



# STANDARD OPERATING GUIDELINE

Number 108-01

## Uniform and Appearance Policy

EFFECTIVE DATE:  
02/01/2002

REVISION DATE:  
12/01/2007

APPROVED BY:  
RONALD D. ROMBS

PAGE:  
1 OF 6

**PURPOSE:** The intent of this policy is to establish guidelines for the appearance of Lincoln County Emergency Medical Services employees.

**SCOPE:** This procedure applies to all LCEMS employees.

**POLICY:** All personnel shall maintain a high standard of dress and appearance. Uniforms will be properly fitted, clean, serviceable, and pressed as necessary. It is the responsibility of all supervisors to ensure that personnel under their command present a neat and professional appearance. It is the responsibility of every employee to take pride in his or her appearance at all times.

Personnel must project a professional image that leaves no doubt that they live by a common standard and are responsible to order and discipline. Personnel will ensure that when items are carried in pockets; i.e., wallets, checkbooks, combs, and keys, these items do not protrude from the pocket or present a bulky appearance.

Uniforms will be kept buttoned, zipped, and snapped, and shoes and boots will be clean and shined.

Although some uniform items are made of wash-and-wear materials, or treated with a permanent press finish, some pressing may be required to maintain a neat appearance. However, before pressing, you should read and comply with care instruction labels attached to uniform items.

1. The following is a summary of general guidelines:

- a. Trousers are to be fitted and worn with waistband at the top of the hipbone. The length will be cut to reach a point approximately midway between the top of the heel and the top of a standard shoe in the back. The legs of the trousers will not be tailored.
- b. Long sleeve shirt sleeve length will extend to the center of the wrist bone.
- c. Appropriate undergarments will be worn with all uniforms. Only solid white or navy blue tee shirts and under garments without logos will be worn under the button-up dress shirt.
- d. (Optional – Winter Only) Black Fleece (Department Issued Only) may be worn over the white or blue dress shirt.



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REVISION DATE:  
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PAGE:  
2 OF 6

- e. (Optional – Winter Only) Technicians - A solid navy blue or black turtleneck shirt may be worn as an under garment with the blue dress shirt.
  - f. (Optional – Winter Only) Supervisors - A solid white turtleneck shirt may be worn as an under garment with the white dress shirt.
  - g. (Optional) Ball Cap – Only the navy blue or black baseball cap with the LCEMS logo may be worn with the duty uniform.
  - h. (Optional – Winter Only) Watch cap – Only a solid navy blue or black watch cap may be worn with the duty uniform when the outside ambient temperature is 45 degrees or lower.
  - i. (Optional – Winter Only) Gloves – Only solid black gloves will be worn with the duty uniform.
  - j. Scarves are not permitted with the duty uniform.
  - k. Only EMS issued jackets will be worn while in uniform. Department issued fleece jacket liners may be worn as an outer garment.
  - l. While working, all shift personnel must have with them a spare uniform and all issued PPE.
2. Hair will be kept in a neat and clean manner. Extreme or fad style haircuts are not authorized. If dyes, tints, or bleaches are used, colors used must be natural to human hair and not present an extreme appearance. Lines or designs will not be cut into the hair or scalp. Haircuts without reference to style will conform to the following:
- a. The hair on the top of the head will be neatly groomed.
  - b. The bulk of the hair will not be excessive or present a ragged, unkempt, or extreme appearance.
  - c. Hair will not fall over the eyebrows or extend below the bottom edge of the collar. Bulky or long hair will be put up in a manner as to not interfere with the proper wearing of PPE or present a safety hazard.



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REVISION DATE:  
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PAGE:  
3 OF 6

- d. Wigs or hairpieces may be worn as long as the wig or hairpiece is of natural hair color and the style and length conform to appearance standards.
  - e. Hair holding ornaments (such as, but not limited to, barrettes, pins, clips, bands), if used, must be unadorned and plain and must be transparent or similar in color to the hair, and will be inconspicuously placed. Beads or similar ornamental items are not authorized.
  - f. Fingernails will be kept clean and neatly trimmed so as not to interfere with performance of duty or present a safety hazard.
  - g. Sideburns will be neatly trimmed. The base will not be flared and will be a clean-shaven, horizontal line. Sideburns will not extend below the lowest part of the external ear.
  - h. The face will be clean-shaven, except mustaches are permitted. If a mustache is worn, it will be kept neatly trimmed. No portion of the mustache will cover the top of the lower lip or extend sideways beyond  $\frac{1}{2}$ " of the corner of the mouth or extend downward no further than  $\frac{1}{2}$ " from the corner of the mouth. Handlebar mustaches, goatees, and beards are not authorized.
  - i. Wearing of a wristwatch, a wrist identification bracelet (only one item per wrist) and not more than two rings (wedding band set is considered one ring) is authorized while in uniform unless prohibited for safety reasons.
  - j. No jewelry, watch chains, or similar items will appear exposed on uniforms. Pen and pencils may appear exposed on the uniform.
  - k. Earrings other than small, inconspicuous post pierced studs are not authorized with the duty uniform. Only 1 (one) earring is allowed in each ear lobe. Dangling jewelry, necklaces, earrings or loop earrings are not authorized. Any other body piercing not covered with clothing is prohibited. Body piercing will not be publicly displayed at any time.
  - l. Fad devices, vogue medallions, personal talismans, or amulets are not authorized for wear on the uniform.
3. The following items are authorized for wear on the uniform:



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Number 108-01

## Uniform and Appearance Policy

EFFECTIVE DATE:  
02/01/2002

REVISION DATE:  
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PAGE:  
4 OF 6

- a. Belt – A black belt will be worn with all uniforms. Buckles will be gold, silver, or black in color and conservative in style. The radio will be worn on the hip and no more than two pagers will be carried on the belt.
  - b. Shoes/Boots – Solid black in color, shined shoes or boots will be worn while in uniform.
  - c. Name Tag (Dress Shirt) – Standard gold or silver finished nametag will be worn centered over the right chest pocket. The bottom of the nametag will be flush with the top of the pocket flap.
  - d. Patches (Dress Shirt) – Only 2 (two) patches are authorized for wear on the dress shirt. Left Sleeve – Lincoln County EMS organization patch machine sewn, 1/2" down from the shoulder seam and centered on the sleeve. Right Sleeve – Only one of the following certification patches (North Carolina: Paramedic, Intermediate, Basic, or National Registry) machine sewn, 1/2" down from the shoulder seam and centered on the sleeve.
  - e. EMS Crest (Dress Shirt) – The EMS crest will be worn centered over the left chest pocket. The center of the crest will be centered over the top badge hole on the shirt.
  - f. Shoulder Boards – Authorized for officers only, will be worn centered on the shoulder loops. Shoulder boards will be black with the EMS crest facing outwards.
4. Field Personnel: The duty uniform will consist of black pants, blue dress shirt, and black boots or shoes.
  5. Officer Personnel: The duty uniform will consist of black pants, white dress shirt, and black boots or shoes.
  6. When prescribed civilian clothing worn while on duty will comply with the above policy.
  7. When prescribed appropriate clothing may be worn that fits the task to be completed.



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Number 108-01

## Uniform and Appearance Policy

EFFECTIVE DATE:  
02/01/2002

REVISION DATE:  
12/01/2007

APPROVED BY:  
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PAGE:  
5 OF 6

### EMS Crest

#### Technicians



Emergency Medical Technician – Basic (Silver)



Emergency Medical Technician – Intermediate (Silver)



Emergency Medical Technician – Paramedic (Gold)

#### Officers



Field Training Officer – 2<sup>nd</sup> Lieutenant (Gold)



Assistant Supervisor – 1<sup>st</sup> Lieutenant (Silver)



Shift Supervisor - Captain



Deputy Director/Training Coordinator - Major



Director



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Number 108-01

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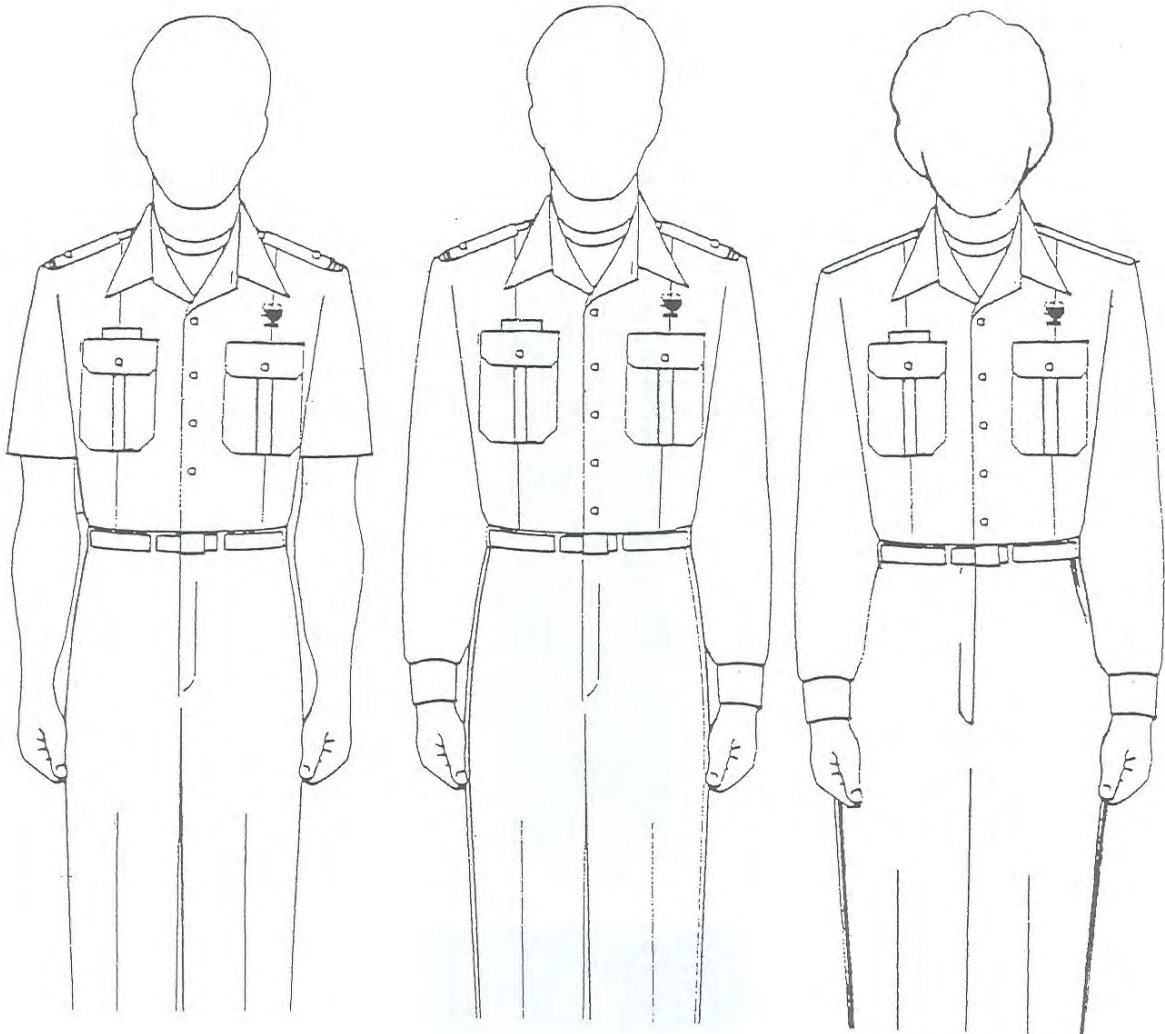
EFFECTIVE DATE:  
02/01/2002

REVISION DATE:  
12/01/2007

APPROVED BY:  
RONALD D. ROMBS

PAGE:  
6 OF 6

### Placement of Uniform Accessories





# STANDARD OPERATING GUIDELINE

Number 108-02

## Uniform and Equipment Issue

EFFECTIVE DATE:  
02/01/2002

REVISION DATE:  
12/01/2007

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PAGE:  
1 OF 4

**PURPOSE:** The intent of this policy is to establish a policy for the issuance, replacement, and use of uniforms, safety equipment and other equipment to all members of the service.

**SCOPE:** This procedure applies to all members of the service.

**POLICY:** All members of the service shall:

1. Have uniforms and safety equipment ordered and issued upon employment.
2. Maintain all issued uniforms, safety equipment, and any other issued equipment in a serviceable condition.
3. Be responsible for all uniforms, safety equipment, and any other issued equipment
4. Immediately report any unserviceable, lost and/or stolen equipment as per SOG 102-09, Reporting Loss or Theft.
5. Reimburse LCEMS for any repair and or replacement costs resulting from negligence or carelessness
6. Assure that all safety equipment is carried on their assigned apparatus and available for use immediate use at all times while on duty.
7. Wear the reflective jacket and or reflective vest whenever:
  - a) Operating at the scene of a motor vehicle collision.
  - b) Operating in or near a roadway.
  - c) Operating at any other assignment where visibility of the employee will enhance his/her safety.
8. Wear all issued safety equipment whenever:
  - a) Operating at the scene of a motor vehicle collision involving an entrapment or "pin-in".



# STANDARD OPERATING GUIDELINE

Number 108-02

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EFFECTIVE DATE:  
02/01/2002

REVISION DATE:  
12/01/2007

APPROVED BY:  
RONALD D. ROMBS

PAGE:  
2 OF 4

- b) Operating on an active "fire ground".
  - c) Operating at an hazardous materials incident
  - d) Operating at the scene of a terrorist and/or suspected terrorist event.
  - e) Operating at the scene of any civil unrest/disturbance/riot.
  - f) Operating at any rail incident.
  - g) Operating at any other assignment in close proximity and/or where sharp objects, broken glass, chemical and or unknown substance spills.
- 9. Monitor Department issued pagers at all times and immediately respond to recalls, and other instructions received.
  - 10. Surrender all issued uniforms, ID cards, Fuel Control Cards, safety and other equipment upon separation of employment from the Service.
  - 11. Be financially responsible for any issued uniforms, safety and other equipment not surrendered upon separation of employment.
  - 12. Replacement uniforms, safety and other equipment shall be issued annually or on an as needed basis as determined by the Deputy Director or Director.





# STANDARD OPERATING GUIDELINE

Number 108-02

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EFFECTIVE DATE:  
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REVISION DATE:  
12/01/2007

APPROVED BY:  
RONALD D. ROMBS

PAGE:  
3 OF 4

### All full-time employees of LCEMS will be issued the following:

- 4 Pants, EMS Style, Black
- 4 Shirt, Short Sleeve, Light Blue
- 1 Mask, HEPA
- 1 Pager, Alpha-Numeric
- 1 Insignia, EMS
- 1 Name Tag
- 1 Lincoln County ID Badge
- 1 Pair of Safety Glasses
- 1 Fleece, Full Zip, Black
- 1 Pair of Extrication Gloves
- 1 Pair of Goggles
- 1 Jacket, Globe EMS Lifeline with hood, liner and reflective strips
- 1 Pants, Globe EMS Lifeline with reflective stripes
- 1 Helmet, R3T with flashlight
- 1 Blue Equipment Bag

In addition to the above items, any personnel designated as a **Field Training Officer** will be issued the following:

- 2 Shoulder Board Insignia (1 Star)

In addition to the above items, **Assistant Shift Supervisors** of LCEMS will be issued the following:

- 2 Shirt, Short Sleeve, White
- 2 Shoulder Board Insignia (2 Stars)
- 1 Radio, Motorola, HT1250 With charger

In addition to the above items, the **Shift Supervisors** of LCEMS will be issued the following:

- 2 Pants, Dress, Black
- 2 Shirt, Short Sleeve, White
- 1 Jacket, Uniform, Nylon, Black w/reflective inside.
- 1 Radio, Motorola, HT1250 With charger
- 1 NEXTEL Communications Device



# STANDARD OPERATING GUIDELINE

Number 108-02

## Uniform and Equipment Issue

EFFECTIVE DATE:  
02/01/2002

REVISION DATE:  
12/01/2007

APPROVED BY:  
RONALD D. ROMBS

PAGE:  
4 OF 4

In addition to the above items, the **Director, Deputy Director and Training Coordinator** of LCEMS will be issued the following:

- 5 Pants, Dress, Black
- 5 Shirt, Short Sleeve, White
- 3 Shirt, Long Sleeve, White
- 2 Neck Tie, Black
- 1 Jacket, Uniform, Nylon, Black w/reflective inside
- 1 Radio, Motorola, HT1250 With charger

**All part-time employees of LCEMS will be issued the following:**

- 3 Pants, EMS Style, Black
- 3 Shirt, Short Sleeve, Light Blue
- 1 Mask, HEPA
- 1 Pager, Alpha-Numeric
- 1 Insignia, EMS
- 1 Name Tag
- 1 Lincoln County ID Badge
- 1 Pair of Safety Glasses
- 1 Fleece, Full Zip, Black
- 1 Pair of Extraction Gloves
- 1 Pair of Goggles
- 1 Jacket, Globe EMS Lifeline with hood, liner and reflective strips
- 1 Pants, Globe EMS Lifeline with reflective stripes
- 1 Helmet, R3T with flashlight
- 1 Blue Equipment Bag



# STANDARD OPERATING GUIDELINE

Number 108-03

## Decontamination of Equipment, Uniforms and Apparatus

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PAGE:  
1 OF 2

**PURPOSE:** The intent of this policy is to establish a procedure that assures all reusable equipment is appropriately decontaminated and placed back in service upon completion of a call.

**SCOPE:** This procedure applies to all LCEMS employees.

**POLICY:** All LCEMS personnel shall:

- Adhere to the LCEMS Exposure Control Plan at all times.
- Upon completion of a call, clean, dispose of and/or disinfect all contaminated equipment.
- Wear appropriate protective equipment at all times while cleaning and/or disinfecting contaminated equipment. The minimum level of protection shall include gloves and eye protection.
- Collect and place all disposable equipment in an approved trash container at the receiving facility.
- Wash all reusable equipment, such as backboards and splints with warm, soapy water, rinse and wiped down with a 1:10 (1 part Bleach and 10 parts water) bleach solution or commercially available cleaner and allowed to dry.
- Bag and tag all uniforms for washing in a department washing machine at Central Base.

All personnel are required to have an extra uniform while on duty. In the event that a uniform becomes contaminated, change as soon as feasible.

The outside case and cables of Pulse Oximeters, Lifepak 10's and 12's and AED's shall be wiped down with warm water and a mild soap, and then wiped down with a 1:10 (1 part Bleach and 10 parts water) bleach solution. **DO NOT immerse any portion of the monitor or device in water or a cleaning solution. DO NOT use harsh solvents, alcohol, or abrasive agents on the instrument surfaces.**

The outside case of Glucometers, and shall be wiped down with warm water and a mild soap, and then wiped down with a 1:10 (1 part Bleach and 10 parts water) bleach solution. **DO NOT immerse any portion of the monitor or device in water or a cleaning solution. DO NOT use harsh solvents, alcohol, or abrasive agents on the instrument surfaces.**

Laryngoscope blades shall be thoroughly washed as soon as feasible at the emergency department, using warm, soapy water, rinsing, and wiping down with a 1:10 (1 part Bleach and 10 parts water) Bleach solution or commercially provided cleaner.



## STANDARD OPERATING GUIDELINE

Number 108-03

### Decontamination of Equipment, Uniforms and Apparatus

EFFECTIVE DATE:  
02/01/2002

REVISION DATE:  
12/01/2007

APPROVED BY:  
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PAGE:  
2 OF 2

After transporting a patient with potential or confirmed disease, or department apparatus becomes contaminated, the contaminated area (seats, walls, floor, stretcher, hand rails, etc.) shall be cleaned with a 1:10 (1 part Bleach and 10 parts water) Bleach solution or commercially supplied cleaner and wiped dry. The apparatus shall be well ventilated (side and rear doors opened) during the disinfecting process.

Students completing clinical ride time may assist in the decontamination process, however, shall not be left unattended.



# STANDARD OPERATING GUIDELINE

Number 108-04

## Replacement of Expendable Supplies for Fire and Rescue

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PAGE:  
1 OF 2

**PURPOSE:** The intent of this policy is to ensure the operational readiness of all certified medical first response agencies.

**SCOPE:** This procedure applies to all LCEMS employees.

**POLICY:** In order to ensure the operational readiness of Lincoln County EMS responder agencies, LCEMS shall provide an exchange program for expendable supplies used on medical calls.

Personnel assigned to Ambulances and QRV's shall:

1. Upon completion of a call, replace expendable supplies, including Monitor/Defibrillator pads, used by Fire Department and Rescue Squad personnel at the scene of the current call **ONLY**.
2. Advise the Fire Department or Rescue Squad to contact the on-duty Shift Supervisor for replacement of equipment if the unit is running low on the item requested by the Fire Department or Rescue Squad.
3. Document the equipment provided to the Fire Department or Rescue squad on the Special Report attached to the EPCR.

Shift Supervisors shall:

1. When a Fire Department or Rescue Squad attaches an AED to a patient, obtain the "AED Card" and provide a replacement to the agency.
2. Forward the "AED Card" noting OCA & PRID # to the Training Coordinator prior to the end of shift.
3. Replace used supplies and/or supplies that a field unit was unable to replace due to limited resources to Fire Departments and Rescue Squads.
4. Document the equipment provided to the Fire Department or Rescue squad in a Special Report to the Logistics Officer.



# STANDARD OPERATING GUIDELINE

Number 108-04

## Replacement of Expendable Supplies for Fire and Rescue

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PAGE:  
2 OF 2

- Replacement of Fire Department AED batteries will be accomplished by the requesting agency contacting the Lincoln County EMS Logistics Officer.

### Oxygen Replacement:

Oxygen will only be replaced **IF** the bottle used is a **LCEMS owned bottle**. Bottles owned by other suppliers or vendors will not be accepted by LCEMS.



# STANDARD OPERATING GUIDELINE

Number 108-05

## Medication Storage

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PAGE:  
1 OF 2

**PURPOSE:** The intent of this policy is to establish a standard for the storage of medications on Lincoln County EMS system apparatus.

**SCOPE:** This procedure applies to all providers within the Lincoln County Emergency Medical Services System.

**POLICY:** The procedure for storage of supplies and medications shall be as follows:

All medications and intravenous (IV) fluids shall be stored in an environmentally controlled area (patient care compartment of ambulance) when not in use.

### OUT OF SERVICE APPARATUS:

All medications and IV fluids shall be removed from apparatus that are not in-service. This shall include circumstances when a vehicle is at the garage or other maintenance facility. Removed items are to be maintained in a secured, climate-controlled area.

### TEMPERATURE EXTREMES:

All medications and IV fluids shall be protected from temperature extremes. This is to be accomplished by one or more of the following steps:

- Medications and IV fluids shall be housed in the climate-controlled area of the apparatus (i.e. the patient module of an ambulance).
- During periods when the outside temperature is less than 55 degrees or greater than 85 degrees Fahrenheit, all medical response apparatus shall be parked inside a station or have their medications and IV fluids removed.
- Additionally, vehicles parked outside greater than 2 hours when the outside temperature is greater than 85 degrees must be left running with the air conditioning systems in operation and vehicles parked outside when the outside temperature is less than 55 degrees must be plugged in to a shoreline with the patient compartment heater in operation (60 degrees).
- For extended periods (12 hours or greater) or incidents where vehicles must remain outside without climate control capability, apparatus operators shall ensure that medications and IV fluids are removed and stored in a secure, climate-controlled location.



# STANDARD OPERATING GUIDELINE

Number 108-05

## Medication Storage

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12/01/2007

REVISION DATE:

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PAGE:  
2 OF 2

- Reminders regarding temperature control monitoring shall be published to all members at least twice annually.
- Any medications and IV fluids that have suffered from prolonged exposure to extreme temperatures shall be removed from service and replaced.

### COMPLAINECE MONITORING:

Designated officers from each department (on-duty shift supervisor for EMS) shall monitor all medical response apparatus for compliance to storage and climate-control requirements.

### EXPIRED MEDICATIONS:

All medications shall be maintained within their expiration date at all times. Expired medications and IV fluids shall immediately be removed from service and replaced.