



# Boston *EMS*

## Policy and Procedure Manual

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The Policy and Procedure Manual is the official reference for daily operations and supersedes previous similar rules, regulations, procedures, and guidelines issued by Boston EMS. Department members should review this Manual and maintain a comprehensive understanding of the procedures. When it becomes apparent that an employee does not understand some provision of this manual, it is the responsibility of the individual's supervisor to provide remedial training and ensure compliance. The procedures are intended to be followed in a variety of common operational situations. In situations that are not specifically addressed, Department members are expected to exercise sound judgment and act in a reasonable way, guided by his or her own integrity, intelligence, training, and experience. The sequence in which the elements of the Boston EMS Policy and Procedure manual are organized has no bearing upon the relevance, importance, priority, or precedence of the various sections contained within the manual.

This Manual is adopted in accordance with Chapter 147 of the Acts of 1995 of the General Court of the Commonwealth of Massachusetts (the "Enabling Act"), which established the Boston Public Health Commission and charged Boston Emergency Medical Services with the responsibility for providing emergency medical services in Boston. In addition, this Manual is adopted in accordance with Massachusetts General Law, Chapter 111c and 105 CMR 170.000 "Emergency Medical Services System". In the event that any provision, clause, sentence, paragraph, or word in this Manual is found to be invalid, such invalidity shall not affect the other provisions herein.

Boston EMS is constantly seeking ways to improve the efficiency and effectiveness of our service. Your input is welcomed and encouraged. Comments and suggestions may be sent to [sopmanual@bostonems.org](mailto:sopmanual@bostonems.org)