

**PHOENIX REGIONAL
STANDARD OPERATING PROCEDURES**

DISTRICT VAN RESPONSE

M.P. 205.16

09/00-R

Page 1 of 3

Policy Statement

It is the policy of the Phoenix Regional Department to provide assistance to people involved in emergency incidents who may not need emergency medical care but still need support to recover from the situation.

Purpose

The goal of the District Van Volunteer Program is to provide assistance for non-emergency activities; to provide an alternate means of transporting family members not requiring standard ambulance transportation, and other assistance to the public.

The District Van may also be utilized to assist fire companies in retrieving medical equipment and paramedics from hospitals.

Operating Hours

The District Van will be staffed by fire cadets or trained volunteers. Hours of service may vary according to the availability of volunteer personnel and the hours they may be available to work.

The District Van will notify the Dispatch Center as they go in service for the day, and as they go out of service at the end of each shift. The Service Van will assume the radio identity of "-District Van-5," followed by their assignment (i.e., District Van-5).

Dispatch

The District Van can only be dispatched following the request of a fire department member, who is on the scene. The District Van is a non-emergency vehicle and will respond Code 2.

If an incident number has not yet been assigned to the request, Dispatch will assign an incident number and will log times of dispatch, arrival, departure and destination arrival. The District Van will acknowledge response and report/announce on scene, departure and destination arrival times via radio or MDT.

Transportation Eligibility

To be eligible for transportation by the District Van, one of the following criteria must be met:

- People with no apparent injuries, requiring no medical treatment by the fire department.
- Family members of patients desiring transport to hospitals to be with injured or ill family members (i.e., auto accident, family at hospital, family member has completed the police reports and needs ride to hospital).

The District Van will not be available to transport:

- LARC customers.
- Drunk or Disorderly customers.

**PHOENIX REGIONAL
STANDARD OPERATING PROCEDURES**

DISTRICT VAN RESPONSE

M.P. 205.16

09/00-R

Page 2 of 3

- Psychotic Customers.
- Any person who may become hostile while en-route.

The District Van Transport Form must be completed on each transport.

Other Types of Services Provided

The District Van may be utilized to provide the following services for fire department Personnel:

- Picking up paramedics from hospital in the designated service area and returning them to their assigned companies.
- Retrieving medical equipment (i.e. MAST suits, traction splints, etc.) from hospitals in the designated area and returning the equipment to the companies.
- Assisting Resource Management and on-duty engineer in the delivery of equipment to the companies.
- Assist fire department Vehicles with battery jumper service upon request.
- Transport paperwork and/or equipment.

Citizen Assist

The District Van will also provide other public service, such as:

- Provide a cellular phone to contact other family members, tow trucks, other assistance or agencies.
- Battery jumper service for Private Vehicles when stranded.

Supervision

The District Van volunteers will be supervised by:

- The Captain at the station at which the District Van is housed.
- The Company Officer on the incident scene.
- EMT coordinator of the Community Assistance Program.

The Program Manager will monitor the program.

Safety

All applicable safety procedures and practices will apply. Seat belts shall be worn by all passengers. An infant car seat will be provided to secure infant/child passengers. Safe parking, use of emergency lighting when parked in traffic, and the wearing of safety vests will be required. Smoking will not be permitted in the District Van.

**PHOENIX REGIONAL
STANDARD OPERATING PROCEDURES**

DISTRICT VAN RESPONSE

M.P. 205.16

09/00-R

Page 3 of 3

Customer Relations

The primary objective of the District Van is to provide good customer service to the public and members of the fire department. The District Van provides unique services to the public; transportation, use of the District Van's cellular phone to call for assistance, and other services that can provide a very positive relationship with the public. Fire department members should make every effort to make this service available whenever it is reasonable and safe to do so.

DISTRICT VAN TRANSPORT

1. Inc. # _____ Date _____
2. Capt. (Print clearly) _____
3. Company I.D. _____
4. Customer Name _____
5. Transport to _____
6. Reason for transport _____

7. Is customer injured or ill in any way? Yes No
8. If customer is injured, describe why you feel an ambulance transport is not necessary.

The District Van is a volunteer activity, conducted by members of the P.F.D. Cadet Program to assist citizens in need. District Van transportation is not an alternate to an ambulance transport and shall not be used as such.

I understand the procedures for proper use of the District Van and feel this particular incident is an appropriate use of the District Van.

Captain's Signature