



Glen Oaks Volunteer Ambulance Corps

New Member Orientation Guide



257-02 Union Turnpike

Floral Park, NY 11004

Business: 718-347-1637

Emergency: 718-347-1600

www.glenoaksvac.org

Welcome to the Glen Oaks Volunteer Ambulance Corps

“Never doubt that a small group of committed people can change the world. Indeed, it is the only thing that ever has.”
--Margaret Mead



Thank you for your interest in the Glen Oaks Volunteer Ambulance Corps (GOVAC). Since 1973, we have provided prompt, professional service to the communities of Glen Oaks, Floral Park, North Shore Towers, Oakland Gardens, Bellerose and New Hyde Park. Over the years we've adapted to changes in the field of emergency medical services (EMS) and embraced to the latest technologies. With two basic life support ambulances, and a roster of over 100 volunteer EMS professionals, Glen Oaks Volunteer Ambulance Corps is focused on providing a world-class level of care.

Your contribution makes a difference. Our volunteers have responded to over 30,000 calls for help in our communities, major local incidents, and several natural and manmade disasters. By volunteering your time, you're giving back to your community, your neighbors and yourself.

General Information for New Members

Why Volunteer With Us?

Each and every person has their own unique reasons for joining, but a few good examples might be:

<i>Increased self-esteem and empowerment</i>	<i>To help others in their time of need</i>
<i>To better understand the people and organization you serve</i>	<i>To prepare for emergencies you may encounter in your daily activities</i>
<i>To meet new people and get a sense of community</i>	<i>To learn or develop new skills</i>

GOVAC and the Community

On average, GOVAC responds to over 800 ambulance calls annually. But that's not all we do. We also conduct blood pressure clinics, blood drives, community event support, CPR and first aid training classes, and tours for civic organizations. We also loan patient assistance equipment such as crutches, wheelchairs, walkers and canes free of charge to our communities. We also provide support at large-scale events, such as the New York City Marathon, disaster drills, and multiple casualty incidents in cooperation with the NYC Fire Department Emergency Medical Service Command and Regional EMS Council of New York City.



Our Organization

GOVAC is a New York Certified Basic Life Support (BLS) Ambulance Service, and our ambulance crews are staffed by a minimum of one Emergency Medical Technician. We are compliant with current regional, state and federal guidelines for ambulance services.

Our fiscal and administrative functions are overseen by the Board of Directors, elected annually by the membership at large. The Board of Directors meets monthly and all are active, experienced members of GOVAC.

Day to day operations are overseen by the Operations Chiefs, appointed by the Board of Directors. They have the responsibility to ensure that the ambulances are staffed, operational and have all the appropriate equipment. The Operations Chiefs are all experienced EMT's and drivers.

Feel free to reach out to the Board of Directors and Operations Chiefs with any questions or concerns.

Many administrative and support functions are performed by committees. During your application period and probationary membership, you may encounter:

- The Membership Chairperson, who has reviewed your application, arranged and conducted your interview, and will continue to monitor your progress. They can be reached at membership@glenoaksvac.org.
- The Dispatcher Training Chairperson, who will schedule you for a Dispatcher Training shift, and ensure you are completely trained as a dispatcher. **ALL members are required to complete dispatcher training as a condition of their probation.** They can be reached at disptraining@glenoaksvac.org.
- The Training Chairperson, who is responsible for all ambulance personnel orientation, certification, and continuing education programs. They can be reached at training@glenoaksvac.org.
- The Safety Chairperson, who is responsible for the training and monitoring of drivers and driver candidates. They can be reached at drtraining@glenoaksvac.org.
- The Scheduling Chairperson, who is responsible for assigning personnel to tours once cleared as a dispatcher or to ride the ambulance. They can be reached at scheduling@glenoaksvac.org.

The Youth Squad

GOVAC allows members between 14 and 18 to be part of the Youth Squad/Explorer Post #7380. The Youth Squad creates the opportunity for area youths to be exposed to emergency services, and promotes community service and volunteerism. While the application process is similar, most steps require parental involvement.

Further information about this program can be obtained by contacting the Youth Squad Advisor at youthsquad@glenoaksvac.org.

For the protection of the youth members involved in this program, we ask that all members exercise diligence with their conduct and act professionally toward one another.

The Youth Squad has two meetings monthly and conducts training activities. Many Youth Squad members are active dispatchers and ambulance attendants. They also participate in first aid drill competitions and have won several awards.



Probationary Membership

Probationary membership at GOVAC is the first basic step on your training path. It means that we would like to consider you for membership, but you need to do some training and meet some service requirements.

Probation is a 90-day evaluation period during which you must complete nine (9) or more tours of duty and dispatcher training and attend at least one general meeting.

All probationers (or "probies") begin with Dispatcher Training, regardless of certification or past experience. All probationers are required to complete training in the National Incident Management System (NIMS), Health Insurance Portability and Accountability Act (HIPAA), and harassment prior to being accepted as a full member. Links to these trainings are found at:

ICS 100:

<http://training.fema.gov/EMIWeb/IS/courseOverview.aspx?code=IS-100.b>

ICS 700:

<http://training.fema.gov/EMIWeb/IS/courseOverview.aspx?code=IS-700.a>

HIPAA:

<https://www.surveymonkey.com/s/GOVACHIPAA>

Harassment:

<https://www.surveymonkey.com/s/GOVACHarassment>

The rules and regulations that govern our ambulance service prohibit members from riding the ambulance and interacting with patients without a minimum level of certification. You may decide dispatching is your niche, or decide to continue on to riding the ambulance. Requirements for ambulance positions are explained later.

Completing Probation

After your 90-Day probationary period, you will be considered for full active membership with the Corps. This takes place at the Board meeting following completion of all requirements listed below.

If you are accepted, you will be contacted within the week by the Membership Committee.

Typically, the reasons probationers are not accepted are related to not meeting minimum requirements, which are:

- Completion of ICS 100, ICS 700, HIPAA and Harassment
- Completion of 9 tours of service
- Attendance at one general membership meeting

Dispatcher Training

Dispatchers at GOVAC are the voice that you hear on the radio or phone. They provide the vital link between our callers and the ambulances that respond. In the event a crew is not available, the dispatcher will refer the call to another agency. Some additional duties include documentation, crew sign out, equipment loan management and more.

Dispatcher training can be arranged with the Dispatcher Training Committee. You will be assigned to a crew and a dispatch trainer. Your training will involve call taking, the proper use and etiquette of the radio communication, documentation, the location and use of various EMS resource guides and the day-to-day ambulance base operations.

The trainee will be "cleared" by the Dispatcher Training Committee based on proficiency. Typically, trainees are cleared before the end of their probationary period.



Duty Requirements

GOVAC requires that all active members complete a minimum of twelve (12) hours of shifts per month. Members may serve in any capacity on a crew; dispatcher, driver, crew-chief, attendant or trainee.

During the probationary period (3 months), nine (9) shifts and dispatcher training/orientation must be completed.

Scheduling Tours

Once you have been cleared to dispatch, you will be contacted by the Scheduling Committee to be assigned to a shift and entered into the WhenToWork scheduling system. Our typical "tours" are:

Tour 1- 12am-8am
Tour 2a- 8am-12pm
Tour 2b- 12pm-6pm
Tour 3- 6pm-12am

At times, the hours may deviate slightly to accommodate specific needs (i.e. Special Events)

If you have been cleared to ride the ambulance, you may also contact the Scheduling Committee to arrange ambulance tours.

Dress Code for Probationers

Although you are not issued a uniform until cleared as a full member, GOVAC expects probationers to adhere to a dress code. Members should wear blue or black dress or uniform pants, a collared shirt, and dark shoes or boots to all shifts.

Parking and Access

Please park on street or in the side (257th Street Side) driveway at the start of your shift.. Please ensure that your vehicle is not blocking the exit for another member or emergency vehicle. In addition, please use care when entering and exiting the headquarters as emergency vehicles may be leaving on calls at any time.

For the security of our members, the main entry doors are locked 24 hours a day. You will be issued an electronic key code after completing dispatcher training by the Building Maintenance Committee.

Ambulance Training

Once you have completed Dispatcher Training, you may begin ambulance crew training. GOVAC Ambulance Crews have three positions:

- **Crew Chiefs- experienced emergency medical technicians who are responsible for overseeing patient care and transport.**
- **Drivers- responsible for safe operation of the ambulances and assisting as needed in patient care.**
- **Attendants- trained members who assist the Crew Chief with patient care.**

Attendants must meet the following requirements prior to being cleared:

- Be at least 16 years of age
- Be cleared by a physician for ambulance duty
- Have a valid CPR card (Professional Rescuer or Healthcare Provider)
- Have completed, at a minimum, half of a New York State EMT or CFR program or equivalent training
- Complete Ambulance Credentialing with an authorized trainer
- Be approved by the Training Committee.

EMT Attendants may be cleared as Crew Chief Interns after several positive evaluations and a protocol examination. Crew Chief Interns will be cleared as Crew Chiefs after completion of a scenario exam and continuous positive evaluations.

Drivers must meet the following requirements prior to being cleared:

- Be at least 21 years of age
- Pass a driver's license check
- Be cleared by a physician for ambulance duty
- Have a valid CPR card (Professional Rescuer or Healthcare Provider)
- Complete Ambulance Credentialing with an authorized trainer
- Be approved by the Training Committee and Safety Committee.

Upon completion of any ambulance training tour, you will be evaluated in writing on your performance and areas needing improvement.

These written evaluations will be kept on file for your review and for use by GOVAC to judge your progress.

What to expect at GOVAC:

Being a member of GOVAC means more than just showing up. We would like all of our members to become part of a regular crew, participate in activities and events, and continue advancing in training.

We depend on our members to provide basic cleanup of the ambulances and headquarters during each shift. This includes "cleaning up after yourself" and removal of garbage to the back of the building.

Restrooms, the living room, dispatcher area, computers, vending machines, and kitchen/dining room are open to all crew members. Visitors are permitted between the hours of 8am and 10pm with the consent of the on-duty crew.

Smoking should be done at the rear of the building and butts disposed of in the proper receptacle. We maintain a smoke-free environment, so please avoid smoking near open doors or windows. Smoking is strictly prohibited in our vehicles and building.

Uniforms

Upon completion of probation you will also be able to get a uniform and shield, with a deposit of \$75. The \$25 uniform deposit will be returned after one year of service, and the \$50 badge deposit will be returned upon return of the badge. The uniform issued is the Corps duty uniform, consisting of a blue polo shirt (issued at GOVAC) and navy blue work pants (a voucher will be provided for our vendor).

The adult duty uniform consists of a Corps-issued royal blue polo shirt and navy blue pants. The Youth Squad uniform consists of a light blue button down uniform shirt and navy blue pants. Dark shoes/boots should be worn. Open toed shoes are not permitted. Uniforms are required on **all** scheduled duty tours. Optional uniform items are available through the Uniforms Committee at an additional charge. Uniforms can be contacted at uniforms@glenoaksvac.org.





Special Events/ Medical Standby

Throughout the year, we are asked to provide first aid coverage at community events, to set up displays for health fairs, and to provide public speaking and education. Participation at these events is necessary for their success and all members, including probationers are asked to attend. Occasionally, an event will be for ambulance qualified members only, and this will be communicated in the event announcement.

Social Events and Activities

GOVAC also hosts and participates in several annual events. We typically have an annual EMS Week celebration, a Corps barbecue and a Holiday party. Additionally, we participate in several local and state EMS events, and typically offer opportunities to attend these events to active members. The events promote comraderie and networking among EMS providers.

Awards Program

Service Awards are issued for achievements in service, merit, valor, or patient care. Members receive longevity awards for every five years of service. Additionally, members may become Life Members at fifteen years of service. Awards are issued by the Awards and Recognition Committee. In the past several years, over fifteen awards were issued for Prehospital Saves, for successfully resuscitating cardiac arrest victims, including one of our own members.

Continuing Education and Training

GOVAC offers regular continuing education and various training activities for members of all positions. We are also an active participant in the New York State Department of Health Bureau of EMS Continuing Medical Education recertification program for EMT's. Our training calendar can be found on the Corps' website:

www.glenoaksvac.org, and click "Training Calendar".

We also offer regular CPR training and certification programs in varying specialty courses such as CEVO III-Ambulance, GEMS, and ACLS.

For information, or to register, please email: training@glenoaksvac.org.



**Thank You for Joining
The Glen Oaks Volunteer Ambulance Corps**

