



STANDARD OPERATING GUIDELINE

Topic: Accidents Involving CARS Apparatus	S.O.G. # 5.11
Approved by: Virginia Leavell, Chief	Revised: 8/10/2020 Approved: 8/10/2020

Purpose:

1. To establish a procedure for handling and reporting accidents and incidents involving CARS vehicles.
2. To establish a procedure to the timely investigation of accidents and incidents involving CARS vehicles.
3. To provide a system for the education and remediation of CARS drivers involved in accidents and incidents.

Definitions:

1. Driving Accident – Any occurrence in which there is discernible damage to a CARS vehicle and/or damage to other property or personal injury.
2. Driving Incident – Any occurrence involving contact between a CARS vehicle and another vehicle or structure causing no discernable damage or personal injury.
 - a. As determined by the Shift Supervisor
3. If the Shift Supervisor is not available, the occurrence shall be considered an accident until further determination or investigation by the Shift Supervisor and/or Division Chief of Building and Fleet Operations.

Initial Management of Accidents/Incidents:

1. Quickly bring the vehicle to a complete stop as soon as it is safe to do so.
 - a. If at all possible, do not stop in a lane of traffic.
2. Assess all persons in the vehicle for injuries
 - a. This includes both providers and patients.
3. If your crew is uninjured, assess all other vehicles involved in the accident for injuries.
4. Contact ECC:
 - a. Advise them that an accident has occurred and state your location.
 - i. If possible, advise as to:
 1. The number of vehicles involved
 2. The number and nature of any injuries
 3. Whether or not there is any entrapment
 - b. Advise them that your unit is out of service
 1. If your unit was enroute to a call, advise ECC to dispatch another ambulance to the call.
 2. If your unit was enroute to the hospital with a patient, advise ECC to dispatch another ambulance to the scene to complete the transport.



3. If there are any injuries as a result of the accident, advise ECC to dispatch another ambulance to the scene.
 - c. Ensure that they have notified the Shift Supervisor and requested him to respond to the accident.
5. Begin treatment of any injuries caused by the accident.
 - a. If transporting a patient, do not abandon the patient.

Exchange of Information:

1. Vehicle registration and insurance information is located in one of two locations:
 - a. In a pouch attached to the visor
 - b. In the glove compartment
2. If all parties are uninjured, exchange information with the involved parties.
3. DO NOT ADMIT FAULT OR LIABILITY.
4. Do not discuss the accident with anyone except the police officer working the accident or the Shift Supervisor.
5. If uninjured, the driver of the CARS vehicle should not leave the scene until released by the police officer working the accident.
 - a. If injured, the driver should be treated as a patient and transported to the hospital as necessary. The police officer will gather the needed information at the hospital.
6. The Shift Supervisor should attempt to gather contact information from witnesses to the accidents.

Post Incident Procedures:

1. Upon returning to the building, a Special Incident Report (SIR) shall be filled out by the driver of the vehicle.
 - a. Attach a copy of the information gathered from the other vehicles involved in the accident.
 - b. The Special Incident Report shall be submitted to the Shift Supervisor on duty at the time of the accident.
2. A Defective Apparatus Form shall be completed for the vehicle involved in the accident.
3. The Shift Supervisor shall complete their investigation report and submit copies to the Assistant Chief of Operations, the Safety Committee, and the Chief.
4. The Shift Supervisor shall make prompt notification to the Division Chief of Building and Fleet Operations.

Investigation of Accidents and Incidents:

1. The Safety Committee shall investigate, and assign points for any accident or incident or incident involving a CARS vehicle within ten (10) days of the occurrence or upon receipt of required written Special Incident Report.



2. Any driver involved in an accident shall not operate any CARS vehicle for any purpose (excluding life-or-death situations) until the Safety Committee has convened to investigate the occurrence and has made their recommendation.

The Safety Committee may assign the following points for those incidents or accidents as follows:

0 points – forward or backward incidents when properly using a spotter. Proper use of spotter entails keeping the spotter in sight directly or via mirror at all times; taking the necessary steps to ensure that the spotter can be heard, e.g. window down, CD/am/fm radio off.

1 point – forward or backward incidents when spotter not properly used (per above).

1 point – forward moving incidents in which driver failed to properly judge the dimensions of the vehicle and/or it's orientation on the road. (Examples: mirror to mirror, overhead structures or encumbrances).

1 point – any driving complaint that The Safety Committee finds to be valid/substantive. Complainant must be identified; must be adequate details provided; witnesses.

2 points – any backing incident without a spotter.

2 points – any single vehicle forward moving avoidable accident.

2 points – driver convicted of any Virginia DMV 3 point moving violation while driving a CARS vehicle.

3 points – driver convicted of any Virginia DMV 4 point moving violation while driving a CARS vehicle.

3 points – driver involved in any accident while driving a CARS vehicle where he/she is charged with any Virginia DMV 3- or 4-point moving violation.

4 points – driver convicted of any Virginia DMV 6 point moving violation while driving a CARS vehicle.

- a. If it is deemed that the occurrence was an accident and that the driver of the CARS vehicle was at fault, the Safety Committee shall issue a letter to the offending driver. The letter will contain the points assigned for the accident and any remediation/driver suspension as determined by the Safety Committee.
- b. If it is deemed that the occurrence was an incident, the Safety Committee shall issue a letter to the driver. The letter will contain the points assigned for the incident and any remediation as determined by the Safety Committee.

1. Failure to report accidents or incidents involving CARS vehicles will result in disciplinary action.
2. Written complaints shall be investigated in the same manner as accidents and incidents.



Remediation for Drivers Involved in Accidents:

Should a driver for CARS accrue a certain number of points in the below identified time period, the following shall occur:

1. Accrual of three (3) or more points in a six (6) month time period:
 - a. The driver will be suspended from any vehicle driving until such time remediation as determined by the Safety Committee is completed.
1. Accrual of six (6) or more points in a twelve (12) month time period:
 - a. The driver will be suspended from any vehicle driving until such as determined by the Safety Committee is completed.
2. Accrual of eight (8) or more points within an eighteen (18) month time period:
 - a. The driver will be suspended from any vehicle driving until such time the Safety Committee shall meet with the driver and an evaluation rendered by the Squad's Physician as to the individual's ability to operate a CARS vehicle.
 - b. If it is the decision of the Safety Committee that the member NOT resume driving status, the member may appeal to the Safety Committee for reconsideration after a minimum of six (6) months has elapsed.

Content of Remediation:

1. For Forward-Motion, Non-Emergent Accidents
 - a. Meet with the driver
 - b. Discuss the accident with the driver
 - c. Review of the driving laws pertaining to the accident
 - i. Review of the driving technique(s) related to the accident
 - ii. Practice of any deficient driving techniques
 - d. Behind-the-wheel retraining
 - i. If possible, the driving time should begin with closed-course driving designed to simulate the conditions of the accident.
 - ii. The closed-course driving should be followed by closely supervised road time.
2. For Forward-Motion, Emergent Accidents
 - a. Meet with the driver
 - b. Discuss the accident with the driver
 - c. Review of the driving laws pertaining to the accident
 - d. Review of the Virginia State laws and CARS SOG's pertaining to emergent driving
 - e. Review of the driving technique(s) related to the accident
 - i. Practice of any deficient driving techniques
 - f. Behind-the-wheel retraining
 - i. If possible, the driving time should begin with closed-course driving designed to simulate the conditions of the accident.
 - ii. The closed-course driving should be followed by closely supervised road time.
 - g. Collection of a minimum of three emergent responses by the driver with the preceptor
3. For Reverse-Motion Accidents



- a. Meet with the driver
- b. Discuss the accident with the driver
- c. Review of the CARS SOG for backing vehicles
- d. Review of the driving technique(s) related to the accident
 - i. Practice of any deficient driving techniques

Accidents Involving Non-CARS Operators:

In the event a non-CARS person is operating the ambulance and is involved in an Accident/Incident, the same procedure shall occur as described in the "Initial Management of Accidents/Incidents" to include the notification of the operator's on-duty supervisor (City Fire – CFD Battalion Chief; County Fire – ACFR Battalion Chief).

A copy of the Special Incident Report will be filed with CARS. Any actions regarding the individual non CARS operator will be subject to the home agency process. The CARS Chief reserves the right to not allow a non-CARS operator drive a CARS vehicle based on previous accidents/incidents with CARS vehicles.