

# MACRO Policies and Procedures

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**MACRO**  
CITY OF OAKLAND

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## CULTURE OF INCLUSIVENESS

### 1. PURPOSE:

The purpose of this policy is to foster, cultivate, and preserve a culture of diversity, equity and inclusion.

### 1. POLICY

MACRO's diversity initiatives are applicable—but not limited—to our practices and policies on recruitment and selection; compensation and benefits; professional development and training; promotions; transfers; social and recreational programs; layoffs; terminations; and the ongoing development of a work environment built on the premise of gender and diversity equity that encourages and enforces:

- Respectful communication and cooperation between all employees.
- Teamwork and employee participation, permitting the representation of all groups and employee perspectives.
- Work/life balance through flexible work schedules to accommodate employees' varying needs.
- Employer and employee contributions to the communities we serve to promote a greater understanding and respect for the diversity.

All employees of MACRO have a responsibility to always treat others with dignity and respect. All employees are expected to exhibit conduct that reflects inclusion during work, at work functions on or off the work site, and at all other OFD-sponsored and participative events. All employees are also required to attend and complete annual diversity awareness training to enhance their knowledge to fulfill this responsibility.

Any employee found to have exhibited any inappropriate conduct or behavior against others may be subject to disciplinary action.

Employees who believe they have been subjected to any kind of discrimination that conflicts with the OFD's diversity policy and initiatives should seek assistance from a supervisor or an HR representative.

## DRUG FREE WORKPLACE

### 1. PURPOSE:

The purpose of this policy is to ensure a workplace that is free of the effects of drugs and alcohol.

### 2. POLICY:

In consideration of our employees and service recipients, we will provide a drug free work place. All employees are to be always free of the effects of drugs and alcohol when on duty. This policy applies to all employees and applicants as a condition of employment.

The unauthorized possession of alcohol or controlled substances for personal use, procurement, sale or distribution on OFD premises is strictly prohibited and will be grounds for disciplinary action, up to and including termination.

Employees shall not possess, consume, use, or be under the influence of, alcohol or any form of drugs or chemical substance prohibited under federal or state law in the workplace or while conducting OFD business off OFD premises except for customary business practices. Use, possession, unlawful manufacturing, sale or solicitation of prohibited drugs, alcohol, or chemical substances on OFD premises or when conducting OFD business or reporting to work with any detectable amount of prohibited drugs or alcohol in the bodily system as determined by testing may result in disciplinary action, up to and including immediate discharge.

Employees rendered ineffective or otherwise impaired by over-the-counter or prescription drugs will not be permitted to work. Employees terminated for any of the above causes will not be eligible for any OFD sponsored rehabilitative leave programs.

- PROCEDURES:

None.

## EMPLOYEE SAFETY & EMPLOYEE WELLNESS

- **PURPOSE:**

The purpose of this policy is to maintain a high level of quality community service by ensuring that on-duty personnel are healthy, alert and safely able to function effectively at all times.

- **POLICY:**

MACRO requires that all employees report to duty healthy and well-rested, while able to meet the needs of the public that we serve and perform their essential functions of their job classifications as specific in established OFD job descriptions.

### PROCEDURES:

- a. Because MACRO provides community service; keen judgment, skill, and safe performance of job duties are required always. In this regard, all personnel must report to work healthy and well-rested at the start of their scheduled shift.
- b. Insufficient rest may affect the quality of care and workplace safety. If the staff member reports to work tired and unfit for duty, he or she may be asked to go home, and will not receive pay for the remainder of the shift. Likewise, in situations where personnel appear or claim to be overtired or otherwise exhausted during the shift due to insufficient rest, for any reason whatsoever, and whereby public service and safety may be affected, the staff member may be requested to return home, and denied pay for the remainder of their shift.
- c. All staff are asked to schedule outside personal activities appropriately, to guarantee they are well-rested and alert when reporting for duty.
- d. Insufficient rest and other symptoms of exhaustion can affect the ability to perform essential job functions and jeopardize the well-being of the public and coworkers. In the interest of maintaining a safe work environment and our commitment to the highest level of public service we expect all staff to cooperate with the Employee Wellness Policy.
- e. A staff member who routinely arrives to work not well-rested or shows signs of exhaustion such that public service and safety may be jeopardized, may also face disciplinary action, up to and including termination.
- f. Employees that identify their inability to report to work well-rested must notify the on-duty supervisor as soon as possible. Notification will be aligned with our Absenteeism and Tardiness Policy.

### Special Situations

- a. **Scene Safety** – All field crews shall maintain a high degree of awareness when responding to scene calls and on-views. Crews are to remain in a safe location until all risks can be appropriately mitigated. Crews are to request additional resources such as EMS or Fire Response teams sooner than later.

- b. **Roadway Safety** – Crews are to don the appropriate reflective safety vests whenever they respond to an incident on or alongside a roadway.
- c. **Hazardous Materials** – Crews are to remain at a safe distance, uphill and upwind, from any known or potential hazardous materials incident. Contact dispatch and request additional resources as soon as practical. If possible, attempt to identify the source and provide the information to dispatch. Employees who violate OFD Safety rules and regulations may be subject to disciplinary action up to and including termination. No employee will be subject to discipline for reporting health or safety problems.

## Firearms, Weapons, & Explosives (Prohibited)

- a) **PURPOSE:**
- b) The purpose of this policy is to ensure a safe working environment by prohibiting dangerous weapons and devices in the workplace.
- c) **POLICY:**
- d) Personnel are prohibited from carrying firearms, weapons, explosives or other dangerous devices while on duty, or bringing such items to the workplace.
- e) **DEFINITIONS:**
- f) For purposes of this Policy, “weapons” include both offensive and defensive weapons, including but not limited to, pepper spray/mace, firearms and explosives including fireworks, TASER/stun gun, black jack, or any night stick or billy club.
- g) **PROCEDURES:**
  - 1. This Policy does not apply to law enforcement officers who are serving in an authorized law enforcement capacity.
  - 2. This Policy does not apply to legitimate MACRO equipment and supplies that may have dangerous potential, (e.g. medication syringes), or may have explosive tendencies (e.g. compressed gasses).
  - 3. All weapons are prohibited from being on MACRO property, including lockers, personal backpacks or other carrying cases while on OFD property, and in OFD vehicles.
  - 4. If you have any question or concern about what may constitute a prohibited weapon under this Policy, you should immediately consult your supervisor.

## WORKPLACE INJURY

### 1. PURPOSE:

The purpose of this policy is to establish a standardized process for the reporting and management of an on-the-job injury or illness.

### 2. POLICY:

MACRO and the Oakland Fire OFD provides insurance to compensate for any injury or illness an employee might suffer while working on OFD premises, traveling on official OFD business, or attending an activity officially sponsored by the OFD.

### 3. DEFINITIONS: Injury is described as physical or mental hurt or damage. A communicable illness one may suffer while on the job.

### 4. PROCEDURES:

If you become injured or ill while on duty, you must immediately report the incident to the on-duty supervisor. If the supervisor is not immediately available, you must report to the appropriate Operations Manager or General Manager.

The employee will have the option to seek treatment at the OFD designated facility unless a pre-designated form has been completed by the employee and signed off by the designated physician prior to the injury.

Employees with medical restrictions resulting from work related injuries are eligible for modified duty to the extent it is available, and the employee can perform the assignment within their medical restrictions. An injured employee is required to provide a doctor's work release to the HR Manager before returning to work. Strict adherence to this policy is necessary to ensure appropriate benefits are provided when there is a bona fide workplace related illness or injury.

All employees reporting a work-related injury will be provided with a DWC-1 injured worker claim form by the HR OFD and as necessary, a claim will be reported to our workers' compensation insurance provider.

To the extent provided by law, neither the employer nor the insurance carrier will be liable for the payment of Worker's Compensation benefits for injuries that occur during an employee's voluntary participation in any off-duty recreational, social or athletic activity not officially sponsored by the OFD. Workers Compensation fraud is cause for immediate termination.

### 5. REFERENCES:

None.

## COVID AND VACCINATION REQUIREMENTS

Replace with City of Oakland AI #593. No need to recreate, just replace it. (Can't find that in the documents we shared. Might have not downloaded it before leaving for home.  
– Dena)

## RIDE ALONGS

### I. PURPOSE:

The purpose of this policy is to ensure a safe and consistent process for the accommodation of public ride along requests.

### II. POLICY:

It is MACRO policy and practice to allow and accommodate public ride along requests so long as it does not adversely affect normal operations.

Requests from the public to participate in an observational ride along with a MACRO vehicle must be submitted by email to the Program Manager. All public persons participating in an observational ride along must be at least 18 years of age. Requests may be granted, denied, and/or cancelled at the discretion of the Program Manager, EMS Division Manager, or on-duty Supervisor.

Public observational ride alongs shall be scheduled Monday through Friday only and shall not exceed 8 hours. Observational ride alongs may be scheduled a maximum of two (2) times per month (per person) and may not exceed a total of six (6) ride alongs in a calendar year.

### III. DEFINITIONS:

### IV. PROCEDURES:

1. Request must be submitted via email to the Program Manager and include the words "Public Ride Along Request" in the subject line.
2. Once approved by the Program Manager, someone from scheduling will contact the requesting party to schedule a specific date and time.
3. All ride along participants shall complete the standard OFD ride along release prior to the start of the ride along.
4. Riders must wear dark blue or black pants (no jeans) and a dark blue or black polo shirt. Shirts may not have any visible logos.
5. Riders must not have any visible tattoos or piercings.
6. Riders must complete a brief evaluation of their ride along experience and submit it to the Operations Manager follow each ride along.

USE OF ELECTRONIC COMMUNICATION DEVICES AND THE INTERNET  
There's a media communications policy. Will replace with Oakland PP #300.3

1. PURPOSE:

The purpose of this policy is to

2. POLICY:

3. DEFINITIONS:

4. PROCEDURES:

5. REFERENCES:

## ACCIDENTS INVOLVING CITY VEHICLES

### I. PURPOSE:

The purpose of this policy is to ensure the safety and well-being of OFD employees, service recipients, and the public when a OFD vehicle is involved in an accident.

### II. POLICY:

Should a OFD vehicle become involved in an accident, the immediate concern should be for the safety and security of crew members, service recipients, and the public.

### III. DEFINITIONS:

### IV. PROCEDURES:

The following procedures should be followed anytime a OFD vehicle is involved in an accident regardless of the extent of damage to vehicles or injury to persons:

- Take immediate steps to ensure the safety of everyone involved to minimize additional damage or injury.
- If the accident involves personal injury of any kind, activate 911 immediately.
- If able and safe to do so, provide any indicated care for injured persons.
- If involved in a non-injury accident, consider moving vehicles to the right shoulder as soon as safe and practical.
- After activating 911, notify the on-duty Supervisor via the Communications Center.
- Obtain appropriate documentation from involved parties (DL, insurance, vehicle license etc.) Utilize your cell phone to obtain photos of all documentation.
- Complete an accident investigation form. (your supervisor will provide)
- When appropriate obtain photos of the scene, damage to vehicles, license plates, driver's licenses, insurance cards etc.
- Do not leave the scene until you are cleared to do so by police and/or the on-duty Operations Supervisor.
- 10. You may be required to report to Occupational Health for a standard post-accident drug/alcohol screen.
- Once back at the station, all crew members must complete independent incident reports. Incident reports must be completed before the end of the shift.

In the case of very minor incidents that do not involve significant damage to vehicles or injury to persons it may not be necessary to activate 911. It may still be necessary to request a law enforcement response for reporting purposes. If unsure whether or not to involve law enforcement, contact the on duty supervisor for direction.

Your fitness for continued duty for the shift will be carefully considered and may be at the discretion of the on-duty Operations Supervisor.



## DAILY EQUIPMENT CHECKING

- I. PURPOSE: The purpose of this policy is to ensure a consistent and thorough process for daily equipment inspections and to ensure all crews and equipment are properly prepared to respond to requests for service
- II. POLICY: All crews shall perform a thorough vehicle check for both mechanical operation and medical inventory at the beginning of each shift and whenever a vehicle swap occurs. Crews must also perform an appropriate "Off Duty" check at the end of each shift.
- III. DEFINITIONS: Equipment is defined as all material used for the completion of a MACRO call for service. Equipment used includes but not limited to vehicle, radios, cell phones, ESO tablet, resource materials, blood pressure devices, stethoscope etc.
- IV. PROCEDURES:
  1. At the beginning of each shift a visual exam of the vehicle and work area for all materials, supplies and equipment for minimal amounts. Replace equipment, materials and supplies as necessary. If missing request the equipment or supplies from your direct supervisor. Use the daily check list to confirm all equipment is available and ready for service.
  2. At the end of your shift a visual exam of the vehicle shall be performed. Clean all inside areas of the vehicle with disinfectant and cleaner provided. The vehicle should be reported for a deep clean if the vehicle has been subjected to community members or service recipients that may have a communicable disease, lice, body lice, or any other contaminants.
- V. REFERENCES: Equipment and Supply list. (drafted), vehicle daily check list (drafted)

## VEHICLE SECURITY & SAFETY

### I. PURPOSE:

The purpose of this policy is to ensure the safety and security of OFD vehicles and vehicle contents.

### II. POLICY:

Employees must ensure that OFD vehicles are properly secured with all external doors locked whenever the vehicle is unattended.

### III. PROCEDURES:

Crews shall be issued two sets of keys for each vehicle. Each key set shall be carried by two separate crew members. Vehicles at community scenes may be left running without a crew member onboard so long as all doors are locked. This will require the use of the second set of keys. Vehicles that are parked or stored within a locked station should lock the vehicles when not onboard. All medical and portable equipment should be stored in the station while that specific unit is not in service.

RADIO/COMMUNICATION ETIQUETTE

This will be covered by Communications Training with FDC and BC Chin/staff

## RESPONSE EXPECTATIONS

### **Response Expectations and Safety**

#### **Purpose:**

The purpose of this policy is to ensure a safe environment for the MACRO (Mobile Assessment Community Responders of Oakland) Responders while responding to a call for service. It is the priority of the MACRO staff to ensure the safety of MACRO EMT and CIS and community members while ensuring proper help is provided to the Service Recipient.

#### **Policy:**

It is the policy of the MACRO Division to follow methods which are deemed safe and effective when responding to all MACRO calls for service.

#### **Definitions:**

**MACRO EMT and CIS:** Mobile Assessment Community Responders of Oakland identified as an EMT (Emergency Medical Technician), CIS (Community Intervention Specialist), MACRO Supervisor, MACRO Program Manager, or MACRO Division Manager.

**Call for service:** Calls identified by the 911 dispatch system, via the MACRO call line, or on viewed incidents. The MACRO team will travel to the incident location and provide a service for the community members that need help.

**Service Recipient:** The community member that receives help from the MACRO team.

**FDC:** Oakland Fire Dispatch Center

**OPD:** Oakland Police OFD

**OFD:** Oakland Fire OFD

**Call Types:**

Non-Aggressive Panhandling

Disorderly Juveniles

Loud Music

Drunk in Vehicle

Encampment welfare checks (limited to accessibility)

Incorrigible Juvenile

Found Senile

Public Indecency (limited)

Check Well Being/Welfare Checks

Non-Crisis Mental Health issues

Sleeper

**Call Type Qualification and MACRO Dispatch Process**

1. Call for service is received by Oakland Police Dispatch and/or Oakland Fire Dispatch and is interviewed for call type identification
  
2. Call is reviewed and qualified based on the following:
  - a. Is there a medical component?
  - b. Is there a need for a Police officer response?
  - c. Is another resource needed for a mental health crisis and transportation to medical or psychiatric facility necessary?
  - d. Are weapons involved?
  - e. Is there active violence, assault or the threat of violence?
  - f. Is the person of concern showing aggression to themselves or others?

Is the incident inside of a home, dwelling or building?
  
3. If the answer is no to all questions a-f it may qualify as a MACRO call for service.
4. A call is created in FDC (Oakland Fire Dispatch) and the MACRO team is alerted via the radio and cell phone for incident information for the MACRO team to respond.

### **MACRO Scene Evaluation:**

MACRO EMT and CIS will take the following steps prior to and when approaching a scene:

1. Scan the scene on approach, does the scene look secure?
2. Park several blocks away, if possible, prior to arrival on scene. This allows for a safe approach to the scene as well as provides a route for an effective and tactical retreat, if necessary.
3. The MACRO team will notify FDC (Oakland Fire Dispatch Center) of staging location using clear text: Example: "The MACRO#23 is staging or parked at 8<sup>th</sup> and Willow, we are evaluating the scene"
4. If the scene does not look safe and secure, **DO NOT ENTER\*\*\***
5. Once on scene the MACRO team will notify FDC of their location and the scene status.
6. Proceed with caution after departing the vehicle.
7. MACRO EMT and CIS must remain alert to indications of harm, hazardous situations and possible violence, they must remember that any scene can be a potentially violent or unsafe scene.

## MACRO Arrival On-Scene:

1. Make Contact with Service Recipient or Community member
  - a. Introduce yourself as a MACRO responder here to assist.
  
2. Determine if Service recipient is conscious
  - a. Determine if Service Recipient is conscious or not conscious. If not conscious, try to determine if Service Recipient is sleeping or unconscious and not responding.
  - b. If unconscious the MACRO team will alert dispatch and request EMS for medical aid and transportation.
  - c. If conscious, MACRO EMT and CIS will proceed to engage with the Service Recipient.
  
- Engage the Service Recipient and attempt to confirm their knowledge of the following: Their location (city, state or area of town), the date or time of day, and oriented questions like (how many quarters in a dollar, who's the president of the United States). This will help the EMT and CIS determine the level of orientation.
- When engaging with a Service Recipient the EMT and CIS will determine if EMS medical assistance is needed for an acute injury, medical complaint, or mental health crisis.

### **Some general criteria for medical necessity: included but not limited to**

- Service Recipient not breathing normally
- Service Recipient appears to be injured

- Service Recipient appears to have an altered level of consciousness
- Visible drug paraphernalia
- Service Recipient appears to be unconscious, not just sleeping
- Any visible medical problem
- Service recipient expresses the need for medical transportation
- Mental health crisis including 5150, where the person is a danger to themselves or others

3. MACRO EMT and CIS will proceed and provide resources, resource packages, and possible transport, as needed to Service Recipient

Acceptance of Resources: If Service Recipient accepts resources, resource packages, and possible transport, as needed

Refusal of Resources: If Service Recipient refuses services and is alert and oriented enough to walk away (including walkers, canes, etc.) from the scene. MACRO team will discontinue the engagement, following the person, or put themselves in danger in any way.

If the Service Recipient refuses services and tries to walk away with an unsteady gait, tries to walk into traffic, putting themselves in danger, or continually falls, the MACRO team shall contact FDC to request an EMS response for further care.

### **Scene Safety:**

MACRO EMT and CIS are required to practice methods which ensure their safety while on scene. MACRO EMT and CIS will wear, at minimum, medical gloves when responding to calls that may require direct contact with Service Recipients for a welfare check, sleeper, and public indecency.

**\*\*\*If a scene does not look safe or becomes hostile, MACRO EMT and CIS will remove themselves from the area and request an OPD (Oakland Police OFD) response. If a scene appears to be unsafe upon scene evaluation the MACRO team will not enter.\*\*\***

**Notifying FDC for Assistance From OPD, OFD, or EMS:**

- If the call has been categorized incorrectly. *i.e. a call for a sleeper is actually an unconscious diabetic.*
- If a scene becomes unsafe or hostile during the engagement
- If the MACRO team believes the correct resource will be one of these agencies.
- At the Service Recipients request and the MACRO team is unable to meet their needs.

**Ending a call and returning to “Available for Service”:**

Once call is complete, MACRO EMT and CIS will do the following:

1. Document the call information on ESO, MACROs online data and records management system
2. Prepare your vehicle and workspace for the next Service Recipient. This may require cleaning and disinfecting the area where assistance was provided and or replacing equipment used.
3. Clear the call over the mobile radios using clear text and update the MDT/CAD.

## RESPONSE TO ON-VIEW ACCIDENTS

### I. PURPOSE:

The purpose of this policy is to ensure the safety and well-being of OFD employees, service recipients, and the general public during the response to an “on-view” incident.

### II. POLICY:

Employees and clinical crews are required to contact the appropriate authorities should they come upon (on-view) an incident or accident. The immediate concern should be for the safety and security of MACRO personnel, current service recipient receiving care, and the public.

### III. DEFINITIONS:

### IV. PROCEDURES:

Vehicle crews who come upon an incident or accident when they have a service recipient onboard must make the safety and well-being of their service recipient the top priority. At a minimum, the crew must report the incident to the appropriate authorities. Crews are encouraged to utilize good judgment when deciding whether or not to stop and render care to injured persons. At no time shall their onboard service recipient be left alone.

The following procedures should be followed anytime an employee comes upon an incident or accident:

1. Take immediate steps to ensure the safety of everyone involved to minimize additional damage or injury.
2. If the accident involves personal injury of any kind, activate 911 immediately.
3. If able and safe to do so, provide any indicated care for injured persons.
4. If it is a non-injury accident, consider moving vehicles to the right shoulder as soon as safe and practical.
5. After activating 911, notify the on-duty Operations Supervisor via the Communications Center.
6. If on-scene care is started, do not leave the scene until you are cleared to do so by responding EMS or police.
7. Once back at the station, all crew members must complete independent incident reports. Incident reports must be completed before the end of the shift.

### V. REFERENCES:

None.

## END OF SHIFT & BEGINNING OF SHIFT PROCEDURES

- PURPOSE:

The purpose of this policy is to ensure a prompt and efficient shift change that minimizes any response delays.

- POLICY:

A prompt and efficient shift change should be practiced to standardize the work flow and allow all pertinent information to be communicated between teams and administration. This will provide a space for equipment and supply checks and complete preparation for services provided to the community. This time and space is provided for full preparation for the day and end the day with the next shift preparation in mind.

- DEFINITIONS:

**Beginning of Shift:** is identified as the first hour of the shift starting at the designated on duty time.

**End of Shift:** is identified as the last hour of the scheduled shift ending with the off-duty time.

- PROCEDURES:

**Beginning of Shift:**

- I. Crew members are expected to be in uniform and ready to accept a dispatch at the start of the shift.
- II. Crew members are required to complete shift-start requirements prior to any personal business or elective daily duties.
- III. The oncoming crew shall contact dispatch and confirm crew identification, vehicle assignment, and unit identifier no later than five (5) minutes after the start of the shift.
- IV. ALL unscheduled overtime requires approval of the on-duty supervisor.
  1. Verbal pass-off from off-going crew to oncoming crew
  2. Complete equipment and vehicle restocking where necessary
  3. Notification to dispatch of crew change. (Notification of dispatch of crew change shall be the responsibility of the oncoming crew)

**All crews shall be ready for service and available for immediate response within five (5) minutes of the start of the shift.**

If a situation exists that will delay a crew more than the allotted time, the communications center must be notified.

Upon notification of an in-service delay, the communications center will notify the on-duty or administrative supervisor. The supervisor is responsible for assisting the crew in resolving any issues responsible for the delay

### **End of Shift**

- V. Crew members shall ensure that the appropriate off-duty check list is complete before leaving the station at the end of the shift.
- VI. All off-going crew members must sign out no later than the end of the shift. Crew members who sign out past the end of the shift must document the reason with their direct supervisor.
- VII. ALL unscheduled overtime requires approval of the on-duty supervisor.

Any crew member who takes over for another crew member in the middle of a regularly scheduled shift must take the appropriate measures to ensure the vehicle and equipment are in service and ready for any request.

**All crews shall be ready for service and available for immediate response within five (5) minutes of the start of the shift.**

### **References:**

- Daily Vehicle Inspection Policy
- Response Time Standards Policy

- REFERENCES:

None.

## INFECTION CONTROL & PROTECTION

- PURPOSE:

The purpose of this policy is to provide employees with best practices for infection prevention and control in order to protect personnel and the I from potential infections.

- POLICY:

1. Policy for vehicle Cleaning and Disinfection
2. Standard Precautions
3. Service recipient Isolation Guide for Transport

- PROCEDURES:

### Vehicle Cleaning and Disinfection

Objects and surfaces must be cleaned thoroughly before effective disinfection can take place. The following routine cleaning and disinfection methods should be employed throughout the vehicle:

- Cleaning and disinfection should be done as soon as possible after the items and surfaces have been used. Disinfectants should be used according to the manufacturer's instructions. Adhere to any safety precautions or other recommendations as directed (e.g., allowing adequate ventilation in confined areas and proper disposal). Gloves must be worn while using disinfectants. Immediately perform hand hygiene per CDC guidelines after removing gloves.
- Visible soil, blood, and other items should be removed from the item or surface before the disinfectant is applied while wearing Personal Protective Equipment as described in Standard Precautions in this policy.
- Contaminated reusable service recipient care devices and equipment should be cleaned according to manufacturer recommendations to include disinfection with MACRO designated disinfectant in accordance with the manufacturer's instructions. Ensure that the disinfectant is applied to the surface for the full contact time, or kill time, as specified by the manufacturer.
- Disposable equipment and contaminated linens should be appropriately bagged and disposed of at the receiving hospital, per the hospital policies.
- Frequently touched surfaces in service recipient-care compartments (including chairs, railings, medical equipment control panels, adjacent flooring, walls, ceilings and work surfaces, door handles, radios, keyboards, and cell phones) that become directly contaminated with respiratory secretions and other body fluids during service recipient care, or indirectly by touching the surfaces with gloved hands, should be first cleaned and then disinfected using MACRO designated disinfectant in accordance with the manufacturer's instructions. Ensure that the disinfectant is applied to the surface for the full contact time, or kill time, as specified by the manufacturer.
- Non-service recipient-care areas of the vehicle, such as the driver's compartment, may become indirectly contaminated. Personnel should be particularly vigilant to avoid

contaminating environmental surfaces not directly related to service recipient care (e.g., steering wheels, light switches, gear shifts, etc.). If the surfaces in the driver's compartment become contaminated, clean and disinfect using MACRO designated disinfectant in accordance with the manufacturer's instructions. Ensure that the disinfectant is applied to the surface for the full contact time, or kill time, as specified by the manufacturer.

### **High-risk Surfaces**

Surfaces that are frequently touched with hands (both gloved and ungloved) require cleaning and disinfection between every service recipient encounter as described in cleaning methods described above.

### **Low-risk Surfaces**

Surfaces that have minimal contact with hands require cleaning at the end of every shift or when contamination occurs and should be cleaned as described in cleaning methods described above.

### **Quarterly Vehicle Disinfection is Encouraged**

Every quarter each vehicle should be cleaned with chlorine wipes to include all high and low risk surfaces. Quarterly cleaning will include removing items in every cabinet to clean the inside of the cabinets and all waste receptacles will be emptied and cleaned.

All vehicles should be cleaned at the beginning of the following months:

January April July October

### **Standard Precautions**

Standard precautions are a set of infection control practices used to prevent transmission of diseases that can be acquired by contact with blood, body fluids, nonintact skin (including rashes), and mucous membranes. These measures are to be used when providing care to all individuals, whether or not they appear infectious or symptomatic.

### **Hand Hygiene**

Hand hygiene refers to both washing with plain or anti-bacterial soap and water and to the use of alcohol gel to decontaminate hands. When hands are not visibly soiled, alcohol gel is the preferred method of hand hygiene when providing health care to service recipients.

Hand hygiene should be performed before and after contact with a service recipient, immediately after touching blood, body fluids, non-intact skin, mucous membranes, or contaminated items (even when gloves are worn during contact), immediately after removing gloves, when moving from contaminated body sites to clean body sites during service recipient care, after touching objects and medical

equipment in the immediate service recipient- care vicinity, before eating, after using the restroom, and after coughing or sneezing into a tissue as part of respiratory hygiene.

### **Personal Protective Equipment (PPE)**

PPE includes items such as gloves, gowns, masks, respirators, and eyewear used to create barriers that protect skin, clothing, mucous membranes, and the respiratory tract from infectious agents. The items selected for use depend on the type of interaction an employee will have with a service recipient and the likely modes of disease transmission. Wear gloves when touching blood, body fluids, non-intact skin, mucous membranes, and contaminated items. Gloves must always be worn during activities involving vascular access, such as performing phlebotomies.

Wear a surgical mask and goggles or face shield if there is a reasonable chance that a splash or spray of blood or body fluids may occur to the eyes, mouth, or nose.

Wear a gown if skin or clothing is likely to be exposed to blood or body fluids. Remove PPE immediately after use and wash hands. It is important to remove PPE in the proper order to prevent contamination of skin or clothing. The CDC has suggested steps for correctly donning and removing PPE.

When donning PPE the correct order is gown, mask, goggles, and gloves. When removing PPE the correct order is gloves, goggles, gown, and then mask.

If PPE or other disposable items are saturated with blood or body fluids such that fluid may be poured, squeezed, or dripped from the item, discard into a biohazard bag. PPE that is not saturated may be placed directly in the trash.

If employees incur exposure to their skin or mucous membranes, those areas shall be washed or flushed with water as appropriate as soon as feasible following contact. The employee is then to follow Post-Exposure Evaluation and Follow-Up procedures including contacting your on duty supervisor and DICO (Designated Infection Control Officer).



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