

Guideline Name: Crisis Assistance, Response and Engagement Team EMT Operating Guidelines		Department: Orange County Emergency Services
Effective Date: June 03, 2025	Issued: June 03, 2025	Approval(s):  Kim Woodward, EMS Division Chief

Scope

EMS System

Definitions

CARE: Crisis Assistance, Response and Engagement

EMT: Emergency Medical Technician

Purpose

To outline all EMS-specific standards and responsibilities of the CARE EMT regarding operation and function within CARE team. In addition to this document, CARE EMT staff must adhere to all applicable policies and SOGs within the Orange County EMS system unless program-specific direction differs from those policies as indicated within this document.

Additionally, as the CARE team is a dual agency role, an individual serving in this position must also adhere to the applicable standards provided by the agency responsible for team supervision and shall utilize any team-specific guidance in addition to this document.

Guidance

I. Patient Care

An individual serving in this role is expected to identify when medical care is necessary, provide care when appropriate, and ensure the proper disposition of the patient when applicable. The CARE EMT is the only medical personnel assigned to the CARE team and therefore is solely responsible for treatment and decision making regarding medical-related assistance or further EMS assistance requests for individuals in which the team encounters.

The purpose of this section is to provide further guidance on these components of patient care. The CARE team is not a replacement for an EMS unit and is not dispatched to 911 incidents in which a need for EMS resources was indicated. Standard interactions with community members by the CARE EMT are not subject to a duty of care unless as defined below in section *I-1: Patient Designation*.

1) Patient Designation

- a) The CARE EMT is responsible for delivering and/or requesting appropriate care in accordance with the relevant protocol or policy for any individual they interact with who presents within, or reports a complaint pertaining to, an OCEMS medical treatment protocol.

This patient designation is ultimately the responsibility of the CARE EMT as the sole medical provider on the team. Medical Control should be contacted in any situation in which there is a question in determining whether a client falls into the criteria requiring treatment as a patient.

2) Additional EMS Assistance

- a) When necessary, additional EMS assistance shall be requested promptly based upon the level of treatment or care required, presumption of transportation need, or when additional assistance is needed. *(i.e. if an individual presents with a complaint or presentation that places them within a treatment protocol requiring an ALS assessment or transport, an ALS EMS unit shall be requested to the scene location.)*

3) Patient Care Documentation

- a) PCR documentation is required for any incident in which a client is being treated as a patient as defined in section I-1: *Patient Designation*.
 - i) A unique PCR is required for any incident in which the CARE EMT has determined an individual to be a patient.
 - ii) If patient care is transferred to an EMS unit, the CARE EMT shall be listed as a provider on the PCR documentation of the incident. In addition, a standalone PCR must still be created for the CARE EMT specifically.
 - iii) All CARE EMT PCR documentation related to an incident that the CARE team was dispatched to or initiated shall utilize the law enforcement incident number provided.

4) Transportation Limitations and Considerations

- a) While consisting of a CARE EMT, under no circumstances may the CARE team transport an individual to an emergency department for the purposes of medical treatment.
- b) If deemed beneficial for patient care, the CARE EMT may accompany an EMS transport unit to the hospital within the ambulance. Destination location and team responsibilities shall be taken into consideration when making this decision.

5) Simple Aid

- a) If the CARE EMT provides a simple intervention such as re-bandaging to a community member, and the individual does not meet the definition of a patient per section *I.-1*, an ESO incident report is not required, provided the care is documented in the team's case management software.

6) Medical Control Consultation

- a) Due to the unique nature of the CARE EMT position, medical control contact should be utilized whenever necessary.

II. Leave and Training

7) Leave Request

- a) The CARE EMT shall adhere to the OCEMS attendance policy. Upon communication of planned leave, it is the responsibility of the Bureau Chief of Community Health and Safety to attempt to backfill the position with qualified personnel.
- b) In addition to communication with the Bureau Chief of Community Health and Safety, the CARE EMT shall also communicate leave requests with the CARE team supervisor for awareness.

8) Continuing Education

- a) The CARE EMT shall adhere to all OCEMS continuing education standards and therefore must attend continuing education on active shift days.
- b) Upon scheduling continuing education for any given month, the CARE EMT is required to notify the Bureau Chief of Community Health and Safety as soon as possible in order for the shift opening to be released to relief CARE EMT designees.

1) Relief CARE EMT

- c) A roster of Relief CARE EMTs will be maintained by the Bureau Chief of Community Health and Safety.
- d) A staff member of this designation may fill any vacancy of the CARE EMT and must adhere to the standards outlined in the Relief CARE EMT SOG.

III. EMS Equipment Standards

3) Inventory check-off standards

- a) All EMS equipment should be checked daily at the beginning of shift.

4) Process of restocking

- a) Supplies should be re-stocked from the closest EMS station when possible.

IV. EMS Equipment Itemized

First in Bag

- Front Bottom Pouch
 - Blue Bag 1
 - Naloxone (2)
 - MAD (2)
 - Oral Glucose (2)
 - Blue Bag 2
 - Epi 1 mg/mL (2)
 - 1 mL Luer Lock Syringe (3)
 - 18G x 1.5" Safety Needle (2)
 - 18G x 1.5" Blunt Fill Needle (2)
 - 2" x 2" Gauze (4)
 - Alcohol Prep Pad (6)
 - Loose
 - CPAP (1)
 - Adult BVM (1)
 - Filter with Flex Tube (1)
 - OTC Medication Container
 - Ibuprofen 200 mg (4)
 - Diphenhydramine 50 mg (4)
 - Acetaminophen 2 x 325 mg packages (2)
- Left Pouch
 - Inside Zipper
 - 4" x 4" Gauze (5)
 - 8" x 10" ABD Pad (2)
 - Pocket
 - Trauma Shears (1)
 - CAT Tourniquet (1)

- Kling 2" (2)
- Kling 4" (2)
- Triangle Bandage (1)
- 2" Tape (1)
- Right Pouch
 - Inside Zipper
 - King LTS-D #4 (1)
 - NPA 28 Fr (1)
 - NPA 30 Fr (1)
 - NPA 32 Fr (1)
 - NPA 34 Fr (1)
 - OPA 80 mm (1)
 - OPA 90 mm (1)
 - OPA 100 mm (1)
 - OPA 110 mm (1)
 - Lubricating Jelly (2)
 - Tube Holder (1)
 - Pocket
 - Albuterol 2.5 mg (5)
 - Nebulizer Mask (1)
 - Adult Non-Rebreather Mask (1)
 - Adult Nasal Cannula (1)
- Top Pouch
 - Blue and Yellow Glucometer Kit
 - Glucometer (1)
 - Lancets (8)
 - Test Strip Cannister (1)
 - Alcohol Prep Pads (8)
 - Adhesive Bandages (8)
 - Gauze (8)
 - Loose
 - BP Cuff – Child (1)
 - BP Cuff – Large Adult (1)
 - BP Cuff – Adult (1)
 - Automated BP Device
 - Automated BP Device – Adult Cuff (1)
 - Automated BP Device – Large Adult Cuff (1)
 - Small Sharps Container (1)
 - Emesis Bags (5)

- Thermometer (1)
- Inside Zipper
 - Portable SPO2 (1)
 - Stethoscope (1)
- Red Thermometer Kit
 - Box of Probe Covers (1)
 - Rectal Probe Attachment (1)
 - Thermometer Kit Lubricating Jelly (1)

SAS Bag

- **Small Zippered Pocket**
 - Triage Tags (8)
 - Sharpie Marker (1)
- **Medium Zippered Pocket**
 - Safety Glasses (2)
 - Surgical Mask (2)
 - Extrication Strap (1)
 - SWAT T Tourniquet (2)
 - SOF Tactical Tourniquet (2)
- **Large Zippered Pocket**
 - NPA 28 Fr (4)
 - Lubricating Jelly (4)
 - 14ga Decompression Needle (4)
 - Mask w/ Splashguard Visor (2)
 - Halo Seal (2 per pack) (3)
 - Trauma Shears (1)
 - Israeli Bandage 4in (2)
 - Israeli Bandage 6in (2)
 - Primed Compressed Gauze Dressing (4)
 - Abdominal Pad 8x10 (5)
 - Kling 4in (4)
- **Black Pouch**
 - TED Emergency Stretcher

AED

- Adult Defib Pads (2)
- Pediatric Defib Pad (1)

Truck/Loose

- Gloves
- Sterile Needle Exchange Kit (2)

- Public Nasal Narcan Kit (2)
- D-tank (1)