

Andrew County Ambulance District



2021 Policy Manual - Draft
(Effective March 18, 2021)

SECTION #1 - INTRODUCTION	5
Opening Statement	5
Mission Statement.....	5
District Motto	5
District Values	5
From the Ambulance Director.....	5
SECTION #2 – PERSONNEL – GENERAL	6
Chain of Command	6
Ambulance Director Job Description.....	6
Office Manager Job Description	6
ALS Staff Job Description	6
BLS Staff Job Description	7
Probationary Paramedic	7
Ambulance Director Designated Positions	7
SECTION #3 – PERSONNEL ADMINISTRATIVE	7
Equal Opportunity Employer	7
Employment at Will	8
Immigration Law Compliance	8
Reasonable Accommodations	9
Whistleblower Anti-Retaliation	11
Staffing.....	12
Classification Levels	12
Background Investigation	13
Alcohol / Drugs.....	15
Employee Files.....	16
Resignation.....	16
Employment References	17
Time Records	17
SECTION # 4 – PERSONNEL CONDUCT	17
Standards of Conduct	17
Patient Relations	19
Compliance	20
Documentation	26
Cell Phones	28
Workstations.....	28
Workplace Safety	29

Progressive Discipline.....	29
Conflict Resolution	30
Discrimination and Harassment.....	32
Non-Fraternization.....	34
Confidentiality / HIPAA	35
Crew Sleeping Arrangements.....	35
Attendance and Punctuality	35
Uniform Requirements.....	36
Off Duty Uniforms.....	36
Smoking /Tobacco.....	36
Personal Hygiene	36
SECTION # 5 – PERSONNEL BENEFITS.....	36
Trade Time.	37
Shift Switch Policy.....	37
Uniforms	37
Pay Procedures	38
Deductions	38
Hourly Pay Rates	38
Years of Service	38
Overtime.....	38
Bereavement Leave.....	38
Military Leave.....	38
Jury Duty.....	39
Court Time Off.....	39
Malpractice Insurance	39
EMT to Probationary Paramedic.....	40
Worker's Compensation	40
Paid Holidays	41
Family Medical Leave Act.....	41
Shift Structure	49
Education	50
SECTION # 6 – Personnel Full Time	50
Full Time Benefits Waiting Period.....	50
Full Time to PRN.....	50
Accrued Time Off (ATO)	51
Health Insurance	51

Accident Insurance.....	52
Retirement Savings Plan	52
SECTION # 7 – OPERATIONS	52
Station Duties.....	52
Use of District Supplies and Equipment	52
District Property	52
Schedule Drug Form	52
Restocking of Scheduled Drugs	52
Disposal of Scheduled Drugs	52
Company Equipment and Vehicles	53
Patient Report & Documentation.....	53
Communication with Media or Press.....	53
Internet Usage	53
Social Media	53
Personal Mail	55
Disclosure of Internal Documents.....	55
Release of Records.....	55
Visitors	55
Gratuities.....	55
Incident Reports	55
Personal Property	56
Nursing / Lactation.....	56
SECTION # 8 – OPERATIONS DRIVING	56
Use of Lights and Siren.....	56
Driving Procedures	57
Seatbelt Usage.....	63
SECTION # 9 – OPERATIONS MISCELLANEOUS	63
Infection Control	63
Changes in Policy.....	64
Additional Policies	64
Procedures	64
Acknowledgment of Receiving Policy Manual	64
Appendix A – Job Descriptions.....	65
Ambulance Staff	65
Administrative Assistant	70

SECTION #1 - INTRODUCTION

Opening Statement

This manual has been prepared to inform you about the Andrew County Ambulance District. It provides information about the employment practices and policies of the District. While all situations cannot be covered in this manual, this manual will provide the general policies of the District.

Once this Version of the Policy Manual is in place it supersedes and replaces all previous versions.

Mission Statement

To provide the most efficient and cost effect emergency care and transportation to the sick and injured within Andrew County, and further provide non-emergency care and transportation to those who require such services.

District Motto

“Patient's First” - All that we do, all we work towards, and at the center of our organization is the simple reminder that everything we do is ultimately designed to put patient's first.

District Values

- **Patient Advocacy** – We understand that we are here because of our patients. We will do all that we possibly can to assist them in their time of need. We will at times take on the role of an EMT, Paramedic, nurse, doctor, social worker, mother, father, child, and sometimes a best friend. We will do what we must for them to make a difference.
- **District Advocacy** – Without the District, there would not be someone to care for the patients. We must be District advocates and look out for the wellbeing of the District. We must be responsible in our actions because our actions can have serious consequences for the District.
- **Community Advocacy** – While we are here to take care of our patients, we also acknowledge that only a small percentage of our time is spent with the patient. The rest of the time we must always be aware of our community and to help support the community that helps us so much.
- **Team Advocacy** – One person is never on duty alone. One person cannot drive the ambulance and take care of our patient. We are a team, and we must always remember that we as a team can achieve so much more than the individual. We owe it to our patients, our community, and our District to always work harder to build that team and to make it as strong as possible so we are prepared to answer the call.

From the Ambulance Director

There are a lot of policies, procedures, and guidelines that are in place here at Andrew County Ambulance District. It is impossible to know specifically every policy and procedure by heart. Many of the policies are here for strictly legal purposes and legal protections for the organization. Many are here due to the negative actions of past staff.

I do encourage you to learn and know the policies, procedures and guidelines of the District, but I also want you to always remember a few simple rules above all:

- Do what is best for your patient.
- Be safe in all that you do.
- Act with integrity.
- Be honest.
- Do the right thing.

These are my guiding principles as your Ambulance Director. Whether this is your first policy manual you are reading, or this is your 10th update, remember these guiding principles are the best way to move through your day.

SECTION #2 – PERSONNEL – GENERAL

Chain of Command

Ambulance Director Reports to the Board of Directors

Operational Staff report to the Ambulance Director

Any place in the policy manual or procedure manual that states Director, Ambulance Director, or supervisor this will include the person appointed by the board to act as the Ambulance Director and any designees by the Ambulance Director.

Ambulance Director Job Description

The Ambulance Director AKA Director will have the following Responsibilities:

- Direct and oversee all operations of Andrew County Ambulance District.
- Ensures compliance with all Federal, State, and local laws.
- Establish and maintain good working relationships with all outside agencies and contacts the District may come into associate with.
- Work with Medical Director to ensure the highest quality patient care is provided at the District.
- Any other duties assigned by the Board of Directors for Andrew County Ambulance District.

Office Manager Job Description

See Administrative Assistant in Appendix A for Job Description.

Office Manager will have the following additional responsibilities:

- Perform bookkeeping and payroll.
- Oversee Patient accounts and billing
- Other duties assigned by the Director.

ALS Staff Job Description

- See Appendix A

BLS Staff Job Description

- See Appendix A

Probationary Paramedic

A probationary paramedic can only perform ALS Protocols and skills when in the presence of another non-probationary paramedic. They may ride third person or be partnered with another non-probationary paramedic. If working with an EMT, they are only to perform at the level of EMT.

While a paramedic is probationary, they will receive the base pay for paramedics until released from probation.

This period is designed for the probationary paramedic to learn and be evaluated by their paramedic partners. Unless unusual circumstances are present, probationary paramedics should be attending all patients and writing reports.

Once a Paramedic is placed onto

Ambulance Director Designated Positions

The Director may create positions and committees as needed for smooth operation of the District. These can be changed or removed at the discretion of the Director.

SECTION #3 – PERSONNEL ADMINISTRATIVE

Equal Opportunity Employer

Andrew County Ambulance District is an equal opportunity employer. In accordance with anti-discrimination law, it is the purpose of this policy to effectuate these principles and mandates. Andrew County Ambulance District prohibits discrimination and harassment of any type and affords equal employment opportunities to employees and applicants without regard to race (including traits associated with race, such as hair texture and styles), color, religion, sex (including pregnancy), sexual orientation, gender identity, national origin, age, disability, or genetic information. Andrew County Ambulance District conforms to the spirit, as well as the letter, of all applicable laws and regulations. Additionally, Andrew County Ambulance District will take action to employ, advance in employment and treat qualified Vietnam-era veterans and disabled veterans without discrimination in all employment practices.

The equal employment opportunity (EEO) and anti-discrimination policy applies to all aspects of the relationship between Andrew County Ambulance District and its employees, including:

- Recruitment
- Employment
- Promotion
- Transfer
- Training
- Working conditions
- Wages and salary administration
- Employee benefits and application of policies.

The policies and principles of EEO also apply to the selection and treatment of independent

contractors, personnel working on our premises who are employed by temporary agencies and any other persons or firms doing business for or with Andrew County Ambulance District.

It is considered discriminatory practice to refuse to recruit, hire or discharge any person because of that person's race, color, religion, national origin, sex (gender identity), age, sexual orientation, or disability. In addition, benefits, compensation, conditions, or terms of employment cannot be based or denied on the same factors. Persons who are handicapped, physically or mentally, including those with work-related injuries, may not be discriminated against.

The State of Missouri requires that men and women receive equal wages for work of like or comparable character. Differences based on seniority are acceptable.

Employees who feel they have been discriminated against or subject to, or witnessed retaliation by a coworker, supervisor, patient, customer, contracted partner, vendor of the company should notify management so that the management representative may investigate. Management representative will request all reports of this nature to be documented in writing. Management will conduct a thorough investigation of all complaints. Additionally, the employee may file complaints with either the Federal or State office against discrimination or both of the following government agencies:

- The U.S. Equal Employment Opportunity Commission
- Local State Enforcement Agency

Employment at Will

Employment or membership with Andrew County Ambulance District is "at will", meaning that both you and the District remain free to terminate the relationship at any time, for any reason, with or without advance notice. Nothing in this Handbook shall be construed to alter the at will nature of employment or membership status within the organization. Nothing in this Handbook shall be construed to create a contractual relationship between Andrew County Ambulance District and any employee or member where such a relationship does not already exist.

More specifically, no statement, act, series of acts, or pattern of conduct can change this at will relationship.

Immigration Law Compliance

Andrew County Ambulance District is committed to employing only United States citizens and aliens who are authorized to work in the United States and does not unlawfully discriminate on the basis of citizenship or national origin.

In compliance with the Immigration Reform and Control Act of 1986, each new employee, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and eligibility to work in the United States within three (3) business days of hire. Former employees who are rehired must also complete the form within three (3) business days of hire if they have not completed an I-9 with Andrew County Ambulance District within the past three years, or if their previous I-9 is no longer retained or valid.

The Andrew County Ambulance District participates in the E-Verify program. E-Verify is an internet-

based Employment Eligibility Verification System run by the United States Citizenship and Immigration Service (USCIS) that allows employers to electronically verify the employment eligibility of certain employees. The District will enter employee information from the Form I-9 into the web-based system. E-Verify then runs the information against records in the Social Security Administration (SSA) and Department of Homeland Security (DHS) databases to confirm whether the employee is authorized to work in the United States.

Employees with questions or seeking more information on immigration law issues are encouraged to contact the Manager. Employees may raise questions or complaints about immigration law compliance without fear of reprisal.

Reasonable Accommodations

It is the policy of Andrew County Ambulance District to comply with all federal and state laws concerning the employment of persons with disabilities and to act in accordance with regulations and guidance issued by the Equal Employment Opportunity Commission (EEOC). Furthermore, it is company policy not to discriminate against qualified individuals with disabilities in regard to application procedures, hiring, advancement, discharge, compensation, training or other terms, conditions, and privileges of employment.

When an individual with a disability requests accommodation and can be reasonably accommodated without creating an undue hardship or causing a direct threat to workplace safety, the employee will be given the same consideration for employment as any other applicant. Additionally, supervisors or managers who believe that an employee may have a medical condition which may interfere with the employee's ability to perform the essential functions of the position will contact human resources to permit the human resources representative to engage the employee to determine if a reasonable accommodation is necessary.

Applicants who pose a direct threat to the health, safety, and well-being of themselves or others in the workplace and a reasonable accommodation will not eliminate the threat cannot be hired.

Andrew County Ambulance District will reasonably accommodate qualified individuals with a disability so that they can perform the essential functions of a job unless doing so causes a direct threat to themselves or others in the workplace and the threat cannot be eliminated by reasonable accommodation or if the accommodation creates an undue hardship to Andrew County Ambulance District.

Employees seeking a reasonable accommodation should contact human resources and make their accommodation request in writing. Contact HR with any questions or requests for accommodation.

All employees are required to comply with the company's safety standards. Current employees who pose a direct threat to the health or safety of themselves or other individuals in the workplace will be placed on leave until an organizational decision has been made regarding their immediate employment situation.

Individuals who are currently using illegal drugs are excluded from coverage under the company ADA policy.

The HR department is responsible for implementing this policy, including the resolution of reasonable accommodation, safety/direct threat, and undue hardship issues.

Terms Used in this Policy

As used in this ADA policy, the following terms have the indicated meaning:

- **Disability:** A physical or mental impairment that substantially limits one or more major life activities of the individual, a record of such an impairment, or being regarded as having such an impairment.
- **Major life activities:** Term includes caring for oneself, performing manual tasks, seeing, hearing, eating, sleeping, walking, standing, lifting, bending, speaking, breathing, learning, reading, concentrating, thinking, communicating, and working.
- **Major bodily functions:** Term includes physical or mental impairment such as any physiological disorder or condition, cosmetic disfigurement or anatomical loss affecting one or more body systems, such as neurological, musculoskeletal, special sense organs, respiratory (including speech organs), cardiovascular, reproductive, digestive, genitourinary, immune, circulatory, hemic, lymphatic, skin and endocrine. Also covered are any mental or psychological disorders, such as intellectual disability (formerly termed “mental retardation”), organic brain syndrome, emotional or mental illness, and specific learning disabilities.
- **Substantially limiting:** In accordance with the ADAAA final regulations, the determination of whether an impairment substantially limits a major life activity requires an individualized assessment, and an impairment that is episodic or in remission may also meet the definition of disability if it would substantially limit a major life activity when active. Some examples of these types of impairments may include epilepsy, hypertension, asthma, diabetes, major depressive disorder, bipolar disorder, and schizophrenia. An impairment, such as cancer that is in remission but that may possibly return in a substantially limiting form, is also considered a disability under EEOC final ADAAA regulations.
- **Direct threat:** A significant risk to the health, safety, or well-being of individuals with disabilities or others when this risk cannot be eliminated by reasonable accommodation.
- **Qualified individual:** An individual who, with or without reasonable accommodation, can perform the essential functions of the employment position that such individual holds or desires.
- **Reasonable accommodation:** Includes any changes to the work environment and may include making existing facilities readily accessible to and usable by individuals with disabilities, job restructuring, part-time or modified work schedules, extension of protected leave, telecommuting, reassignment to a vacant position, acquisition or modification of equipment or devices, appropriate adjustment or modifications of examinations, training materials or policies, the provision of qualified readers or interpreters, and other similar accommodations for individuals with disabilities.
- **Service animals:** Due to the nature of EMS work, it can be difficult to accommodate service animals for employees in field positions. If an employee who has a qualified disability requests an accommodation to permit a service animal to accompany them during the performance of their duties, these requests will be evaluated on a case-by-case basis.
- **Undue hardship:** An action causing significant difficulty or requiring significant expense for the employer. In determining whether an accommodation would impose an undue hardship on a covered entity, factors to be considered include:
 - The nature and cost of the accommodation

- The overall financial resources of the facility or facilities involved in the provision of the reasonable accommodation, the number of persons employed at such facility, the effect on expenses and resources, or the impact of such accommodation on the operation of the facility
- The overall financial resources of the employer; the size, number, type, and location of facilities
- The type of operations of the company, including the composition, structure, and functions of the workforce, and the administrative or fiscal relationship to the employer of the particular facility involved in making the accommodation.
- **Essential functions of the job:** Those job activities that are determined by the employer to be essential or core to performing the job; these functions cannot be modified.

The examples provided in the above terms are not meant to be all-inclusive and should not be construed as such. They are not the only conditions that are considered to be disabilities, impairments or reasonable accommodations covered by the ADA/ADAAA policy.

Whistleblower Anti-Retaliation

Whistleblower as defined by this policy is an employee of Andrew County Ambulance District who reports an activity that he/she considers to be illegal or dishonest to one or more of the parties specified in this Policy. Examples of illegal or dishonest activities are:

- Violations of federal, state, or local laws
- Billing for services not performed
- Other fraudulent financial reporting.

Policy

If an employee has knowledge of or a concern about illegal or dishonest or fraudulent activity, the employee should contact his/her immediate supervisor or the Human Resources director. The employee must exercise sound judgment to avoid baseless allegations and should have a good-faith belief that something inappropriate or illegal has occurred. An employee who intentionally files a false report of wrongdoing will be subject to discipline up to and including termination.

Procedural Guideline and Responsibility

Whistleblower protections are provided in two important areas, confidentiality and against retaliation. The confidentiality of the whistleblower will be maintained, if possible. However, the whistleblower's identity may have to be disclosed to conduct a thorough investigation, to comply with the law and to provide accused individuals their legal rights of defense. The company will not retaliate or take any "materially adverse" action against a whistleblower. This includes, but is not limited to, protection from retaliation in the form of any "materially adverse" employment action such as termination, compensation decreases, poor work assignments or threats of physical harm.

Any whistleblower who believes he/she is being retaliated against must contact the Human Resources director immediately. The right of a whistleblower to protection against retaliation does not include immunity for any personal wrongdoing that is alleged and investigated. All reports of illegal and

dishonest activities will be promptly submitted to the member of the Human Resources department who is responsible for investigating and coordinating corrective action. Employees with any questions regarding this policy should contact the director of Human Resources.

The company takes all allegations of retaliation very seriously and will investigate all reports immediately. If a member of management is found to have taken a “materially adverse” employment action against an employee for reporting, in good faith, alleged illegal or inappropriate behavior, that supervisor/manager will be subject to discipline up to and including termination from employment.

In addition to the above, if you believe you have been subjected to illegal retaliation, you may file a formal complaint with either or both of the following government agencies:

Staffing

Ambulance Director is responsible for maintaining adequate staffing levels. If additional staff members are needed to fulfill the needs to the District, the Ambulance Director will fill such positions as needed in accordance with local, state, and federal law.

Director will inform the Board of Directors at the regular monthly meeting of any changes to the staff of the Ambulance District. The Director will also make available upon request of any member of the Board, a roster of the current staff.

Classification Levels

The company will use the following employment classifications when referring to an applicant or a current or former employee:

- **EXEMPT** – an employee who is exempt from the overtime pay provisions of the Fair Labor Standards Act. These employees are generally in positions as supervisors, managers, administrators, salespersons, or professionals and do not receive overtime pay for working more than 40 hours in a week.
- **NON-EXEMPT** – an employee who is paid on an hourly basis and who is eligible for overtime according to federal and state laws.
- **FULL-TIME** – an employee who receives full time employee benefits
 - Regularly scheduled minimum of 36-48 hours per week.
- **PER DIEM (PRN)** – an employee who works on an occasional basis but maintains a minimum of 12 hours each 30-day period or submits at least 2 days per month availability.
 - PRN staff that wish to submit availability need to by the 15th day of the month for next month.
 - PRN should submit 2 days or actually work at least 12 hours to maintain PRN status
 - When staff do not meet PRN requirements for time, after 2 months they may be moved to the Reserve list by management.
- **RESERVE** – An employee who do not meet with PRN classification
 - Reserve staff may be called by staff for shift coverage.
 - Reserve staff who do not maintain their required certifications and licenses may be removed from the reserve list.
 - Reserve staff must also annually sign that they wish to remain on the reserve list.

- **VOLUNTEER** – Are in place to assist the ambulance crews on calls
 - This is a non-compensated position and can only respond when dispatched at the request of Ambulance District personnel or automatic activation guidelines.

Background Investigation

Andrew County Ambulance District shall perform all necessary background checks prior to any service performed by a potential employee. Each employee must satisfactorily complete the background check process prior to accepting a conditional offer of employment.

Criminal History Record Background Checks

- a.* Each applicant must provide necessary information required for the necessary regional, state, or federal criminal background check. Each applicant shall also complete a background check authorization form.
- b.* Andrew County Ambulance District will bear all costs associated with relevant background checks.
 - i.* If a criminal history record check indicated that a potential employee has been convicted (including a plea of “no contest”) of any crime that is relevant when considering the position at issue, he or she may not be eligible for employment. Additionally, any employee who is later convicted of a crime may be subject to immediate termination of employment. Conviction for offenses will not necessarily preclude employment or warrant termination but will be considered in making employment decisions based on relevance of the conviction to the type of work performed by the employee or potential employee.
 - ii.* Upon identification of any such conviction, the District will perform an individualized assessment of the applicant or employee taking into consideration such factors as: the facts and circumstances surrounding the offense or conduct; the number of offenses for which the individual was convicted; the age of the individual at the time of the offense or conduct as relevant to the likely recidivism of the individual; evidence that the individual performed the same type of work, post-conviction, with the same or different employer with no known incidents of criminal conduct; length and consistency of employment history before and after the offense or conduct, rehabilitation efforts, and employment or character references.
 - iii.* If the criminal background check returns with no record of conviction, the applicant is not guaranteed employment.
- c.* Any applicant who does not cooperate with the criminal history records check process will not be considered for employment.
- d.* In addition to cooperating with the background check, each applicant shall provide a list of all criminal convictions. Convictions will be considered at the discretion of the District based on factors that relate to suitability for employment in the position applied for, including the type and severity of the crime, and when the conviction occurred.

- e.* Andrew County Ambulance District may periodically request that additional background checks occur throughout the term of employment. Full cooperation with such periodic checks is expected, and failure to cooperate may result in immediate termination.
- f.* All employees have an ongoing obligation to disclose to Andrew County Ambulance District any criminal convictions of any type during their employment. Furthermore, personnel have an ongoing obligation to disclose to Andrew County ambulance District any charges made against them by any law enforcement agency for any crimes of a violent or sexual nature. Personnel who fail to make such a disclosure will be subject to appropriate corrective action.

Driving Record Background Check for All Personnel Whose Participation Involves the Operation of a Motor Vehicle

- a.* Individuals with a poor driving record may not be permitted to operate District vehicles, and in some cases, may not be considered for employment. Each applicant is required to submit necessary information to Andrew County Ambulance District to enable the District to obtain a copy of the driving record from the applicable agency (e.g. Department of Transportation). Any applicant who does not cooperate with the driver record check process will not be considered for employment.
- b.* At all times during employment, personnel must meet the following criteria while operating District vehicles:
 - i.* They must have a valid driver's license (where work requires operation of a District vehicle).
 - ii.* They must observe all traffic laws.
 - iii.* They must not be under the influence of alcohol, or drugs.
 - iv.* They must be free of physical or mental impairments that may adversely affect the person's ability to drive and pose a danger to self or others, if those impairments cannot be reasonably accommodated.
 - v.* If operating District emergency vehicles, they must have satisfactory training and/or experience.
- c.* Any changes in personnel driving records (such as a charge or conviction of a moving traffic violation) must be reported to the Manager immediately. Failure to do so may result in corrective action, up to and including termination. Traffic charges and convictions will be considered as part of the employee's overall performance. Multiple charges or convictions may be indicative of conduct not fitting of an emergency vehicle operator and may be grounds for dismissal at the discretion of the District.

Review of OIG Exclusions

- a.* The Department of Health and Human Services, Office of Inspector General (OIG) reports those individuals or organizations that have been excluded from participating in federal health care programs. Those on the excluded list are not permitted to provide ser-

vices that will be billed to a federal health care program (such as treating Medicare/Medicaid patients) and are not permitted to be involved in billing or related functions.

- b.* As part of its application process, Andrew County Ambulance District will research the OIG's database for possible applicant exclusion. Exclusion from any federal health care program constitutes grounds for disqualification of employment.
- c.* Andrew County Ambulance District will conduct periodic re-checks of the OIG exclusion database. In the event that a current employee or member is found to appear on the exclusion list, termination of employment may be required.

References

- a.* Applicants shall provide a list of references, including past employers. References shall not include family members and social friends.
- b.* Andrew County Ambulance District may contact each named reference to confirm the qualifications, abilities, or character of each applicant for employment.

Andrew County Ambulance District may perform an annual Driver's License and Criminal Background Screening and to review the Office of Inspector General's List of Excluded Individuals and Entities (LEIE) and the General Services Administration's System for Award Management (SAM) to ensure that it works and contracts with responsible parties only and does not employ individuals or entities if he/she or it has been disbarred, suspended, or otherwise excluded from participation.

Alcohol / Drugs

Andrew County Ambulance District is committed to providing a drug- and alcohol-free workplace that protects the health and safety of all employees and the public it serves. Alcohol and drugs are not allowed on company property at any time.

Andrew County Ambulance District may test an employee, or potential employee, for illegal drug or alcohol use during the pre-employment process, for reasonable suspicion, fitness for duty, follow-up, or post-accident. Refusal to submit to testing will be deemed insubordination and may result in immediate termination.

Physical symptoms of intoxication, direct observation of illegal/illicit drug use or possession, a pattern of abnormal or erratic behavior or other credible information that the company has corroborated independently constitute reasonable suspicion on the part of the Company, and the employee therefore would be required to submit to testing.

Failure of a drug test may result in disciplinary action, up to and including dismissal.

Andrew County Ambulance District will immediately terminate an employee who is convicted of manufacturing, selling, possessing, distributing and/or stealing controlled substances.

Any employee taking a legal drug, other prescribed medication, or supplement that is known to affect

or impair judgment or work performance must notify the Ambulance Director prior to reporting to work.

All information, including drug-testing collection, medical records, and test results, will remain confidential and kept separately in a medical file. The release of any drug-testing information will be on a strict need-to-know basis. Release of records will occur only if required by law or with the written consent of the employee, or if permitted under other company policies.

Marijuana or Marijuana Based Product Use:

Many states have legalized the use of marijuana for either recreational or medical use. Employees should be aware that marijuana is still illegal under federal law. Employees who are in “safety-sensitive” positions, including many ambulance service employees, are not permitted to use marijuana. Employees should be aware that the Company is not required to accommodate any use of marijuana by employees at the workplace for employees who perform safety-sensitive positions. In addition, employees may not be under the influence of any intoxicating substance, including marijuana, while working.

Cannabidiol (CBD) and other Marijuana based products are not regulated by the Food & Drug Administration (FDA). These products may contain tetrahydrocannabinol (THC), which is the psychoactive ingredient found in Marijuana. Because these products are not regulated by the FDA, the labelling on these products may not be accurate and may contain levels of THC that can cause impairment. Employees must be aware that their use of these products may impact their performance and safety. Additionally, employee in safety-sensitive positions, who test positive for the presence of THC due to their use of CBD products will be disciplined and/or terminated consistent with this policy.

Employee Files

Internal access to information regarding an employee is limited to authorized management team members. External access will be permitted only if required by law. Employees may review their records by appointment with the Ambulance Director. Copies may be obtained if requested in writing. At no time should an employee’s personal contact information be shared with anyone, including the company’s own employees, without authorization by the Ambulance Director.

It is the employee’s responsibility to submit any changes including, but not limited to, name, address, email or phone number, dependent information, and tax exemptions to management so that all records remain current and accurate. All changes to personal information should be maintained by the employee themselves the HR online software.

All employees should have a minimum of one emergency contact on file.

Resignation

Employees who wish remain in good standing with the District are requested to give notice prior to their resignation from the District. Medical staff are requested to give 2 weeks’ notice and office personnel 6 weeks. Failure to give adequate notice resignation can result in forfeiture of Accrued Time Off Benefits from the District.

Employment References

Andrew County Ambulance District will respond to reference requests through the Ambulance Director. The Company will only confirm or correct general information concerning the employee such as date of hire, date of separation, and position(s) held.

Time Records

The time employees are expected to be at work and ready to respond to a call is set by the schedule of the District. This schedule is also what is used to calculate hours. If employee works outside of their scheduled hours it is their responsibility to submit an hours change request.

Approved reason that may incur overtime:

1. Starting up to 15 minutes early to take a run for an off going staff member to ensure they do not incur added overtime.
2. Being on a call at the end of your shift.
3. Restocking and disinfecting the ambulance immediately following a late run.
4. Doing paperwork immediately following a run.
5. Working for an incoming person who is late or absent.
6. Coming in for a sick or emergency leave situation in staffing.
7. Other prior approved situations by the Ambulance Director.

Non-Exempt employees may not work from home or perform duties at home without prior written permission from the Ambulance Director.

Management makes every effort to ensure hours are paid correctly. In the event an error is made, and it was due to employee issue, then hours will be placed onto next payday. If it is the District's fault and more than 4 hours, every effort will be made to correct with a new or additional check as soon as possible. Employees should check their paystubs as soon as possible and bring corrections to management attention immediately.

SECTION # 4 – PERSONNEL CONDUCT

Standards of Conduct

Nothing in the policy prohibits an employee from making statements or performing actions protected by law.

All staff must always be professional and nonconfrontational. The following list of behaviors gives examples of unacceptable behavior and is not intended to be all-inclusive:

- Tampering with any safety equipment to make it inoperable and/or dangerous

- Reporting to work under the influence of recreational drugs, nonprescription drugs, narcotics, alcohol or a controlled substance or a substance known to impair judgment
- Smoking/tobacco use/e-cigarette/vaping in an ambulance, company building, near oxygen or on scene of any call or public relations event.
- Reporting to work with firearms, weapons, or explosives
- Misconduct, abuse and/or neglect of duty toward a victim, patient, patient's family member, nursing staff, hospital staff, medical professional, or the public
- Conviction of a felony or drug-related offense while employed.
- Misrepresenting oneself or the Company.
- Not maintaining required licenses and certifications.
- Failure to respond to your duty to act, or the standard of care.
- Performing skills out of the employee's scope of practice and/or protocols
- Willful violation or failure to observe safety and security policies as well as failure to wear all appropriate personal protective devices (PPD)
- Engaging in criminal conduct or acts of violence, making threats of violence toward any EMT personnel, provoking a fight, or causing intentional or negligent damage to Andrew County Ambulance District property
- Harassment, including physical sexual harassment, repetitive verbal sexual harassment and/or creating a hostile work environment
- Workplace bullying, threatening, intimidating, or coercing a fellow employee
- The use of foul, verbally offensive outbursts, and patently objectionable comments of any kind
- Obscene, abusive, rude, derogatory, unnecessarily negative, or antagonistic speaking toward or about any fellow employee, patient, customer, or member of the public.
- Not working in a cooperative manner with management, coworkers, patients, customers, and vendors.
- Dishonesty, willful falsification, or misrepresentation on any District document.
- Insubordination by refusal of a direct order given by the Director or Supervisor.
- Tampering, theft of, misuse of, or willful damaging of any property belonging to the District, a patient, another employee, a guest, or any of the scenes or destinations they encounter.
- Unauthorized removal of documents from the premises or unauthorized release of patient information.
- Unauthorized entry into secured spaces.
- Not completing the required paperwork or forms of the District in a timely manner.
- Failing to be properly relieved prior to leaving at the end of your shift.
- Providing lies, partial lies, and omissions when questioned by Director, Board of Directors, and Medical Director during an investigation of any type.
- Sexual relations or sexual acts while in District buildings, District vehicles, District Property, or

the while on duty. This includes arranging of dating activities while on duty.

- Handholding, kissing, hugging, sexual comments, and other behavior generally associated with dating or romantic relationships on District time or District property with other employees, patients and visitors.
- Immoral or indecent conduct
- Failure to follow the designated procedures, policies, plans, Treatment Guidelines set by The Board of Directors, Ambulance Director, and Medical Director of the District.
- Failing to follow Federal, State, County, and Municipal law or Regulations.

Patient Relations

All personnel shall be good ambassadors of the goodwill of Andrew County Ambulance District and always treat the public and other employees with respect and dignity.

Procedure:

I. Standards:

- a.* Personnel must act competently and deal with patients and their families in a professional, courteous, and respectful manner. The way we perform our individual jobs presents an image reflective of our entire organization.
- b.* Personnel shall communicate pleasantly, professionally, and respectfully with co-workers, other personnel, patients, family members, vendors, healthcare associates, and business partners always.
- c.* Personnel are expected to follow-up on orders and questions promptly, provide professional replies to inquiries and requests, and perform all duties in a respectful and professional manner. Serving the best interests and needs of all our patients is our goal.
- d.* Individual behavior and professionalism, as well as that presented by Andrew County Ambulance District, is important for all persons with whom we deal.

II. Patient Care:

- a.* Personnel must treat all patients equally and with respect to any protected class specified by local, state, or federal laws.
- b.* Personnel must provide patients, family members, and others with the highest degree of care they are certified to provide and as appropriate to the situation. At no time shall any personnel be expected to perform a service that he or she is not qualified to perform.
- c.* Personnel shall follow all relevant patient care procedures. Following these standards helps to assure that the highest level of patient care is provided.

III. Patient Requests and Complaints:

- a.* Patient requests and complaints shall be handled in a professional and courteous manner.
- b.* Patient requests for information should be handled in accordance with HIPAA release of information policies. Employees are expected and required to attend mandatory trainings periodically to ensure that the District maintains the standards required by law. Failure to participate in mandatory HIPAA training will result in corrective action.
- c.* Patient requests (or refusals) during care and/or transport shall be made in accordance with relevant patient care policies and applicable protocols.

- d.* In all cases, HIPAA considerations must be evaluated. When possible, the Manager or HIPAA officer should be contacted, to field the request or complaint. To the extent that a member of management is not available, the staff member should create a detailed record of the information from the caller, and make sure the Ambulance Director is notified.
- e.* Efforts should be made to make the Ambulance Director aware of such a situation as soon as possible, so that a quick resolution may be made.

Compliance

Andrew County Ambulance District expects all personnel to conduct themselves at all times in a manner that is compliant with all applicable laws related to reimbursement, confidentiality, and other areas.

Procedure:

***I.* General Standards of Care**

- a.* Conduct that is dangerous to others, dishonest, immoral, illegal, or abusive will not be tolerated. Violations of these standards of conduct will be grounds for corrective action, up to and including termination
- b.* Andrew County Ambulance District reserves the right to dismiss any employee without warning or notice, if we determine that continued employment is not in the best interest of the District, other employees, members, or people we serve. In other words, absent a written employment agreement to the contrary, at all times, employment is at will.
- c.* Andrew County Ambulance District reserves the right to suspend an employee (with or without pay) as it deems appropriate, as part of its investigation of a staff member's conduct.

***II.* Legal Compliance**

- a.* Andrew County Ambulance District expects its personnel to refrain from conduct that may violate the federal fraud and abuse laws (i.e. Anti-Kickback Statute, False Claims Act). These laws prohibit:
 - i.* Direct, indirect, or disguised payments in exchange for the referral of patients.
 - ii.* The submission of false, fraudulent, or misleading claims to any government entity or third-party payer, including claims for services not rendered, claims that characterize the service differently than the service actually rendered, or claims which do not otherwise comply with applicable program or contractual requirements.
 - iii.* Making false representations to any person or entity in order to gain or retain participation in a program or to obtain payment for any service.
 - iv.* Submitting false claims to the government by seeking payment by:
 - 1.* Up-coding (increasing the level of service actually rendered)
 - 2.* Fabricating transports (billing for transports that did not occur)
 - 3.* Falsifying claim information (adding false information to demonstrate medical necessity when the original documentation fails to support medical necessity).

- b.* All personnel must comply with applicable anti-trust and similar laws that regulate competition. Examples of conduct prohibited include:
 - i.* Agreements to fix prices, bid rigging, collusion (including price sharing) with competitors.
 - ii.* Boycotts or certain exclusive dealing and price discrimination agreements.
 - iii.* Unfair trade practices including bribery, misappropriation of trade secrets, deception, intimidation, and similar unfair practices. Personnel are expected to seek advice from Andrew County Ambulance District's counsel when confronted with business decisions involving a risk of violation of anti-trust laws.
- c.* Personnel are expected to utilize resources appropriately and efficiently, to recycle where possible, and otherwise dispose of all waste in accordance with applicable laws and regulations, and to work cooperatively with appropriate authorities to remedy any environmental contamination for which Andrew County Ambulance District may be responsible.
- d.* All personnel shall treat all other personnel, patients, family members, vendors, and business partners fairly and equitably. In accordance with the non-discrimination commitment, Andrew County Ambulance District will treat patients without regard to race, color, national origin, ancestry, religion, sex, sexual orientation, age, disability, perception of disability, pregnancy/maternity, military service, or any other protected class as specified by applicable local, state, or federal law.
- e.* All personnel shall be recruited, hired, trained, promoted, assigned, transferred, laid off, recalled, and terminated based on ability, achievement, experience, and conduct without regard to race, color, national origin, ancestry, religion, sex, age, disability, military service, or any other protected class.
- f.* Personnel shall act in accordance with the "Sexual and Other Harassment" policy and any form of harassment, discrimination, or retaliation on the basis of race, color, national origin, sexual orientation, ancestry, religion, age, pregnancy/maternity, disability, perceived disability, or any protected class will not be tolerated. Each allegation of harassment or discrimination will be promptly investigated in accordance with applicable Policies.

III. Fraud

- a.* All personnel shall accurately and honestly represent Andrew County Ambulance District and will not engage in activity or scheme intended to defraud anyone of money, property, or honest services.
 - i.* Andrew County Ambulance District requires candor and honesty from individuals in the performance of their responsibilities and with communication with our lawyers and auditors.
 - ii.* Personnel shall not make false or misleading statements to any patient, person, entity doing business with Andrew County Ambulance District about any other patients, persons, or entities doing business, or competing with Andrew County Ambulance District, or about the services of the District or its competitors.
- b.* Personnel shall not misappropriate confidential or proprietary information belonging to another person or entity, or utilize any publication, document, computer program, information, or product in violation of a third party's interest in such product.

- i.* All personnel are responsible to ensure they do not improperly copy for their own use documents or computer programs in violation of applicable copyright laws or licensing agreements.
- ii.* Personnel shall not utilize confidential business information obtained from competitors (including patient and customer lists, price lists, contracts, or other information in violation of a covenant not to compete or a prior employment agreement) in a manner likely to provide an unfair competitive advantage to Andrew County Ambulance District or any other party.

IV. Conflicts of Interest

- a.* Directors, officer, and employees owe a duty of unqualified and undivided loyalty to Andrew County Ambulance District. Persons holding such positions may not use their positions to profit personally or to assist others in profiting in any way at the expense of the organization.
- b.* All personnel are expected to regulate their activities to avoid actual impropriety and/or the appearance of impropriety which might arise from the influence of those activities on business decisions or from disclosure or private use of business affairs or plans of Andrew County Ambulance District.
- c.* While not inclusive, the following will serve as a guide to the types of activities by personnel, or an individual in the immediate family (spouse, child, or parent), which might cause conflicts of interest:
 - i.* Representation of Andrew County Ambulance District by a member in any transaction in which he or she, or an immediate family, has a substantial personal interest.
 - ii.* Disclosure or use of confidential, special, or inside information of or about Andrew County Ambulance District, particularly for personal profit or advantage, of a particular staff member, or an individual in that person's immediate family.
 - iii.* Competition with Andrew County Ambulance District by personnel or an individual in that person's immediate family, directly or indirectly, in the purchase, sale, or ownership of property or property rights or interests, or business investment opportunities.
- d.* All personnel are requested to consult with management prior to serving as a member of the Board of Directors of any organization whose interest may conflict with those of Andrew County Ambulance District. However:
 - i.* Any personnel who is asked or seeks to serve on the Board of Directors of any organization whose interests would not negatively impact Andrew County Ambulance District (for example, civic, charitable, fraternal) will not be required to obtain such approval.
 - ii.* Andrew County Ambulance District may prohibit continued employment to anyone who serves as a member on any Board of Directors where such membership might conflict with the best interest of Andrew County Ambulance District.
- e.* Personnel must disclose actual, apparent, or possible conflicts that may arise.
 - i.* Such disclosures shall be made in writing and be delivered to the Director of Andrew County Ambulance District.
 - ii.* All potential conflicts will be decided upon by the Board of Directors. Ultimate resolution of such conflicts, and the determination as to whether such a conflict

is harmless or must be resolved, shall be decided by a vote of the Board of Directors. If the person involved in the possible conflict is a board member, he/she shall be excused from participation of any such vote.

V. Business Compliance

- a.** Business transactions with vendors, contractors, and other third parties shall be free from offers or solicitation of gifts and favors or other improper inducements in exchange for influence or assistance in a transaction.
- b.** The standards set forth below are intended to guide personnel in determining the appropriateness of the listed activities or behaviors within the context of business relationships, including relationships with vendors, providers, contractors, third party payers, and government entities. It is the intent that this policy be construed broadly to avoid even the appearance of improper activity. If there is any doubt or concern whether specific conductor activities are ethical or otherwise appropriate, personnel should contact the Director.
 - i.** Personnel are prohibited from soliciting or accepting tips, personal gratuities, monetary tips, or gifts from patients or family members of patients. If a patient or another individual wish to present monetary gifts, he or she should be referred to the Director.
 - ii.** Personnel are prohibited from soliciting or accepting gifts, favors, services, entertainment or other things of value from outside entities to the extent that decision making or actions affecting Andrew County Ambulance District might be influenced. Outside entities include equipment vendors, hospitals, physicians, nursing facilities, dialysis facilities, or other individuals or organizations with which Andrew County Ambulance District maintains or could maintain a business relationship or where either the District or the outside entity is in the capacity to make referrals to one another. Similarly, the offer or giving of money, services, gifts, or other things of value by Andrew County Ambulance District personnel with the expectation of influencing the judgement or decision-making process of any purchaser, supplier, customer, government official, or other person is prohibited.
 - iii.** Notwithstanding #2 above, personnel may receive and offer token gifts or promotional items to and from vendors that have nominal value. If any member or employee has any concern whether an item should be accepted, the member should consult with the Director. To the extent possible, these items should be shared with Andrew County Ambulance District's other employees. Personnel shall not except excessive gifts.
 - 1.** For the purpose of this policy, nominal shall mean less than \$25.00
 - 2.** Such nominal gifts include coffee mugs, T-shirts, flashlights, pens, and other similar "promotional" items.
 - iv.** Attendance at local, vendor sponsored workshops, seminars, and training sessions are permitted.
- c.** Personnel may not utilize "insider" information for any business activity conducted by or on behalf of Andrew County Ambulance District. All business relations with contractors must be conducted at arm's length both in fact and in appearance, and in compliance with standard business practices. Personnel must disclose personal relationships

and business activities with contractor personnel that may be construed by an impartial observer as influencing the members or employees' performance or duties.

VI. Personal Conduct

- a.** All personnel shall conduct themselves professionally at all times, with respect for fellow personnel and the public.
 - i.** Inappropriate conduct, including intimate, sexual, affectionate, or other behavior between individual members, employees, or outside person (as defined in the Sexual and Other Harassment Policy) while on Andrew County Ambulance District premises or while engaged in District activities is prohibited.
 - ii.** Such inappropriate conduct seriously undermines our ability to function and maintain a cordial and professional atmosphere.
 - iii.** If the personal conduct or relationships between personnel causes others to feel uncomfortable or make it difficult for them to function, then the conduct creates a particularly difficult situation for morale, corrective action, and the ability to function as a team. This type of behavior cannot be tolerated.
- b.** All policies within this Handbook that relate to personnel conduct shall be followed, including standards contained within this policy.
- c.** The following unprofessional conduct shall not be tolerated. This list is not all inclusive and simply provides examples of prohibited conduct, each of which may be grounds for corrective action:
 - i.** Calling someone a derogatory name.
 - ii.** Display of sexually explicit literature, photographs, movies, videotapes, or computer images.
 - iii.** Use of pornographic material (such as magazines) or use of pornographic devices or paraphernalia on Andrew County Ambulance District premises or vehicles.
 - iv.** Internet access and viewing sexually explicit web sites.
 - v.** Sending sexually explicit or offensive e-mail messages, notes, or letters.
 - vi.** Watching sexually explicit or offensive television programs or videotapes while on Andrew County Ambulance District premises.
 - vii.** Unwelcome physical contact with another person, or purposely detaining or restricting another person's movement.
 - viii.** Exhibiting inappropriate outward personal affection of a sexual nature toward another employee, volunteer, member, or outside person.
 - ix.** Telling jokes or stories based on any protected class covered by applicable local, state, or federal law.
 - x.** Posting sexually explicit or otherwise offensive material on bulletin boards or walls.
 - xi.** Violation of the non-discriminatory commitment and the "Sexual and Other Harassment" policy.
 - xii.** Wearing inappropriate clothing that is sexually provocative or distracting to others so as to interfere with their ability to function.
 - xiii.** Tampering with another person's time record, work papers, personal belongings, and /or in any way falsifying personnel records (including timecards, job application, or other work records).

- xiv.* Falsifying patient records.
- xv.* Removing or discarding records, material, or other property from the premises without permission.
- xvi.* Any other type of theft or inappropriate removal or possession of property.
- xvii.* Having intimate personal relations with other employees, members, volunteers, or any outside person while on Andrew County Ambulance District premises, vehicles, or while engaged in its activities.
- xviii.* Fighting with or threatening others.
- xix.* Defacing another person's personal affects.
- xx.* Gambling on Andrew County Ambulance District property, in its vehicles, or at its functions.
- xxi.* Abuse, unprofessional behavior, insubordination, or disrespect to patients, family members, or other employees, officers, members, or volunteers.
- xxii.* Accepting tips, or gratuities (gifts or money) from patients, family members, or vendors.
- xxiii.* Solicitation or distribution in violation of the no solicitation and distribution rules.
- xxiv.* Unauthorized or careless use, neglect, or malicious destruction or damage of property, tools, or vehicles.
- xxv.* Unlawful or unauthorized release of confidential patient or proprietary information.
- xxvi.* Reporting to work or working under the influence of alcohol, illegal drugs, or a legal drug that adversely affects safety or job performance.
- xxvii.* Poor or unsatisfactory work performance.
- xxviii.* Disorderly conduct or boisterous or disruptive activity such as but not limited to horseplay in the workplace.
- xxix.* Violation of established safety rules (including smoking rules).
- xxx.* Unreported or excessive absenteeism or tardiness.
- xxxi.* Malicious gossip about patients, fellow employees, or management.
- xxxii.* Failure to report a workplace accident or damage to Andrew County Ambulance District property.
- xxxiii.* Refusal to accept job assignment.
- xxxiv.* Creating unsafe or unsanitary conditions.
- xxxv.* Extending breaks or lunch periods beyond time limits.
- xxxvi.* Use of computer equipment without permission.
- xxxvii.* Any other unauthorized use of telephones, mail system, or other Andrew County Ambulance District owned equipment.
- xxxviii.* Violation of personnel policy.
- d.* Personnel should exercise care to ensure that intellectual property rights, including patents, trademarks, copyrights, and software are carefully maintained and managed to preserve and protect its value.

VII. Monitoring Compliance

- a.* Andrew County Ambulance District shall monitor itself and all of its personnel to ensure compliance with the applicable state and federal statutes and regulations, including filing reports of improper conduct, where applicable.

VIII. Social Media

- a.** Andrew County Ambulance District encourages employees to use their good judgement in posting content to social media outlets. The District specifically prohibits the use of social media, at any time, for the following:
 - i.** Making statements or otherwise posting material, in whatever form, which violates the Districts anti-discrimination, anti-harassment, and anti-retaliation policies.
 - ii.** Posting photos of the District's patients, patient's families, or patients loved ones.
 - iii.** Posting any patient information protected by HIPAA.
 - iv.** Making unprofessional, negative, or derogatory statements about the District's patients, customer, or vendors.
 - v.** Making actual or implied threats of physical violence or abuse.
 - vi.** Making statements on behalf of the District without prior authorization from the Board of Directors.
 - vii.** When discussing the District, you should specify that all opinions expressed are your own.
 - viii.** Any employee of the District who publishes or posts social media content which violates the above policies is subject to corrective action up to and including termination.

Documentation

To capture a complete picture of the service provided for the patient, ensure appropriate billing and to prevent violating the False Claims Act or any other law.

Policy:

- I.** All PCR's (Patient Care Reports) must be complete and thorough. They must accurately and objectively address the patient's condition at the time of transport.
- II.** PCR's must contain a detailed and accurate narrative, covering all key elements necessary to fully document both the patient assessment and care provided. A detailed and accurate narrative allows billing staff to make appropriate determinations as to the medical necessity and other requirements needed to ensure proper reimbursement for the service we provide.
- III.** Crew members must obtain all the patient's current demographic information including mailing address such as PO Box. Not all patient pick-up locations are the same as their mailing addresses. A working phone number should be obtained on all patients. Crew members should also obtain each patient's date of birth and social security number.
- IV.** Crew members need to obtain insurance information. This includes automobile insurance, if applicable. Do not assume the billing office has the information on file. Make copies of front and back of card if possible.
- V.** Crew members must obtain a signature for all patients acknowledging the receipts of: (1) the District's HIPAA Notice of Privacy Practices, (2) Insurance billing authorization, and (3) either transport or care refusal release of liability.

Definitions:

- I. Patient:** Any person encountered by EMS personnel who demonstrates any known or suspected illness or injury OR who requests care or evaluation.
- II. Competency:** The ability to understand and to demonstrate an understanding of the nature of the illness or injury and the consequences of declining medical care.
- III. Qualified Person:** A competent person making a decision for himself/herself or another who is qualified per Missouri Revised Statutes Chapter 431 General Provisions as to Contracts Section 431.061.1, August 28, 2016
 - a.** 431.061.1: In addition to such other persons as may be so authorized or empowered, any one of the following persons if otherwise competent to contract, is authorized and empowered to consent, either orally or otherwise, to any surgical, medical, or other treatment or procedures, including immunizations, not prohibited by law:
 - i.** Any adult eighteen (18) years of age or older for himself.
 - ii.** Any parent for his minor child in his legal custody.
 - iii.** Any minor who has been lawfully married or any minor parent or legal custodian of a child for himself, his child, and any child in his custody.
 - iv.** Any minor child for himself in case of;
 - 1.** Pregnancy, but excluding abortions.
 - 2.** Venereal disease
 - 3.** Drug or substance abuse
 - v.** Any adult standing in loco parentis, whether serving formally or not, for his minor charge in case of emergency as defined in section 431.063.
 - vi.** Any guardian of the person for his ward.
 - vii.** Any relative caregiver of a minor child as provided for under section 431.058.
 - b.** The provisions of sections 431.061 and 431.063 shall be literally construed, and all relationships set forth subsection 1 of this section shall include the adoptive and step-relationship as well as the natural relationship and the relationship by half-blood as well as by whole blood.
 - c.** A consent by one person so authorized and empowered shall be sufficient notwithstanding that there are other persons so authorized and empowered or that such other persons shall refuse or decline to consent or shall protect against the proposed surgical, medical, or other treatment or procedures.
 - d.** Any person acting in good faith and not having been put on notice to the contrary shall be justified in relying on the representations of any person purporting to give such consent, including but not limited to, his identity, his age, his marital status, and his relationship to any other person for whom the consent was purportedly given
- I. EMS Response:** Any request by a person(s) for any type of medical, trauma, or psychiatric condition or event, including responses that are cancelled en-route or have no patient contact.

Procedure:

- I.** The PCR should contain the information necessary to accurately describe the services provided.
- II.** The PCR should be concise, thorough and accurate. It should include an unbiased, objective description of information received, observations, and the ambulance service provided. The information must be complete, accurate, and NEVER misrepresent the patient's actual condition.

- III.** The PCR must be specific; use quantitative, qualitative, anatomical, and geographical assessments.
- IV.** The narratives must be dispassionate, consistent, and professional in content. Use clinical terms, correct grammar, spelling, and syntax.
- V.** Never document outside of your scope of practice.
- VI.** Narratives need to be chronological and easy to follow for non-medical personnel. Use terminology that you comprehend and only approved abbreviations.
- VII.** The PCR should not be used as a medium to express concerns, complaints, problems to management and others that is not pertinent to the patient's current medical or trauma complaint.
- VIII.** For every patient contact, obtain a signature from the adult patient or the legally designated representative or the parent of a minor, if possible. If the patient's condition does not allow for a signature, document the reason on the signature form.
- IX.** The PCR is to be completed as soon as possible after the response or patient transport. All PCR's are to be completed within 24 hours or before either crewmember goes off duty.
- X.** Completed PCR's shall not be altered or changed by anyone except the individual who completed the forms. Exceptions are permitted in the instances to add or change billing information, or to add a name or other pertinent demographic information unknown at the time of the call.

Cell Phones

Cell phone use by field employees while operating a company vehicle or during patient interaction or care is prohibited, except if necessary, for patient care. Otherwise, cell phones should be used in a private place and should not disrupt other employees or the public. Employees must ensure that their personal use of their cell phone does not include offensive or explicit activity which would otherwise violate company policy. Employees are forbidden from taking photographs, video, or audio recording patients. Employees are forbidden from taking photographs, video, or audio recording of other employees without their knowledge during working hours.

Employees who utilize company-provided networks for personal use should not have any expectation of privacy.

Workstations

Use of company computers, networks and Internet access is a privilege granted by management and may be revoked or subject to discipline, up to and including termination, at any time for inappropriate conduct carried out on such systems, including, but not limited to:

- Engaging in private or personal business activities, including use of instant messaging and chat rooms
- Accessing networks, servers, drives, folders, or files to which the employee has not been granted access or authorization by someone with the right to make such a grant
- Making unauthorized copies of company files or other company data
- Destroying, deleting, erasing, or concealing company files or other company data, or otherwise making such files or data unavailable or inaccessible to the company or to other authorized users of company systems

- Deliberately propagating any virus, worm, Trojan horse, trap-door program code or other code or file designed to disrupt, disable, impair, or otherwise harm the company's networks or systems or those of any other individual or entity
- Sending, receiving, or accessing pornographic materials on company premises or on company computers or on personal devices while working
- Causing congestion, disruption, disablement, alteration or impairment of company networks or systems
- Maintaining, organizing, or participating in nonwork-related Web logs ("blogs"), Web journals, chat rooms or private/personal/instant messaging, including social Internet sites, on company computers
- Failing to log off any assigned secure, controlled-access computer or other form of electronic data system if leaving such computer or system unattended
- Using recreational computer games and/or similar activities on company computers
- Defeating or attempting to defeat security restrictions on company systems and applications.

Workplace Safety

Andrew County Ambulance District intends to provide employees, customers, and patients, as well as the communities we serve, with a safe, healthy environment. Safety is every employee's responsibility.

The company is committed to providing our employee a workplace that is free from the risk of injury and conducts regular hazard and risk assessments in our efforts to be aware of safety and health hazards and to minimizing accidents. It is expected that each employee will assist in maintaining a safe environment by:

- Fulfilling all stated safety programs and practices, including the use of protective equipment and safety devices
 - Safety vests shall be worn when working on any roadways.
 - Universal precautions will be utilized during all patient contacts
- Immediately reporting any hazardous conditions, materials, or practices to a member of management
- Immediately reporting any work-related injuries or illnesses on the job to a member of management.
- Employee's will exercise caution and good judgment in all activities.

Progressive Discipline

Andrew County Ambulance District will administer corrective action as deemed to be appropriate based upon the severity of the offense, and other important factors to help ensure compliance with established policies and standards.

Procedure:

I. Standards:

- a. Depending on the nature and severity of the offense, interviews and statements of persons involved in the incident may be required.

- b. Administration will impose appropriate corrective action as is necessary.
- c. At no time will any corrective action be based upon any protected class as specified within any applicable local, state, or federal law.

II. Types of Corrective Action:

- a. Andrew County Ambulance District reserves the right to use any type of corrective action it deems appropriate, including but not limited to:
 - i. **Corrective Counseling/Coaching:** Informal discussion between management and the employee.
 - ii. **Verbal Warning:** Note is placed in personnel file as a reminder only of the date and violation.
 - iii. **Written Warning:** Written documentation shall be placed in the personnel file.
 - iv. **Suspension Without Pay:** Written documentation of the nature of the offense and the starting date of the suspension is placed in the personnel file.
 - v. **Termination from employment**

Generally, Andrew County Ambulance District will not initiate corrective action for actions and events that occur on non-work time. However, to the extent that unacceptable off duty conduct affects the District, or your ability to perform job duties, appropriate corrective action may be imposed.

Any employee that feels they were unjustly disciplined at any time for any reason may follow up with the Conflict Resolution policy.

Conflict Resolution

Andrew County Ambulance District firmly believes that employees should have an opportunity to present their work-related concerns and complaints and the ability to appeal management decisions through a complaint resolution procedure. Andrew County Ambulance District's conflict resolution procedure is a way to bring an employee's thoughts and feelings to the attention of management. An employee who is preoccupied with a problem cannot put forth his/her best effort.

Andrew County Ambulance District encourages employees to use this procedure and the company will offer a prompt, friendly and impartial means of dealing with the problem. Employees will find that the company is more concerned with "what is right" than "who is right." The most important thing to management is that employees have had every opportunity to discuss their questions, situation, or problem freely and feel that they have been treated fairly. Andrew County Ambulance District will attempt to resolve promptly all complaints that are appropriate for handling under this policy.

An appropriate complaint is defined as an employee's expressed feeling of dissatisfaction concerning any interpretation or application of a work-related policy by management, supervisors, or other employees. Examples of matters that may be the basis for appropriate complaints under this policy include, but are not limited to:

- A belief that company policies, practices, rules, regulations, or procedures have been applied in an inconsistent manner to an employee
- Treatment considered unfair by an employee, such as coercion, reprisal, harassment, or intimidation

- Alleged discrimination because of race, color, sex (including pregnancy), age, religion, national origin, height, weight, marital status, or handicap
- Improper or unfair administration of employee benefits or conditions of employment such as scheduling, vacations, fringe benefits, promotions, holidays, performance review, salary, or seniority.

Employees must notify Andrew County Ambulance District of any complaint considered appropriate for handling under this policy.

Employees are not to be penalized for proper use of the conflict resolution procedure. However, it is not considered proper for an employee to abuse the procedure by raising complaints in bad faith or solely for the purposes of delay or harassment, or by repeatedly raising complaints that a reasonable person would judge to be meritless. Implementation of the complaint resolution procedure by an employee does not limit the right of Andrew County Ambulance District to proceed with any disciplinary action that is not in retaliation for the use of the complaint resolution procedure or for alerting the company of any possible illegal or improper conduct.

The complaint resolution procedure has a maximum of three steps; however, complaints may be resolved at any step in the process. Complaints are to be fully processed until the employee is satisfied, does not proceed to the next step, or exhausts the right of appeal. A decision is final whenever an employee does not proceed to the next level or when a decision is made in the final step.

Complaint Guidelines and Responsibility:

Employees who feel they have an appropriate complaint should proceed as follows:

- Step 1: (Verbal) In most instances, the employee should first discuss the question, problem, or situation with his/her supervisor. The supervisor will give the employee an answer immediately or get an answer for any question the employee may have. If the employee has a complaint, the supervisor will need to learn the facts and circumstances about the complaint to determine if an investigation is warranted and corrective action is necessary. If a decision has been made that the employee does not understand or feels is incorrect, the supervisor will explain the reason behind the decision. The employee should normally have a response to his/her concern within five working days. If the employee is not satisfied with the response, he/she may move to Step 2.
- Step 2: (Written) If the employee is not satisfied with Step 1, they may should submit their conflict in writing to the Ambulance Director. The details of the written submission should outline the conflict and a recommended resolution to the complaint The employee should normally have a written response to their concern within five working days.
- Step 3: (Board Review) If, after receiving the written decision from the Ambulance Director the employee is still feels there has not been a satisfactory resolution, the employee may provide a written rebuttal to the Ambulance Director and request that the conflict be presented to the Board of Directors. The Ambulance Director will notify the Board Chairperson and place the conflict on the agenda for the next regular board meeting of the Board of Directors. All written items about the conflict will be presented to the Board of Directors. The Board will review the written items and at their discretion obtain further information or statements. The Board will decide the conflict at their discretion and any decision they do or do not make, will be final.

The company encourages employees to utilize this Conflict Resolution process to resolve issues in

the workplace. This policy encourages employees to report and resolve issues that arise during the course of their employment. Nothing in this policy prevents an employee from exercising their rights or obligations under any existing state or federal law or regulation.

Discrimination and Harassment

Andrew County Ambulance District will have “zero tolerance” when it comes to any behavior that rises to the level of unlawful discrimination or unlawful harassment.

Because Andrew County Ambulance District takes allegations of harassment seriously, we will respond promptly to complaints of harassment and where it is determined that such inappropriate conduct has occurred, we will act appropriately to eliminate the conduct and impose such corrective action as is necessary, including disciplinary action where appropriate. Andrew County Ambulance District also prohibits any retaliation against an employee who exercises any rights under anti-harassment laws or assists another employee who exercises such rights

Please note that while this policy sets forth our goals of promoting a workplace that is free of harassment, the policy is not designed or intended to limit our authority to discipline or take remedial action for workplace conduct which we deem unacceptable, regardless of whether that conduct satisfies the definition of harassment

While it is not possible to list all those additional circumstances that may constitute sexual harassment, the following are some examples of conduct, which if unwelcome, may constitute sexual harassment depending upon the totality of the circumstances including the severity of the conduct and its pervasiveness

I. General Prohibition on Discrimination and Harassment:

- a.** All personnel shall respect the rights, opinions, and beliefs of others. Harassment of, or discrimination against, any person by anyone (regardless of their position) because of a person's race, color, national origin, ancestry, religion, sex, age, disability, political belief, military service, or any other protected class, is strictly prohibited, whether directed at an employee, volunteer, or at a member of the community.
 - i.** Harassment in this policy is prohibited whether or not it violates federal and /or state law.

II. Sexual Harassment:

- a.** Sexual Harassment is defined as unwanted sexual advances, or visual, verbal, or physical conduct of a sexual nature. This definition includes many forms of offensive behavior and includes gender-based harassment of a person of the same sex as the harasser. The following is a partial list of sexual harassment examples:
 - i.** Unwanted sexual advances.
 - ii.** Offering employment benefits in exchange for sexual advances.
 - iii.** Making or threatening reprisals after a negative response to sexual advances.
 - iv.** Visual conduct that includes leering, making sexual gestures, or displaying of sexually suggestive objects or pictures, cartoons, or posters.
 - v.** Verbal conduct that includes making or using derogatory comments, epithets, slurs, or jokes.

- vi.* Verbal sexual advances or propositions.
- vii.* Verbal abuse of sexual nature, graphic verbal commentaries about an individual's body, sexually degrading words used to describe an individual, or suggestive or obscene letters, notes, or invitations.
- viii.* Physical conduct that includes touching, assaulting, or impeding or blocking movements.
- b.* Unwelcome sexual advances (verbal or physical), requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when:
 - i.* Submission to such conduct is made either explicitly or implicitly a term or condition of employment.
 - ii.* Submission or rejection of the conduct is used as a basis of employment decisions
 - iii.* The conduct has the purpose or effect of interfering with work performance or creating an intimidating, hostile, or offensive work environment.

III. Other Harassment:

- a.* No one may harass anyone because of that person's race, color, national origin, ancestry, religion, sex, age, disability, political belief, military service, or any other protected class. Examples include:
 - i.* Racial and ethnic slurs
 - ii.* Offensive stereotypes
 - iii.* Making jokes about these characteristics

IV. Physical Harassment:

- a.* Physical Harassment is prohibited, including but not limited to:
 - i.* Kissing, patting, touching, bumping, or other unwanted contact.
 - ii.* Unsolicited shoulder/body massages.
 - iii.* Touching or adjusting the clothing of another without permission.
 - iv.* Blocking passageway or cornering a person so they cannot move even if for just a brief moment.
 - v.* Involuntary seclusion, such as barring the staff member from contact with other crew members while at the station.
 - vi.* Physical assault/rape.

V. Verbal Harassment:

- a.* Verbal harassment is prohibited, including but not limited to:
 - i.* Obscene noises (grunting, panting, whistling, barking, etc.)
 - ii.* Offensive sexual, racial, or religious comments.
 - iii.* Offensive reference to or naming of body parts with nicknames.
 - iv.* Sexual rumors, innuendoes, or inquiring about a person's sexual activity.
 - v.* Any visual harassment that may accompany (or standalone) from verbal harassment, including:
 - 1.* Staring at body parts
 - 2.* Use of crude notes or gestures
 - 3.* Sexually implicit pictures
 - vi.* Pestering for a date or personal information/failing to take no for an answer.

All employees should take special note that retaliation against an individual who has complained about sexual harassment, and retaliation against individuals for cooperating with an investigation of a sexual harassment complaint is unlawful and will not be tolerated by this organization.

Complaint and investigation

If any of our employees believe that he or she has been subjected to sexual harassment or retaliation, the employee has the right to file a complaint with the Director. In cases where the Director is who the complaint is about, the individual may file to any member of the Board of Directors.

Initial complaints of sexual harassment may be done verbally or in writing. After receiving the complaint, the employee making the complaint will be required to provide a written form of the complaint for records.

When Andrew County Ambulance District receives the complaint, we will promptly investigate the allegation in a fair and expeditious manner. The investigation will be conducted in such a way as to maintain confidentiality to the extent practicable under the circumstances. Our investigation may include a private interview with the person filing the complaint and with any witnesses. We may also interview the person alleged to have committed sexual harassment. When we have completed our investigation, we will, to the extent appropriate, inform the person filing the complaint and the person alleged to have committed the conduct of the results of that investigation.

Disciplinary Action

If it is determined that inappropriate conduct has been committed by one of our employees, we will take such action as is appropriate under the circumstances. Such action may range from counseling to termination from employment and may include such other forms of disciplinary action as we deem appropriate under the circumstances.

Training

ACAD will provide annual training on this policy to ensure all staff are properly trained.

Non-Fraternization

Personal relationships among co-workers must not enter the organization in any manner that interferes with work or creates potential conflicts among our staff.

Procedure:

I. Standards

- a.** Andrew County Ambulance District recognizes that it cannot specifically dictate how its employees may act outside of the workplace. The District discourages personal romantic relationships among employees to the extent that such activity influences the workplace.
- b.** Personal relationships between employees outside of work can often have an adverse effect on the working relationship. Uncomfortable strain, allegations of sexual harassment, and other workplace distractions are all negative side effects of a personal relationship that may occur among employees outside of the workplace.
- c.** If a romantic relationship exists between two employees of Andrew County Ambulance District, the following activities are prohibited:
 - i.** Dating activities on District time or District property.
 - ii.** Use of District property to arrange dating activities.

- iii.* Handholding, kissing, hugging, sexual comments, and other behavior generally associated with dating or romantic relationships on District time or District property.
- d.* To the extent that a dating relationship or romance occurs among two employees, and the relationship interferes with the ability to perform job duties or leads to a breach of our professional standards or inappropriate behavior, one or both of the employees involved in the romance may be subject to corrective action, a change in scope of job duties, or termination.

Confidentiality / HIPAA

All ACAD employees will follow the HIPAA procedures outlined in the District's HIPAA manual.

Crew Sleeping Arrangements

One person is assigned to each sleeping room. No one shall enter another person's sleeping room without permission from the assigned person. Two people shall not be in a sleeping room with the door closed for any reason.

Attendance and Punctuality

The purpose of this policy is to ensure that professional, competent employees report to work on time, in uniform, prepared to function in the roles of pre-hospital care givers. To ensure that this occurs, the employee must arrive for duty at the prescheduled time, mentally alert, and physically and emotionally able to perform and all duties that might be required of them during their tour of duty.

Notification:

It is understood that illness occurs. If the employee is unable to report for work, said employee should call the station no later than 3 hours prior to the beginning of their shift. Employee will provide as much notice as possible to allow ample opportunity to replace the employee when an absence will occur. Employee must talk to another employee not just leave a message. If both crews are out, employee calling in will need to call back.

If you are going to be delayed for any reason, contact the District. Any employee who begins shift more than 15 minutes past their scheduled time will need to fill out an Incident Report stating the reason why they did not start at their designated time. Employees will complete a tardy report if they are more than 2 minutes late.

Absence:

An absence is when an employee is unable to work their scheduled shift, and they do not make arrangements to have the shift covered 24 hours prior to the shift.

Excused Absence:

If an employee has a doctor's note for their personal illness or proof of funeral or funeral type services

attended, the absence shall be considered Excused. Director may consider other absences excused based on events.

No Call No Show:

A NO-CALL, NO-SHOW may result in disciplinary action up to and including termination.

Tardy:

An Employee is tardy when they do not report to work at the start of their shift time. Any employee who has not pre-arranged coverage, in writing, properly filed and approved by Director at least 24 hours in advance, and is not physically on site, in place, and accepted responsibility for staffing will be considered tardy

Occurrences:

Disciplinary action may begin with the 3rd tardy.

Disciplinary action may begin with the 3rd unexcused absence.

Each violation will remain active for 1 year. The anniversary date of each individual occurrence, it will no longer count in your total of occurrences

Uniform Requirements

On duty employees are required to wear the District approved uniform set by the Director.

Off Duty Uniforms

Employees who choose to align themselves with the District off duty by wearing their uniform or any clothing with the Andrew County Ambulance District name on it, must realize they are still representing the District even while off duty. As health care professionals, we are watched by the public all the time, and must act accordingly. While wearing the uniform or District name off duty employees are to refrain from any illegal activity and should not be participating in behavior that would reflect negatively on the District.

Smoking /Tobacco

Smoking tobacco, chewing tobacco, and using e-cigarettes is prohibited on the scene of a call, inside District vehicles, and inside District building. A designated smoking area is available to employees.

Personal Hygiene

All employees are expected to be clean and presentable always. Hair will be neat and clean and will be of color normal to the human race. Beards and mustaches will be trimmed and kept clean. Perfume or cologne should be used sparingly so it does not exacerbate patient's condition. Uniforms will be neat and clean. Ear rings, rings on fingers, and necklaces are the accepted jewelry as long as they do not interfere with patient care or cause a safety concern. Tattoos are to remain covered when possible.

SECTION # 5 – PERSONNEL BENFITS

Trade Time.

29 CFR § 553.31 - Substitution - section 7(p)(3). Simplified as one person works for another person on the schedule and the original person is paid as though they actually worked it. This should generally only be used when "Trade Time" is outside of the Sunday through Saturday work week

Employees must submit Trade Time Form and have approval prior to the occurrence of the substitution.

The District will not keep records and it is the responsibility of the employees to work out their own repaying of the trade time. Trade time is a privilege and can be ceased by Director if problems occur.

Shift Switch Policy

Two employees of the same licensure may perform a shift switch on the current schedule within the same week. This must be documented prior to the shift trade and approved by the Director. All shift trades will not cause any addition overtime for either employee unless approved by the Director.

Uniforms

Each Staff member has a set max amount they are allowed to spend on uniforms for the year.

- Full Time Ambulance \$400;
- Full Time Administrative Assistant \$125;
- PRN Ambulance \$250;
- Reserve Ambulance \$0;
- Volunteer \$0.

Items must be requested before December of the current year.

Ambulance Personnel are allowed to spend up to your max amount on any following uniform items:

- T-Shirts (Navy – Purchased by ACAD)
- Polo Shirts (Navy – Purchased by ACAD)
- EMS Pants (Navy – Purchased by ACAD)
- Belt (Black – Purchased by ACAD)
- Boots (Black – Purchased by ACAD)
- Sweatshirts (Navy – Purchased by ACAD)
- Pull Overs (Navy – Purchased by ACAD)

Each shirt/sweatshirt/pullover/Jacket will be navy with Star of Life and Andrew County Ambulance District around it. EMS on the back of t-Shirts is required. EMS pants can be with or without pockets. Pants must be navy.

Your maximum amount includes shipping, handling, taxes, special sizing, and anything else in the cost of purchasing your uniforms.

Less active PRN Staff may have their amount adjusted by the Director based on the amount of time

they have worked in the last 12 months. The amount listed is the max available but may be less.

No cash payouts will be made for any unused portion of what is available.

Pay Procedures

The District pay period starts on Sunday and ends on Saturday consisting of 2 weeks. Paychecks will generally be available the following Thursday after the pay period ends unless unforeseen circumstances occur.

Paychecks are made through Direct Deposit and it is the employee's responsible to update account information to the district on a Direct Deposit Form if any changes.

Deductions

Certain deductions will be made in accordance with local, state, and federal laws. Other voluntary deductions may be withheld upon agreement between the employee and the District.

Hourly Pay Rates

Hourly rates are reviewed by the Director and approved by the Board of Directors each year during the budget process. Unless otherwise stated all changes in hourly rates will take place the first full pay period of January as long as employee has completed their annual HR training.

Changes in pay rate will be based on financial stability of the District and performance of the employee.

Years of Service

Years of Service is based on number of complete years you have served as of January 1 of the current year.

Overtime

Overtime is paid for all non-exempt employees at a rate of 1.5 times their normal pay rate for any hours over 40 in any week (Sunday through Saturday).

Bereavement Leave

Full Time Employees may utilize up to 3 days of ATO time to attend the funeral of an immediate family member including spouse, child, brother, sister, or parent.

Full Time Employees may utilize up to 1 day of ATO time to attend the funeral of non-immediate family members that include: aunt, uncle, nephew, niece, brother-in-law, sister-in-law, or parent in law.

Director may grant additional time off as the situation warrants.

PRN, Reserve, and Introductory employees may have the same time off without pay for time missed.

Military Leave

Military Leave of Absence: Any employee who is a member of the national Guard or any of the reserve components of the Armed Forces of the United States shall be entitled to leave of absence without loss of time, pay, regular leave, impairment of efficiency rating or any other rights or benefits

to which the employee is entitled.

1. For all periods of military service during which he/she is engaged in the performance of duty or training in the service of Missouri at the call of the Governor and as ordered by the Adjutant General without regard to length of time.
2. For all periods of military service during which the employee is engaged in the performance of duty in the service of the United States under competent orders not to exceed a total of fifteen (15) calendar days in any Federal Fiscal year (October 1 to September 30). (Section 105.270 RSMo.)

Military Leave Without pay: An employee who is or becomes a member of the National Guard or any other reserve component of the Armed Services of the United States and who is engaged in the performance of duty in the service of the United States under competent orders for an extended and indefinite period of time, shall be entitled to leave of absence of his/her duties until such military service is completed, without loss of position, seniority, accumulated leave, impairment of performance appraisal, pay status, work schedule or any other employment benefit or retirement benefits. Such leave of absence shall be without pay. (Section 105.270 RSMo.)

An employee requesting leave without pay for military duty shall file with the Director and official order from the appropriate military authority as evidence of such military duty. The employee shall advise the Director of his/her expected return date as soon as possible but no later than fourteen (14) days before the expected return date.

Jury Duty

ACAD will arrange coverage for employees participating in jury duty. This is a non-paid leave. Documentation must be provided for days that you are scheduled to work and are absent due to jury duty. Coverage may be found for partial or entire shift based on need. Discuss this with Director prior to beginning jury duty. ATO for full time employees may be utilized.

Court Time Off

ACAD will arrange coverage for employees who are presented with a subpoena. If the subpoena is for a case that you were involved with while on duty at Andrew County Ambulance District you will be paid your regular hourly rate while at court. You will be required to return to work when finished with court.

If the subpoena is of a personal nature or you have a court date for any other reason, coverage will be found for you. You may utilize any unused ATO time to cover the missed day or days.

Voting Leave

In compliance with the law of the State of Missouri, Andrew County Ambulance District allows employees three consecutive hours of leave during polling hours in order to vote in federal, state or local elections, both primary and general elections.

Most employees will have three consecutive hours during polling hours available outside of their normal work schedule. These employees will not be eligible to take any additional time off for voting purposes. Employees who do not have three consecutive hours available during polling hours outside of their normal work schedule must request time off for voting in writing or via email at least five business days in advance.

The request for leave must clearly state that the employee needs leave to vote. No deductions will be made from wages or salaries, and employees will not be expected to make up the missed work hours. Employees will not be disciplined for taking voting leave or for failing to vote.

Malpractice Insurance

Employees who perform duties in a medical environment are covered under the District's medical malpractice insurance policy. Any incident you feel may result in a malpractice claim should immediately have an Incident Report filed and contact Director as soon as possible.

EMT to Probationary Paramedic

Staff who are EMTs and obtain their Paramedic License are eligible to move to Probationary Paramedic after interview with Ambulance Director. If approved by the Director, the EMT will receive promotion to Probationary Paramedic and receive Probationary Paramedic pay rate.

Worker's Compensation

District employees are covered by Workers' Compensation insurance. Under Workers' Compensation laws, employees receive payment on their behalf for required medical expenses and lost time due to injuries that occur on the job. Failure to submit an accident report promptly may result in loss of payment, or delayed payment, of Workers' Compensation benefits.

Immediate Medical Assistance

1. Emergency Care – Ambulance transport to Mosaic Life Care will be provided in emergency situations requiring an emergency room.
2. Intermediate Care – If an Emergency Room visit is not needed but evaluation by a medical provider is, arrangements will be made by the District to be seen.
3. Minor Injuries - Staff may utilize District supplies to provide basic first aid care.

Reporting the Accident

The following steps should be followed when an employee is injured:

1. Any on-the-job accident or injury, no matter how minor the injury may seem, must be reported immediately to the Supervisor.
2. Unless employee is physically unable, an incident report, an injury report, and an authorization to obtain information form must be completed within 12 hours.
3. Supervisor will complete an injury investigation form.
4. Any witnesses will fill out a witness statement.
5. All forms will be forwarded to the Ambulance Director for investigation and follow-up and a file will be maintained with all investigations and their results.

Paid Holidays

Andrew County Ambulance District observes the following holidays:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving
- December 25th.

Employees will be paid time and a half if you work one of the observed holidays. Holiday is from 00:00 to 24:00 that specific day.

Working holidays is a necessary event in public service. Schedules will be made as fair as possible, but full time staff are required to work holidays when scheduled. If a staff member calls out for a holiday or holiday eve, they will not be allowed to utilize any ATO for that pay period. This can also be cause for disciplinary action. ATO can still be used if an Emergency Room visit or Hospital admission has occurred.

Family Medical Leave Act

Purpose:

To grant employees time off when a family and/or medical situation arises.

Eligible employees of Andrew County Ambulance District may take Family and Medical Leave under federal or state Family and Medical Leave Acts. The company posts the mandatory FMLA Notice and upon hire provides all new employees with notices required by the U.S. Department of Labor (DOL) on Employee Rights and Responsibilities under the Family and Medical Leave Act in the front office area.

The aim of this policy is to provide employees with a general description of their FMLA rights. In the event of any conflict between this policy and the applicable law, employees will be afforded all rights required by law.

Contact the Ambulance Director in writing if you have any questions, concerns or disputes with this policy.

General Provisions

Under this policy, Andrew County Ambulance District will grant up to 12 weeks (or up to 26 weeks of military caregiver leave to care for a covered service member with a serious injury or illness) during a 12-month period to eligible employees. The leave may be paid, unpaid or a combination of paid and unpaid leave, depending on the circumstances of the leave and as specified in this policy.

Eligibility

To qualify to take family or medical leave under this policy, the employee must meet all the following conditions:

- The employee must have worked for the company for 12 months or 52 weeks. The 12 months or 52 weeks need not have been consecutive. Separate periods of employment will be counted, provided that the break in service does not exceed seven years. However, separate periods of employment will be counted if the break in service exceeds seven years due to National Guard or Reserve military service obligations or when there is a written agreement, including a collective bargaining agreement, stating the employer's intention to rehire the employee after the service break. For eligibility purposes, an employee will be considered to have been employed for an entire week even if the employee was on the payroll for only part of a week or was on leave during the week.
- The employee must have worked at least 1,250 hours during the 12-month period immediately preceding the commencement of the leave. The 1,250 hours do not include time spent on paid or unpaid leave. Consequently, these hours of leave should not be counted in determining the 1,250 hours eligibility test for an employee under FMLA.
- The employee must work in a worksite where 50 or more employees are employed by the company within 75 miles of that office or worksite. The distance is to be calculated by using available transportation by the most direct route.

Type of Leave Covered

To qualify as FMLA leave under this policy, the employee must be taking leave for one of the reasons listed below:

- The birth of a child and to care for that child
- The placement of a child for adoption or foster care and to care for the newly placed child
- To care for a spouse, child, or parent with a serious health condition (described below)
- A serious health condition (described below) of the employee.

An employee may take leave because of a serious health condition that makes the employee unable to perform the functions of his/her position.

A serious health condition is defined as a condition that requires inpatient care at a hospital, hospice or residential medical care facility, including any period of incapacity or any subsequent treatment in connection with such inpatient care or a condition that requires continuing care by a licensed health care provider.

This policy covers illnesses of a serious and long-term nature, resulting in recurring or lengthy absences. Generally, a chronic or long-term health condition that would result in a period of three consecutive days of incapacity with the first visit to the health care provider within seven days of the onset of the incapacity and a second visit within 30 days of the incapacity would be considered a serious health condition. For chronic conditions requiring periodic health care visits for treatment, such visits must take place at least twice a year.

Employees with questions about what illnesses are covered under this FMLA policy or under the company's sick leave policy are encouraged to consult with the Ambulance Director.

If an employee takes paid sick leave for a condition that progresses into a serious health condition and the employee requests unpaid leave as provided under this policy, the company may designate all or some portion of related leave taken as leave under this policy, to the extent that the earlier leave meets the necessary qualifications.

Qualifying exigencies leave for families of members of the National Guard or Reserves or of a regular component of the Armed Forces qualifies when the covered military member is on covered active duty or called to covered active duty. An employee whose spouse, son, daughter or parent either has been notified of an impending call or order to covered active military duty or who is already on covered active duty may take up to 12 weeks of leave for reasons related to or affected by the family member's call-up or service.

The qualifying exigency must be one of the following:

- Short-notice deployment
- Military events and activities
- Childcare and school activities
- Financial and legal arrangements
- Counseling
- Rest and recuperation
- Post-deployment activities
- Additional activities that arise out of active duty, provided that the employer and employee agree, including agreement on timing and duration of the leave.

Eligible employees are entitled to FMLA leave to care for a current member of the Armed Forces, including a member of the National Guard or Reserves, or a member of the Armed Forces, the National Guard or Reserves who is on the temporary disability retired list; who has a serious injury or illness incurred in the line of duty on active duty for which he/she is undergoing medical treatment, recuperation or therapy; or who is otherwise in outpatient status or otherwise on the temporary disability retired list. Eligible employees may not take leave under this provision to care for former members of the Armed Forces, former members of the National Guard and Reserves or members on the permanent disability retired list.

In order to care for a covered service member, an eligible employee must be the spouse, son, daughter, parent or next of kin of a covered service member.

- A "son or daughter of a covered service member" means the covered service member's biological, adopted or foster child, stepchild, legal ward or a child for whom the covered service member stood in loco parentis, and who is of any age.
- A "parent of a covered service member" means a covered service member's biological, adoptive, step- or foster father or mother, or any other individual who stood in loco parentis to the covered service member. This term does not include parents "in-law."
- Under the FMLA, a "spouse" means a husband or wife, including those in same-sex marriages, which were made legal in all 50 United States as of June 26, 2015.
- The "next of kin of a covered service member" is the nearest blood relative, other than the covered service member's spouse, parent, son or daughter, in the following order of priority: blood

relatives who have been granted legal custody of the service member by court decree or statutory provisions, brothers and sisters, grandparents, aunts and uncles, and first cousins, unless the covered service member has specifically designated in writing another blood relative as his or her nearest blood relative for purposes of military caregiver leave under the FMLA. When no such designation is made and there are multiple family members with the same level of relationship to the covered service member, all such family members shall be considered the covered service member's next of kin and may take FMLA leave to provide care to the covered service member, either consecutively or simultaneously. When such designation has been made, the designated individual shall be deemed to be the covered service member's only next of kin. For example, if a covered service member has three siblings and has not designated a blood relative to provide care, all three siblings would be considered the covered service member's next of kin. Alternatively, where a covered service member has a sibling(s) and designates a cousin as his or her next of kin for FMLA purposes, then only the designated cousin is eligible as the covered service member's next of kin. An employer is permitted to require an employee to provide confirmation of covered family relationship to the covered service member pursuant to § 825.122(k).

“Covered active duty” means:

- “Covered active duty” for members of a regular component of the Armed Forces means duty during deployment of the member with the Armed Forces to a foreign country.
- (b)(2) “Covered active duty” or “call to covered active duty status” in the case of a member of the Reserve components of the Armed Forces means duty during the deployment of the member with the Armed Forces to a foreign country under a federal call or order to active duty in support of a contingency operation, in accordance with 29 CR 825.102.
- The leave may commence as soon as the individual receives the call-up notice. (“Son” or “Daughter” for this type of FMLA leave is defined the same as a child for other types of FMLA leave, except that the person does not have to be a minor.) This type of leave would be counted toward the employee's 12-week maximum of FMLA leave in a 12-month period.

“Military Caregiver Leave” (also known as covered service member leave) to care for an injured or ill service member or veteran.

An employee whose son, daughter, parent or next of kin is a covered service member may take up to 26 weeks of leave in a single 12-month period to take care of that service member.

“Next of Kin” is defined as the closest blood relative of the injured or recovering service member. The term “covered service member” means:

- A member of the Armed Forces (including a member of the National Guard or Reserves) who is undergoing medical treatment, recuperation or therapy, is otherwise in outpatient status or is otherwise on the temporary disability retired list for a serious injury or illness; or
- A veteran who is undergoing medical treatment, recuperation or therapy for a serious injury or illness and who was a member of the Armed Forces (including a member of the National Guard or Reserves) at any time during the period of five years preceding the date on which the veteran undergoes that medical treatment, recuperation or therapy.

The term “serious injury or illness” means:

- In the case of a member of the Armed Forces (including a member of the National Guard or Reserves), an injury or illness that was incurred by the member in line of duty on active duty in the Armed Forces (or existed before the beginning of the member's active duty and was aggravated by service in line of duty on active duty in the Armed Forces) and that may render the member medically unfit to perform the duties of the member's office, grade, rank or rating; and
- In the case of a veteran who was a member of the Armed Forces (including a member of the National Guard or Reserves) at any time during a period when the person was a covered service member, a qualifying (as defined by the Secretary of Labor) injury or illness incurred by a covered service member in the line of duty on active duty that may render the service member medically unfit to perform the duties of his or her office, grade, rank or rating.
- Outpatient status, with respect to a covered service member, means the status of a member of the Armed Forces assigned to either a military medical treatment facility as an outpatient or a unit established for the purpose of providing command and control of members of the Armed Forces receiving medical care as outpatients.

Amount of Leave

An eligible employee can take up to 12 weeks for the FMLA circumstances (1) through (5) above under this policy during any 12-month period. The company will measure the 12-month period as a rolling 12-month period measured backward from the date an employee uses any leave under this policy. Each time an employee takes leave, the company will compute the amount of leave the employee has taken under this policy in the last 12 months and subtract it from the 12 weeks of available leave, and the balance remaining is the amount the employee is entitled to take at that time. In some instances, the employer will engage in the interactive process to determine if it can provide leave beyond 12 weeks as an accommodation for a recognized disability.

An eligible employee can take up to 26 weeks for the FMLA circumstance (6) above (military caregiver leave) during a single 12-month period. For this military caregiver leave, the company will measure the 12-month period as a rolling 12-month period measured forward. FMLA leave already taken for other FMLA circumstances will be deducted from the total of 26 weeks available.

If a husband and wife both work for the company and each wish to take leave for the birth of a child, or adoption or placement of a child in foster care, or to care for a parent (but not a parent "in-law") with a serious health condition, the husband and wife may only take a combined total of 12 weeks of leave. If a husband and wife both work for the company and each wish to take leave to care for a covered injured or ill service member, the husband and wife may only take a combined total of 26 weeks of leave.

Employee Status and Benefits During Leave

While an employee is on leave, the company will continue the employee's health benefits during the leave period at the same level and under the same conditions as if the employee had continued to work.

If the employee chooses not to return to work for reasons other than a continued serious health condition of the employee or the employee's family member or a circumstance beyond the employee's control, the company will require the employee to reimburse the company the amount it paid for the employee's health insurance premium during the leave period.

Under current company policy, the employee pays a portion of the health care premium. While on paid

leave, the employer will continue to make payroll deductions to collect the employee's share of the premium. While on unpaid leave, the employee must continue to make this payment, either in person or by mail. The payment must be received in the Accounting Department by the 15th day of each month. If the payment is more than 30 days late, the employee's health care coverage may be dropped for the duration of the leave. The employer will provide 15 days' notification prior to the employee's loss of coverage.

If the employee contributes to a life insurance or disability plan, the employer will continue making payroll deductions while the employee is on paid leave. While the employee is on unpaid leave, the employee may request continuation of such benefits and pay his or her portion of the premiums, or the employer may elect to maintain such benefits during the leave and pay the employee's share of the premium payments. If the employee does not continue these payments, the employer may discontinue coverage during the leave. If the employer maintains coverage, the employer may recover the costs incurred for paying the employee's share of any premiums, whether or not the employee returns to work.

Employee Status after Leave

An employee who takes leave under this policy may be asked to provide a fitness for duty (FFD) clearance from the health care provider. This requirement will be included in the employer's response to the FMLA request. Generally, an employee who takes FMLA leave will be able to return to the same position or a position with equivalent status, pay, benefits and other employment terms. The position will be the same or one that is virtually identical in terms of pay, benefits and working conditions. The company may choose to exempt certain key employees from this requirement and not return them to the same or similar position.

Use of Paid and Unpaid Leave

An employee who is taking FMLA leave because of the employee's own serious health condition or the serious health condition of a family member must use all paid vacation, personal or sick leave prior to being eligible for unpaid leave. Sick leave may run concurrently with FMLA leave if the reason for the FMLA leave is covered by the established sick leave policy.

Disability leave for the birth of a child and for an employee's serious health condition, including workers' compensation leave (to the extent that it qualifies), will be designated as FMLA leave and will run concurrently with FMLA. For example, if an employer provides six weeks of pregnancy disability leave, the six weeks will be designated as FMLA leave and counted toward the employee's 12-week entitlement. The employee may then be required to substitute accrued (or earned) paid leave as appropriate before being eligible for unpaid leave for what remains of the 12-week entitlement. An employee who is taking leave for the adoption or foster care of a child must use all paid vacation and personal or family leave prior to being eligible for unpaid leave.

An employee who is using military FMLA leave for a qualifying exigency must use all paid vacation and personal leave prior to being eligible for unpaid leave. An employee using FMLA military caregiver leave must also use all paid vacation, personal leave or sick leave (as long as the reason for the absence is covered by the company's sick leave policy) prior to being eligible for unpaid leave.

Intermittent Leave or a Reduced Work Schedule

An employee may take FMLA leave in 12 consecutive weeks, may use the leave intermittently (take a day periodically when needed over the year) or, under certain circumstances, may use the leave to reduce the workweek or workday, resulting in a reduced-hour schedule. In all cases, the leave may not exceed a total of 12 workweeks (or 26 workweeks to care for an injured or ill service member over a 12-month period).

The company may temporarily transfer an employee to an available alternative position with equivalent pay and benefits if the alternative position would better accommodate the intermittent or reduced schedule, in instances when leave for the employee or employee's family member is foreseeable and for planned medical treatment, including recovery from a serious health condition or to care for a child after birth or placement for adoption or foster care. If the employee is reducing their work schedule as a result of FMLA leave to attend medical treatments or due to a medical condition, the employer has the right to request that leave is taken in a manner that will be least disruptive to the company.

For the birth, adoption or foster care of a child, the company and the employee must mutually agree to the schedule before the employee may take the leave intermittently or work a reduced-hour schedule. Leave for the birth, adoption or foster care of a child must be taken within one year of the birth or placement of the child.

If the employee is taking leave for a serious health condition or because of the serious health condition of a family member, the employee should try to reach agreement with the company before taking intermittent leave or working a reduced-hour schedule. If this is not possible, then the employee must prove that the use of the leave is medically necessary.

Certification for the Employees Serious Health Condition

The company will require certification for the employee's serious health condition. The employee must respond to such a request within 15 days of the request or provide a reasonable explanation for the delay. Failure to provide certification may result in a denial of continuation of leave. Medical certification will be provided using the DOL Certification of Health Care Provider for Employee's Serious Health Condition.

The company may directly contact the employee's health care provider for verification or clarification purposes using a health care professional, HR professional, leave administrator or management official. The company will not use the employee's direct supervisor for this contact. Before the company makes this direct contact with the health care provider, the employee will be given an opportunity to resolve any deficiencies in the medical certification. In compliance with HIPAA Medical Privacy Rules, the company will obtain the employee's permission for clarification of individually identifiable health information.

The company has the right to ask for a second opinion if it has reason to doubt the certification. The company will pay for the employee to get a certification from a second doctor, whom the company will select. The company may deny FMLA leave to an employee who refuses to release relevant medical records to the health care provider designated to provide a second or third opinion. If necessary, to resolve a conflict between the original certification and the second opinion, the company will require the opinion of a third doctor. The company and the employee will mutually select the third doctor, and the company will pay for the opinion. This third opinion will be considered final. The employee will be provisionally entitled to leave and benefits under the FMLA pending the second and/or third opinion.

Certification for the Family Member's Serious Health Condition

The company will require certification for the family member's serious health condition. The employee must respond to such a request within 15 days of the request or provide a reasonable explanation for the delay. Failure to provide certification may result in a denial of continuation of leave. Medical certification will be provided using the DOL Certification of Health Care Provider for Family Member's Serious Health Condition.

The company may directly contact the employee's family member's health care provider for verification or clarification purposes using a health care professional, HR professional, leave administrator or management official. The company will not use the employee's direct supervisor for this contact. Before the company makes this direct contact with the health care provider, the employee will be given an opportunity to resolve any deficiencies in the medical certification. In compliance with HIPAA Medical Privacy Rules, the company will obtain the employee's family member's permission for clarification of individually identifiable health information.

The company has the right to ask for a second opinion if it has reason to doubt the certification. The company will pay for the employee's family member to get a certification from a second doctor, whom the company will select. The company may deny FMLA leave to an employee whose family member refuses to release relevant medical records to the health care provider designated to provide a second or third opinion. If necessary, to resolve a conflict between the original certification and the second opinion, the company will require the opinion of a third doctor. The company and the employee will mutually select the third doctor, and the company will pay for the opinion. This third opinion will be considered final. The employee will be provisionally entitled to leave and benefits under the FMLA pending the second and/or third opinion.

Certification of Qualifying Exigency for Military Family Leave

The company will require certification of the qualifying exigency for military family leave. The employee must respond to such a request within 15 days of the request or provide a reasonable explanation for the delay. Failure to provide certification may result in a denial of continuation of leave. This certification will be provided using the DOL Certification of Qualifying Exigency for Military Family Leave.

Certification for Serious Injury or Illness of Covered Service Member for Military Family Leave

The company will require certification for the serious injury or illness of the covered service member. The employee must respond to such a request within 15 days of the request or provide a reasonable explanation for the delay. Failure to provide certification may result in a denial of continuation of leave. This certification will be provided using the DOL Certification for Serious Injury or Illness of Covered Service Member.

Recertification

The company may request recertification for the serious health condition of the employee or the employee's family member no more frequently than every 30 days unless circumstances have changed significantly, or if the employer receives information casting doubt on the reason given for the absence,

or if the employee seeks an extension of his or her leave. Otherwise, the company may request recertification for the serious health condition of the employee or the employee's family member every six months in connection with an FMLA absence. The company may provide the employee's health care provider with the employee's attendance records and ask whether need for leave is consistent with the employee's serious health condition.

Procedure for Requesting FLMA Leave

All employees requesting FMLA leave must provide verbal or written notice of the need for the leave to the HR manager. Within five business days after the employee has provided this notice, the HR manager will complete and provide the employee with the DOL Notice of Eligibility and Rights.

When the need for the leave is foreseeable, the employee must provide the employer with at least 30 days' notice. When an employee becomes aware of a need for FMLA leave less than 30 days in advance, the employee must provide notice of the need for the leave either the same day or the next business day. When the need for FMLA leave is not foreseeable, the employee must comply with the company's usual and customary notice and procedural requirements for requesting leave, absent unusual circumstances.

Designation of FMLA Leave

Within five business days after the employee has submitted the appropriate certification form, the HR manager will complete and provide the employee with a written response to the employee's request for FMLA leave using the DOL Designation Notice.

Intent to Return to Work from FMLA Leave

On a basis that does not discriminate against employees on FMLA leave, the company may require an employee on FMLA leave to report periodically on the employee's status and intent to return to work.

State and Local Laws – When state and local laws offer more protection or benefits, the protection or benefits provided by those laws will apply.

Parental Leave Policy

To provide eligible employees with eight weeks of medical leave related to childbirth.

Full-time employees who have completed a probationary period of 90 consecutive days are entitled to take up to eight weeks of (unpaid/paid) parental leave for the birth or adoption of a child.

Employees who have been employed consecutively for 90 days are entitled to up to eight weeks of parental leave for the birth or adoption of a child.

Notice by Employee

An employee seeking parental leave must give two weeks' notice of his/her anticipated date of departure and intent to return. "Anticipated" date of departure does not mean "exact" date. Thus, for example, an employee who gives birth prior to her anticipated departure date is entitled to start her

parental leave earlier. Likewise, an employee may desire to start his/her leave later or return from leave earlier than anticipated. It is expected that employers and employees will communicate in good faith with regard to making arrangements for leave, taking into account the uncertainty inherent in delivery date and the needs of the employer to plan in advance for an employee's absence.

Shift Structure

Ambulance shifts are generally 12 hours in length. Administrative Assistants shifts are generally 8 hours in length.

Director can change the shift structure and shift assignments for the good of the District if needed at any time before or during the current schedule if necessary.

Education

The Ambulance District pays the tuition for the following classes:

- Advanced Life Support Renewal for Full Time Employee's
- Advanced Life Support Renewal for PRN/Part Time not employed at a full time job that provides the class for them.
 - For full class approval of the Ambulance Director is needed. If an Employee allows their ACLS to expire without reasonable cause, they will be responsible for the difference.
- PALS or PEPP every 2 years for full time employees and PRN/Part Time not provided by their full time job.
- Other classes Pre-Approved by the Ambulance Director on a case by case basis.

The Ambulance District will provide CPR Training for all Staff:

- BLS Health Care Provider for all Ambulance Staff.
- Heart Saver for all Office personnel.

CEUs will be provided to all District Personnel at no cost to them unless specifically stated prior to the class.

Staff are required to participate and complete with passing scores any provided training designated by the Ambulance Director by any deadline set by the Ambulance Director.

SECTION # 6 – Personnel Full Time

Full Time Benefits Waiting Period

Staff who are hired or moved to Full Time will be eligible for Full Time Benefits in 90 days after they begin their Full time service.

Anywhere Full Time Benefits are listed, the benefit will not begin until after the waiting period.

Full Time to PRN

Staff that resign from full time and are approved to remain as a PRN or reserve staff, will lose all benefits of full time staff.

Accrued Time Off (ATO)

Full Time Employees that work at least 1 shift during a pay period will receive the following Accrued Time Off. ATO must be earned in a pay period prior to the pay period you are using it.

12 Hour Employees		
Years of Service	ATO Hours Per Pay Period	Annual Accrued
Less than 2 Full Years	7.25	188.5
2 to 10 Years	9.25	240.5
10 Years or Greater	11.25	292.5
8 Hour Employees		
Less than 2 Full Years	6.25	162.5
2 to 10 Years	8.25	214.5
10 Years or Greater	10.25	266.5

Each Year employee can carry over up to 72 hours to the Next Year Max.

How to spend ATO:

- Request Pay out
- Schedule a day on an upcoming schedule (Regular rules apply per policy manual)
- Drop a scheduled shift to a PRN or Part time staff member that doesn't create Overtime
- Call in Sick on a scheduled work day.
 - If you are found to not be sick, you will not be allowed to take any ATO time for that pay period and face Disciplinary action.
 - If you are found working another paying or volunteer job, you cannot use ATO and will face disciplinary action.
- Bereavement Leave Policy or other approved forms of leave.

Special Rules

- If you are suspended without pay you may not take any ATO pay during the pay period(s) that you have been suspended for.

Health Insurance

ACAD provides health Insurance, dental insurance, vision. and life insurance for all Full Time Employees (Employee Only). District also may offer coverage for other family members. Office Manager can provide contact information to obtain rates for family members at employee's request.

Accident Insurance

ACAD provides Accident Insurance Through Aflac for all Full Time Employees. The District will also payroll deduct additional coverage offered through Aflac for employee and family.

Retirement Savings Plan

ACAD provides a 457(k)-retirement savings plan for Full Time Employees. The plan includes a provision for employee tax deferred compensation contributions. The Board of Directors will decide on a match each year based on the financial stability of the District. The current match will be 3%.

SECTION # 7 – OPERATIONS

Station Duties

Lists of daily, weekly, and monthly station duties will be posted by the Director. These lists may change as needed by the Director.

Use of District Supplies and Equipment

Any unauthorized use of District supplies, or equipment is prohibited. Supplies and equipment are intended for the use of patient care and training.

District Property

All equipment and uniforms supplied by the District remain property of the District and when employee separates from the District they must be returned.

Schedule Drug Form

Any usage of Scheduled Drugs will be documented on District Narcotics Usage Form and documented in the patient's report.

Restocking of Scheduled Drugs

Restocking of Scheduled drugs will be done through the Director. Two signatures are needed to restock, in the absence of the Director the Office Manager can allow access to the storage area and two licensed (RN, Paramedic, EMT) must sign and document the removal from the storage.

Disposal of Scheduled Drugs

Disposal of out-dates Scheduled Drugs will be conducted by the Director.

Company Equipment and Vehicles

Willful or negligent damage to any District vehicle or equipment is prohibited. If you notice an issue or potential issue with a District vehicle or piece of equipment fill out an Incident Report immediately. Any damage must be reported on an Incident Report once found, or immediately after it occurred.

Patient Report & Documentation

A run report is to be completed on each ambulance run before the end of the patient attendant's shift. Any needed information reports or other reports are to be completed before the end of shift.

Communication with Media or Press

All requests from the media should be routed to the Director or Public Information Officer.

Internet Usage

No employee may connect to any wall access for internet for any reason. WiFi Internet is provided for the use of employees. The following are prohibited uses for the internet on District or personal devices of any kind:

- Viewing sexually explicit or material that may be offensive, hostile or harassing with respect to anyone's age, disability, race, color, national origin, gender, ancestry, religion, political belief, military or other protected class.
- Downloading any illegal material or file.
- Downloading any “.exe” or installing files of any kind on District computers.
- Sending viruses or other malicious code.
- Accessing or attempting to access areas on the internet or server that you are not allowed to access.

All employees or visitors that access the internet on personal devices must have a current and running virus software installed. The District reserves the right to place any monitoring device or software to ensure the security and adherence to this policy.

Social Media

The following principles apply to professional use of social media on behalf of Andrew County Ambulance District as well as personal use of social media when referencing Andrew County Ambulance District.

- Employees need to know and adhere to the Employee Manual, EMS Guidelines, HIPAA Policy, Other Procedures and Directives when using social media about Andrew County Ambulance District.

- Employees should be aware of the effect their actions may have on their images, as well as Andrew County Ambulance District's image. The information that employees post or publish may be public information for a long time.
- Employees should be aware that Andrew County Ambulance District may observe content and information made available by employees through social media. Employees should use their best judgment in posting material that is neither inappropriate nor harmful to Andrew County Ambulance District, its employees, or customers.
- Although not an exclusive list, some specific examples of prohibited social media conduct include posting commentary, content, or images that are defamatory, pornographic, proprietary, harassing, libelous, or that can create a hostile work environment.
- Employees are not to publish, post or release any information that is considered confidential or not public. If there are questions about what is considered confidential, employees should check with the Ambulance Director.
- Social media networks, blogs and other types of online content sometimes generate press and media attention or legal questions. Employees should refer these inquiries to the Ambulance Director.
- If employees encounter a situation while using social media that threatens to become antagonistic, employees should disengage from the dialogue in a polite manner and seek the advice of a supervisor.
- Employees should get appropriate permission before you refer to or post images of current or former employees, members, vendors or suppliers. Additionally, employees should get appropriate permission to use a third party's copyrights, copyrighted material, trademarks, service marks or other intellectual property.
- Social media use shouldn't interfere with employee's responsibilities at Andrew County Ambulance District. Andrew County Ambulance District's computer systems are to be used for business purposes only. When using Andrew County Ambulance District's computer systems, use of social media for business purposes is allowed (ex: Facebook, Twitter, Andrew County Ambulance District blogs and LinkedIn), but personal use of social media networks or personal blogging of online content is discouraged and could result in disciplinary action.
- Subject to applicable law, after-hours online activity that violates the Policy Manual or any other company policy may subject an employee to disciplinary action or termination.
- If employees publish content after-hours that involves work or subjects associated with Andrew County Ambulance District, a disclaimer should be used, such as this: "The postings on this site are my own and may not represent Andrew County Ambulance District's positions, strategies or opinions."

- Publishing any information obtained or pictures taken, on scenes or in the ambulance, are prohibited from being posted on social media accounts of any type.
- It is highly recommended that employees keep Andrew County Ambulance District related social media accounts separate from personal accounts, if practical.

Personal Mail

All mail at the District is opened by the Director no matter whose name is on it. Staff should not have mail of a personal nature sent to the District.

Disclosure of Internal Documents

Disclosure of Internal Use Only documents without first obtaining permission from the Ambulance Director and informing the District's Custodian of Records may result in disciplinary action up to and including termination when deemed necessary or desirable.

Release of Records

Director is the Custodian of Records and the Privacy Officer. All requests for information must be made through the Ambulance Director.

Visitors

Visitors are the responsibility of the employee they are visiting. At no time will a visitor be allowed to remain in the building unattended. Visitors are allowed from 8am to 10pm unless approved by Director. If visitors are disturbing other crew members, they will be asked to leave.

Former employees of the District who were terminated for any reason are only allowed to visit during regular business hours and must remain in the lobby only.

Off duty staff members are considered visitors.

Gratuities

In general gratuities are not accepted at the District. Any and all offers of compensation or reward must be approved by the Director prior to the acceptance by the employee. This does not include letters, cards, certificates, or other non-expensive showing of gratitude of the same type.

Incident Reports

An incident report shall be filed for any event that is not normally expected to occur during your normal daily routine. Each person that is involved or witnessed the incident shall file a separate incident report.

Personal Property

Any employee who brings personal property to work is responsible for that property. Andrew County Ambulance District will not be responsible for any lost, stolen, or damaged articles. It is the employee's responsibility to secure any personal items.

If an item is left in a Andrew County Ambulance District location or vehicle, a notice will be posted. The item will be retained for 60 days or until the employee retrieves it, whichever comes first. If the item remains unclaimed, the item may be discarded, donated, or otherwise disposed of.

Nursing / Lactation

Andrew County Ambulance District will engage in the interactive process to discuss the needs of employees who are lactating/breastfeeding to determine what reasonable accommodations, if any, the employee requires. Employees who are lactating or who need to express breast milk during working hours will be provided with additional reasonable break periods during which the employee may express breast milk. Andrew County Ambulance District will provide an employee with a secure location (not a restroom) for the purposes of expressing breast milk. This room will:

- Lock from the inside
- Be shielded from view
- Be close to an electrical outlet
- Have a privacy sign (if desired)
- Be free from intrusion by co-workers

Employees who are lactating/breastfeeding and who wish to express breastmilk need to notify the Ambulance Director to ensure that the company can work with the employee to determine what reasonable accommodations the employee will require. Upon receiving notification from the employee, the company will engage in a good faith interactive process to determine what accommodations can reasonably be provided to the employee to ensure that the employee can express breast milk.

SECTION # 8 – OPERATIONS DRIVING

Use of Lights and Siren

Driver Responsibility

Ultimately the driver of the vehicle is responsible for its safe operation.

Response to a Call

The crew is responsible for the mode of response to the scene based upon information available at dispatch. Response mode may be altered based upon additional information that is received by the dispatch center while the EMS vehicle is enroute to scene.

Lights and sirens are allowed while responding to a call involving a patient who presents or is in good faith perceived to present a combination of circumstances resulting in a need for immediate medical

intervention.

Transporting a Patient

The EMS provider primarily responsible for patient care during transportation will advise the driver of the appropriate mode of transportation based upon the medical condition of the patient.

Lights and Siren are allowed while transporting the patient if the need for immediate medical intervention is beyond the capabilities of the ambulance crew using available supplies and equipment.

One Stop

If either member of the crew decides that Lights and sirens should not be used, for either response or transport, the response will be no lights and sirens.

Driving Procedures

Responding to any emergency call, the Andrew County Ambulance District places a great deal of responsibility on the drivers of our emergency vehicles. Not only must emergency vehicle drivers provide prompt conveyance of the apparatus, equipment, and personnel to provide service to those in need, but as importantly, must accomplish this task in the safest and most prudent manner possible. Emergency vehicle drivers have in their care, custody and control most of the major assets possessed by this organization (the vehicle, portable equipment, personnel). Emergency vehicle drivers also have a higher standard of care to provide to the general motoring public and must make every attempt possible to provide due regard for the safety of others. Drivers must constantly monitor and reduce the amount of risk and exposure to potential losses during each and every response. Safe arrival at the emergency scene shall be, and must always remain, the first priority of all emergency vehicle drivers. In order to accomplish this enormous task, all emergency vehicle drivers shall become familiar with, and constantly abide by the following policies and procedures.

Policy:

Operation of emergency vehicles shall be conducted in a safe and cautious manner in order to reduce or prevent accidents resulting in personal and/or property damage. Both emergency and non-emergency operations will always be conducted in compliance with state and local law.

Procedure:

I. Seat Belt Use:

- a.*** All Andrew County Ambulance District personnel are required to wear a seatbelt at all times unless doing so would hinder patient care. Employees will ensure that all occupants, including patients and riders, have their seatbelt in use before moving the vehicle.

II. Safety Vest Use:

- a.*** Andrew County Ambulance District personnel are required to wear ANSI safety vests when they are working outside of the ambulance on or near any road, street, highway, or interstate.

III. Cellular phone use and patient care:

- a.* Never use cell phones or text while giving patient care unless calling report, medical control or other patient specific reason. Patients deserve your 100% attention during transports. If a phone call occurs during care, return the phone message later.
- b.* Texting during patient care is strongly prohibited.
- c.* It is acceptable to use your phone to call the sending or receiving hospitals, medical control, doctor's office, Andrew County Dispatch or for other patient care concerns.

IV. Cellular phone and driving:

- a.* Cell phone use is prohibited, while in the ambulance. Personal phone calls are prohibited while driving. Calls from dispatch should be answered by the passenger. If the passenger is unable, keep the conversation short, or pull off and call back.
- b.* See CELLULAR PHONE USE policy for additional information
- c.* Violation of this shall result in disciplinary action up to and including termination.

V. Texting and driving:

- a.* Texting is never allowed while driving for any reason. Any persons driving and texting will be suspended and/or terminated. Never text at any time in the ambulance while in the driver's seat or while in treatment of a patient. Do not read, review or text while driving.

VI. Circle of Safety:

- a.* Prior to entering the cab and starting the vehicle, the emergency vehicle driver shall make a circle of safety around the vehicle to see that all equipment is secured, that all compartment doors are securely closed, and any physical obstructions moved out of the way. During the circle of safety, the emergency vehicle driver shall encircle the vehicle and visually inspect all four (4) sides and the top of the vehicle before entering the cab. He/she should also verify right side and rear clearance with the person riding in the officer position. This shall be conducted prior to moving the vehicle regardless of whether or not the vehicle is about to leave on an emergency or a non-emergency.

VII. Warning Devices and True Emergencies:

- a.* When responding to an emergency, all audible and visual warning devices will be operated at all times regardless of time of day and/or traffic conditions. All emergency vehicle drivers must understand that warning devices are not always effective in making other vehicle operators aware of your presence. Warning devices only request the right-of-way, they do not insure the right-of-way. Any time you are involved in patient transport, the headlights shall be used. This allows your unit to be seen by other motorists.

VIII. Vehicle Control and Right-of-Way:

- a.* All drivers shall attempt to maintain control of the vehicle that they are operating in such a manner as to provide the maximum level of safety for both their passengers and the general public. Emergency vehicle drivers should be aware that the civilian vehicle operators may not react in the manner in which is expected or felt to be appropriate. An attempt should be made to have options available when passing or overtaking vehicles. If another vehicle operator fails to yield the right of way to an emergency vehicle, the emergency vehicle driver cannot force the right of way, nor can you assume the right of way, therefore you do not have the right of way until the other vehicle yields to you.

- b.* The emergency vehicle driver shall be aware of his/her rate of closure on other vehicles and pedestrians at all times to make sure that a safe following distance is established and maintained. All drivers shall follow the rule for safe following distance and allow one (1) second of following distance for every ten (10) feet of vehicle length for speeds under 40 mph and add one (1) additional second for speeds over 40 mph.
- c.* Pass on the left at all times if possible. Passing on the right is prohibited. You can be held responsible for an accident when passing on the right.

IX. Response Speeds:

- a.* When responding to an emergency only, drivers shall operate the vehicle they are driving at as close to the posted speed limit as possible, not to exceed ten (10) miles per hour over the posted speed limit, conditions permitting. Examples of conditions requiring slower response speeds include but are not limited to:
 - i.* Slippery road conditions.
 - ii.* Inclement weather
 - iii.* Poor visibility
 - iv.* Heavy or congested traffic conditions
 - v.* Sharp curves

X. Intersection Practices:

- a.* Extreme care should be taken when approaching any intersection as intersections are the locations responsible for a large percentage of major accidents involving emergency vehicles. Drivers are required to practice the organizations intersection operating guidelines during all emergency responses.
- b. Uncontrolled Intersections:*
 - i.* Any intersection that does not offer a control device (stop sign, yield or traffic signal) in the direction of travel of the emergency vehicle or where a traffic control signal is green upon the approach of the emergency vehicle, all emergency vehicle drivers should do the following:
 - 1.* Scan the intersection for possible hazards (right turns on red, pedestrians, vehicles traveling fast etc.). Observe traffic in all four (4) directions (left, right, front, rear).
 - 2.* Slow down if any potential hazards are detected and cover the brake pedal with the driver's foot.
 - 3.* Change the siren cadence not less than 200' from intersection.
 - 4.* Avoid using the opposing lane of traffic if at all possible.
- c. Controlled Intersections:*
 - i.* Any intersection controlled by a stop sign, yield sign, yellow traffic light or a red traffic light requires a complete stop by the emergency vehicle driver. In addition to bringing the vehicle to a complete stop these additional steps must be followed as well:
 - 1.* Do not rely on warning devices to clear traffic.
 - 2.* Scan the intersection for possible hazards (right turns on red, pedestrians, vehicles traveling fast etc.) as well as driver options.

3. Begin to slow down well before reaching the intersection and cover the brake pedal with the driver's foot, continue to scan in all four (4) directions (left, right, front, back)
4. Change the siren cadence not less than 200' from intersection.
5. Scan intersection for possible passing options (pass on right, left, wait etc.) avoid using the opposing lane of traffic if at all possible.
6. Come to a complete stop.
7. Establish eye contact with other vehicle drivers; have partner communicate all is clear; reconfirm all other vehicles are stopped.
8. Proceed one lane of traffic at a time treating each lane of traffic as a separate intersection.

d. Railroad Intersections:

- i. At any time, an emergency vehicle driver approaches an unguarded rail crossing, he/she shall bring the apparatus or vehicle he/she is operating to a complete stop before entering the grade crossing. In addition, the emergency vehicle driver shall perform the following prior to proceeding:
 1. Turn off all sirens and air horns.
 2. Operate the motor at idle speed.
 3. Turn off any other sound producing equipment or accessories.
 4. Open the windows and listen for a train's horn.

XI. Non-emergency Response:

- a. When responding to a call in a non-emergency response mode or normal flow of traffic (non-code 3 or when not responding to a true emergency) the vehicle will be operated without any audible or visual warning devices and in compliance with all state motor vehicle laws that apply to civilian traffic. At no time should any emergency vehicle be operated during response with only visual warning devices.

XII. Ordinary Travel Procedures:

- a. All drivers shall obey all traffic laws and traffic control devices when driving any ambulance under ordinary travel conditions. Any driver observed breaking any traffic laws or driving any vehicle in an aggressive manner will be subject to disciplinary action, including suspension of driving privileges.

XIII. Riding Policy:

- a. The District requires all persons riding in emergency vehicles to be seated in approved riding positions and be secured to the vehicle by seat belts whenever the vehicle is in motion. The emergency vehicle driver shall verify that all personnel are properly seated and in seat belts before the vehicle is moved. Any employee observed not wearing seat belts will be subject to disciplinary action.
- b. The District prohibits the riding on tail steps, side steps, running boards, or any other exposed position. Personnel who perform emergency medical care while the vehicle is in motion should be secured to the vehicle by a seat belt or safety harness designed for occupant restraint, whenever possible.
- c. The District prohibits non-emergency responders riding in the ambulance. Exceptions will be made for the parents of small children and other instances of extreme circumstances.

XIV. Backing:

- a.** The department recognizes that backing emergency vehicles is made hazardous by the fact that the driver cannot see much of where he/she intends to go. The department recommends whenever possible, drivers should avoid backing as the safest way to back up a vehicle is not to back up a vehicle at all. When it is necessary to back-up any departmental vehicle all drivers shall follow one of the two following measures:

i. General:

1. If you can avoid backing, don't back.
2. Never be in a hurry when backing.
3. Do not start to back when unsure of the area.
4. Do not put the unit into reverse gear before coming to a complete stop.
5. Roll the window down completely.
6. Make visual and verbal contact with spotter.
7. No spotter available:
 - a.** Reconsider backing up. Is it really necessary?
 - b.** Make a reasonable attempt to get someone to act as a spotter.
 - c.** If a spotter cannot be obtained, get out of the unit and walk around the unit completely and survey the backing area. Before proceeding to back unit, be sure to check overhead clearance.
8. If both members are present, but the patient requires constant care, the operator can proceed with backing the unit only if the above procedures are taken.
9. Failure to follow this procedure will be considered as non-compliance and both employees may be subject to disciplinary action including suspension and / or termination.

ii. Operator Responsibilities:

1. Bring the unit to a complete stop.
2. Roll window down completely.
3. Make verbal communication with spotter. "If you cannot hear the spotter, do not backup".
4. A spotter is in place eight to ten feet at the left rear of the unit.
5. Be able to see spotter in left rear-view mirror. "If you cannot see, do not backup".
6. Driver and spotter must establish and continue eye to eye contact in the left rear-view mirror at all times.
7. Be familiar with hand signals before backing maneuvers begin.
8. The spotter hand signals the driver to back up.

iii. Spotter Responsibilities:

1. Get out of the unit and survey the right side and rear area for obstacles that would damage the unit. "Remember overhead clearance".
2. Place yourself eight to ten feet to the left rear of the unit.
3. Make sure the operator can see and hear you.
4. Be familiar with hand signals before allowing backing maneuvers to begin.

XV. Response in Private Owned Vehicles:

- a.* When any member responds to the station or to the scene of an emergency in his/her private vehicle, each member must strictly adhere to all applicable motor vehicle laws. Privately owned vehicles are not provided with the same exemptions that are provided to emergency vehicles. No member of the organization will be permitted to violate any motor vehicle laws, including but not limited to:
 - i.* Speed limits
 - ii.* Going through traffic control devices
 - iii.* Passing in an unsafe manner
- b.* While it is recognized that timeliness in response to an emergency is important, it is imperative that all drivers understand that their private vehicles are not emergency vehicles; and therefore, are not afforded any exemptions or special privileges under state law. Any driver observed breaking any traffic laws or operating any vehicle in an aggressive or unsafe manner will be subject to disciplinary action including suspension, and / or loss of driving privileges.

XVI. Use of Siren:

- a.* Do not maintain the siren at one tone. A siren works because the human brain recognizes the change in pitch. (This is the reason for wail, yelp, and high-low). Use the siren before reaching an intersection or traffic.
- b.* Lights and siren will be used as in accordance with Missouri State Law. Head lights are to be used going to and from the emergency scene. If high beam flashers are available, they are to be used along with red lights.

XVII. Multi-Unit Response:

- a.* If two units are responding at the same time to the same call, they must keep a distance of at least 300 feet. Each unit should use different siren tones to help the traffic distinguish between the different units.

XVIII. School Buses:

- a.* If a school bus is stopped, displaying red flashing lights and a stop sign, you are not allowed to proceed until the driver of the bus directs you to do so, or until the lights and sign have been turned off. When the driver of the bus has indicated it is safe to proceed. You must do so at a speed that is safe, in case an emergency stop is necessary.

XIX. Driver Responsibility:

- a.* Driver of emergency vehicles shall be directly responsible for the safe and prudent operation of the vehicle under all conditions.
- b.* Driver's first priority shall be for the safe arrival of the emergency vehicle at the emergency scene.
- c.* Driver shall not move emergency vehicles until all personnel on the vehicle are seated and secured with seat belts and in approved riding positions.
- d.* During emergency response, drivers of emergency vehicles shall bring the vehicle to a complete stop for any of the following:
 - i.* When directed by a law enforcement officer.
 - ii.* Red traffic lights.
 - iii.* Stop signs.
 - iv.* Negative right-of-way intersection.

- v. Blind intersections.
- vi. When the driver cannot account for all lanes of traffic in an intersection.
- vii. When other intersection hazards are present.
- viii. When encountering a stopped school bus with flashing warning lights.
- e. During non-emergency travel, drivers of emergency vehicles shall obey all traffic control signals and signs and all laws and rules set forth by state or local jurisdiction.
- f. During emergency response or non-emergency travel, drivers of emergency vehicles shall come to a complete stop at all railroad grade crossings.

XX. Attendant Responsibility:

- a. Attendant shall ensure that all personnel on the vehicle are seated and secured with seat belts and in approved riding positions prior to movement of the emergency vehicle.
- b. Attendant shall ensure driver is operating the vehicle in a safe and prudent manner during response.
- c. Attendant shall check map book, run cards or computer aided response to assist the driver in determining the safest and most direct route to the emergency scene.
- d. Attendant shall operate the audio and visual warning devices.
- e. Attendant shall be responsible to operate the radio and communications equipment during response.
- f. Attendant shall assist the driver in intersection crossing and backing according to specific responsibilities outlined in the intersection and backing policies.

XXI. One Stop:

- a. If either member of the crew decides that Lights and sirens should not be used, for either response or transport, the response will be no lights and sirens.

Seatbelt Usage

Andrew County Ambulance District recognizes that seat belts are extremely effective in preventing injuries and loss of life. It is a simple fact that wearing your seat belt can reduce your risk of dying in a traffic crash by 45 percent in a car and by as much as 60 percent in a truck or SUV. We care about our employees, and want to make sure that no one is injured or killed in a tragedy that could have been prevented by the use of seat belts.

Therefore, all employees of Andrew County Ambulance District must wear seat belts when operating a company-owned vehicle, or any vehicle on company premises or on company business; and all occupants are to wear seat belts or, where appropriate, child restraints when riding in a company-owned vehicle, or in a personal vehicle being used for company business.

All employees and their families are strongly encouraged to always use seat belts and the proper child restraints whenever they are driving or riding in any vehicle, in any seating position.

SECTION # 9 – OPERATIONS MISCELLANEOUS

Infection Control

All ACAD employees will follow the infection control procedures outlined in the infection control

manual. All exposures will be documented and given to the Director.

Changes in Policy

There are many reasons that a policy may be added or changed. Andrew County Ambulance District has a commitment to be flexible and change with the times. With this in mind the District understands the need to be able to amend or change the policy manual from time to time. The following is the procedure that will be used to do so:

- General policy changes will be done at each Board of Directors meetings.
- Emergency changes in policy will be made by the Director if needed between board meetings. That emergency policy change will be reviewed at the next regular Board of Directors meeting.

All changes in policy will be posted and each employee must acknowledge that they have read the change in policy.

Additional Policies

The following policies are in separate books and kept on site at the District. They are also policy and must be adhered to.

- HIPAA
- Exposure Control Plan
- ACAD EMS Treatment Guidelines
- Employee / Equipment Safety Program
- Internal Controls
- Bidding
- Training Center Guidelines

Procedures

Procedures are written guidelines of how day to day operations should occur. They are available online and are reviewed by the Ambulance Director as needed.

Failure to adhere to procedures is cause for disciplinary action.

Acknowledgment of Receiving Policy Manual

Copies of this policy manual are posted online and available for downloading at any time. Employees can print a copy at work or request a copy from the Director.

Each employee will sign an acknowledgment that they understand that they are to follow the manual.

Appendix A – Job Descriptions

Ambulance Staff

POSITION TITLES:

Paramedic (ALS Staff), or
Registered Nurse (ALS Staff), or
Emergency Medical Technician (BLS Staff)

POSITION IDENTIFICATION:

Reports to: Ambulance Director
Employees Supervised/Directed: None
FLSA Code: Non-Exempt

POSITION PURPOSE AND SUMMARY:

The ideal incumbent will perform duties associated with providing emergency medical care to the sick and injured in accordance with all applicable laws, regulations and Andrew County Ambulance District policies.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

GENERAL RESPONSIBILITIES: The incumbent must possess and apply knowledge and skills necessary to perform the duties of BLS and ALS Staff, in a dignified and compassionate manner, including but not limited to:

- Responding to emergency and non-emergency calls calmly, efficiently and promptly;
- Administering basic and advanced life support to patients at the scene, en route to the hospital and in a pre-hospital setting in accordance with federal, state, and local laws, regulations and standards;
- Assessing the nature and extent of injury or illness to establish and prioritize medical procedures to be followed;
- Extricating victims of accidents, sudden illness or entrapment using proper rescue and medical techniques;
- Treating patients at the scene, en route to the hospital, and in a pre-hospital setting in accordance with federal, state, local, laws, regulations and standards and in accordance with Andrew County Ambulance District policies rules, and guidelines;
- Effectively communicating with professional medical personnel and treatment facilities to obtain instructions regarding further treatment and/ or to arrange reception of patients to the appropriate center;
- Maintaining order at scenes, including crowd disbursement and restraint of family and friends;
- Completing patient care forms, insurance forms, evaluation forms, and all other forms in a competent and timely fashion.

- Adhere to and follow all policies and procedures concerning safety and contamination by bloodborne pathogens; and
- Educate and/ train squad personnel, EMS trainees and the public

JOB RESPONSIBILITIES RELATED TO PATIENT PRIVACY: The incumbent must perform all job responsibilities in a manner that protects patient privacy:

- The incumbent is expected to protect the privacy of all patient information in accordance with Andrew County Ambulance District's Privacy Policies, procedures, and practices, as required by federal (and state) law, and in accordance with general principles of professionalism as a health care provider. Failure to comply with Andrew County Ambulance District's policies and procedures on patient privacy may result in disciplinary action up to and including termination of employment.
- The incumbent may access protected health information and other patient information only to the extent that is necessary to complete your job duties. The incumbent may only share such information with those you have a need to know specific patient information you have in your possession to complete their job responsibilities related to treatment, payment or other company operations.
- The incumbent is encouraged and expected to report, without the threat of retaliation, any concerns regarding Andrew County Ambulance District's policies and procedures on patient privacy and any observed practices in violation of that policy to the designated Privacy Officer.
- The incumbent is expected to actively participate in Company privacy training and is required to communicate privacy policy information to co-workers, students, patients and others in accordance with Andrew County Ambulance District Company Policy.

ADDITIONAL OBLIGATIONS AND SKILLS: The incumbent must possess and apply knowledge and skills necessary to perform the duties of a driver of ambulance equipment, including but not limited to:

- Promptly responding to instructions from a dispatcher and driving (If applicable) and operating specially equipped emergency vehicles to specified locations at a safe and controlled speed, in accordance with federal, state, local laws, regulations and standards; and in accordance with Andrew County Ambulance District policies, rules, and guidelines;
- Assuring that vehicles are in good working condition always, are properly maintained and stocked, have all necessary equipment and reassure this equipment is in good working order at all time;
- Cleaning, organizing and restocking vehicles in a ready condition after each transport;
- Receiving requests for emergency and non-emergency ambulance service and other duties related to communication via two-way radio and other communication devices;
- Maintaining accurate records of ambulance equipment and other emergency equipment and/or personnel dispatched to each emergency and non-emergency request and other operation and administrative data as required to maintain the operational continuity of Andrew County Ambulance District and as directed by superiors;
- Properly document each transport on the approved Patient Care Report in accordance with Andrew County Ambulance District policies and procedures;
- Handling telephone communications professionally and efficiently with careful regard to the divulgence of information respecting confidentiality requests always;

- Coordinating requests for non-emergency transports in accordance with the non-emergency transport policies;
- Monitoring communication equipment to maintain contact with the dispatcher;
- Maintaining apparatus and equipment in accordance with all policies, procedures and direction.

ADDITIONAL RESPONSIBILITIES AND ROUTINE TASKS: The incumbent must perform routine tasks in and around the ambulance, building, including but not limited to:

- Checking, restocking, inventorying and cleaning any apparatus operated by Andrew County Ambulance District;
- Cleaning, doing dishes, emptying trash and other related duties in the ambulance station;
- Representing the ambulance service while on duty at public service functions, expositions, and other public events;
- Performing any other duty related to Andrew County Ambulance District as designated by the Ambulance Director or designee.

TRAITS AND QUALITIES: The incumbent must also possess the following qualities and traits in order to accomplishment specified tasks, including but not limited to:

- Be a team player, as EMS is a team effort, and providers must provide necessary assistance to ensure system sanitation, readiness and adherence to quality assurance standards;
- Be flexible as emergency services operate on a 24-hour clock; the incumbent's assigned work shift schedule may vary and the incumbent should be available to respond immediately for a call during the assigned work period, and the start and shift times may vary due to the nature of the business;
- Maintain a thorough working knowledge of local geography, which includes maps, streets, and grid book systems;
- Maintain a thorough working knowledge of applicable current standards of care, including equipment functions and uses;
- Assure that all certifications, licenses and registrations are up-to-date; and
- Incumbent conducts themselves, in a courteous, helpful, dignified and professional manner at all times when dealing with patients, co-workers, supervisors and or the public.

QUALIFICATIONS

The incumbent must maintain one of the following medical licenses:

- EMT
- Paramedic
- Registered Nurse

Required Certification & Trainings to be maintained:

- American Red Cross CPR for the Professional Rescuer, American Heart Basic Life Support certification, or equivalent.
- Hazardous Materials Awareness or greater
- ICS 100 and ICS700, and other certifications as required.

Recommended Certification & Training

- ACLS for ALS Staff

- PALS for ALS Staff
- ASLS for ALS Staff
- ITLS/PHTLS for all Staff

Requirements to operate the ambulance: (Mandatory for all BLS Staff)

- Valid state driver's license
- ACAD Recognized Driving Class
- Annual Driver Training

Abilities Required and Special Requirements

The incumbent must possess basic working knowledge of a Windows-compatible computer, and can enter necessary data into a computer. The incumbent must possess a general working knowledge of the internet and accessing websites needed.

PHYSICAL REQUIREMENTS OF THE POSITION

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. The position requires significant physical strength and dexterity and the ability to function in very adverse environments with exposure to numerous safety risks typically found at emergency scenes. The following guidelines are used to describe the frequency of activities in this position: Occasionally equals 1%-33%; Frequently equals 34%-66%; and Continuously equals 67%-100% of a typical work day.

STANDING/WALKING: Frequently too continuously when responding to calls. Standing or walking is optional while at rest at the facility. This usually includes: going to and from the emergency vehicle, getting patients from their locations, and rendering treatment. Most walking would be for short distances, as emergency vehicles can get as close to the location as possible. However, the incumbent must also be able to run these same distances, in case of an emergency where time is of the essence. Walking and running may vary, however, as the patient may be located inside a large, multi-floored facility. Standing, walking and running could be on all types of surfaces, including but not limited to: asphalt, cement, concrete, soft/ packed dirt, linoleum, wood, hardwood floors, etc. The individual must be able to go up and down slight inclines or declines that may be found at roadsides, agricultural areas, etc. At a location, standing would occur more often than walking or running. Standing would occur on the wide variety of surfaces mentioned above. Standing could last from a few minutes to hours, depending on the situation. Standing could occur in the standard erect position, the kneeling or squatting position, etc.

SITTING: Frequently when responding to a location, the individual will sit in the emergency vehicle. The emergency vehicles are equipped with a standard installed vehicle seat. The time performing the sitting activity on a call would depend upon the specific situation.

LIFTING AND CARRYING: Frequently required to lift and carry weights ranging from a few pounds to ten (10) pound and above. Occasionally required to lift and carry weights scaled at above 100 pounds or more. Incumbents will need to lift and carry, with one team member, adult patients, lifting them from various positions (such as a bed or a chair) onto various patient movement devices, such as an ambulance stretcher, a stair chair, long back boards, etc., and then efficiently move them into an ambulance. Other heavier objects in the high range category would be 5-foot tall, 10-inch diameter oxygen

cylinders, and medical equipment boxes. The oxygen cylinders can be made of quarter-inch steel and weigh up to 113 pounds. The medical equipment boxes can weigh approximately fifty pounds or more.

BENDING AND STOOPING: Frequently throughout a work shift the incumbent will be required to bend in a range of 1 to 90 degrees. The average situation will require the individual to work in a range of 35 to 65 degree bends. This would involve: lifting a patient, lifting equipment, treating a patient at ground level, sitting on a bench located in the ambulance. This activity may be prolonged and last up to 30 minutes or more. During any given call, the provider may bend and/ or stoop 1 to 15 times per incident.

CROUCHING AND KNEELING: Frequently, crouching and kneeling may be performed when on the scene picking up equipment or assisting patients. The actual number of times this is done depends on the incident but may be up to 15 times for a duration up to 30 minutes or greater.

CLIMBING: Occasionally, this is required when climbing steps up and down with a patient on a stretcher or another device, and when entering or exiting the emergency vehicle. Generally, the climbing would require that the incumbent be lifting and carrying heavy objects such as a stretcher or another device with a patient on it. Balancing may be required when backing down staircases.

REACHING: Frequently to continuously throughout the work shift to review monitoring equipment, operate communication equipment, administer oxygen and operate equipment. The incumbent may also be required to reach in precarious positions, such as in a vehicle, which has been crushed in an accident, or in other confined spaces. If working inside the ambulance en route to a medical facility, the incumbent will need to reach to access the patient and supplies. Reaching will involve partial to full extension of the arms.

PUSHING AND PULLING: Frequently the activities that would require the most force in pushing and pulling is when removing or returning a gurney to the emergency vehicle with and without a patient on the gurney. The weight required to push/pull will vary, depending on the weight on the gurney. Slight pushing will be required if the incumbent is performing CPR, which can require repetitive pushing and may range from a few minutes to hours. Pushing and pulling is required when operating and closing vehicle doors.

HANDLING OR GRASPING: Continuously, while working at any given location, continual bilateral gross manipulation is performed in this position. This may be involved when: opening/closing doors; and using, handling, carrying and /or operating medical equipment boxes that may weigh approximately fifty (50) pounds or more, such as stretcher rails, various handles attached to equipment, and tools. The arm and hand must be able to perform all types of positions, including supination and pronation. Hyperextension, extension and flexion of the fingers will be involved, ulnar and radial deviation, abduction and adduction of the hand and wrist will be required. A wide variety of grasping will be required, such as cylindrical grasping, palmer grasping, hook grasping, tip grasping and lateral and spherical grasping.

HAZARDS: The incumbent, when responding to emergencies, can be exposed to dust, fumes, gases, fire, smoke, adverse weather conditions, and chemicals. There is potential for bodily harm or death from violent patients, bystanders, or other dangers. At all time the incumbent is expected to adhere to all applicable policies and procedures concerning safety and the prevention of contamination and infection due to bloodborne pathogens.

OTHER PHYSICAL REQUIREMENTS

- Maintain balance and strength in awkward positions;
- Speak clearly, even under stressful circumstances;
- Accurately communicate ideas orally and in writing in English;
- Respond physically with speed;
- Speak at proper volumes for appropriate situations; and
- Must get along with others.

MENTAL REQUIREMENTS OF THE POSITION

- Handle a significant number of stressful situations, and be able to function calmly, coolly and collectedly under all types of stressful situations;
- Get along well with diverse personalities;
- Communicate with patients and others with empathy and respect;
- Create and maintain a positive and cooperative working environment in stressful situations;
- Work smoothly and professionally in an environment where teamwork is essential;
- Analyze and interpret difficult and complex patient care and personnel situations;
- Work independently with minimal supervision for assigned tasks;
- Exercise sound independent judgment within general policy and procedural guidelines;
- Anticipate and identify problems and take initiative to prevent or correct them;
- Establish and maintain effective working relationships with all levels of personnel within the medical community, Andrew County Ambulance District EMS, outside agencies, patients, and members of the community;
- Understand and follow federal, state and local laws, and Andrew County Ambulance District EMS policies, procedures and rules;
- Follow orders;
- Remember and apply concepts, knowledge and principles; and
- Appropriately deal with stress and maintain composure when encountering serious injuries or illnesses

DISCLAIMER

The information provided in this description is designed to indicate the general nature and level of work performed by incumbent within this position. It is not to be interpreted as a comprehensive inventory of all duties, responsibilities, qualifications, and working conditions required of employees assigned to this position. Management has the sole discretion to add or modify the duties of the position and to designate other functions at any time. This position description is not an employment agreement or contract.

Administrative Assistant

POSITION TITLE:

Administrative Assistant

POSITION IDENTIFICATION:

Reports to: Ambulance Director

Employees Supervised/Directed: None

FLSA Code: Non-exempt

The Administrative Assistant shall always act in a manner consistent with, and aimed at furthering the vision, mission, and operating principles of Andrew County Ambulance District EMS, and is responsible for actively disseminating and interpreting them and their connection with day-to-day operations and decisions. The individual in this position must possess the ability to work well with others without regard to their race, religion, color, sex, gender identity, sexual preference, ancestry, age, national origin, disability, marital or veteran status, and economic or educational background. It is understood that the work of the Administrative Assistant will be performed in a competent, timely, collaborative, and professional manner, and in strict accordance not only with all applicable laws, but also with the high standard of ethical behavior that is the hallmark of Andrew County Ambulance District EMS. This expectation includes maintaining the confidentiality of information and documents and recognizing that all work produced is the property of Andrew County Ambulance District EMS.

The Administrative Assistant displays the following leadership qualities:

- An enthusiastic dedication to innovative, customer-driven service and personal growth.
- The capability of describing and expressing, in public conversation as well as during one-on-one mentoring, the value of personal accountability for the success of colleagues and Andrew County Ambulance District EMS.
- The ability to conduct oneself in a courteous, helpful, dignified, and professional manner at all times when dealing with patients, co-workers, supervisors and or the public.
- A clear grasp of essential performance behaviors and operational goals and an active, day-to-day desire and effort to learn more.
- Self-motivation, with the ability to shift priorities to meet needs when unanticipated problems occur.
- The capacity for vision and for developing a mental image of the ideal behaviors necessary to implement the vision of the Andrew County Ambulance District EMS organization.
- The capacity to create a sense of purpose, even in stressful times, and to generate and maintain a high level of morale.
- The ability and willingness to assist others in reaching their potential.
- The ability to intentionally model leadership and mentoring behaviors for the benefit of colleagues and the departmental team.
- The ability and willingness to work with others as a team player who feels a sense of responsibility not only for his/her own success, but also for the success of his/her colleagues.
- The ability to recommend data-driven decisions.

The individual in this position must be able to perform satisfactorily each of the Essential Functions described below, must consistently demonstrate the ability to handle numerous tasks and responsibilities and the ability to anticipate and meet deadlines, and must have outstanding organizational skills and pay meticulous attention to detail. The individual must anticipate and respond promptly, in a professional manner, to internal and external customer requests. A professional demeanor and appearance are necessary. The ability to maintain confidentiality of information is required.

Administrative Essential Functions

- Works in a highly stressful environment and handles a significant number of stressful situations quickly, calmly, and appropriately, maintaining composure.
- Works independently.
- Function as a team player.
- Gets along well with people of diverse backgrounds and personalities.
- Communicates with superiors, peers, subordinates, and clients with empathy and respect.
- Analyzes and interprets difficult and complex situations.
- Exercises sound independent judgment within general policy and procedural guidelines.
- Anticipates and identifies problems and takes initiative to prevent or correct them.
- Establishes and maintains effective working relationships with all levels of personnel within the Andrew County Ambulance District EMS, outside agencies, clients, and the community.
- Understands and follows federal, state, and local laws and Andrew County Ambulance District EMS policies, procedures and rules.
- Follows orders and respects the chain of command.
- Applies concepts, knowledge, and principles.
- Enters and extracts data from a computer using basic and EMS-specific software.

Operational Essential Functions

- Uses phone, radio, and computer.
- Obtains pertinent information for records and billing as required by Andrew County Ambulance District and the EMS Council, and records the information on the appropriate forms. Gathers insurance, pre-authorizations and arranges for PMNC and related information from facilities.
- Maintains professional relationships with other Andrew County Ambulance District employees, 911 centers, healthcare facilities and municipal personnel, clients, and the general public.
- Maintains communications with all crews at all stations. Distributes information to crews as needed.
- Interacts with Billing to assist with questions from customers.
- Schedules stand-by and community events as appropriate.
- Attends public service functions, expositions, and other public events while on duty and acts as a representative of the organization.
- Performs any other duty related to Andrew County Ambulance District as designated by the supervisor or designee.

Physical Essential Functions

The physical demands described below are representative of those that must be met by an employee to successfully perform the essential functions of this position. The physical requirements of the job include, but are not limited to, the following:

- Operates on a 24-hour clock due to the nature of the business.
- Sits for extended periods of time.
- Works in normal indoor exposure to dust/dirt.
- Moves about within the facility.
- Demonstrates adequate near and distance vision.
- Speaks and hears clearly and occasionally withstands higher than average levels of noise.
- Works in high stress situations frequently.
- Communicates frequently with co-workers and others and exchanges accurate information in these situations.
- Performs tasks with manual dexterity (i.e., use of fingers, hands, and arms).
- Handles office implements frequently.
- Lifts, moves, and/or carries in excess of 5 lbs. on a consistent basis.

Equipment (Examples of devices, tools, etc., used in the organization)

Telephone, computer, copier, and two-way radio.

Disclaimer

The information provided in this description is designed to indicate the general nature and level of work performed by the individual in this position. It is not to be interpreted as a comprehensive inventory of all duties, responsibilities, qualifications, and working conditions required of employees assigned to this position. Management has the sole discretion to add or modify the duties of the position and to designate other functions at any time. This position description is not an employment agreement or contract.