



# Vehicle Operations

All drivers are responsible for abiding by all Maryland driving laws.

## General Provisions

1. HERU will maintain a BLS fly-car and an ambulance for use in transporting equipment and responders responding to campus requests for EMS personnel.
2. The Equipment Officer shall be responsible for maintenance, upkeep, and stocking of these vehicle vehicles so that the vehicle they can operate safely at all times.
3. Only EMT Interns, Field Training Officers, and Lieutenants who have been tested and approved by the Equipment Officer and certified by the Personnel Officer as having met the requirements listed under "Vehicle Operations," and who have successfully completed a JHH LifeLine EVOC class, may be permitted to drive the HERU vehicle vehicles. At no time may a non-certified HERU member or a non-HERU member drive the vehicle vehicles unless they have been specifically authorized to do so by the Equipment Officer, Captain, or Campus Security.
4. The HERU vehicle vehicles shall be used for official HERU business only. At no time may a non-HERU member ride in the HERU vehicle unless they have been specifically authorized to do so by the Equipment Officer, Captain, or Campus Security.
5. The HERU vehicle vehicles may not be driven outside the area defined as HERU's boundaries unless dispatched by Security to a call outside the area, en route to a call inside the area by the most direct available route, or authorized by the Equipment Officer or Captain.

## Equipment

1. The vehicle vehicles will be stocked with adequate equipment so that the unit can operate safely at all times.
2. The Equipment Officer will review the State of Maryland's recommendations for a BLS unit and ensure that the vehicle is fully equipped. The ambulance will be stocked to be in complete compliance with MIEMSS requirements as listed by the State Office of Commercial Ambulance Licensing & Regulations (SOCALR).
3. Upon completion of each call, the Primary Crew will be responsible for restocking the vehicle vehicles and notifying the Equipment Officer of all equipment used.



## **Johns Hopkins University Emergency Response Unit**

### **Standard Operating Guidelines: HERO Vehicles**

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## **Vehicle Check**

1. The Duty Officer will ensure that their vehicle is in working condition with all needed equipment at the beginning of each shift. He/she will contact the Equipment Officer if a problem presents.
2. The C shift vehicle operator will fill out the "Vehicle Check-Off Sheet" at the beginning of their shift. Failure to do so will result in disciplinary action.
3. The vehicle must have functioning headlights, brake lights, turn signals, hazard lights, warning lights, and at least  $\frac{1}{2}$  of a tank full of gas.
4. The crew assigned to the ambulance will perform a check at the beginning of their shift to ensure that the ambulance meets SOCALR mechanical and equipment standards. They will contact the Equipment Officer to restock any missing or expired equipment.

## **Parking**

1. Whenever the vehicle is not in use for a HERU call, the vehicle should be reversed or parallel parked.
2. The driver may choose to park the vehicle in alternate approved locations on campus in order to speed their response time to the vehicle.
3. The ambulance shall be parked in the designated spot in a manner to be immediately available for a campus request for EMS personnel. This entails the ambulance to be facing out, with no less than  $\frac{1}{2}$  tank of fuel, and in proper working order.

## **Vehicle Out of Service**

1. The Equipment Officer may, at his/her discretion, choose to take the vehicle out of service for maintenance, training, or other purposes.
2. The vehicle will be taken out of service in sleet, ice, or other inclement weather at the discretion of the Equipment Officer, Captain, or Campus Security.
3. Before the vehicle is taken out of service, the Equipment Officer must contact the Captain, who will notify the Security dispatcher. If the Captain is not reachable, the Equipment Officer will contact Security directly.
4. Upon removing the vehicle from service, the Equipment Officer must immediately notify the entire Primary Crew and Captain.
5. If the vehicle will be out of service for greater than one shift, the Equipment Officer must notify the rest of the Unit via email.
6. While the HERU vehicle is out of service, Security dispatch should have the Security vehicle with additional HERU equipment respond to the call location.
7. Upon returning the vehicle to service, the Equipment Officer must immediately notify the Primary Crew, Security, and the Captain.



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8. If the vehicle was out of service for greater than one shift, the Equipment Officer must notify the rest of the Unit via email.

## **Ambulance Out of Service/Accident**

1. The ambulance may be placed out of service as listed below:
  - a. By the Equipment Officer at his/her discretion, for maintenance, training or other purposes
  - b. By the SOC at Johns Hopkins LifeLine if the ambulance needs to be pulled for maintenance or compliance/repair reasons
  - c. By the on-duty crew for mechanical or supplies issues, or insufficient staffing availability
  - d. By the Equipment Officer, Captain, or Johns Hopkins LifeLine SOC for weather concerns. If the on-duty crew has weather concerns, they are to contact the Equipment Officer and/or Captain to determine a plan
2. If the ambulance is placed out of service for mechanical reasons, the SOC at JHH LifeLine must be notified to arrange disposition for repairs and transport to the shop of the commercial vendor.
3. If the ambulance is involved in an MVC, the SOC at Johns Hopkins must be notified immediately after any emergency notifications (if required) have been made
  - a. If there is a patient on board, the on-duty crew will call 911 to get a BCFD ambulance en route to take over the transport
  - b. The LifeLine SOC will initiate an accident investigation and work with the Captain to facilitate post-accident testing of all crew members involved
  - c. The LifeLine SOC will arrange towing, if needed, or facilitate transport of the ambulance to the appropriate shop for repairs
  - d. The on-duty crew involved, barring any need for emergency services, will document all pertinent driver and vehicle information to facilitate insurance claims
  - e. The on-duty crew will remove any biomedical equipment, jump bags, and computer equipment from the ambulance and return it to the HERU Supply Room while the ambulance is OOS for repairs
4. When the ambulance is placed out of service, the Equipment Officer and/or Captain must notify the entire Primary Crew – if the ambulance will remain out of service for longer than one shift, the Equipment Officer must notify the rest of the Unit via email.



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## Ambulance Response Protocols

1. The JHU HERU ambulance **MAY NOT** use emergency lights and sirens to respond to campus emergencies. Per COMAR, commercial services are not allowed to respond to an emergency utilizing lights and sirens, unless requested by a physician.
2. Once on scene of a campus response, the on-duty crew may utilize the ambulance emergency and/or scene lights for safety considerations.
3. The ambulance should not be placed in a position to block Baltimore City roads while on scene unless absolutely necessary.
  - a. If a public road is blocked, one of the on-duty crew must be designated as a scene safety officer and remain with the responding vehicles to assist with traffic diversion and assist with BCPD if required
  - b. Reflective safety vests shall be worn by all JHU HERU crew members while providing EMS care in public spaces, on and off campus
4. If the on-duty crew stops at an emergency while returning from a run, or while out in the public, they are to call 911 and then provide initial patient care while waiting on BCFD to arrive.

## BLS Fly Car Response Protocols

1. When a call is dispatched by Security, the Duty Officer will respond to the HERU vehicle and respond via the vehicle to the scene.
  1. The Duty Officer will notify Security via radio when they are responding to the scene following the guidelines in the "Communications" section.
2. The Duty Officer will drive the vehicle to the closest access point to the location of the call.
  1. The HERU vehicle is not an emergency vehicle. Drivers are not exempt from any regional, state, or federal traffic laws, including those mandating the observance of speed limits, traffic lights, and stop signs.
  2. Duty Officers may use the vehicle's warning lights only when required to ensure safety by increasing visibility of the vehicle.
  3. The Duty Officer will position the vehicle so that it does not block any roads or prevent access by Security or BCFD unless such placement is necessary to maintain scene safety.
    1. If the vehicle is positioned in a location that blocks Security or BCFD from accessing the scene, the Duty Officer must remain with the vehicle so that he/she can move the vehicle upon the arrival of Security/BCFD. The Duty Officer must also immediately move the vehicle if requested to do so by Security or Baltimore City Police.



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2. When dispatched for a potential hazardous materials incident, the Duty Officer must park the HERU vehicle uphill and/or upwind at a safe distance.
4. The Duty Officer must turn off the vehicle before proceeding to the patient's location. The vehicle must also be locked if the patient is not within clear sight of the vehicle. The Duty Officer should ensure the headlights and emergency lights are off when the vehicle is off.
5. The Duty Officer will carry necessary equipment to the scene if requested by other HERU personnel on scene.
3. The Duty Officer may pick up other responders while en route to the scene only if the other responders are able to meet the Duty Officer along their most direct route to the scene.
4. All personnel seated in the vehicle must have seatbelts fastened while it is in motion.
5. The driver may not use his/her cell phone while operating the vehicle.

## **Mechanical Failure and Accidents while Responding to an Emergency**

1. If mechanical failure arises while the vehicle is still parked or if the driver is safely able to park the vehicle on campus, the driver will notify the Equipment Officer via radio or cellphone that the HERU vehicle is inoperable.
  1. The Equipment Officer shall be tasked with taking care of the vehicle.
2. The Primary Crew Chief or Duty Officer may request the Security vehicle with additional HERU equipment to respond to the scene.
3. In the event of an accident, the driver of the vehicle will remain with the vehicle until the investigation has concluded.

## **Mechanical Failure and Accidents in a Non-Emergency Situation**

1. At no time should the driver admit fault to an accident. He/she should not provide any information until Security arrives on scene, unless to Baltimore City Police.
2. The driver should call Security dispatch to advise them of the situation.
3. The driver should call the Equipment Officer and advise him/her of the situation.
  1. The Equipment Officer should be in charge of taking care of the issue at hand.
4. The driver should immediately turn hazard lights on, not emergency lights.

## **Driver Training and Requirements**

### **Initial Driver Certification**

1. All drivers must possess a valid driver's license issued by any US state.



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2. All drivers must submit a current driving record to the Personnel Officer.
  1. Their driving record must have less than 4 points.
3. All drivers must be active members.
4. All drivers must complete an approved Emergency Vehicle Operators Course (EVOC).
5. After completion of the EVOC course they can begin driver training as outlined in the Driver Packet.
  1. When this is completed they will be cleared to drive HERO vehicles.

Upon completion of driver training, the Equipment Officer shall contact the Personnel Officer and advise him/her that the HERU member has completed the training to become driver certified.

Refresher training may be held by the Equipment Officer for any driver, and will be required for all driver certified members who have been inactive for any period of time, or who have received driving-related disciplinary measures, prior to their being allowed to operate the HERU vehicle again.

## **Disciplinary Action**

1. Any driver who is involved in an inappropriate, illegal or otherwise improper conduct pertaining to the HERU vehicle shall be referred to the Personnel Officer by any member of the unit.
  - a. The Personnel Officer will lead an inquiry into the circumstances of any incident(s) with the assistance of the other Operations Officers. The Operations Officers will adjudicate the situation and impose one or more of the following sanctions:
    - i. Recommend remediation training with the Equipment Officer
    - ii. Impose a reasonable punishment on the driver including removal of driving privileges for a defined period of time or indefinitely
    - iii. The driver shall be entitled to an appeal of any sanctions to the Board of Directors whose decision will be final.
      1. The Board of Directors will meet within two weeks of the Operations Officers' decision to discuss the Driver's status unless the meeting is prevented by holiday or an ongoing Security or Baltimore Police investigation into the incident.
      2. The Board of Directors may vote by  $\frac{2}{3}$  majority to take further disciplinary action under Article VIII of the HERO Constitution or overturn the sanctions imposed by the Line Officers. If no action is taken, the driver's status will be reinstated.

## **Vehicle Maintenance**

1. The Equipment Officer shall be responsible for overall maintenance of the HERU vehicle.
  1. The Equipment Officer shall coordinate with Security to schedule this maintenance.



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2. JHH LifeLine shall be responsible for the overall maintenance of the ambulance
  1. Maintenance and repair requests shall be sent to the LifeLine SOC
  2. The JHU HERU Equipment Officer shall ensure proper medical supplies are kept to meet MIEMSS standards
3. The Equipment Officer shall be responsible for keeping the exterior of the HERU vehicle and ambulance clean.
4. Each Duty Officer shall be responsible for ensuring the interior of the vehicle and ambulance is clean after each call.
  1. If biohazardous materials, such as blood or vomit, are found in the vehicle, the driver shall observe standard precautions and clean the vehicle using bleach in accordance with the Johns Hopkins Safety Manual, Bloodborne Pathogen Exposure Control Plan. The affected area must be soaked with bleach for at least 10 minutes before being cleaned with water.
  2. The on-duty crew shall ensure that all equipment is restocked and any item used in patient care is properly cleaned/decontaminated after each transport or response.