

Gator Emergency Medical Response Unit



Standard Operating Procedures

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**University of Florida Division of Public Safety
Gator Emergency Medical Response Unit - Standard Operating Procedures**

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Name

- Program name: Gator Emergency Medical Response Unit
- Preferred abbreviation: GEMRU

Purpose

- The Gator Emergency Medical Response Unit (GEMRU) is a volunteer, non-transport, emergency medical response service that exists to provide both emergency and non-emergent medical care to University of Florida students, faculty, staff, and visitors, in addition to the emergency medical services already in place in the community.
- Provide medical services for major university-wide events to include football game day operations as well as events offered by any college, school, division, or operational unit within the University of Florida.
- Work in close coordination with local EMS, Fire, and Police departments to augment already existing emergency medical services.
- Provide high-quality, professional, confidential, and expeditious emergency medical care to all individuals on the University of Florida main campus.
- Provide valuable educational opportunities for GEMRU members including the acquisition of medical knowledge, the development of leadership skills, the cultivation of communication skills, and the strengthening of decision-making skills.
- Promote the general health and well-being of University of Florida.

Compliance

GEMRU shall comply with all local, state and federal laws, as well as all University of Florida regulations, policies, and procedures. Such compliance includes but is not limited to the University's regulations related to Non-Discrimination, Sexual Harassment (including sexual misconduct, dating violence, domestic violence, and stalking), Hazing, Commercial Activity, and Student Leader Eligibility.

- **Non-Discrimination:** GEMRU agrees that it will not discriminate on the basis of race, creed, color, religion, age, disability, sex, sexual orientation, gender identity and expression, marital status, national origin, political opinions or affiliations, genetic information and veteran status as protected under the Vietnam Era Veterans' Readjustment Assistance Act.
- **Sexual Harassment:** GEMRU agrees that it will be in accordance to the University of Florida Sexual Harassment policy.
- **Hazing:** GEMRU agrees that it will not initiate, support, or encourage any events or situations that recklessly, by design, or intentionally endanger the mental or physical health or safety of a student for any purpose including but not limited to initiation or admission into or affiliation with any student group or organization.
- **Responsibility to Report:** If GEMRU becomes aware of any such conduct described in this article, GEMRU will report it immediately to UFPD Special Events Officer and the Dean of Students Office.

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- **Membership:** Membership in this organization is open to all enrolled students and affiliates at the University of Florida. All members are free to leave and disassociate without fear of retribution, retaliation, or harassment.

Administration

- GEMRU operates under the University of Florida Division of Public Safety under the administrative direction of Assistant Vice-President of Public and Environmental Safety, Chief Linda J. Stump-Kurnick or the Chief's designee.
- Medical direction to GEMRU is provided by UF Health Department of Emergency Medicine under the medical direction of the GEMRU medical director Dr. Benjamin Abo.
- GEMRU executive board: The GEMRU executive board is composed of 4 Coordinators, an Assistant Director of Support Services, Assistant Director, and Director.
- Selection: selection of assistant coordinators is conducted by the UFPD Special Events Officer, Director, and the other 4 Coordinators.
- Assistant Coordinators: Assistant Coordinators will be selected through an internal application process each year. Applicants must submit an application and undergo an interview process.
- Appointed positions: All appointed positions as defined by the current executive board are chosen based on an application procedure outlining the minimum requirements needed for the position in interest. Selection and requirements for any appointed position falls under the responsibility of the position's supervisor.
- General Member: Selection of volunteers for responder positions will be the responsibility of the GEMRU Executive Board. Selection will be done through a written application, a written protocol test, and at the discretion of the GEMRU Executive Board. All membership applications may be subject to review by the UFPD Special Events Officer.
- Coordinators shall assume the transition of their official duties as determined by the UFPD Special Events Officer and until graduation/resignation/termination/determination of UFPD.

Structure and Responsibilities

- **Advisors**
 - Police Chief – Chief Linda J. Stump-Kurnick
 - Assistant Vice-President of Public and Environmental Safety
 - Provides administrative and financial oversight
 - Reviews, modifies, and approves program Standard Operating Procedures
 - Assures program adherence to State and University Laws and Regulations
 - Facilitates continuity of operations and external agency coordination
 - Oversees training operations
 - Liaison between GEMRU, the University of Florida, and the University of Florida Police Department
 - Medical Director – Dr. Benjamin Abo
 - UF Health Emergency Department Faculty

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- Doctor of Osteopathic Medicine
- Develops, reviews, modifies, approves, and publishes Medical Protocols
- Assures program adherence to State and County Laws and Regulations
- Governs responder Scope of Practice
- Oversees program Quality Assurance
- Facilitates procurement of medications
- Oversees training operations
- Liaison between GEMRU and UF Health Department of Emergency Medicine

- GEMRU Police Coordinator (Officer Scott Silver)
 - Supervises GEMRU overall
 - Reviews, modifies, and approves program Standard Operating Procedures.
 - Assures program adherence to State and University Laws and Regulations.
 - Facilitates continuity of operations and external agency coordination.
 - Liaison between GEMRU and the University of Florida Police Department.
 - Advises about training operations.
 - Facilitates event requests and GEMRU staffing.
 - Facilitates procurement of supplies and equipment.
 - Collects and reviews event after action reviews.

- **Student Executive Board**
 - Director
 - Volunteer
 - Minimum service requirement of two semesters as at least a supervisor to be eligible for the position
 - Provides administrative oversight over the student administration of GEMRU
 - Oversees and responsible for email concerning administrative details for the unit
 - Facilitates correspondence between executive board members and UFPD Special Events Officer
 - Maintains communication with unit personnel
 - Develops, reviews, modifies, and approves program Standard Operating Procedures
 - Works with UFPD Special Events Officer and acts as a liaison to UFPD
 - Oversees the Public Relations and promotion of the uni

 - Assistant Director
 - Volunteer
 - Minimum qualification as a state certified EMT-B
 - Coordinates with Director for administrative details of the unit
 - Assists the UFPD Special Events Officer with unit improvements

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- Communicates with UFPD alongside the Director for large events and promotional ideas for the unit
- Oversees the Operations and Communication Coordinators
- Assists the Director, Asst. Director of Support Services, and UFPD Special Events Officer in executive board interviews.
- Assistant Director of Support Services
 - Volunteer
 - Minimum qualification as a state certified EMT-B
 - Coordinates with UFPD Special Events Officer for equipment and training needs of the unit
 - Assists the Equipment Coordinator with ordering medical supplies for the unit
 - Maintains the trauma kit program for the UF campus in coordination of the Police Coordinator
 - Oversees the Training and Equipment Coordinators
 - Coordinates with UFPD Special Events Officer alongside the Director and Assistant Director for large events and promotional ideas for the unit.
 - Assists the Director, Asst. Director, and UFPD Special Events Officer in executive board interviews.
- Operations Coordinator
 - Volunteer
 - Minimum service requirement of two semesters as an EMT to be eligible for the position
 - Verifies scheduling of event, shifts, and teams
 - Maintains the protocols for the On-Call system and functioning with fellow GEMRU Executive Board members
 - Verifies correct completion of After Action Reviews and forwards them to GEMRU Police Coordinator within two weeks of the completion of the event or shift to the GEMRU Police Coordinator
 - Monitors the upkeep and update of GEMRU tablets and coordinate with Police Coordinator if any issues arise
 - Coordinates GEMRU teams at events
 - Assists in developing, reviewing, and modifying program Standard Operating Procedures
 - Perform supervisory duties over lead EMTs
 - Serves as a communications liaison with other agencies and point of contact at events
 - Will be available by phone for questions that arise during shifts
- Training Coordinator
 - Volunteer
 - Minimum qualification as a State and Nationally certified EMT-B
 - Minimum service requirement of one semester as a lead EMT-B responder to be eligible for the position

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- Ensures medical protocol adherence and upkeep
- Responsible for training of all members within the unit
- Responsible for new responder applications, certificate collection and ID verification and coordinating their new status with UFPD Training Division
- Oversees GEMRU responder continued education/ in-service training
- Responsible for protocol education and testing (written and practical)
- Responsible for new member on-boarding functions and new member education
- Responsible for responder evaluations
- Responsible for Quality Assurance
- Manages CEU and certificate tracking for unit personnel
- Responsible for tracking compliance policies such as online trainings, Criminal Justice Information Systems training, and certification, implementation within the unit
- Communications Coordinator
 - Volunteer
 - Minimum qualification as a EMR; State and Nationally certified EMT-B is preferred
 - Minimum service requirement of two semesters as a GEMRU responder to be eligible for the position
 - Responsible for taking minutes at all meetings GEMRU attends
 - Monitors the upkeep and update of GEMRU tablets and coordinate with Police Coordinator if any issues arise
 - Works in coordination with Operations Director to ensure events are posted, staffed, and messages are being distributed in an appropriate amount of time
 - Responsible for organization IT functions (website, email, etc.)
 - Responsible for monthly operational record keeping/compiling, and produces a report each month and yearly (due June 1st) and send to UFPD Special Events Officer
- Equipment Coordinator
 - Volunteer
 - Responsible for equipment storage, equipment ordering, ensures restocking of equipment, and gear serviceability
 - Responsible for reporting issues of GEMRU electric Quick Response Vehicle (QRV) to UFPD Special Event Officer
 - Responsible for distributing, tracking, and retrieval of issued uniforms and badges
- Operations, Training, and Communications Coordinator positions will have one assistant with whom they will share responsibilities. However, ultimate decisions are the responsibility of the executive board directors which are subjected to the approval of Police Coordinator. The assistants are to be trained on how to perform their corresponding executive board director's role upon the end of their term. An assistant board member's succession is up to the discretion of the UFPD Special Events Officer. By the end of their term as an assistant, each member must meet the minimum qualifications to fill their respective executive board position.
 - Appointment of Executive Board Assistants and Public Relations Specialist

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- The written application process for new board members (Operations Coordinator, Training Coordinator, and PR Specialist) will open at the discretion of the Executive Board and Police Coordinator.
- All applicants will be taken from the GEMRU body of responders.
- Director, Asst. Director, Asst. Director of Support Services, Operations, and Equipment Coordinators are issued a key to the GEMRU gear locker. The Training Coordinator and Operation Coordinator will also be issued a key to the GEMRU filing cabinet. It is the individual's responsibility to ensure the security of their assigned key and to return it upon the completion of their service to GEMRU. While there are days of multiple events occurring at once, the correspondence of keys must be coordinated by the on-call supervisors to ensure everyone has access to the gear locker when necessary. The GEMRU filing cabinet contains HIPAA protected documentation as well as personal files and shall ALWAYS remain locked!
- **Other Leadership Positions**
 - Supervisor
 - Volunteer
 - Subject to approval by UFPD Special Events Officer and Operations Coordinator
 - Ensures Medical Protocol adherence
 - Supervises and evaluates all responders during Campus Medical Standby (CMS) shifts
 - Responsible for designated shift operations and the safety and well-being of crew members and patients
 - Ensures new EMTs understand and follow all GEMRU protocols
 - Introduces and communicates with event coordinators, UPD officers, other medical agencies on scene
- **Responders**
 - Field Training Medic
 - Volunteer
 - Minimum qualification as a State and Nationally certified EMT-B or EMR
 - Ensures Medical Protocol adherence
 - Supervises and evaluates new responders during Campus Medical Standby (CMS) shifts
 - Responsible for designated shift operations and the safety and well-being of crew members and patients
 - Must complete electric vehicle check-off sheet by the end of the shift
 - Renders the highest level of medical care within his/her scope of practice and as outlined in the GEMRU medical protocols
 - Ensures restocking of equipment and gear serviceability at the beginning of each shift
 - Completes an After Action Report at the end of each shift
 - Facilitate communications between crew and UPD Dispatch
 - Team Members

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- Student Volunteer
- Minimum qualification as a certified EMR or First Responder.
- Ensures Medical Protocol adherence
- Responsible for supporting the lead EMT with operations
- Follows the guidance of the lead EMT in rendering the highest level of medical care within his/her scope of practice and as outlined in the GEMRU Medical Protocols
- Ensures restocking of equipment and gear serviceability at the beginning and end of each shift

Response Crew Composition and Duties

- All GEMRU volunteers are University of Florida undergraduate students, graduate students or faculty/staff. All volunteers shall be certified as Emergency Medical Responders (EMR), Emergency Medical Technicians (EMT), or Paramedics (EMT-P).
 - *Emergency Medical Responder (EMR)* – A student volunteer who possesses minimum qualifications as an Emergency Medical Responder (EMR) and a valid BLS for Healthcare Providers CPR certification. Serves both support and medical roles. Assists the EMT or EMT-P to render emergency medical care to patients at both event standby and response functions while operating within the scope of practice as outlined in the GEMRU medical protocols, approved by the medical director.
 - *Emergency Medical Technician (EMT)* – A student volunteer who possesses minimum qualifications as a National and State registered EMT and a valid BLS for Healthcare Providers CPR certification. Serves both support and medical roles. Renders emergency medical care to patients at both event standby and response functions while operating within the scope of practice as outlined in the GEMRU medical protocols, approved by the medical director.
 - *Paramedic (EMT-P)* - A student volunteer who possesses minimum qualifications as a National and State registered EMT-P and a valid BLS for Healthcare Providers CPR certification. Serves both support and medical roles. Renders emergency medical care to patients at both event standby and response functions while operating within the scope of practice as outlined in the GEMRU medical protocols, approved by the medical director.
- A team shall consist of no fewer than two volunteers, one of whom holds the minimum qualifications as a National and State registered EMT-B. An exception to this rule may be responders are working in teams with another agency. There must be at least one EMT-B, and one other EMT-B or EMR unless otherwise approved by the current medical director or UFPD Special Events Officer. The only exception is for one person teams at events only with the approval of the Operations Director.
- A team that consists of more than 2 volunteers should have a supervisor present. If no supervisor is available, the most senior EMT-B within GEMRU, who is on duty, will be the team leader.
- A minimum of one Executive Board Member shall be available by phone during all shifts as defined by the *GEMRU executive Board On-Call System* and ready to support response functions remotely or respond to any large incident, which may require coordination between multiple departments.

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GEMRU Executive Board On-call System

The GEMRU executive board consists of the directors and their assistants. All duties for staffing, managing, and filling events will be outlined below

- On-call
 - The designated Executive Board member Duties
 - Filling all events falling on their active days, this may and will often include filling the vacancy themselves if they are unable to find a substitute
 - Receiving any calls and questions from responders working events on designated days
 - Communicating with event supervisors and Operations Coordinator
 - Knowing every event taking place during their designated days
 - If an event needs to be cancelled due to staffing issues, then the Director or their designee is responsible for coordinating and emailing the UFPD Special Events Officer as soon as possible of the event with cancellation notification.
- Shifts
 - Shifts will be taken based on a method chosen by the operations director
 - As each semester varies in number of days, shift numbers will be calculated each semester.
 - Shifts may be designated by day or by events
 - Choosing shifts
 - The Operations Coordinator or their Assistant are in charge of assigning shifts
 - Beginning each semester the Executive board will meet and coordinate about choosing on-call shifts.
 - Only the Operations Coordinator or their Assistant will have access to the schedule, any shift switches or drops will go through the Operations Coordinator for approval and will be adjusted for on the calendar.
 - Missing, Neglecting, or avoiding duties
 - Missing shifts while on call, Neglecting the duties as listed above, and avoiding the percentage of required shifts is unacceptable and will be subject to disciplinary action in accordance with UFPD policy.
 - Need to notify one hour minimum in advance per UFPD Policy.

Uniform

Any piece of uniform issued to the Responder by GEMRU is property of the purchaser. No alterations are to be made to GEMRU-issued uniforms without prior approval by the UFPD Training Division.

- GEMRU uniforms are not authorized to be worn off-duty without express permission of UFPD Training Division.
- The uniform of the Gator Emergency Medical Response Unit is as follows:
 - Approved uniform shirt: Uniform as approved by UFPD training division
 - Pants: Black or dark blue BDU's/work-type pants with a black belt

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- Shoes: refer to UFPD Uniform Policy.
- Headwear: Headwear is optional, however all head-wear must be pre-approved by UFPD Training Division, refer to UFPD Uniform Policy.
- ID badge/documentation: Responders are to wear their Department of Public Safety ID visibly at all times while on duty. Responders must have their CPR card and EMT license if applicable on their person while on shift.
- Outerwear- Responders can wear the GEMRU jacket while on shift. Any other outerwear must be pre-approved by UFPD Training Division.

Equipment

● **Key Checkout**

- The Unit will have a Gear Locker keys, filing cabinet key, and Polaris keys available for checkout at UFPD. The lead responder will sign out the keys at the beginning of shift. Signing out of keys acknowledges that the responders will not move, remove, or otherwise tamper with any equipment that is not the property of GEMRU in the Gear Locker.
- The Gear Locker is to be locked whenever the responders are not in the locker.
- The lead responder is responsible for the keys for the entirety of the shift. The keys will be returned and signed back in at the end of shift.
- There should be a minimum of three keys in the locker cabinet in the event that three events occur simultaneously.

The Gear Locker is temperature monitored. If the temperature goes above a certain level, the fire department will be called. Thus, the locker door is to remain closed at all times, even when responders are in the locker.

● **Equipment Checkoff**

- Campus Medical Services (CMS) Shifts: Prior to every CMS shift the Field Training Medic will go over their bag(s) and check off equipment via the online equipment checkoff sheet. They will also check the batteries on the AED, Suction, and radios. Any missing equipment will be replaced by the Field Training Medic from the gear locker and report its replacement on the check off form. If an item is missing and there are no replacements for it, the Field Training Medic will notify the On-Call Supervisor and the Equipment Coordinator, then check off another bag from the locker.
- Event Standby: Before and after every event, the Field Training Medic will go over their bag(s) and check off equipment via the online equipment checkoff sheet. They will also check the batteries on the AED and radio. Any missing equipment will be replaced by the Equipment Coordinator from the gear locker. If an item is missing and there are no replacements for it, the responder will notify the Equipment Coordinator and either replace the bag or continue without the item based on their own judgement.
- Minimum equipment needed per team:

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- Medical jump bag or backpack
- Gloves
- Two radios with radio clips (one for Team Lead/Supervisor and partnering EMR)
- Clipboard with Paper PCRs, Refusal Sheets, and Abbreviated Run Reports
- If available, teams should include:
 - AED
 - Electric suction unit
 - Disinfectant wipes

● **Personal Equipment**

- Responders are encouraged to have some personal equipment. Approved personal equipment are as follows:
 - Stethoscope
 - Trauma Shears
 - Penlight
 - BP cuff
 - Headphones/Earpiece
- No other personal equipment may be used unless approved by the GEMRU Training Coordinator and GEMRU Medical Director.

● **Computer Equipment**

- All GEMRU personnel using GEMRU affiliated equipment capable of internet communication, access to protected health information (PHI), or access to any other sensitive GEMRU documents and information will adhere to HIPAA and CJIS privacy guidelines and protocols which includes the following:
 - Personnel using GEMRU equipment will not disclose their login information to anyone, even other GEMRU personnel, unless required to do so by law.
 - Personnel using GEMRU equipment must keep other personnel and bystanders from logging into equipment that aren't cleared to do so.
 - Personnel using GEMRU equipment to access, write, or modify PHI and any other sensitive information will not share, or copy this information for other people's use, unless access to information is required due to said person's line of work.
 - Computer equipment should remain locked, and responders kept logged off, unless actively being used
- GEMRU affiliated equipment includes: laptops, tablets, desktops, phones, and accompanying devices and accessories.
- GEMRU equipment will only be used to perform tasks related official duties.
- GEMRU equipment should be treated delicately and not be used haphazardly.
- Personnel using GEMRU equipment may be held liable to damage or destruction of equipment.
 - Personnel that do cause damage or destruction equipment will be required to report this to the Equipment Director and UFPD Special Events Officer.

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- If personnel using GEMRU equipment have any issues or problems with equipment, they are to report this to the Equipment Coordinator.
- GEMRU electronic equipment should be kept charging whenever possible.
- After-action reports will be documented appropriately through the Google Drive link available on www.gemru.org

● **Trauma Kits**

- The coordination of UFPD Special Events Officer, Equipment Coordinator, and the Assistant Director of Support Services will ensure the quality assurance of the trauma kits implemented throughout campus. They shall be checked twice a semester ensuring of all contents being included within the AED boxes, no alteration to the equipment contents, and there is a trauma kit in all AED locations on the University of Florida campus.
- A check-in log for the trauma kits shall be updated through the semesters as the kits are checked. This shall be maintained by the designated Trauma Kit Specialist and Equipment Coordinator.
- Ordering for new trauma kits shall be coordinated with the Police Coordinator. There are no expiration dates for the trauma kits, so annual resupply for unused kits should not occur with the exceptions of alteration of packages.

● **Ordering Equipment:**

- The Assistant Director of Support Services and Equipment Coordinator are in charge of preparing new equipment orders. They shall prepare any and all information necessary for an order, and submit the information to UFPD for an order to be placed.
- Equipment orders must be placed through vendors approved by UFPD.
- Some equipment or medication may require Medical Director approval such epinephrine vials and medication prescriptions.

● **Restocking Equipment**

- The GEMRU Equipment Coordinator is responsible for maintaining an up to date and complete listing of all equipment in each bag. This list may change and vary at the discretion of the Assistant Director of Support Services. All GEMRU members will be notified via email whenever there is a change.
- The active GEMRU team should check the following:
 - All items listed on the bag check-off list are present .
 - The quantities of disposable items such as Bandages are sufficient as decided by the Supervisor/Field Training Medic on duty for the designated event.
 - All electronic equipment requiring batteries are charged and in working order.
 - All perishable items are within their expiration dates.
 - No equipment is damaged or dirty.
- In the case of equipment that is damaged or no longer working, list the item as DAMAGED on the online check off sheet and through an incident reporting form. DO NOT throw away any of these items without approval of the Equipment Coordinator. Store all damaged items in a safe location in the GEMRU supply room on the table.

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- If at any point during a shift any supply or equipment is used in its entirety contact the Equipment Coordinator and resupply before returning to duty unless otherwise instructed by the Assistant Director of Support Services.

- **Sanitizing and Cleaning Equipment**

- Contaminated equipment and/or clothes is defined as anything that has come into contact with bodily fluids of a patient (Urine, Feces, Blood, Vomitus, etc.). If any GEMRU owned items or items owned by GEMRU personnel should become contaminated, it is the responsibility of the Supervisor or Field Training Medic to determine whether an item has become contaminated during a call and to report the contamination to the Equipment Coordinator and decontaminate said equipment following the procedures explained below. If there is any doubt as to whether or not an item is still sterile, it should be classified as contaminated, properly disposed, if applicable, or if not it should be cleaned in a manner similar to other contaminated items.
- All non-disposable potentially contaminated items will be classified into 3 categories. These classifications are porous absorbent material, non-porous solid surface material and disposable. For examples of each classification see the list below. Once an item is classified read the applicable section below for decontaminating procedures.
- Procedure for Decontaminating Porous, Absorbent Material: In the case of porous material it is important to make sure to remove all potential contaminants from the entire material. To do so follow the procedure below:
 - 1. Ensure proper Body Substance Isolation (BSI) using protective gloves at all times. If necessary use goggles and a mask.
 - 2. Create a mixture of warm to hot water with soap and thoroughly scrub the item (use of hydrogen peroxide and cold water is most effective for blood removal). The item may be submerged for 10-15 minutes. It is important to maintain a contact time of at least 5 minutes on the material when not submerging. Contact time is defined as the length of time a substance is held in direct contact with a cleaning agent.
 - 3. Once cleaned by soap and water, spray a material safe decontaminating agent such as (but not limited to) Sanizide or Cavi Solution. It is important to maintain a contact time of at least five minutes unless otherwise noted on the product used.
 - 4. Once the appropriate contact time has expired, thoroughly wash and wipe the now decontaminated items clean and allow them to dry in a separate area. Should clothing become contaminated it is important to follow the steps as above and then to also wash with warm water in a washing machine and dry in a dryer. Ideally, this should be in specified machines for this purpose, however if not available take care to not spread contaminants to the machine. This step is important as the heat provides another method for killing bacteria. Once clothing is decontaminated, if applicable it may be returned to the appropriate member of GEMRU.
- Procedure for Decontaminating Non-Porous, Solid Surface Material. In the case of non-porous material it is important to remove all potential contaminants from just the surface of the material. To do so, follow the procedure below:

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- 1. Ensure proper BSI using protective gloves at all times.
- 2. Maintain separation between clean equipment and unclean equipment.
- 3. Thoroughly wipe down all surfaces that came into contact with the patient using disinfecting wipes or other means of decontaminating.
- 4. Once all surfaces have thoroughly cleaned allow a short drying period before reintroducing the equipment into the bag.
- When cleaning electronic or other equipment that is used often by the GEMRU team, gently clean with a decontaminating agent wipe.
- Nonporous equipment includes:
 - Clip board
 - Shoes
 - Suction equipment
 - Backboards
 - Oxygen tanks
 - Glucometer
 - Stethoscope
 - Scissors
 - AED
 - Spo2 monitor
 - Electronics
 - BP cuff
- Porous equipment
 - Jump bags
 - Uniform excluding shoes
- Disposable
 - Ice bags
 - Bandages
 - Band-aids
 - Gauze
 - Glucose test strips
 - Sharps
 - Sharps containers
 - Face mask/shield
 - Nasal Cannula
 - Non rebreather
 - BVM
 - Tourniquets
 - MCI tags
 - Cling wrap
 - Ace Bandage
 - AED pads

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- Saline Bottles

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Operations

- **Overview**
 - GEMRU provides event medical standby and quick response alongside UPD for Campus Medical Services (CMS) response and special events on the University of Florida Campus.
 - On scene medical operations during event standby and quick response services are outlined in the GEMRU medical protocols approved by the GEMRU Medical Director.
 - Upon the completion of each event or shift, all patient care reports MUST be completed and place in the locked PCR box for review by Quality Assurance designee. GEMRU Training Coordinator will file all completed reports in the secured GEMRU filing cabinet.
 - After Action Reports (AARs) will be completed by the Supervisor/Field Training Medic within 12 hours of the end of the event. After-action reports will be documented appropriately through the Google Drive link available on www.gemru.org . They will be reviewed regularly by the Operations Coordinator and their assistant for documentation of patient encounters.
- **Approving and Posting Events**
 - UFPD will provide GEMRU with a list of events for the academic semester and assist in scheduling of events.
 - All additional Event Standby requests will be submitted to the Police Coordinator for approval.
 - Events should be posted to the GEMRU website by the Communications Coordinator.
- **Information to Responders Regarding Events**
 - 24 hours before a special event the on-call executive board member should message all responders working information regarding:
 - Event
 - Time
 - Location
 - Uniform
 - Teams
 - Equipment
 - Event Coordinator
 - And any other necessary information regarding the event
 - The on-call exec should be available to answer any calls or questions regarding the event prior to the event and during the day of.
- **Filling Events**
 - In the case that an event cannot be filled, an email must be sent by the Director or their designee with an explanation on why we are unable to attend.
 - It is first the responsibility of the on-call executive member and the Operations Coordinator to fill events, find replacements, and settle any other issues that may arise concerning events.
- **Canceling Events/Shifts**

Depending on certain circumstances, events (including CMS standby) may be canceled.

 - Any unsafe weather conditions may constitute a cancellation of a shift.

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- The Operations Coordinator, and On-Call Executive member should be notified about inclement weather by the responders, and the UFPD Officer in Charge will decide the termination or continuation of GEMRU member's shift per event.
- In the case that an event must be canceled, an email must be sent by the Director or their designee to the Police Coordinator
- If an event is canceled, it should be communicated to working responders within 24 hours of event.

- **Starting Shifts**
 - To begin each shift the Field Training Medic or Event Supervisor must:
 - Go to dispatch and get the locker/QRV keys.
 - Check and take all necessary equipment. (See Equipment Protocols, Multiple EMT's on Shift, and Polaris Procedures)
 - Ensure GEMRU's radios are fully charged and working.
 - Call in over the radio the starting of each "GOLF" team.
 - Event Supervisors should always call themselves in .
 - Ensure their designated location is mentioned during call-in.

- **Multiple EMT's On Shift**
 - In the event that there are multiple EMT's signed up during one shift, it is acceptable to bring one jump bag per EMT as supplies permits.
 - In the case of multiple patients in different locations, GEMRU responders are allowed to split up with the discretion of the acuity of other patients. This decision is made by the Supervisor or Field Training Medic on shift.

- **Hazardous Scenes and Scene Safety**
 - GEMRU will only enter a scene that is safe if it determined by the on-scene law enforcement officer.
 - GEMRU responders will stage at a safe distance of every scene until requested by UPD officers.
 - GEMRU responders shall never enter a burning structure. If someone reports a fire, smoke/ flames can be seen, a fire alarm is sounding, or any other indications of a fire are present,
 - The same applies for hazardous scenes; if chemicals or biological agents that may be hazardous are known or suspected to be present, GEMRU responders stage at a safe distance.

- **Radio Procedures**
 - GEMRU members shall be compliant with GEMRU Radio Training and UFPD Radio Communications Policy.

- **During Event Protocols**
 - GEMRU Tent/table placement is up to the discretion of the UFPD Officer in Charge.
 - In the event that there is a medical call going on outside of the event, GEMRU responders are only allowed to leave their designated event if they have multiple teams working one event.

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- The decision of which team leaves the events is up to the discretion of the Event Supervisor. In the event there is no Event Supervisor, the Field Training Medic must make the decision. If a decision cannot be made in a timely manner, neither team may leave the event.
- If there are any questions during shift, responders can contact the Operations Coordinator, or the executive member designated by the Operations Coordinator.
- **Scene Command**
 - If GEMRU is the only unit on scene, the Supervisor shall be in command of the scene.
 - If a law enforcement officer and/or fire department personnel is on scene, he/she shall be given scene command.
- **Refusal of Care/Non-Emergent Patient Release forms**
 - Refer to the Medical Protocols
- **Simple Assists**
 - Simple Assists are classified as:
 - ACFR/GFR already on scene when GEMRU arrives
 - ACFR/GFR arrive on scene before care began
 - Giving out equipment in a situation where vitals **do not** need to be taken (ex. band-aid, ice pack)
 - The only paperwork needed for a Simple Assist is for it to be mentioned in the AAR with what equipment used.
- **Patient contact without UPD**
 - While on shift, the responders may encounter patients without being dispatched by UFPD, or having UFPD directly on scene. The following outlines when responders should request for UFPD to come on scene.
 - During CMS Standby:
 - Call UFPD on scene if there are any scene safety concerns
 - If a patient needs to be transported, UFPD must be on scene.
 - During Event Standby:
 - Call UFPD on scene if there are any scene safety concerns
 - Asking for UFPD to come to scene is up to the discretion of the responders.
 - If a patient needs to be transported, UFPD must be on scene.
- **Transfer of Care Protocols**
 - **See GEMRU medical protocols.**
- **Accompanying Alachua County Fire Rescue**

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- On occasion, Alachua County Fire Rescue (ACFR) may ask that a member of the GEMRU team on shift accompanies them to the hospital during patient transport. The Supervisor/Field Training Medic must stay on shift to respond to additional calls, but a secondary may ride with ACFR. GEMRU may only ride with ACFR if specifically requested; GEMRU may not ask to ride with ACFR.
- GEMRU is only permitted to accompany ACFR to UF Health Shands Hospital. They may not go to any other hospital. If a responder goes with ACFR, the team must pick them up at the North Tower of Shands. As a reminder, GEMRU is not permitted to cross Archer Road.

● **Quick Response Vehicle Operations**

- The QRV will be used for all CMS response shifts on campus and for select standby events. Only approved individuals with UFPD QRV training and a valid driver's license may drive or operate the Polaris.
- The QRV may leave the main boundaries of campus only for the use of off-campus events for sororities and/or fraternity functions. Otherwise, the QRV must remain within the domains of campus such as not crossing SW 13th St, Archer Rd. West University Ave, and SW 34th St.
- No responder may use any form of electronic device while the vehicle is in operation including but not limited to cell phones.
- Seat belts must be worn by all responders while the QRV is in operation.
- The QRV may not be parked in any handicapped parking spaces on campus.
- Responders driving the vehicle must not exceed the campus posted speed limit of 20 mph for any reason. Lights on the QRV may be used in the event of emergency and pursuit to a call. Responders may drive the vehicle on the sidewalk if necessary.
- Key checkout: see starting shift section.
- At the end of the every shift, all four doors should be locked with the QRV key. The lead responder is responsible for the lock up of the vehicle.
- The QRV must be plugged into the extension cord for recharge at the end of every shift, along with the flip of the battery switch which is located on the inside of interior of the vehicle.
- Accident/Incident reporting: If for any reason a responder gets into an accident while in the QRV they must immediately stop and contact the station. The responder should ask for an officer to come mediate/record the accident and a full incident report should be written. The responder must also report this incident and submit a copy of the incident report to the Assistant Director of Support Services and Equipment Coordinator via the online incident reporting form located at www.gemru.org.

● **Ending a Shift**

- GEMRU responders must stay on shift until the end of the event or until event cancellation.
 - The end of a shift/event may be earlier than the projected end time indicated on the website. Only the UFPD Officer in Charge may dismiss GEMRU from the event.
 - In regards to CMS Standby, responders are expected to stay the full length of their shift.
- GEMRU responders need to correctly clean and put away all equipment. (See Equipment Protocols)

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- The Supervisor/Field Training Medic may allow other responders to leave while they complete any necessary paperwork including:
 - After Action Report: Completed after every shift- Placed in AAR Folder
 - Patient Care Reports: Done whenever there is patient contact that is not a simple assist. (See Simple Assist) - Placed in PCR Box
 - Incident Report: (See Incident Reporting Protocols) - Done on the GEMRU website.
- The Supervisor/Field Training Medic must leave the GEMRU locker clean and organized. Lock the filing cabinet, and lock the locker door.
- The Supervisor/Field Training Medic must then return the QRV to its correct place and return the QRV keys to dispatch. (See QRV Operations)
- If there were any major incidents, GEMRU responders should contact the Operations Coordinator or executive member in charge.

- **Supervised CMS Shifts**
 - Every EMT must have at least three CMS shifts supervised by a designated Shift Supervisor before he or she can lead a CMS shift independently.
 - The total supervision experience will be broken up into three shifts each with their respective objectives:
 1. A co-run shift where the supervisor and new EMT conduct all shift procedures together. The new EMT reviews and discusses all training materials.
 2. A shift where the new EMT is in charge and the supervisor observes and critiques.
 3. A shift where the new EMT is in charge and the supervisor observes. The new EMT is quizzed on all training material
 - Observed patient contact is preferred but not required to be cleared as a lead. If no patients are contacted while on shift, mock patient scenarios are suggested but not required to be cleared as a lead.
 - The evaluation of the EMT will be documented on a standardized Shift Evaluation Form. The EMT will be evaluated based on the criteria present on that form.
 - It is understood that not every shift will have patients. The EMT may ask for additional supervised shifts after having completed their required three shifts if he or she feels uncomfortable working independently.
 - It is understood that while a new EMT may complete their three supervised shifts successfully they are not guaranteed to be cleared. A new EMT may be denied clearance at the discretion of their supervisors or the Operations Coordinator if it is felt that they are not adequately prepared to be a solo lead.
 - As there will be some subjectivity in the evaluation process, the EMT has a right to request a different supervisor after each supervised shift.

- **Supervised EMR shifts:**
 - An EMR may become certified to lead a shift if there is a person of higher medical license present that they will work in tandem with (EMT, Paramedic, Physician). Acceptable scenarios

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include but are not limited to- events where ACFR or GFR is present and events where there is a Medic in Charge.

- To be cleared as an EMR Lead, an EMR must have been in GEMRU for 1 full semester and complete four supervised shifts. The EMR will be evaluated using the same Shift Evaluation form that is used for EMT CMS lead training. The EMR must understand their scope of practice, and understating their available resources while on shift
- It is understood that while an EMR may complete their four supervised shifts successfully they are not guaranteed to be cleared. An EMR may be denied clearance at the discretion of their supervisors or the Operations supervisor if it is felt that they are not adequately prepared to be a solo lead.
- **Role and Responsibilities of a Supervisor**
 - During supervised shifts for new EMTs, there will be a designated Shift Supervisor. The role of the Shift Supervisor is to ensure that the EMT is qualified and prepared to lead a CMS shift on his or her own. A Shift Supervisor must, at minimum, be an EMT-B with 10 or more lead CMS shifts in a given semester, display a desire to improve the unit, and must show dedication to the unit. They must then be approved by the operations supervisor and assistant through an interview process. An exception is held for those who hold a leadership role.
 - A Supervisor's main role is to prepare a new EMT to lead CMS shifts by themselves. They must provide advice and critique the EMT during shift. Advice and critiques to the Field Training Medic should be constructive in nature and discussed with the lead using appropriate discretion.
 - The Supervisor is to take over as lead in the event of poor quality of care by the new EMT, or an overwhelming patient load.

Responder Trainings

- **In-service trainings:** Mandatory in-service trainings will be held as needed. There will be a mandatory Training Day at the beginning of each semester.
- **Protocol testing:** Responders are responsible for knowing all medical protocols. To ensure that responders remember them, they will be tested monthly. There will be one test at the end of the Training Day covering protocols discussed that day, and then a short quiz at the end of each monthly session that can cover any protocols already taught. Questions will come from lecture material.
- **Absences:**
 - These training sessions are mandatory. If a responder has an academic obligation absence for the designated training day, their absence will be considered excused as approval by Training Coordinator. They must submit proof of all exams and absences. Absences must be submitted at least 48 hours before the training session to gemrutraining@gmail.com . If responders have a regularly scheduled prior commitment one of the days and then have an excused absence on the other that is also considered approved.
- **Makeups**
 - If responders have an excused absence and miss a session, they will be required to review the information presented through the PowerPoint slides and make up the quiz. If they have an

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unexcused absence and miss a session, they will be required to review the information presented through the PowerPoint slides, and do the make up the quiz.

● **Failures**

- If a responder fails a protocol test (score below an 80%) they will be required to review the material and to complete a longer makeup test on the tested topic.

● **Online Trainings**

- Responders must complete online FERPA, HIPAA, Blood Borne Pathogens, and Sexual Harassment training annually, as well as any other online trainings requested by UPD or the medical director. These trainings must be done through UF's MyTraining System. Responders are responsible for keeping these certifications current and updating the copy GEMRU has on file annually. Responders who let these certifications lapse will not be allowed to volunteer until they are completed.
- EMT responders must also complete FEMA ICS Training.

Quality Assurance (QA)

- GEMRU's Quality Assurance will do QA. 100% of reports will be reviewed. A slip will be attached to each report, labeled "Q/A Slip" with lines to fill in for name, date, and comments of the run report.
- The Training Director or QA Supervisor will alert the Medical Director if there is a report of a critical patient. Reports on critical patients must be reviewed by the medical director immediately in order to ensure that the best care is being delivered. The Medical Director will be reviewing these slips at least every month.
- The review process will be looking at both quality of the written report and quality of treatment. The QA Supervisor will review all patient care reports. With the Training Director's assistance, he will contact the authors of reports that show below-average documentation or poor patient care. Those responders will be counseled on better report writing and improved patient care.

Vaccinations and Health Records

- Responders must have the required vaccinations that the University of Florida Police Department requires of all staff and volunteers. These include:
 - MMR/Measles
 - Mumps
 - Rubella Vaccine
 - Hepatitis B vaccine
 - MCV4 (menactra/menveo) or meningococcal meningitis vaccine
 - Tuberculosis screening (required for international students)
 - Influenza (by Oct 1st of each year)
- Optional immunizations include:
 - TD (tetanus/diphtheria) and/or Tdap (tetanus/diphtheria/pertussis)
 - Varicella (chickenpox)
 - Hepatitis A/HPV
 - Polio
 - Meningitis B

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- Responders must have successfully gone through the review and approval process of their vaccinations that the University of Florida Police Department for all staff and volunteers.
- Responders health records must be submitted, with required vaccinations stated above, to the GEMRU board in order to join the unit.

Incident Reporting

Certain types of calls, patients, and events require additional documentation and mandatory reporting to UFPD and GEMRU.

- Any incident outlined below requires notification of the Director who will notify the Police Coordinator
 - Any potential crime or crime scene
 - Any potential for child or elder abuse
 - Any suspected injuries caused by domestic violence
 - Any injury to GEMRU Responder
 - Any QRV operations accidents
 - Any loss or damaging of equipment
 - Any malfeasance and/or noncompliance.
- Reasons for suspicion of any of the reasons listed above should be very detailed in documentation, and any information protected by HIPAA regulations should be retained in the PCR but not in the incident report.

Meetings

- Executive board meetings are to be called by either the Police Coordinator or the Director. All efforts shall be made to ensure the attendance of all Executive Board Members.
- Minutes will be kept at all meetings by the Assistant Director and a follow up email or message with minutes attached will be sent to all meeting participants as well as any Executive Board Member that were unable to attend. General responders may request any minutes recorded during an Executive board meeting.
- A monthly update will be sent out with information for responders provided by the Public Relations Specialist.

Removal from the Unit

- The approval of the Director and Police Coordinator, allows the option for a GEMRU member to be removed from the unit, if misconduct and other behaviors are enacted.
 - Failure to meet the required duties the board member previously consented to by accepting the position.
 - Misconduct in the field, including, but not limited to
 - Driver misconduct- a minor or major offense resulting in unsafe or unlawful operation of a vehicle, resulting or potentially resulting in the injury of response personnel, patients, or bystanders

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- Medical Misconduct- a minor or major violations of the standards of care that may or may not have resulted in serious harm to the patient, including the inability to perform standard BLS procedures.
 - Conduct unbecoming of a member- any offense not previously outlined above determined by other members of the Executive Board to be a poor representation of the unit.
 - Intentional or unintentional violation of HIPAA or FERPA guidelines due to either direct mishandling of documents containing secure information or spreading of information in any other indirect or direct matter.
 - Any other unprofessional, offensive, or obscene behavior that the other members of the Executive Board find to be unbecoming of an Executive Board member.
- Responders who have complaints or grievances with executive board members are encouraged to contact the Police Coordinator to take further action

Internal Investigations

- All internal investigations shall be handled by UFPD and are subject to UFPD Policy.

Critical Incident Stress Management (CISM)

- If a member of the team is involved with an emotional scene(s), critical patient(s), experiencing overload from work, or any other type of stress or burden that they want to be addressed by a professional, they are to utilize our critical incident stress management system which is warranted and maintained by UFPD.

***Ratification of changes to the SOPs and changes to the GEMRU constitution are subject to different procedures and for this aspect will be held as separate documents.

SOP Ratification Protocol

The Standard Operating Procedures of GEMRU define the expected standards of practice, service, and behavior of all personnel. These are written in consideration with the policies set forth by the Florida Department of Health and the GEMRU constitution. The procedures apply to all persons who are working for the unit or render any form of medical care on behalf of the unit. However, SOPs are subject to periodic review by the Police Coordinator and GEMRU Medical Director.

All Gator Emergency Medical Response Unit (GEMRU) Standard Operating Procedures contained herein have been reviewed and approved by the GEMRU Executive Board, Medical Director, and UFPD Special Events Officer. All Protocols are subject to review and modification by the GEMRU Program Coordinator upon approval from by the GEMRU Director, Medical Director and UFPD Special Events Officer .

**University of Florida Division of Public Safety
Gator Emergency Medical Response Unit - Standard Operating Procedures**

Effective Date: 01/07/19

Chief Linda J. Stump-Kurnick
Police Chief - Assistant Vice-President of Public and Environmental Safety

Dr. Benjamin Abo
GEMRU Medical Director

Officer Scott Silver
UFPD Special Events Officer