Responding to Calls

1. River Falls Ambulance members will respond to the bay for all calls when dispatched.

2. EMT's on call shall respond to the ambulance bay within four minutes under normal circumstances. Poor driving conditions and unusual circumstances may delay response time. All members must obey all posted traffic signs and laws. *Note:* No Dash, Rotating, Flashing, or Strobe/LED lights, or any device of this nature are permitted in any member's personal vehicle. (Exception is River Falls Ambulance members, which are also members of River Falls Rural First Responders.)

3. All members must wear their jumpsuit when responding to a call per OSHA 29 CFR 1910.1030. Uniforms are also accepted in the absence of a jumpsuit. All members responding to a call must be clearly identified as EMS personnel. Jumpsuits should be left at the ambulance bay after each call.

4. Once the ambulance has been paged, the crew is obligated to respond to the scene unless informed by law enforcement or other emergency personnel that no patient can be found or they left the scene by other means. Once cancelled by proper personnel, the responding crew shall complete a detailed standby form stating the circumstances of the call.

5. Once on call, an EMT needs to be able to respond to every call. If an EMT fails to respond to a call, the following course of action will be taken:
   Note: This will be taken on a case by case situation with the Director.

   1st Offense – verbal & written reprimand & logged on employee incident log.
   2nd Offense – verbal & written reprimand & logged on employee incident log.
   3rd Offense – Written reprimand and one month suspension
   4th Offense – Termination (if all offenses occur within 12 months)

6. If a scheduled EMT is unable to take call, an equivalent or higher substitute shall be found in a timely manner. There shall be a minimum of one Advanced Life Support (ALS) EMT on the primary crew at all times. The member requesting the change must ensure the computer system and the board in the bay is updated. The member requesting the change should also notify another EMT on call with his/her shift. The scheduled EMT is not relieved of his/her duty until a substitute can be found and appropriate changes made.

7. The first member to the bay will tell Dispatch that we copy the page after the second page, if all personnel are not at the bay, on the appropriate county fire channel. The member will ensure that s/he has correct address by echoing back to dispatch or by playing back the voice storage from your pager. The member shall write down the address and/or directions on paper after repeating to appropriate dispatch center. The member then shall find the address in the appropriate map book.

8. No "on-call" member of the service should respond directly to a scene. All "on-call" members shall respond directly to the ambulance bay. However, if the scene of the call is in the immediate proximity to the responding EMT's location at the time of the call or if the scene impedes the response of that EMT to the ambulance bay, he/she may go straight to the scene only after taking proper infectious control precautions and contacting the responding ambulance. Any member going to straight to a scene must be clearly identified as EMS personnel.

9. The Director or any Assistant Director may respond directly to a scene in a private vehicle as necessary. Appropriate identification, scene safety and infectious control practices must be followed.

10. The ambulance, on a one rig run, will not leave the bay under four minutes without the EMT's on call being present or contact being made. If the ambulance leaves the bay without a scheduled crew member under 4 minutes using normal circumstances, the EMT(s) making the decision to leave will be disciplined as outlined below.
    *When in doubt, contact the appropriate dispatch center to determine the amount of time passed since dispatched.

    1st Offense – verbal & written reprimand & logged on employee incident log.
    2nd Offense – verbal & written reprimand & logged on employee incident log.
    3rd Offense – 1 month suspension (if all offences occur within 1 yr.)
    4th Offense – Officer disciplinary actions

11. In the event of a MVA with at least two known people involved or unknown injuries, RF EMS will respond to the scene with two ambulances. Medical Command will request the third or fourth ambulance to be dispatched if needed. The first ambulance staffed (minimum of 1 active member and 1 probationary member) for a known two- rig run, will go enroute first. If the on call crew is left behind, they shall be the second crew out the door. A minimum of one ALS EMT must be on the scene.

    In the event that all four ambulances are needed (known multiple patients), the first two staffed (minimum of 2 active members) will go enroute. If the on call crew is left, they must be in one or more of the ambulances responding to the scene. A minimum of one ALS EMT must be on scene.

12. Any problems, crew concerns or debriefing needs that occur on a run should be reported to the Director or any Assistant Director. A debriefing meeting may then be set up.