAAS REF #:	202.01.01		
APPROVED BY:	<table border="0"><tr><td><u>Michael Woronka</u> <b>Michael Woronka</b> Chief Executive Officer</td><td><u>Peter Viele</u> <b>Peter Viele</b> CAAS Coordinator</td></tr></table>	<u>Michael Woronka</u> <b>Michael Woronka</b> Chief Executive Officer	<u>Peter Viele</u> <b>Peter Viele</b> CAAS Coordinator
<u>Michael Woronka</u> <b>Michael Woronka</b> Chief Executive Officer	<u>Peter Viele</u> <b>Peter Viele</b> CAAS Coordinator		

**POLICY:** All employees with driving privileges will participate and adhere to the Driving Safety Program

**PURPOSE:** To ensure that employees have driver training, an understanding of procedures and appropriate state certifications/documentation

**PROCEDURE:**

**Component 1: The New Employee**

All prospective employees are evaluated on their driving history prior to being given a job offer.

Exclusionary criteria includes:

- (1) No DWI history in last 5 years.
- (2) No excessive speed in last 2 years.
- (3) No reckless operation in last two years.
- (4) Vehicular felony of any kind is a DNH.
- (5) All drivers greater than a STEP 20 will be evaluated on a case by case basis.

Upon being hired each employee will be profiled for level of experience.

Factors taken into account:

- (1) Prior EVOC or DOT training.
- (2) On the job training.
- (3) Experience

New employees may be affected by the 30/60/90 rule. This rule is at the discretion of Action Ambulance Service, Inc. management.

- (1) 30 days to drive an Action Ambulance vehicle.
- (2) 60 days to drive an Action Ambulance vehicle with a patient.
- (3) 90 days to drive an Action Ambulance vehicle on a emergency response.

## **Component 2: All employees**

All employees of Action Ambulance Service, Inc. will be profiled to identify the following:

- (1) Prior EVOC or DOT training
- (2) On the job training
- (3) Driving performance evaluation

## **Component 3: Ambulance driving program education.**

The following will be included in the driving education at Action Ambulance Service, Inc.

- (1) Facts
- (2) Commonwealth of Massachusetts motor vehicle laws
- (3) Laws regarding operation of a emergency vehicle.

- (4) Policies of Action Ambulance Service, Inc.
- (5) Personal versus emergency vehicle performance limits.
- (6) Preventative maintenance measures that enhance vehicle performance, increase safety, and lengthen vehicle life expectancy.
- (7) Safe, competent driver characteristics.
- (8) Vehicle timetables, a comparison.
- (9) Important factors in maintaining control of the vehicle during hazardous road conditions.
- (10) Key emergency driving components.
- (11) Examples of legal cases against EMS providers.

## Safety and Health Manual



### ACTION AMBULANCE SERVICE POLICIES & PROCEDURES

<b>POLICY #402</b>	<b>Safety Restraints</b>		
<b>TYPE:</b>	Safety		
<b>PAGES:</b>	2		
<b>REVIEW DATE:</b>	(Effective Date) January 1, 2008 (Original Date) March 12, 2005 (Review Date) January 1, 2008		
<b>CAAS REF #:</b>	202.01.02		
<b>APPROVED BY:</b>	<table border="0"><tr><td><u>Michael Woronka</u> <b>Michael Woronka</b> Chief Executive Officer</td><td><u>Peter Viele</u> <b>Peter Viele</b> CAAS Coordinator</td></tr></table>	<u>Michael Woronka</u> <b>Michael Woronka</b> Chief Executive Officer	<u>Peter Viele</u> <b>Peter Viele</b> CAAS Coordinator
<u>Michael Woronka</u> <b>Michael Woronka</b> Chief Executive Officer	<u>Peter Viele</u> <b>Peter Viele</b> CAAS Coordinator		

#### **POLICY:**

Action employees must wear seat belts at all times while on duty.  
Passengers will be allowed to ride in Action vehicles if the patient is a minor or the crew determines that the patient would benefit from having the passenger accompany them.  
All patients & passengers will be secured with appropriate restraints

#### **PURPOSE:**

Ensure the safety and appropriate transfer for patients and Action personnel.

#### **PROCEDURE:**

All Action employees must wear seatbelts while on duty regardless of the vehicle they are riding in.

At the discretion of the crew, Action employees may choose not to wear their seatbelt when in their judgment it would directly impede their provision of patient care.

All patients must be secured to the stretcher using 3 seat belts and shoulder harness.

If the patient is transported on the bench seat, they must be secured with an available seatbelt(s).

If an adult is transported as a passenger, they may be transported in the front seat or in the patient compartment area. They must use an available seat belt.

If a child is transported as a patient, they may be secured on the stretcher, or in a car seat secured to the stretcher.

If the child is transported as a passenger, they may be secured in the front seat, in a secured child seat or in the integrated child seat in the jump seat.

Patients in wheelchairs must be moved to the stretcher while being transported.

If a patient is transported in a wheelchair van, then the wheelchair must be secured using the approved restraint devices.

If a patient is transported in a wheelchair van, then the patient must be secured to the wheelchair or vehicle using the approved restraint devices.

The crew is responsible for determining the best location and method for transporting patients and passengers.

Safety and Health Manual



**ACTION AMBULANCE SERVICE  
POLICIES & PROCEDURES**

**POLICY #403**

**Vehicle Crashes**

**TYPE:** Safety

**PAGES:** 2

**REVIEW DATE:** (Effective Date) January 1, 2008  
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(Review Date) January 1, 2008

**CAAS REF #:** 202.01.04

**APPROVED BY:** Michael Woronka \_\_\_\_\_  
**Michael Woronka**  
Chief Executive Officer

Peter Viele \_\_\_\_\_  
**Peter Viele**  
CAAS Coordinator

**POLICY:**

If an Action vehicle is involved in an accident, the appropriate responding agencies must be notified (Police, Fire, EMS).  
Action personnel should provide medical care whenever possible.  
An Action supervisor should be notified as soon as possible.  
Action personnel will complete all appropriate documentation.

**PURPOSE:**

Provide appropriate medical care to any injured persons.  
To ensure proper documentation of all accidents.

**PROCEDURE:**

If an Action vehicle is involved in an accident:

- The appropriate Police, Fire, and EMS agencies should be notified.
- Action personnel should provide medical care.
- All patients must be transported appropriately.

-Collect all information:

Name and address of operator

Name and address of owner

Names and addresses of all passengers

Location and time of the accident

Make and year of all vehicles involved

License number of other driver(s)

Registration number of other vehicle(s)

Name of other vehicle insurance company

Damage to all vehicles

-An Action supervisor must be notified.

-All Action personnel must fill out incident reports.

-The driver must also fill out a Commonwealth of Massachusetts Accident Report and/or other reports as determined by local authorities.

-Action personnel are subject to the Alcohol and Substance Abuse Policy in the Employee Handbook.

-Unreported accidents are considered "serious" and "at fault" and will result in disciplinary action.



## **7.0 Vehicle Operations**



## ACTION AMBULANCE SERVICE POLICIES & PROCEDURES

**POLICY #** 7.01 **Vehicle Operation – Emergency Status**

**TYPE:** **Field Operations**

**PAGES:** 2

**REVIEW DATE:** (Original Date) September 22, 1999  
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**CAAS REF #:** 201.01.01, 202.02.01, 202.03.01

**APPROVED BY:** Michael Woronka Peter Viele  
Michael Woronka Peter Viele  
Chief Executive Officer CAAS Coordinator

### **POLICY:**

Vehicles will be operated with lights and sirens only when dispatched Priority 1 or 2 or while transporting a patient priority 1 or 2.

Vehicles using lights and siren will be operated in accordance with MGL c.89 7B.

### **PURPOSE:**

To ensure vehicle operation in accordance with Massachusetts (and other states) Motor Vehicle and Traffic Laws.

To minimize risk of vehicle accidents.

### **PROCEDURE:**

The Communications Center will determine the response priority.

The highest level of Action medical provider caring for the patient will determine the transport priority.

When lights and siren are used, all lights must be activated, and siren use should be appropriate for the traffic conditions.

Any directions given via the PA system will be courteous and limited.

### **MGL c.89**

**Section 7B.** The driver of a vehicle of a fire, police or recognized protective department and the driver of an ambulance shall be subject to the provisions of any statute, rule, regulation, ordinance or by-law relating to the operation or parking of vehicles, except that a driver of fire apparatus while going to a fire or responding to an alarm, or the driver of a vehicle of a police or recognized protective department or the driver of an ambulance, in an emergency and while in performance of a public duty or while transporting a sick or injured person to a hospital or other destination where professional medical services are available, may drive such vehicle at a speed in excess of the applicable speed limit if he exercises caution and due regard under the circumstances for the safety of persons and property, and may drive such vehicle through an intersection of ways contrary to any traffic signs or signals regulating traffic at such intersection if he first brings such vehicle to a full stop and then proceeds with caution and due regard for the safety of persons and property, unless otherwise directed by a police officer regulating traffic at such intersection. The driver

of any such approaching emergency vehicle shall comply with the provisions of section fourteen of chapter ninety when approaching a school bus which has stopped to allow passengers to alight or board from the same, and whose red lamps are flashing.



**ACTION AMBULANCE SERVICE  
POLICIES & PROCEDURES**

**POLICY # 7.02 Vehicle Operation – Non-Emergency Status**

**TYPE: Field Operations**

**PAGES: 1**

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**APPROVED BY:** Michael Woronka Peter Viele  
Michael Woronka Peter Viele  
Chief Executive Officer CAAS Coordinator

**POLICY:**

All vehicles will be operated in a safe, courteous manner.

All vehicles will be operated in accordance with all applicable Motor Vehicle and Traffic Laws.

**PURPOSE:**

Ensure safe, courteous operation of vehicles.

**PROCEDURE:**

Vehicle operators will adhere to all aspects of the applicable Motor Vehicle and Traffic Laws (Federal, State and local).

Any violations of applicable Motor Vehicle and Traffic Laws are the responsibility of the vehicle operator.

Vehicle operators will use lights and siren in accordance with (7.01).



**ACTION AMBULANCE SERVICE  
POLICIES & PROCEDURES**

<b>POLICY #</b>	<b>7.03</b>	<b>Route of Travel</b>
<b>TYPE:</b>		<b>Field Operations</b>
<b>PAGES:</b>	<b>1</b>	
<b>REVIEW DATE:</b>	(Original Date)	September 22, 1999
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<b>CAAS REF #:</b>	<b>202.01.01</b>	
<b>APPROVED BY:</b>	<u>Michael Woronka</u> Michael Woronka Chief Executive Officer	<u>Peter Viele</u> Peter Viele CAAS Coordinator

**POLICY:**

When responding to, or returning from calls, or post assignments, all crews will travel on the quickest route unless directed otherwise.

**PURPOSE:**

Ensure optimum utilization of units.

**PROCEDURE:**

Crews should determine which route would be the quickest from their location to the next call or post assignment.

If the route chosen is not the one that is the most direct, due to traffic or other conditions, the crew must notify the Communications Center of the route they are taking.

Crews are to contact the Communications Center requesting permission for any unscheduled stops.





## ACTION AMBULANCE SERVICE POLICIES & PROCEDURES

<b>POLICY #</b>	<b>7.04</b>	<b>Seat Belts</b>
<b>TYPE:</b>		<b>Field Operations</b>
<b>PAGES:</b>	<b>2</b>	
<b>REVIEW DATE:</b>	(Original Date)	September 22, 1999
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<b>CAAS REF #:</b>	<b>202.01.02, 202.02.01</b>	
<b>APPROVED BY:</b>	<u>Michael Woronka</u> Michael Woronka Chief Executive Officer	<u>Peter Viele</u> Peter Viele CAAS Coordinator

### **POLICY:**

Seatbelts are required for all occupants at all times, unless directly impacting patient care.

### **PURPOSE:**

To ensure operator and passenger safety.

To minimize the possibility of death or injury as a result of motor vehicle crashes.

### **PROCEDURE:**

A) Action team members shall use the safety belts installed by the vehicle manufacturer properly adjusted and securely fastened when operating or riding in any vehicle so equipped if used while on duty.

B) Lap belts shall be properly secured in those vehicles equipped with automatic safety belt systems that require the lap portion of the belt be manually secured.

C) The driver of the vehicle is responsible for ensuring compliance by all occupants of the vehicle they are operating. Approved child safety restraints shall be used for all children of age, size or weight for which such restraints are prescribed by law.

D) No person shall operate a company vehicle in which any safety belt in the driver's seating position is inoperable. No person shall be transported in a seating position in which the safety restraint is inoperable.

E) No person shall modify, remove, deactivate or otherwise tamper with the vehicle safety belts except for vehicle maintenance and repair and not without the express authorization of the company.

F) Team members who discover an inoperable restraint system shall report the defect to the appropriate Operations Team Leader. Prompt action will be taken to replace or repair the system.

#### Proper Adjustment of Belts

Shoulder belts should never be worn without a regular lap belt. Seat belts should be worn and properly adjusted as described in the owner's manual for the vehicle.

#### Air Bags

Air bags give additional protection from serious injury in head-on type collisions where the driver and front seat passengers may strike the steering wheel, dashboard, or windshield. Air bags do not replace seat belts.

**Action Ambulance Service, Inc. has a no-tolerance policy for the failure to wear seatbelts. In the event a team member is discovered not wearing a seatbelt their employment will be terminated.**



## ACTION AMBULANCE SERVICE POLICIES & PROCEDURES

**POLICY #** 7.05 **Securing Patients & Passengers**

**TYPE:** Field Operations

**PAGES:** 1

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**APPROVED BY:** Michael Woronka  
Michael Woronka  
Chief Executive Officer

Peter Viele  
Peter Viele  
CAAS Coordinator

### **POLICY:**

Passengers will be allowed to ride in Action vehicles if the patient is a minor or the crew determines that the patient would benefit from having the passenger accompany them.  
All patients & passengers will be secured with appropriate restraints.

### **PURPOSE:**

To provide safe and appropriate transport for patients & passengers.

### **PROCEDURE:**

- All patients must be secured to the stretcher using 3 seat belts and shoulder harness.
- If the patient is transported on the bench seat, they must be secured with an available seatbelt(s).
- If an adult is transported as a passenger, they may be transported in the front seat or in the patient compartment area. They must use an available seat belt.
- If a child is transported as a patient, they may be secured on the stretcher, or in a car seat secured to the stretcher.
- If the child is transported as a passenger, they may be secured in a secured child seat or in the integrated child seat in the jump seat. They should not be transported in the front of vehicles, unless such vehicle is equipped with an airbag bypass switch.
- Patients in wheelchairs must be moved to the stretcher while being transported in ambulances.
- If a patient is transported in a wheelchair van, then the wheelchair must be secured using the approved restraint devices.
- If a patient is transported in a wheelchair van, then the patient must be secured to the wheelchair or vehicle using the approved restraint devices.
- The crew is responsible for determining the best location and method for transporting patients and passengers.





## ACTION AMBULANCE SERVICE POLICIES & PROCEDURES

<b>POLICY #</b>	<b>7.06</b>	<b>Vehicle "Out of Chute" Times</b>
<b>TYPE:</b>		<b>Field Operations</b>
<b>PAGES:</b>	<b>1</b>	
<b>REVIEW DATE:</b>	(Original Date)	September 22, 1999
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<b>APPROVED BY:</b>	<u><i>Michael Woronka</i></u> <b>Michael Woronka</b> Chief Executive Officer	<u><i>Peter Viele</i></u> <b>Peter Viele</b> CAAS Coordinator

### **POLICY:**

Vehicles are expected to be enroute to assigned calls within thirty (30) seconds for Priority 1, 2, and 3 calls. Vehicles are expected to be enroute to assigned calls within two (2:00) minutes for Priority 4, 5, and 6 calls. Vehicles are expected to be enroute for post moves within two (2:00) minutes.

### **PURPOSE:**

To ensure appropriate response times.

### **PROCEDURE:**

When assigned a call by the Communications Center, the crew will immediately acknowledge the call.

The crew will then proceed to their vehicle (if not already there) and notify the Communications Center when they are enroute.

The crew is expected to go enroute as quickly as possible, not to exceed the above parameters.

Exceptions will be allowed for Priority 5 or 6 calls when the crew is given the call ahead of time.

If there is to be any delay, the crew must notify the Communication Centers immediately.

If the crew is also required to notify another recognized Communications Center, they should first notify the dispatching agency, then the other Communications Center.



## ACTION AMBULANCE SERVICE POLICIES & PROCEDURES

**POLICY #** 7.07 **Accidents Involving Action Vehicles**

**TYPE:** Field Operations

**PAGES:** 2

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**APPROVED BY:** Michael Woronka Peter Viele  
Michael Woronka Peter Viele  
Chief Executive Officer CAAS Coordinator

### **POLICY:**

If an Action vehicle is involved in an accident, the appropriate responding agencies must be notified (Police, Fire, EMS).

Action team members should provide medical care whenever possible.

An Action Operations Team Leader should be notified as soon as possible.

Action team members will complete all appropriate documentation upon instruction of an Operations Team Leader.

### **PURPOSE:**

Provide appropriate medical care to any injured persons.

To ensure proper documentation of all accidents.

### **PROCEDURE:**

If an Action vehicle is involved in an accident:

-The appropriate Police, Fire, and EMS agencies should be notified.

-Action team members should provide medical care.

-All patients must be transported appropriately.

-Collect all information:

Name and address of operator

Name and address of owner

Names and addresses of all passengers

Location and time of the accident

Make and year of all vehicles involved

License number of other driver(s)

Registration number of other vehicle(s)

Name of other vehicle insurance company

Damage to all vehicles

- An Action Operations Team Leader must be notified.
- All Action Team members must wait for direction from an Operations Team Leader regarding statements or documentation.
- All Action team members must fill out incident reports **AFTER** direction by an Operations Team Leader.
- The driver must also fill out a Commonwealth of Massachusetts Accident Report and/or other reports as determined by local authorities **AFTER** direction by an Operations Team Leader.
- Unreported accidents are considered “serious” and “at fault” and will result in disciplinary action.



## ACTION AMBULANCE SERVICE POLICIES & PROCEDURES

<b>POLICY #</b>	<b>7.08</b>	<b>Ambulance Batteries</b>	
<b>TYPE:</b>		<b>Field Operations</b>	
<b>PAGES:</b>	<b>1</b>		
<b>REVIEW DATE:</b>	(Original Date)	September 22, 1999	
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<b>APPROVED BY:</b>	<u>Michael Woronka</u>	<u>Peter Viele</u>	
	Michael Woronka	Peter Viele	
	Chief Executive Officer	CAAS Coordinator	

### **POLICY:**

Ambulance batteries will be switched "off" when the vehicle is not in use.

### **PURPOSE:**

To ensure vehicle readiness.

### **PROCEDURE:**

When an ambulance is not being used on a call, it must have the battery switch in the "off" position.

The only exception to this is if the "5 minute quick check" is being done and there is not enough light. Care should be used to ensure that only the minimum lights needed to do the checklist are used and the batteries are turned "off" when the checklist is completed.

If there is not enough light to perform a checklist, the vehicle should be pulled outside and the vehicle shall be idled during the check.





## ACTION AMBULANCE SERVICE POLICIES & PROCEDURES

**POLICY #** 7.09 **Crew & Vehicle Assignments**

**TYPE:** Field Operations

**PAGES:** 1

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**CAAS REF #:** 203.03.02

**APPROVED BY:** Michael Woronka  
Michael Woronka  
Chief Executive Officer

Peter Viele  
Peter Viele  
CAAS Coordinator

### **POLICY:**

The Scheduling Coordinator and/or Operations Team Leader will make daily crew and vehicle assignments.

### **PURPOSE:**

Ensure appropriate team staffing.

### **PROCEDURE:**

The Scheduling Coordinator and/or Operations Team Leader will make daily crew and vehicle assignments in accordance with the requirements of Clinical Services, Fleet Maintenance Team, and other Action departments.

The Scheduling Coordinator and/or Operations Team Leader will notify the Communications Center of the crew and vehicle assignments.

The on duty Operations Team Leader may make adjustments as necessary.



**ACTION AMBULANCE SERVICE  
POLICIES & PROCEDURES**

<b>POLICY #</b>	<b>7.10</b>	<b>Driver Status</b>
<b>TYPE:</b>		<b>Field Operations</b>
<b>PAGES:</b>	<b>1</b>	
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<b>APPROVED BY:</b>	<u><i>Michael Woronka</i></u> <b>Michael Woronka</b> Chief Executive Officer	<u><i>Peter Viele</i></u> <b>Peter Viele</b> CAAS Coordinator

**POLICY:**

Team members may be subject to having their driving privileges restricted.

**PURPOSES:**

To minimize risk of motor vehicle crashes while team members undergo driver remediation training.

**PROCEDURE:**

When an issue is identified, the Operations Team Leadership in consultation with the Safety Officer will determine the appropriate driver remediation training required. Team members may have varying types of driving restrictions pending the outcome of the remediation training.

Any employee who fails to maintain a valid Motor Vehicle Operators License is subject to immediate suspension or termination.

During the hiring process, the V.P. of Workforce Development will evaluate the applicants driving record.

During orientation, the team member will have their driving skills evaluated.

During the annual review process, the V.P. of Workforce Development will evaluate the team member's driving record.



## ACTION AMBULANCE SERVICE POLICIES & PROCEDURES

<b>POLICY #</b>	<b>7.11</b>	<b>Equipment/Vehicle "Out of Service"</b>	
<b>TYPE:</b>		<b>Field Operations</b>	
<b>PAGES:</b>	<b>1</b>		
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### **POLICY:**

When a team member places equipment or a vehicle out of service, the crew must fill out an incident report.

### **PURPOSE:**

To ensure timely and appropriate return to service of equipment and vehicles.  
To ensure appropriate reporting internally, and to regulatory agencies when required.

### **PROCEDURE:**

If a team member places equipment out of service, it should be replaced from station stock.

If station stock is not available, then an Operations Team Leader must be notified.

If a vehicle is placed out of service, then an Operations Team Leader must be notified for a new vehicle assignment.

If equipment or a vehicle is placed out of service, an incident report must be filled out via the Action website.





## ACTION AMBULANCE SERVICE POLICIES & PROCEDURES

<b>POLICY #</b>	<b>7.12</b>	<b>Vehicle Breakdown</b>
<b>TYPE:</b>		<b>Field Operations</b>
<b>PAGES:</b>	<b>2</b>	
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### **POLICY:**

If an Action vehicle has a mechanical failure, which prevents safe operation of the vehicle, the Communications Center must be notified immediately.

### **PURPOSE:**

To provide immediate alternate transportation if the vehicle is patient loaded.

To recover the vehicle and return the crew to service as soon as possible.

### **PROCEDURE:**

If a vehicle has a mechanical failure, which prevents safe operation of the vehicle, the Communications Center must be notified immediately.

The vehicle should be placed in as safe a location as possible, and warning devices (flares, flashers, etc.) used.

If the vehicle is not patient loaded, the Operations Team Leader and/or Fleet Team will be notified by the Communications Center and determine the most appropriate method of recovering the vehicle and crew.

If the vehicle is patient loaded, the crew and Communications Center will determine the best method for continuing transport of the patient given the location of the vehicle and the patient's condition.

If another service is required to continue transport of the patient, an Action Team member must remain with the patient and one with the vehicle.

The Operations Team Leader and/or Fleet Team will determine the best method for recovering the vehicle and crew.





**ACTION AMBULANCE SERVICE  
POLICIES & PROCEDURES**

<b>POLICY #</b>	<b>7.13</b>	<b>Dispatched for Unit Relocation</b>	
<b>TYPE:</b>		<b>Field Operations</b>	
<b>PAGES:</b>	<b>1</b>		
<b>REVIEW DATE:</b>	(Original Date)	September 22, 1999	
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<b>APPROVED BY:</b>	<u><i>Michael Woronka</i></u>	<u><i>Peter Viele</i></u>	
	<b>Michael Woronka</b>	<b>Peter Viele</b>	
	<i>Chief Executive Officer</i>	<i>CAAS Coordinator</i>	

**POLICY:**

Action units assigned station/post relocation will proceed to their assignment without delay.

**PURPOSE:**

Management of System Status

**PROCEDURE:**

Upon receiving instruction to proceed to a post or station from the Communications Center, the crew will proceed to their assignment without delay.

The out-of-chute time must not exceed 120 seconds (2:00 minutes).



**ACTION AMBULANCE SERVICE  
POLICIES & PROCEDURES**

**POLICY # 7.14 Staring Diesel Vehicles**

**TYPE: Field Operations**

**PAGES: 1**

**REVIEW DATE:** (Original Date) September 22, 1999  
(Effective Date) December 5, 2007  
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**CAAS REF #: 202.01.01**

**APPROVED BY:** Michael Woronka  
Michael Woronka  
Chief Executive Officer

Peter Viele  
Peter Viele  
CAAS Coordinator

**POLICY:**

The "Wait to Start" light must be out before starting a diesel vehicle

**PURPOSE:**

To ensure proper engine starting.  
To prolong the life of the vehicle.

**PROCEDURE:**

Turn off the "master" switch and any other switches that control any electrical devices and the patient compartment area.

Turn the key to the "on" position.

Wait for the "Wait to Start" light to go out.

Start the vehicle.

Use additional electrical equipment or power the patient compartment area as necessary.



**ACTION AMBULANCE SERVICE  
POLICIES & PROCEDURES**

<b>POLICY #</b>	<b>7.15</b>	<b>Toll Reimbursement</b>
<b>TYPE:</b>		<b>Field Operations</b>
<b>PAGES:</b>	<b>1</b>	
<b>REVIEW DATE:</b>	(Original Date)	September 22, 1999
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<b>CAAS REF #:</b>	<b>202.01.01</b>	
<b>APPROVED BY:</b>	<u>Michael Woronka</u> Michael Woronka Chief Executive Officer	<u>Peter Viele</u> Peter Viele CAAS Coordinator

**POLICY:**

All Action vehicles will be equipped with a *Fastlane* transponder.  
Tolls not covered by a *Fastlane* transponder will be reimbursed via the petty cash system.

**PURPOSE:**

To simplify the use of toll roads.

**PROCEDURE:**

At the beginning of each shift, the crew should ensure that the *Fastlane* transponder is present as part of the daily checklist.

Crews should use lanes which utilize the *Fastlane* transponder.

If the crew must pay for a toll not covered by the *Fastlane* transponder, they must present a receipt for reimbursement as per the petty cash policy.

If the crew encounters a "Low Balance" light, they should notify the Leadership Team via email.



**ACTION AMBULANCE SERVICE  
POLICIES & PROCEDURES**

**POLICY #    7.16            Smoking in Action Vehicles**

**TYPE:                        Field Operations**

**PAGES:            1**

**REVIEW DATE:**            (Original Date)            September 22, 1999  
                                      (Effective Date)           December 5, 2007  
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<b>APPROVED BY:</b>	<u><i>Michael Woronka</i></u>	<u><i>Peter Viele</i></u>
	<b>Michael Woronka</b>	<b>Peter Viele</b>
	<i>Chief Executive Officer</i>	<i>CAAS Coordinator</i>

**POLICY:**

Smoking or using smokeless tobacco in any Action vehicle is prohibited.

**PURPOSE:**

To establish a smoking/tobacco policy.

**PROCEDURE:**

Smoking or using smokeless tobacco in any Action vehicle is prohibited.



**ACTION AMBULANCE SERVICE  
POLICIES & PROCEDURES**

<b>POLICY #</b>	<b>7.17</b>	<b>Garaging Vehicles</b>
<b>TYPE:</b>		<b>Field Operations</b>
<b>PAGES:</b>	<b>1</b>	
<b>REVIEW DATE:</b>	(Original Date)	September 22, 1999
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<b>CAAS REF #:</b>	<b>202.01.01, 203.03.04</b>	
<b>APPROVED BY:</b>	<u><i>Michael Woronka</i></u> <b>Michael Woronka</b> <i>Chief Executive Officer</i>	<u><i>Peter Viele</i></u> <b>Peter Viele</b> <i>CAAS Coordinator</i>

**POLICY:**

When not on a call vehicles will be garaged whenever possible.

**PURPOSE:**

To ensure vehicle safety.

To minimize vehicle/supply exposure to temperature extremes.

**PROCEDURE:**

When crews return to any Action station, vehicles should be garaged as space allows.

When a crew returns to a station at the end of their shift, they are responsible for parking their vehicle inside the station.





**ACTION AMBULANCE SERVICE  
POLICIES & PROCEDURES**

**POLICY #** 7.18 **Vehicle Heaters/Battery Conditioners**  
**TYPE:** Field Operations  
**PAGES:** 1  
**REVIEW DATE:** (Original Date) September 22, 1999  
(Effective Date) December 5, 2007  
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**CAAS REF #:** 202.01.01, 203.03.04

**APPROVED BY:** Michael Woronka Peter Viele  
Michael Woronka Peter Viele  
Chief Executive Officer CAAS Coordinator

**POLICY:**

When not on a call vehicles will be plugged into wall outlets.

**PURPOSE:**

To ensure vehicle readiness.

To minimize vehicle/supply exposure to temperature extremes.

**PROCEDURE:**

When crews return to any Action station, if available, vehicles should be plugged into wall outlets for block heaters, battery conditioners, and auxiliary heaters whenever the outside temperature goes below 80 degrees Fahrenheit.

When crews return to any Action station, if available, vehicles should be plugged into wall outlets for battery conditioners only, when the temperature is greater than 80 degrees Fahrenheit.

These electrical connections must be manually disconnected before entering the vehicle.



## ACTION AMBULANCE SERVICE POLICIES & PROCEDURES

**POLICY #** 7.19 **Vehicle Security**

**TYPE:** Field Operations

**PAGES:** 1

**REVIEW DATE:** (Original Date) September 22, 1999  
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**APPROVED BY:** Michael Woronka  
Michael Woronka  
Chief Executive Officer

Peter Viele  
Peter Viele  
CAAS Coordinator

### **POLICY:**

Vehicles must be locked, or secured in an Action base (garage doors must be closed) when unattended. Vehicle access keys must be maintained in the crew's possession at all times when in service. Vehicle access keys must remain secured in the crew area of Action bases when vehicles are not in service.

### **PURPOSE:**

To ensure vehicle security.

### **PROCEDURE:**

The Fleet Services Team will ensure each vehicle has a concealed "unlock" switch.

The Fleet Services Team will ensure each vehicle has an ignition key and an access key, on a breakaway keychain.

Vehicle access keys may be wireless remote controlled.

Crew must lock vehicles when unattended, or secure them in an Action facility behind closed and locked doors, without public access.

Vehicles not in service must be locked, and the access keys must be kept in the crew area of each base.

Vehicles in service must be locked, or secured in Action bases, and the access keys maintained in the crews possession.

Vehicles on scene for calls may remain running, with the ignition key in place, and the vehicles locked using the vehicle access keys.

Vehicles on scene may be attended by First Responders.



## ACTION AMBULANCE SERVICE POLICIES & PROCEDURES

<b>POLICY #</b>	<b>7.20</b>	<b>Street Awareness</b>
<b>TYPE:</b>		<b>Field Operations</b>
<b>PAGES:</b>	<b>1</b>	
<b>REVIEW DATE:</b>	(Original Date)	September 22, 1999
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<b>CAAS REF #:</b>	<b>201.05.02, 202.01.03,</b>	
<b>APPROVED BY:</b>	<u><i>Michael Woronka</i></u> <b>Michael Woronka</b> <i>Chief Executive Officer</i>	<u><i>Peter Viele</i></u> <b>Peter Viele</b> <i>CAAS Coordinator</i>

### **POLICY:**

Street awareness is the process of driving the service area in order to become more familiar with the streets.

It is the responsibility of every Action team member to be familiar with their service area.

### **PURPOSE:**

To ensure that all team members have a working knowledge of Action's service areas.

### **PROCEDURE:**

Permission must be granted by an Operations Team Leader.

The Communications Center must be notified of the Street Awareness.

The service area is then driven in order to become more familiar with the service area.

The Communications Center must be kept apprised of the vehicle location.





**ACTION AMBULANCE SERVICE  
POLICIES & PROCEDURES**

<b>POLICY #</b>	<b>7.21</b>	<b>Refueling of Vehicles</b>	
<b>TYPE:</b>		<b>Field Operations</b>	
<b>PAGES:</b>	<b>2</b>		
<b>REVIEW DATE:</b>	(Original Date)	September 22, 1999	
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<b>CAAS REF #:</b>	<b>202.01.01</b>		
<b>APPROVED BY:</b>	<u>Michael Woronka</u>	<u>Peter Viele</u>	
	Michael Woronka	Peter Viele	
	Chief Executive Officer	CAAS Coordinator	

**POLICY:**

Vehicles must be fueled prior to the end of each shift or when the fuel level falls below 50% capacity.

**PURPOSE:**

To ensure that vehicles are ready for use at all times.

**PROCEDURE:**

At the end of a shift, or when less than 50% full, vehicles should be refueled as soon as possible. Permission should be obtained from the Communications Center prior to refueling.

Vehicles are to be refueled at designated stations that accept the Action fuel card system. Specific fueling locations may be prohibited due to fuel cost.

If the vehicle is not able to be fueled utilizing the fuel card system, the crew may use personal means to refuel the vehicle. A receipt is required for reimbursement (Policy 5.04).



## ACTION AMBULANCE SERVICE POLICIES & PROCEDURES

**POLICY # 7.22 Vehicle Backing**

**TYPE: Field Operations**

**PAGES: 2**

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**CAAS REF #: 202.01.01**

**APPROVED BY:** Michael Woronka  
**Michael Woronka**  
Chief Executive Officer

Peter Viele  
**Peter Viele**  
CAAS Coordinator

### **POLICY:**

All employees must use a spotter at all times to assist them in backing vehicles. When a vehicle is being operated in reverse, **the driver is responsible** for ensuring that there is a spotter visible in their **passenger side** mirror(s) who is indicating that the area is clear behind the vehicle.

The spotter must be at the rear of the vehicle, outside of its travel path.

The spotter must be an Operations, Fleet, or Leadership Team member, unless on scene where a First Responder may be a spotter.

If the vehicle is patient loaded, and no other team members are available, then the attendant in the rear should also spot from the back window.

The only exceptions to this are:

- 1) When a vehicle is being operated by only one person, and other team members are not available (i.e. chair care team members). In this case, care and caution should be used, and vehicles should be driven and positioned to minimize backing.
- 2) When doing so would obviously negatively impact patient care (i.e. cardiac arrest).

### **PURPOSE:**

To ensure safe vehicle operation.

### **PROCEDURE:**

The driver must ensure they have a spotter.

The spotter must position themselves to be visible from the **passenger side** mirror.

The spotter must position themselves at the rear of the vehicle, able to see both the passenger side, and the rear of the vehicle.

The spotter must remain outside of the vehicle's path of travel.

The spotter and the driver must ensure that they have visual contact with each other in mirror at all times while backing.

The driver must see the spotter clearly, and the spotter should see the driver's

eyes in the mirror. If either one can't see the other, they should stop and readjust the mirrors.

Spotters should use the following hand signals:

**Straight back:** One hand above head, with palm toward face, waving back, the other hand at their side.

**Turn:** Both arms pointing in the same direction with index fingers extended.

**Stop:** Both arms crossed with hands in a fist.

**Emergency stop:** If the driver is about to impact something, not following the commands appropriately, or is not looking at the spotter, the spotter must step near the vehicle and hit the side of the vehicle with a closed fist two (2) times. The driver must immediately bring the vehicle to a stop and they must confer as to what should be done.



## ACTION AMBULANCE SERVICE POLICIES & PROCEDURES

<b>POLICY #</b>	<b>7.23</b>	<b>Vehicle Cleaning</b>
<b>TYPE:</b>		<b>Field Operations</b>
<b>PAGES:</b>	<b>2</b>	
<b>REVIEW DATE:</b>	(Original Date)	September 22, 1999
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<b>APPROVED BY:</b>	<u><i>Michael Woronka</i></u> <b>Michael Woronka</b> Chief Executive Officer	<u><i>Peter Viele</i></u> <b>Peter Viele</b> CAAS Coordinator

### **Policy:**

All vehicles must be completely and thoroughly clean at all times.  
Vehicles will be cleaned during shift as necessary.

### **Purpose:**

To provide a clean and sanitary environment for patients and team members.  
To ensure a professional image.

### **Procedure:**

Routine cleaning performed at least once per shift, more as necessary:

#### Exterior:

1. Rinse the vehicle thoroughly with water.
2. Use the exterior vehicle soap and brushes, scrub the vehicle exterior. Special attention should be given to door hinges, the fender above the tailpipe and behind both the front and rear bumpers. Use a spray cleaner and a towel to clean these areas when necessary.
3. Spray the wheels and/or hubcaps with all- purpose cleaner and wipe with a towel. Tires should then be sprayed with a protectant.
4. Wipe down the vehicle completely with truck towels. Pay special attention to the windows, windshield, mirrors, chrome, and light-bar so water spots do not form.
5. Open all cab and vehicle doors, wipe down all door jambs.
6. Windows should be cleaned, inside and out, with window cleaner.

#### Interior:

1. Both front and patient compartments should be swept and/or vacuumed.
2. All hard surfaces should be cleaned with a hard surface cleaner.

3. All surfaces suspected of being contaminated with blood or other potentially infectious material, should, after cleaning, be wiped down with disinfectant wipes.
3. All biohazard containers (red bag and sharps) should be checked for capacity.
4. Multi-use patient care items shall be disinfected and/or sterilized as appropriate, after each use (See 6.13)
5. Patient care items that are required to be sterile must be wrapped and stored in a manner that maintains sterility.
6. Flooring should be mopped and air dried.

Required after each patient compartment use.

1. Change linen if used.
2. Wipe down all hard surfaces that patient and EMT's came in contact with using disinfecting hard surface cleaner. These may include, but are not limited to, stretcher, bench seat, cabinet doors, door handles.

Required after transport a patient with a potentially communicable disease.

Refer to Action Ambulance Service, Inc. Bloodborne Pathogen Exposure Control Plan and the Respiratory Protection Policy.





**ACTION AMBULANCE SERVICE  
POLICIES & PROCEDURES**

<b>POLICY #</b>	<b>7.24</b>	<b>Use of Company Vehicles</b>	
<b>TYPE:</b>		<b>Field Operations</b>	
<b>PAGES:</b>	<b>1</b>		
<b>REVIEW DATE:</b>	(Original Date)	September 22, 1999	
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<b>CAAS REF #:</b>	<b>202.01.01, 202.01.03</b>		
<b>APPROVED BY:</b>	<u>Michael Woronka</u> Michael Woronka Chief Executive Officer	<u>Peter Viele</u> Peter Viele CAAS Coordinator	

**POLICY:**

Company vehicles are to be used only for official company business unless prior permission has been received from Senior Leadership.

Maintenance team members of private vendors are permitted to operate company vehicles.

For Priority 1 or 2 patients Action Team Members may request that law enforcement, fire department, or other EMS team members drive the vehicle to the hospital if they determine that the patient would benefit by having more team members attend the patient.

**PURPOSE:**

To limit the use of company vehicle to authorized team members.

**PROCEDURE:**

Any Action team members requesting permission to use an Action vehicle for non-company business must make the request to Senior Leadership.



**ACTION AMBULANCE SERVICE  
POLICIES & PROCEDURES**

<b>POLICY #</b>	<b>7.25</b>	<b>Class V Ambulance</b>
<b>TYPE:</b>		<b>Field Operations</b>
<b>PAGES:</b>	<b>1</b>	
<b>REVIEW DATE:</b>	(Original Date)	September 22, 1999
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<b>CAAS REF #:</b>	<b>202.01.01</b>	
<b>APPROVED BY:</b>	<u>Michael Woronka</u> Michael Woronka Chief Executive Officer	<u>Peter Viele</u> Peter Viele CAAS Coordinator

**POLICY:**

A Class V ambulance shall not be used to transport a patient unless a Class 1 ambulance is unavailable.

**PURPOSE:**

To comply with 105 CMR 170.470(c).

**PROCEDURE:**

A Class V ambulance shall only be used to transport a patient in the event that a Class I ambulance is unavailable.

If a Class V ambulance is used to transport a patient, an incident report must be filled out documenting the reasons for the usage and given to an Operations Team Leader.



## ACTION AMBULANCE SERVICE POLICIES & PROCEDURES

<b>POLICY #</b>	<b>7.26</b>	<b>Dual Vehicle Transport</b>
<b>TYPE:</b>		<b>Field Operations</b>
<b>PAGES:</b>	<b>1</b>	
<b>REVIEW DATE:</b>	(Original Date)	September 22, 1999
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<b>APPROVED BY:</b>	<u>Michael Woronka</u> Michael Woronka Chief Executive Officer	<u>Peter Viele</u> Peter Viele CAAS Coordinator

### **POLICY:**

Action vehicles, without a patient on board, which are following an ambulance to a hospital, should proceed in tandem, on a predetermined route, using caution and due regard.  
Crews are encouraged to proceed Priority 3.

### **PURPOSE:**

To ensure vehicle and team members safety.

### **PROCEDURE:**

Any team members driving an Action vehicle (i.e. after a paramedic intercept) should drive to the hospital in tandem with the transporting vehicle, following at a safe distance, using caution and due regard.  
Action Team members are encouraged to proceed Priority 3 (no lights & siren).





## ACTION AMBULANCE SERVICE POLICIES & PROCEDURES

POLICY #	7.27	Vehicle Shutdown
TYPE:	Field Operations	
PAGES:	1	
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CAAS REF #:	202.01.01	
APPROVED BY:	<u>Michael Woronka</u> Michael Woronka Chief Executive Officer	<u>Peter Viele</u> Peter Viele CAAS Coordinator

### Policy:

Action vehicles will be completely shutdown when not in use.

### Purpose:

To ensure that there is no excess strain on the electrical system to reduce vehicle failures

### Procedure:

1. At the end of each shift or if the crew is anticipating an extended period of downtime the items must be checked.
  - a. Ensure that the inverter is in the off position
  - b. Ensure that the master battery switch is the off position
  - c. Ensure that the headlights are off
  - d. Ensure that the GPS has been turned off
  - e. Ensure that the ignition is in the off position
  - f. Ensure that all doors are completely shut and all dome lights are off
  - g. If the vehicle is being shut down for end of shift (no immediate relief) then the team members should shut off the laptop.
    - i. Click on the start button
    - ii. Click on the shutdown option
    - iii. Click on "Yes" I want to shut off the computer
    - iv. Wait until the laptop powers down, can take up to 30 seconds