**Purpose:** This Standard **Operating Procedures Manual** provide standards which delineate what should be included in the company’s standard operating proceeds and the usage of the SOP manual.

**Policy:** The Company has developed and maintains the standard operating procedures (SOP) manual to reflect the methods of daily operation and to provide the standards to each employee. The SOP manual will be available in a binder labeled “SOP Manual”. A copy of the SOP manual shall be available at each location where a vehicle is garaged, shall be readily accessible to all crewmembers and shall be made available to State regulatory agency upon demand. The SOP manual address the following employees' responsibilities in cooperating with inspections, the rules governing vehicles placed in unusable status, the possibility of incurring monetary penalties in case of licensure violations, having training credentials available and performing duties in a professional manner. The SOP manual shall address sanitation requirements, confidentiality of patient information, maintenance of records, vehicle cleanliness, and communicable disease guidelines, placing patients into physical behavioral restraints, patient rights, vehicle breakdowns, child and elder abuse reporting requirements, portable and mobile radio. The SOP manual shall also contain a nondiscrimination statement, outlining the service's willingness to transport and treat patients regardless of a person's race, sex, creed, national origin, sexual preference, age, disability, medical condition (including, but not limited to, patients with AIDS/HIV, TB, Hepatitis B or other communicable diseases) or ability to pay. A current copy of the state regulatory agency rules and regulations shall be included in the SOP manual**.**

The SOP Manual will be reviewed annually by the administrator and senior management with input from staff to ensure the manual reflects current practice and all relevant state and federal regulations.