

**Fordham University**  
**EMS**

**Crew Chief**  
**Handbook**

## **INTRODUCTION:**

The position of Crew Chief is most vital on the ambulance. As the EMT in charge, you hold both the ultimate responsibility of patients' care and the full extent of the agency's resources at your disposal. Additionally, the rest of your crew, bystanders, University staff, and the patient(s) will look to you first for instructions, information, and reassurance.

You have proven yourself thus far by successfully completing the Emergency Medical Technician training course and passing the NYS EMT examination. Now is the time to bring your training to its full use. This manual is intended to serve as a guide to specific current FUEMS policies related to Medical Operations and patient care. It will also serve as an indispensable reference for you as a Crew Chief over your Fordham career.

You will hopefully find this guide an easy to read and "no nonsense" approach to EMS operations. The responsibilities of the Crew Chief position as well as other useful information can all be found here. For quick reference, the guide has been designed in an A-Z format. Should you have any further questions or concerns, please do not hesitate to ask. Remember, you have the full backing of the officer staff at all times.

## **GETTING CLEARED**

*FUEMS maintains a very precise process for clearing new EMTs as crew chiefs. The Chief of Operations has several Field Trainers who will guide you on your way to becoming a crew chief. The Chief of Operations also designates a Lieutenant of Field Training to oversee the clearing process. Both the Chief of Operations and Lt. of Field Training are also Field Trainers. Located in the office along with this handbook are Crew Chief packets. These packets include a list of skills a Fordham EMS crew chief will need to possess in order to successfully run their own tour of duty. In addition to these skills there is a comments section for the Field Trainers to use so as to call the Lieutenant of Field Training's attention to any specific points of interest. Once the new EMT has successfully completed his or her packet one of his or her Field Trainers must write a letter of recommendation to the Chief of Operations. The Lt. of Field Training will then review all comments, meet with one or more of the applicant's Field Trainers, and review any or all of the calls the EMT worked on. The Lieutenant of Field Training may also choose to personally observe the applicant on scene before continuing with their application. Once satisfied with the new EMT's performance and knowledge of Fordham EMS procedures the Lt. of Field training will meet with the Chief of Operations to discuss their advancement. Finally the applicant will meet with the Chief of Operations and Lt. of Field Training. The Chief of Operations or Lt. of Field Training may request a demonstration, verbally or otherwise, of any of the information the applicant will be responsible for as a cleared crew chief.*

## **AMBULANCES**

The Rigs are placed on a rotating schedule that is noted on the duty board in the office. *As the crew chief you are responsible for knowing which Rig is to be used during your tour of duty. You are also responsible for knowing if the Captain has scheduled a decontamination cleaning for that night.* Between the hours of 8AM and 6PM on weekdays the primary duty Rig is parked at Finlay Hall. The off duty Rig is parked behind Alumni Court South when not in use. Make sure that the batteries are off in the Rigs while not in use and parked. Except for emergency calls, the ambulances are only to be parked at Finlay Hall or behind Alumni Court South—no exceptions. Notify the officer in charge of vehicle maintenance and a Director of any mechanical or equipment failures.

REMINDER: Smoking in the ambulances, either in the cab or patient compartment, is prohibited under NYS law.

## **BUILDING ACCESS**

### **FMH HALL**

For FMH calls the ambulance must exit the campus from the main gate, turn right on Fordham Road and turn right again on Belmont Avenue to park in front of FMH.

## **KEATING HALL**

Try to use the side entrance facing the football field. The best location to park the ambulance is on the circle directly in front of this entrance. The elevator is located in the hallway that runs along the front (Eddie's Parade) side of the building. From the designated entrance, the elevator will be on your right hand side as you proceed down the hall and looks like a doorway with a small screened window.

## **LOMBARDI CENTER**

For all calls in Lombardi, use the side entrance located behind McGinley center across from the Post Office's rear entrance. Again, park the ambulance outside of this entrance. Advise security to open the door if necessary, though they will typically be waiting for you there in the case of a priority call.

## **LOYOLA HALL**

For calls in Loyola Hall use the Faber Hall entrance. The elevator goes to the ground level at this entrance and eliminates the need for a carry-down on the back steps of Loyola. Note that the elevators in Loyola Hall are very small and the stretcher must be in a sitting position to fit at all. Backboarded patients will need to be carried down.

## **RESIDENCE HALLS**

Neither Tierney Hall nor Queens Court have elevators. Patients who require a stretcher for transport must be carried down by stair chair, Reeves, or backboard in a Reeves. Please call for backup or request assistance from Security for difficult carry downs. A convenient place to park for calls in Walsh Hall is 191<sup>st</sup> Street outside of the Walsh Gate. The deli gate can be opened by request of Security for easy ambulance access to Alumni Court North and South and Queens Court. Generally for residence halls, park directly outside of the building.

## **CELL PHONE**

The cell phone on the ambulance is for emergency use only. Any other calls will be billed to you personally.

## **CREW CHIEF KEYS**

The Crew Chief key ring includes keys to all residence halls on campus. These are to be used in the event of an emergency call only. During the day, the Crew Chief ring is to be *kept in the lockbox at Post One located in front of Finlay Hall.*

## **DAY CALLS**

Officers and designated Support Staff are responsible for attending Day Calls (calls which occur between the hours of 8AM and 6PM on weekdays). On the first page, ALL available personnel should respond to a call unless they are in class or paged off campus. *On the second page, if it is*

*at all possible to leave class or to return to campus, you must do so. If for any reason a third page is sent out ALL EMS personal must respond to the call regardless of their current location. Failure to do so will be investigated on a case by case basis.*

## **DUTY PROCEDURES**

### **ON DUTY**

*IF YOU CANNOT COVER YOUR ASSIGNED SHIFT, YOU MUST NOTIFY THE SCHEDULING OFFICER WITHIN TWENTY-FOUR HOURS OF YOUR SHIFT. IN THE EVENT YOU DO NOT HAVE TWENTY-FOUR HOURS NOTICE, YOU MUST NOTIFY THE DIRECTOR OF MEDICAL OPERATIONS ASAP.*

1. Primary duty hours are from 1800-0800 hours Monday through Thursday, and on Friday from 1800 hours to 1200 hours Saturday. Weekend tours are as follows:  
Saturday: TOUR I: 1200-2000  
TOUR II: 2000-1200  
Sunday: TOUR I: 1200-1000  
TOUR II: 1000-0800 (*the following day*)  
\*\*Note: Sunday night tours DO NOT count towards officers' two weekend shifts per month requirement.
2. Report to the office 15 minutes prior to the start of your tour. Ensure that all crew members are there, introduce yourself, and learn their names. Issue each crew member a set of keys, pager and radio. Sign out all equipment. Remind your crew that all equipment must be returned by 1200 (noon) the next day. *When you have a new member as an attendant you should take some time to go over general procedures and practice basic skills.*
3. Check the duty board to see if a DECON day is indicated and the message board for any other instructions, notices, etc.
4. *Report to the security office; switch the "DAY" sign on the flipboard to your "EMERGENCY" sign.*
5. Complete a rig check with your crew. Completed rig check sheets should be placed in the designated black plastic inbox on the counter in the office under the officer mailboxes.
6. Make sure your crew knows how to contact you and each other in the event you are unreachable after a call is paged.
7. Let your crew know where you plan to be for the evening and overnight.
8. Ensure that your entire crew is in the bunkroom or office on Friday and Saturday night tours between the hours of midnight and 0700. Refer to FUEMS SOPs for proper bunkroom use for Friday and Saturday overnight tours.

### **OFF DUTY**

1. Remind your crew that all duty equipment is due back in the office by 1330 (noon). Remind your driver that the Rig **MUST** be at Finlay Hall by 0900 on weekday mornings if it was parked behind Alumni Court South for the night.
2. Briefly inspect the ambulance inside and out sometime before the tour ends. There should be no garbage, personal items, etc. left on board.
3. For weekend tours, ensure that the bunkroom is neat and presentable after use.
4. EMS must be on the “DAY” system by 0800 Monday through Thursday. Switch the sign in Security and return the Crew Chief keys to their proper location.

### **CRITICAL INCIDENT/STRESS MANAGEMENT**

Your role as a Crew Chief extends to the rest of your crew; talk with them immediately following any particularly traumatic or emotionally upsetting call. An open line of communication will help put the person at ease. Please notify a Director in such a situation, particularly if you feel that a Critical Incident Stress Debriefing is necessary.

### **FUEL**

Fred M. Schildwachter & Sons, Inc. 1400 Ferris Place Bronx, NY 10461—Directions are located in the Rig Binder. The gas card is attached to the MARS radio, both of which should be in the active duty Rig at all times. Place all receipts in the mailbox of the officer in charge of vehicle maintenance. Rigs should have at least a half tank of fuel at all times.

### **HOSPITALS**

Generally, FUEMS only transports to the following area receiving hospitals:

**ST. BARNABUS HOSPITAL:** Level I Trauma Center, Cardiac/Respiratory Arrest, Severe Intox, Major EDPs, Unstable Patients

**JACOBI HOSPITAL**(sometimes shown as Bronx Municipal): Psychiatric ER, Poisonous snake bite center for Metropolitan Area

**OUR LADY OF MERCY (OLM) 233<sup>RD</sup> ST.:** Medical Emergencies, General Illness, Minor Isolated Trauma, EDP, Intox. \*Keep in mind that Fordham students are usually “fast tracked” at this facility, so it is a good choice for stable patients. Also, for many Health Center calls the nurses will call ahead before you even get on scene and notify the hospital the patient is coming, so be sure to ask.

**MONTEFIORE HOSPITAL:** Generally, only transport here by patient’s request. Note that they do **NOT** have Maternity and that any patient under age 21 is treated as a pediatric.

Transport to any other hospital will usually be pre-arranged and must be approved by the Director of Medical Operations.

\*Note: Take all female patients with even potential gynecological/maternity issues to either St. Barnabus or Jacobi Hospital for a full range of treatment options. (Montefiore has no maternity ward and both OLM hospitals are owned by the Archdiocese of New York and thus do not offer birth control or abortion services at all.) Whatever your personal beliefs are, they are not necessarily the patient's and the best care is one that provides a full range of medical options for a patient.

\*\*Directions to all hospitals are located under the driver's visor in each vehicle.

### **HOSPITAL NOTIFICATION**

Notify the receiving hospital of the following:

- Cardiac/respiratory arrest
- Any patient classified as "unstable"
- Major trauma
- Severe EDPs
- Any MCI incident

Notify the Receiving Hospital through the MARS system (radio or cell phone).

### **INCIDENT REPORTS**

Incident reports are legal documents used to record incidents or situations that need to be addressed by FUEMS. Incident reports should include names, dates, places, times, and an accurate description of the events of the incident or situation. Appropriate subjects for incident reports include, but are not limited to, on duty injuries, sexual harassment, accidents involving or damage discovered on the ambulances, and severe personnel issues. Please use discretion when compiling incident reports, but by all means complete one if you consider it appropriate. It is better to document a situation when it occurs rather than sometime later. Place completed incident reports in a sealed envelope marked "CONFIDENTIAL" under the Directors' office door. Please notify at least one Director when you fill out an incident report.

### **INTOXICATING SUBSTANCES**

Alcohol, drugs, and other intoxicating substances (including some prescription drugs) are strictly prohibited while on duty. Crew members are not permitted to be in the FUEMS office, on either Rig, respond to calls, be on duty, *or act as an agent of FUEMS in any way* if they have used any intoxicating substances within 8 hours of the beginning of a tour of duty. Such use is a severe violation not only of FUEMS policy but also of NYS law and will be dealt with as such. If you believe that a member of your crew is under the influence of an intoxicating substance at any time during a tour of duty notify a Director immediately.

### **LEAVING CAMPUS**

*During particularly busy call volume periods (such as Commencement or the last day of classes) or inclement weather the duty Rig should only leave campus for transports, pick ups, or refueling without the express permission of a Director. If you are taking the Rig off campus during the day or early evening you should notify the Director. If you wish to take the truck off campus late at night you should do so at your own discretion. Your decision however is open to review of the Director or Chief of Operations. When leaving campus for any reason make sure that your entire crew is with you. Duty crews may only leave campus in the ambulance.*

## **MARS RADIO**

The MARS radio should be kept in the active duty Rig at all times. Make sure you switch it to the duty Rig when switching ambulances before or after a tour or for any other reason.

## **OUTSIDE AGENCIES**

### **FORDHAM SECURITY**

FUEMS works closely on a daily basis with Fordham Security and strives to maintain this positive working relationship. Security is always aware of all EMS calls and supervisors are dispatched to most calls. The Security office typically handles FUEMS dispatching. If at any time you need assistance do not hesitate to ask for backup on Channel 1 on your radio. Security can also be utilized to send a page for officer backup or to notify the Directors of a problem via pager. Bear in mind that Fordham Security supervisors are all retired NYPD superior officers with extensive patrol and investigative experience. Supervisors are an invaluable resource to you at any emergency scene. In the event of a problem with dispatch or any Security guard or supervisor please notify the Director.

### **FORDHAM EMS**

Don't forget about us! Any time you need assistance, notify security to page for officer back up over "DAY" and the entire available officer staff will respond to assist you as necessary. Additionally, both Directors are available 24 hours a day via pager or cell phone (numbers posted on pager list).

### **HEALTH CENTER**

FUEMS deals with the Student Health Center on a daily basis. As with other University departments, FUEMS must strive maintain a close and professional working relationship with the Health Center. Please direct any problems with Health Center personnel to the Directors. The Health Center is located in the basement of Millenium Hall on the parking lot side.

### **GALAXY TRANSPORTATION**

Owned by Director Emeritus John Grasso and staffed by Ex-Chief John Genua and Ex-Assistant Chief Sal Colazzo, Galaxy Transportation is an invaluable resource for information and the main resource for FUEMS vehicle repair and maintenance. Galaxy is located on Mayflower Avenue in the Bronx.

### **FDNY-EMS**

Provides ALS interface and BLS back up when requested by FUEMS. Request them on the MARS system.

### **LIFELINE AMBULANCE SERVICE**

Located in the same building as Galaxy on Mayflower Avenue and managed by Director Emeritus John Grasso, Lifeline is an option to consider when calling for ALS or BLS back up (response time may be faster, especially in the evenings). Lifeline dispatch can be reached at (718) 824-4500.

### **NYPD**

NYPD will usually be notified by Security in assault cases or for any other criminal matter. Fordham's Rose Hill campus falls under the 48<sup>th</sup> Precinct.

### **RESIDENTIAL LIFE**

On many emergency scenes Resident Assistants and/or Resident Directors will be present. They have been trained in CPR and First Aid by FUEMS and can assist with basic operations if you need an extra set of hands. RAs also have yellow cards with students' names, home addresses, and parent contact information (especially useful for unconscious, EDP, or under-18 patients). RAs may also know pertinent patient history. RAs and RDs are also extremely good at calming patients down due to their previously established relationships with the patients and training. Utilize this resource on scenes.

\*Note: On duty RAs may NOT go to the hospital with any patient as they would be leaving a Residence Hall unattended.

### **ST. BARNABUS METRO CARE**

When requesting ALS back up from FDNY you will usually get a Barnabus Ambulance given their close proximity to the campus and their status as part of the NYC 911 System.

## **NOTIFICATION OF DIRECTOR**

The Director will notify you prior to or at the start of a tour of duty to let you know who to contact for notification and/or for assistance at a scene.

Notify the Director ASAP upon the completion of the following calls:

Alcohol/Drug Related

EDP

Assaults (both physical and sexual)

RMA

Transport/RMA of Freshman

Liability cases where the University may be sued (especially University employee transports)

Notify the Director during a call (if at all possible) for the following circumstances:

Members of Service

Cardiac/Respiratory Arrest

Obvious Death

Any time an outside agency (FDNY, NYPD) is called for help

Any time medical help/advice is needed

Failure to properly notify the Director or their surrogate is a severe violation of FUEMS policy.

\*Note: The Director may amend the prerequisites for notification at any time.

### **PAGES**

Bear in mind that your duty pager receives all group messages sent over the system.

Occasionally FUEMS administrative business is sent over the pagers as a text message. As a crew chief, you are only responsible for any emergency or non-emergency call that is paged.

There is no need to respond to any other type of page unless you are instructed to do so.

### **PAGERS**

Refer to the posted information in the office regarding proper use of and responsibilities relating to the pagers and paging system. Pagers are to be used for FUEMS business only.

### **PREHOSPITAL CARE REPORTS (PCRs)**

PCRs are confidential in nature and should not be viewed by anyone other than the ambulance crew and ER. Be sure to double check your PCR for errors and missing information both at the hospital and after the call is completed. Refer to the FUEMS manual on PCRs for detailed additional information.

### **PERSONAL APPEARANCE**

Remember that you represent the organization and your appearance should reflect its professionalism. Appropriate FUEMS apparel should be worn at all times while on duty. This requirement is met by a minimum of the issued FUEMS duty shirt, dark blue pants (preferably

heavy duty EMS cargo pants) and black boots. Additional FUEMS marked apparel including workshirts, jackets, turtlenecks, and hats may be worn as well. Due to OSHA and DOH regulations, at no time are tank tops, shorts, skirts, large or hanging jewelry, non-clip on ties and other such clothing permitted. Consult with the Directors if you are in doubt as to whether a particular piece of apparel is appropriate for FUEMS duty. As Crew Chief you are expected to both set an example of appropriate dress for your crew and enforce that they dress appropriately as well. Refer any problems in this regard to the Director.

## **PERSONAL EQUIPMENT**

You are strongly encouraged to carry the following while on duty:

Stethoscope

Watch

Pen

Gloves

Penlight

Jump Bag (if you have one—some EMTs find it easier to work from their own)

Bear in mind that the following items are illegal and prohibited while on duty:

Mace

Batons

Handcuffs and other restraints

Firearms

“Baton style” flashlights greater than 3D cells in length

Knives of ANY sort

Besides the legal requirement, a patient could use these items against you to endanger or harm you and your crew. Keep an eye out for items that could be used by (creative) patients as weapons such as Chinese-style hair sticks. Make sure that your crew does not have any prohibited items at the beginning of a tour of duty. Also, prevent any patients from bringing prohibited items onto the ambulance during a call, utilizing Security or back up if necessary. Remember, the safety of you and your crew always comes first.

## **RADIOS**

Channel 1 is Fordham Security. Normally, Channel 2 is FUEMS and is the working channel for all calls. However, the FUEMS repeater is currently nonfunctional thus preventing the use of Channel 2. Channel 3 allows direct radio-to-radio communication (without a repeater) but this ability is decreased when the radios are not in a direct line of sight from each other. In the event that radios do not work on Channel 3 (Channel 1 will always work) please set up an alternate way to contact your crew for each duty tour (preferably by cell or room phone). Please keep all radio conversations on a professional level. All other channels should either not be used or cannot be transmitted on.

## **REQUESTING BACK UP**

1. Call MARS at (718) 422-7393. Fordham EMS' call sign in is "92-DAVID." When calling MARS ask the dispatcher to put you into the system.
2. The Rose Hill campus address is 441 E. FORDHAM RD. Cross streets are BATHGATE AVE and 191<sup>ST</sup> ST.
3. Be sure to give the building and room # and a brief description of why you need backup/ALS and advise the responding units to meet Security at the gate for an escort to the scene.
4. Notify Security to meet responding units at POST 1 (Finlay Gate).

### **RMA's**

For any medical refusals, complete an RMA form in addition to a PCR. Be sure to have the patient and witness sign both and give the patient the yellow copy of the RMA form.

### **SUPPLIES**

Restock the ambulance and jump bag from the gray cabinets in the bunkroom. The combination is 9367. Notify the officer in charge of supplies when the cabinets run low by using the white supply request forms found on top of the freestanding gray cabinet.

### **TRAINING/DRILLS**

Drills are conducted on a biweekly basis on randomly selected duty crews. Drills should be treated as a genuine emergency call and you are expected to conduct yourself appropriately. Debriefing sessions follow each drill. Drilling and debriefing is a part of ongoing training for all EMTs. Ideas for drills and constructive criticism on the process are always welcome and should be directed to the officer in charge of training. In addition to regular Crew Nights for attendants and EMT students, Advanced Crew Nights are held from time to time for current EMTs. All crew chiefs (as well as all interested members) are encouraged to attend publicized Advanced Crew Nights.

### **WALK INS/FLAG DOWNS**

If flagged down off campus, initiate treatment and notify FDNY and/or NYPD as well as Fordham Security. Be sure that the Directors are notified as soon as possible also. For office walk ins or flag downs on campus notify Security by radio or telephone. Make sure a page is sent out to notify the rest of your crew that there is a call.