

	<b>Policies &amp; Procedures</b> <b>Tri-Town Emergency Medical Service</b>			
	<b>Title:</b> <b>General Vehicle Operational Guidelines</b>			
	<i>Policy No.</i> TBD	<i>Original Adoption Date</i>	<i>Revision – No. &amp; Dates</i>	<i>Page No.</i> Page 1 of 5

## Section 1.0: Purpose

The purpose of this policy is to establish procedures for the operations of vehicles utilized by Tri-Town Emergency Medical Service (hereafter “the Service”)

## Section 2.0: Organization Affected

All employees of Tri-Town EMS

## Section 3.0: Definitions

**3.1 “Service Operated Vehicles”** Shall be any vehicle that is used by the service, for emergency and none emergency functions, that are either registered with the New Hampshire Department of Motor Vehicle directly by the service or by the Town of Pembroke. Inclusive into this definition shall be any temporary vehicle loaned to the service or any vehicle leased by the service.

**3.2 “Operator(s)”** Shall refer to any employee of Tri-Town EMS who is driving or in any way effecting the physical movement of a service operated vehicle.

**3.3 “Passenger”** Shall refer to anyone in a service operated vehicle while the vehicle is moving. Passengers shall include, but not limited to, employees, police and fire department personnel, student and interns, and riders who are accompanying the patient.

**3.4 “Hard Shift(ing)”** Is the act of shifting the ambulance gears while the ambulance is still moving other than shifting to a higher or lower gear. Example, Shifting from Drive to Park, Drive to Reverse, or Reverse to Park.

**3.5 “Personal Electronic Device”** Shall coincide with the State of New Hampshire definition of a “Mobile Electronic Device” which means any hand-held mobile electronic device capable of providing voice or data communication, including but not limited to: reading, composing, viewing, or posting any electronic message; or initiating, receiving, or conducting a conversation; or initiating a command or request to access the Internet; or inputting information into a global positioning system or navigation device; or manually typing data into any other portable electronic device. The service shall extend specifically the definition to include any mobile device that is use to listen to music.

**3.6 “Emergency Signal Devices”** Shall be considered any device or piece of equipment that emits a visual or audible signal that has the purpose of getting the attention of other motorists and pedestrians, and is used to signify an emergency, or has the purpose to alter the flow of traffic. Such devices are regulated by state law.

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## Section 4.0: Policy

### 4.1 General Vehicle Operations.

- a. Service Operated Vehicles shall only be used for official business of Tri-Town EMS and shall not be used for personal reasons.
- b. All traffic laws will be adhered to when operating a service owned vehicle except as noted in RSA 265:8 “*Emergency Vehicle*”.
- c. The recommendations of the Ambulance Manufacturer and the Chassis Manufacturer shall be followed unless otherwise stated by the Service Director.
- d. The Service vehicles will be operated such that the vehicle is below the manufacturer’s specified Gross Vehicle Weight (GVW)
- e. A safety inspection of the ambulance shall be performed and documented at the beginning of every shift to include the checking of:
  1. Tire pressure and tread wear.
  2. All non-emergent lights.
  3. All emergent lights.
  4. Engine oil level.
  5. Engine coolant level.
  6. Fluid levels for the brake system, power steering system and the transmission.
- f. Seat belts are to be worn by the operator of any service operated vehicle.
- g. Seat belts or other safety restraints or devices shall be worn by all other passengers of a service operated vehicle.
- h. Operators shall operate the vehicle in a manner that is appropriate for current road conditions. The operator shall consider the weather, traction with the road, visibility, time of day, solar glare and the potential presence of children and other pedestrians.
- i. Operators shall understand and know the characteristics of their assigned vehicle, such as: height, width, length, turning radius, braking distance, acceleration characteristics, blind spots, controls, etc.
- j. Operators shall not hard-shift the ambulance.
- k. The use of headlights, regardless of time of day is highly recommended. Refer to NH RSA 266:31 “*Front Lights*” for when headlights are required by law.
- l. When possible, the operator shall have a spotter behind the ambulance with a clear view of the direction of travel of the ambulance and in constant sight of the operator. When there is a provider in the back of the ambulance, the provider shall look out the window to ensure the path of travel is free of obstacles and people. All other times, the driver

 <p><b>TRI-TOWN</b> 1979 EMERGENCY Medical Service <b>EMS</b></p>	<b>Policies &amp; Procedures</b> <b>Tri-Town Emergency Medical Service</b>			
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shall be required to exit the vehicle and perform a walk-around to ensure there is a clear path to back the ambulance up.

- m. Use of any personal electronic devices while driving a service operated vehicle is strictly prohibited and may result in a suspension on the first offense. Refer to NH RSA 265:79-c, *“Use of Mobile Electronic Devices while Driving – Prohibited”*
- n. Any use of a guidance device shall be programmed prior to the vehicle moving or can be done by a second crew member.
- o. Vehicle shall not be left idling unless actively used in an emergency capacity. Refer to NH Code of Administrative Rules Chapter Env-A 1100, *“Prevention, Abatement, and Control of Mobile Source Air Pollution”*, 1102.02 *“Idling Limitations for Motor Vehicles”* & 1102.03, *“Exemptions from Idling Limitations”*
- p. Unattended ambulances shall have all doors locked when not in the station or when access to the station by the public is unimpeded.
- q. Employees shall not tamper with, alter or in any way access systems or devices that are considered a component of the ambulance module or ambulance chassis unless given permission by the Service Director or their designee.
- r. All supplies, equipment and devices must be secured or in a compartment unless actively being used for patient care.
- s. Ambulances shall not be moved with exterior doors open.
- t. For areas that are not maintained by a town or the state, operators shall only drive ambulances into locations that are safe for the ambulance and free of hazards and there is no potential the ambulance will get stuck.
- u. No employee shall operate a service operated vehicle of which they have a legitimate concern the vehicle is unsafe. The employee shall be responsible to ensure the Service Director is aware of the concern.
- v. Employees shall be expected to routinely add fuel, engine oil and windshield washer fluid to the ambulance.
- w. Employees shall be expected to report all vehicle discrepancies to the Service Director or their designee as soon as possible. Discrepancies may include, but not limited to, maintenance concerns, safety concerns, tire wear/damage, and vehicle damage.
- x. Only employees of Tri-Town EMS, Pembroke Police and Fire Departments and Allenstown Police and Fire Departments may drive a service operated vehicle.

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#### 4.2 Emergency Operations.

- a. Operators of Service Emergency Vehicles shall utilized emergency signal devices only when appropriately dispatched for an emergency and when transporting an emergent patient to an Emergency Department.
- b. Operators shall operate service emergency vehicles pursuant to NH RSA 265:8 “*Emergency Vehicles*”.
- c. No employee of Tri-Town EMS shall confront another motorist in anyway who fails to abide by NH RSA 265:33 “*Driving of Vehicles on Approach of Authorized Emergency Vehicles*” pertaining to yielding to emergency vehicles. Such instances may be reported to the appropriate authority when safe and feasible to do so.
- d. Operators of a service emergency vehicle shall not exceed the posted speed limit by more than 10 mile per hour (mph) when using emergency signal devices.
- e. Ambulances on emergent call shall routinely be parked in the street, with emergency lights activated.
- f. The ambulance and the patient compartment shall be locked when the crew leaves the ambulance unattended. (effective January 1, 2017)
- g. During emergency operations, no employee within the ambulance shall be permitted to utilize personal electronic devices unless it is necessary for patient care or EMS operations.

#### Section 5.0: Implementation

To facilitate conduct in accordance with this policy, a copy of this policy shall be made available to all employees and at such other times as may be necessary.

#### Section 6.0: Signatures

	<b>Position</b>	<b>Signature</b>	<b>Date</b>
<b><u>Policy Prepared By:</u></b>  Christopher Gamache	Service Director		
<b><u>Policy Reviewed &amp; Approved by:</u></b>  Shaun Mulholland	Chairman		

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## Section 7.0: Policy & Procedure Revision History

	Section	Changes Made	Approvals	
			By	Date
Original Adoption				
Amendment				
Amendment				
Amendment				

### REFERENCE:

1. New Hampshire RSA 265:8 “*Emergency Vehicles*”
2. New Hampshire RSA 265:33 “*Driving of Vehicles on Approach of Authorized Emergency Vehicles*”
3. New Hampshire RSA 265:79-c, “*Use of Mobile Electronic Devices while Driving – Prohibited*”
4. New Hampshire RSA 266:31 “*Front Lights*”
5. New Hampshire Code of Administrative Rules Chapter Env-A 1100, “*Prevention, Abatement, and Control of Mobile Source Air Pollution*”; 1102.02 “*Idling Limitations for Motor Vehicles*” & 1102.03, “*Exemptions from Idling Limitations*”
6. Commission on Accreditation of Ambulance Service (CAAS) standard 202.01.01, “*Driving Standards*”
7. Commission on Accreditation of Ambulance Service (CAAS) standard 202.01.02, “*Safety Restraints*”
8. Commission on Accreditation of Ambulance Service (CAAS) standard 203.01.01, “*Vehicle Specifications*”
9. Commission on Accreditation of Ambulance Service (CAAS) standard 203.03.03, “*Locking Ambulances and ALS Supplies*”