

**Portage County Sheriff's Office
Emergency Medical Services Division**

Special Events Unit Handbook

Version: April 4, 2018



1. Definitions

Within this handbook, the following terms are defined as follows:

- County – Portage County, Wisconsin
- EMS Coordinator – The person hired by the Sheriff's Office to manage and oversee the SEU. Also the EMS Division Commander.
- EMS Division – The section within the Sheriff's Office dedicated to the County's EMS program.
- Handbook – This document that serves as a guide for employees of the SEU.
- Law Enforcement Center (or LEC) – Means the building that houses the Sheriff's Office.
- Sheriff's Office – The Office of the Sheriff of Portage County, Wisconsin
- Special Events Unit (or SEU) – The unit established by the County for the purpose of providing non-transport EMS to events and other occurrences.

2. General

This handbook is intended to provide guidance for all members of the Special Events Unit (SEU) operating in and for the County of Portage. It is not intended to supersede any established statute, code, policy, or order issued in relation thereof. Any questions regarding this handbook should be directed to the EMS Coordinator or the chain of command for clarification.

This handbook should not be interpreted as all inclusive. It is intended to identify the major responsibilities and requirements of the job. The incumbents may be requested to perform job-related responsibilities and tasks other than those stated on this document. Employees are encouraged to refer to their job description for more detailed information. This handbook does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Employees of the SEU are county employees, specifically employed by the Sheriff's Office in an on-call casual status. Therefore, it is expected that all members will conduct their duties in a professional manner, consistent with the policies of the Sheriff's Office.

The Sheriff's Office and its chain of command exist to provide support, guidance, and assistance in executing the duties of the SEU. Members of the SEU are expected to assist in the maintenance and improvement of the system, including keeping an open line of communication for the betterment of the entire county EMS system.

3. Philosophy

The SEU is but one part of an interdependent and cooperative county-wide EMS system. Together with our colleagues in the ambulance transport services, emergency medical responder groups, other first responders, hospitals, and other medical and allied professionals, our goal is to provide the very best care we can to the citizens we serve.

We are pleased you have chosen to join us.

4. Uniform and Appearance

A professional looking uniform and appearance is critical to promoting trust in the public, confidence in the program, and support needed to continue to improve the SEU. The following guidelines are provided regarding your uniform and appearance:

- County ID cards are required to be with you and on display during any shift with the SEU.
- Uniform consists of:
 - Navy blue “EMS” style pants. Uniform shorts may be worn when appropriate.
 - Approved Portage County EMS shirt.
 - Closed toe shoes or boots.
 - Approved EMS jacket or vest may be worn. Stock loaner items will be stored in the SEU locker at the LEC in various sizes.
- All uniform items must be clean and serviceable, presenting a professional appearance.
- The wear and/or use of Portage County EMS branded clothing when not performing SEU duties is prohibited.

5. Payroll

SEU members shall be paid for the hours they are authorized to work. This includes authorized events, training, and administrative duties. Payroll shall be conducted through Portage County Finance Department’s payroll system. Payroll information will usually be submitted every two weeks, coinciding with the standard county payroll cycle. Pay submitted after the deadline for each cycle will be entered at the next opportunity.

Payroll hours may be submitted in one of two ways:

- Complete the *Activity Log* at the conclusion of an assignment and turn in as usual.
- Send an email to the EMS Coordinator detailing hours earned outside of any assignment.

6. Scheduling

The EMS Coordinator will make members aware of opportunities at the beginning of the year, as well as other opportunities that appear. As much notice as possible will be afforded to the members so proper planning can be accomplished. Unconfirmed assignments may also be noticed to facilitate planning, with a confirmation being sent to members as soon as practical.

SEU members who agree to take a shift are responsible for that assignment from that point until completion. If for any reason the assigned member cannot complete the assignment, it is the responsibility of that assigned member to find any needed replacement for that event. The EMS Coordinator should be sent an email to document the change.

Failure to attend a shift as assigned, or failure to be prompt for the event, casts a very unprofessional shadow on the program and the other members of the SEU. The EMS Coordinator or the chain of command at the Sheriff’s Office will address these problems as they arise.

7. Event Operations

The day of the event, the assigned members should ensure that they are ready to go (e.g. uniform, vehicle, equipment), in a professional and timely fashion. Once at the event, the members assigned should:

- Check-in with the event staff.
- Determine where the SEU is to be located.
- Coordinate internal event communications methods, if any.
- Coordinate meal and break schedules.
- Familiarize yourself with the venue, especially high hazard areas and events.
- Be prepared to answer the following questions:
 - Do I have communications with the Comm Center? Do I have a second means of communication?
 - Which transport ambulance and emergency medical responder service (if any) will respond to this location?
 - Where will EMS assistance arrive (e.g. main entrance, special entrance, highly visible landmark?)
 - How will EMS assistance be brought to the patient (e.g. special vehicle, on foot, guided?)
 - Is there a suitable helicopter landing zone in the vicinity?

8. Patient Care Reports

Non-transport: A patient care report (PCR) must be completed on all patients that are provided any significant amount of assessment or care (e.g. given medication, a complaint or condition requiring ambulance transport.) The PCR will be completed using the method and system specified by the EMS Coordinator.

Ambulance Transport: If a patient is transported by an ambulance, the SEU need only complete a first responder short report, and give a copy to the ambulance crew. The ambulance crew will then complete the PCR, including the SEU interventions.

Patient Contact Log: The Patient Contact Log can be completed instead of a PCR for the following:

- Basic first aid.
- Basic vital sign check.
- Medical questions.
- Public Education.

9. Equipment

General: All equipment and supplies are the property of the Sheriff's Office, and must be accounted for, treated, and maintained appropriately. Abuse, misuse, and neglect cannot be tolerated. As professionals, we are dependent on our equipment, and responsible for how we take care of it.

Vehicle: An EMS vehicle has been provided for use by the EMS Division. This vehicle serves many purposes, and is always subject to the needs of the Sheriff's Office. This is the vehicle that the SEU may use for staffing purposes at special events, among other needs. This vehicle is a highly visible symbol of the County's EMS program as well as the Sheriff's Office and must be kept in proper and professional condition at all times. Requirements for vehicle use are as follows:

General

- Only authorized members of the SEU may operate this vehicle and related equipment.
- Operators must have their valid driver license with them.
- The vehicle may only be used for official and approved SEU duties.
- The vehicle will be maintained at the LEC, usually parked on the street on Arlington Place.
- The vehicle will be locked at all times when not occupied.
- Operators should keep the key fob with them at all times when utilizing the vehicle.
- The vehicle may be loaded/unloaded and washed in the LEC garage. The garage doors are activated by turning to the proper vehicle radio channel (Garage South) and transmitting, or manually by utilizing the appropriate door opener switches.
- Never leave the LEC garage unattended with the garage doors open.
- Be aware that if you are not displaying your County ID, you may be challenged by other employees.
- If you are ever in need of assistance, contact the EMS Coordinator. If they are not available, contact the Communications Center at (715) 346-1400, and the Shift Commander or other individual will assist you.

Prior to Use

- The EMS vehicle must be reserved with the EMS Coordinator no later than five days prior to use, or as soon as possible if less than five days exist after assignment.
- The vehicle key will be stored locked inside the vehicle log book in the SEU locker in the LEC garage. The locker must be locked when unattended. The combination will be given to each member, and may change from time to time. Your County ID card will allow you access into the garage. A spare key is accessible by the Shift Commander in case of an emergency.
- The *Activity Log* should be started before departing for the event. Note the mileage and any discrepancies at that time (e.g. damage, trash, fuel below FULL.)
- EMS bags and other equipment will be stored in the EMS locker in the LEC garage.
- Portable radios should be charging next to the SEU locker.
- If needed, the vehicle should be washed prior to use in order to maintain a professional image.

During Use

- The vehicle radio should be set to the channel "Public Safety" while in operation. This will be your main radio frequency.
- The Communications Center should be contacted when you depart the LEC for your duty assignment. They are referred to on air as "Comm Center."

- Your radio call sign is specific to you and is listed on the current visor card. Radio transmissions are conducted using plain language, and in the “*You, this is Me*” format. For example, “Comm Center from 50 EMT 1.”
- Inform the Comm Center when you:
 - Depart for your duty station. *Include your squad number and vehicle mileage (odometer) reading.*
 - Arrive at your duty station.
 - Require a transport ambulance or other assistance.
 - Change your status for any reason, or want the Comm Center to be aware of anything unusual. **They are your lifeline - do not hesitate to call them.**
 - Leave the duty station.
 - Arrive back at the LEC. *Include your squad number and vehicle mileage.*

After Use

- The vehicle should be filled with fuel if it reads below the FULL mark.
 - Use the fleet fuel card found in the vehicle log book.
 - You should fuel the vehicle at any Kwik Trip store to ensure the County obtains the best price discount. Other participating stores may be used in an emergency, if they accept the state Voyager Card, which can be checked for on the pump.
 - Fuel the vehicle using unleaded fuel.
 - You will be prompted to enter the vehicle odometer reading and your employee ID number. ID numbers can be found on the current visor card.
 - Print out a receipt to submit with the *Activity Log*.
 - Do not make any other purchases with the fuel card except for emergency situations.
 - Return the fleet fuel card to the vehicle log book when done.
- Remove all garbage and personal items from the vehicle.
- Wash the vehicle if it presents an unprofessional appearance.
- Return EMS bags and other unused supplies to the EMS locker. Restock as necessary.
- Return portable radios to the chargers and ensure they are charging.
- Park the vehicle adjacent to the LEC on Arlington Place. If no spot is available, park it on the street adjacent to the LEC on Elm Street. Finally, if nothing is available, park it in the LEC parking lot. Ensure the vehicle is locked.
- Complete the *Activity Log*, and submit it (along with any fuel receipt) by placing it in the door pocket on the EMS locker. Keys should be turned in at the same time by returning them to the zippered pouch inside the vehicle log book. Lock the vehicle log book inside of the SEU locker.

EMS Bag and Supplies: It is imperative that all of the equipment and supplies used by the SEU be in good working order, current, and in sufficient quantities. In order to accomplish this, the following guidelines are established:

- EMS bags are to be maintained in the SEU locker at the LEC garage.
- Check your bag to ensure that everything is in proper order before you depart for your assignment. An authorized equipment list is maintained in each bag (as well as the vehicle log book) to ensure a uniform understanding of what should be maintained in each bag.

- Restock the bag with any used items after returning to the LEC, however, resupply from the ambulance in the field is the preferred method for restocking. If insufficient supplies are available at the LEC to properly restock a bag, note this on your *Activity Log*.

Specialty Equipment: Additional needed equipment should be obtained before departing for the event, and returned when finished. Remember that this equipment may need to be reserved, so do not assume that it will be available without prior coordination. It should be returned in the same condition or better than when it was obtained (e.g. fuel, washing, restocking).

10. Required Documentation

At the end of each assignment, please ensure that you submit the following documentation:

- Activity log (with any fuel receipt.)
- Patient contact log.
- Any patient care reports generated.
- Any first responder short reports generated.

This paperwork can be submitted together by utilizing the door pocket on the SEU locker in the LEC garage. A stapler will be maintained there to assist you in securing the paperwork together.