



## Jefferson County Emergency Services Agency Administrative Guidelines

### **1000 – 1099: INTRODUCTION**

#### **1000: EXORDIUM**

The Jefferson County Emergency Services Agency (JCESA) Employee Handbook is comprised of two sets of documents; Administrative Policies and Operating Guidelines.

**Administrative Policies** are numbered 1000-1999 and are intended to provide JCESA employees with the most current administrative responsibilities, management procedures, employer and employee requirements, complaint process, disciplinary actions, compensation methods, holidays, benefits, retirement, grievances, leave, ethics, and other administrative topics. It is not possible to address every topic or situation that may arise, therefore the Director(s) and/or JCESA Board reserve the right to impose and enforce policy related to situations that may not be addressed in this handbook.

**Operating Guidelines** are numbered 2000-2999 and are intended to provide JCESA employees with guidelines to ensure uniform provision of emergency medical services and departmental operations by JCESA employees. Many of these guidelines are based on WV State Code, WVOEMS Protocols, VFIS recommendations, Jefferson County government, the Squad Medical Director and other agencies having jurisdiction or influence over such matters. These guidelines may not be all-inclusive as field conditions may require some deviations. Deviations are subject to review by the Director, Deputy Director, Squad Medical Director and/or the JCESA board at any time deemed appropriate.

The JCESA Director(s) will periodically review the contents of the Employee Handbook and make or recommend changes to the JCESA board for approval. Jefferson County Emergency Services Agency reserves the right to make changes to the Employee Handbook at any time without advance notice in the best interest of the Agency. Updated copies of all affected pages will be provided to all employees with written documentation. Any employee may submit recommended changes or additions in writing to the Directors at any time for consideration.

The Employee Handbook is presented as information and is not intended to be or to create an employment contract neither express nor implied.

#### **1010: MISSION**

The mission of the Jefferson County Emergency Services Agency (JCESA) is to ensure that exceptional pre-hospital emergency care is provided to all citizens and visitors of Jefferson County, West Virginia. JCESA will provide these services in a non-discriminatory manner with compassion, integrity and commitment to all those in need in a timely and professional manner.



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### **1020: DEFINITIONS**

Agency – Jefferson County Emergency Services Agency

ALS – Advance Life Support.

Applicant – An individual who has completed an application for employment with JCESA.

Appointment – The offer of employment and acceptance by an individual of a position with JCESA.

BLS – Basic Life Support.

Board – Jefferson County Emergency Services Agencies Board of Directors.

Compensation – Money, thing of value or financial benefit. The term compensation does not include reimbursement for actual reasonable and necessary expenses incurred in the performance of one's official duties.

Compensatory Time – Granting non-exempt employees additional time off in lieu of financial compensation for hours worked in excess of forty (40) a week.

*Applicable Reference: 1170 Compensatory Time Policy*

Directors – Director and Deputy Director

Dismissal – Involuntary separation from employment with JCESA.

EMS – Emergency Medical Services

Employee / Worker – Any person in the service of the JCESA under any contract of hire, whether express or implied, oral or written, where the employer or an agent of the employer or a public official has the right or power to control and direct such person in the material details of how work is to be performed and who is not responsible for the making of policy nor for recommending official action.

Employer – Jefferson County Emergency Services Agency.

Ethics Act – The West Virginia Governmental Ethics Act.

Ethics Commission – The West Virginia Ethics Commission.

Flex Time – Hours of leave that are accrued by exempt employees (Directors) without any financial compensation for time earned. Upon separation of employment, these hours would not be compensated financially to any exempt employee.

Fringe Benefits – Non-wage benefits provided to full-time employees of JCESA.



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Full-Time Employee – Any employee who regularly works a minimum of thirty-five (35) hours per week. To be paid overtime, an employee must **work** in excess of the forty hours in a work week (see overtime section). Full-time employees are eligible for various benefits offered by the JCESA. The Directors shall not be eligible for overtime compensation in the form of pay.

Immediate Family – An employee's spouse, child(ren), stepchildren, grandchildren, father, mother, legal guardian, sister, brother, mother-in-law, father-in-law, son-in-law or daughter-in-law.

Introductory Period – A six-month probationary trial period of employment.

JCESA – Jefferson County Emergency Services Agency

Leave – Approved absence from work whether paid or unpaid.

Management – Director, Deputy Director and/or the Agency

Medical Director – JCESA appointed Medical Director per West Virginia Protocol.

Overtime – Director or Deputy Director authorized time worked by an employee in excess of forty (40) hours per workweek. The Director and Deputy Director shall not be eligible for overtime in the form of pay compensation.

Overtime Pay – Monetary compensation paid to an employee, whom is non-exempt status, for overtime work performed. The Directors shall not be eligible for overtime pay; as to they are exempt employees of the Agency.

Part-Time Employee – Any employee who regularly works less than thirty-five (35) hours per week. Part-time employees are paid at an hourly rate for the number of hours worked each week. A part-time employee is not eligible for personal leave accrual, medical leave and compensatory leave or any other JCESA benefits.

Person – An individual, corporation, business entity, labor union, association, firm, partnership, limited partnership, committee, club or other organization or group of persons, irrespective of the denomination given such organization or group.

Political Contribution – Has the same definition as is given that term under the provision of article eight [§3-8-1 et seq.], chapter three of the West Virginia Code.

Public Employee – Any full-time or part-time employee of any governmental body or any political subdivision thereof, including school boards.

Public Official – Any person who is elected or appointed and who is responsible for the making of policy or takes official action which is either ministerial or non-ministerial, or both, with respect to (i) contracting for, or procurement of, goods or services; (ii) administering or monitoring grants or subsidies; (iii) planning or zoning; (iv) inspecting, licensing, regulating or auditing any person; or (v) any other activity where the official action has an economic impact of greater than a de minimis nature on the interest or interests of any person.



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Suspension – An involuntary leave of absence for disciplinary purposes.

Thing of value, other thing of value, or anything of value – includes:

- (i) Money, bank bills or notes, United States treasury notes, and other bills, bonds or notes issued by lawful authority and intended to pass and circulate as money;
- (ii) Goods and chattels;
- (iii) Promissory notes, bills of exchange, orders, drafts, warrants, checks, bonds given for the payment of money or forbearance of money due or owing;
- (iv) Receipts given for the payment of money or other property;
- (v) Any right or chose in action;
- (vi) Chattels real or personal or things which savor of realty and are, at the time taken, a part of a freehold, whether they are of the substance or produce thereof or affixed thereto, although there may be no interval between the severing and the taking away thereof;
- (vii) Any interest in realty, including, but not limited to, fee simple estates, life estates, estates for a term or period of time, joint tenancies, co tenancies, tenancies in common, partial interests, present or future interest, contingent or vested interest, beneficial interests, leasehold interests, or any other interest or interest in realty of whatsoever nature;
- (viii) Any promise of employment, present or future;
- (ix) Donation or gift;
- (x) Rendering of services or the payment thereof;
- (xi) Any advance of pledge;
- (xii) A promise of present or future interest in any business or contract or other agreement;  
or
- (xiii) Every other thing or item, whether tangible or intangible, having economic worth.

VFIS – Volunteer Fireman’s Insurance Services (currently JCESA’s insurance provider).

WVOEMS – West Virginia Office of Emergency Medical Services



## **Jefferson County Emergency Services Agency Administrative Guidelines**

### **1030: SCOPE OF COVERAGE**

The JCESA Employee Handbook is available to all Employees and Board Members as guidelines and procedures.

### **1032: SAVING CLAUSE**

If any portion of the Employee Handbook is found to be inconsistent with any duly constituted authority, adherence will be made to the constituted authority but will not affect the validity of the balance of the guidelines and procedures.

### **1034: AMENDMENTS**

Amendments to the Employee Handbook may be made at any time by only the Director, Deputy Director and the Board. A copy of each amendment will be provided to each employee after adoption and approval. Employees will be required to sign documentation stating they received the Amendments.

### **1040: EQUAL OPPORTUNITY EMPLOYER**

The JCESA is an equal opportunity employer. Equal employment opportunity is good for the organization as well as being the law, and applies to all areas of employment, including recruitment, selection, hiring, training, transfer, promotion, termination, compensation, and benefits.

As an equal opportunity employer, JCESA does not discriminate in its employment decisions on the basis of race, religion, color, national origin, ancestry, gender, age, military status, disability, or any other basis that would be in violation of any applicable federal, state, or local law. Furthermore, JCESA will make reasonable accommodations for qualified individuals with known disabilities unless going so would result in an undue hardship, safety, and/or health risk.

1040: EQUAL OPPORTUNITY EMPLOYER Updated: August 22, 2012

### **1050: EMPLOYMENT GUIDELINES: EMERGENCY MEDICAL TECHNICIAN / FIREFIGHTER AND PARAMEDIC / FIREFIGHTER POSITIONS.**

Vacancies occur within our organization either through attrition or by the allocation and funding of additional positions by the County Commission. To fill these vacancies, the Jefferson County Emergency Services Agency (JCESA) conducts a written competitive examination, candidate inventory, physical agility testing, and one or more interviews for the positions of Emergency Medical Technician / Firefighter and Paramedic / Firefighter. The competitive examination and candidate inventory scores establish the eligibility list from which interviews are conducted and vacancies will be filled. The entire hiring process consists of nine steps in four phases as listed below.



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All persons who are interested in employment with JCESA as an Emergency Medical Technician / Firefighter or Paramedic / Firefighter may obtain and file an application form with JCESA at 419 16<sup>th</sup> Avenue Ranson, WV 25438 during normal business hours. Our telephone number is 304 728 3287. Applications may also be obtained on our web site [www.jcesa.org](http://www.jcesa.org)

### Phase 1: Advertisement & Application

- Step One:** An advertisement for Emergency Medical Technician/Firefighter and/or Paramedic/Firefighter full time and/or part time positions will be posted in local newspapers and on the JCESA website ([www.JCESA.org](http://www.JCESA.org)) for a minimum of two weeks and include an application submission deadline.
- Step Two:** All applicants must complete a Jefferson County Emergency Services Agency (JCESA) employment application and submit all documentation of required training before being eligible to test. The entire list of training requirements is part of the application. Failure to provide required documentation with application shall be grounds for dismissal from the employment process immediately.

### Phase 2: Screening

- Step Three:** All candidates who have a valid and complete application for employment on file as of the published submission deadline will be invited to take a competitive written emergency medical services examination appropriate to his/her level of certification and a physical agility test. The Agency will offer a minimum of three testing dates to be established by the Director(s) and all candidates will be notified of the dates. Each candidate must register to take the exam and physical agility test on one of the established dates. The examination and physical agility test will only be administered on the days and times established and there will be no mechanism to 'make-up' the exam or physical agility test. Failure to test on one of the established dates will result in immediate elimination from the application process.

The physical agility test is a pass/fail element of the process. Candidates who are unsuccessful in the physical agility test, at the sole discretion of the proctor, are eliminated from the application process immediately.

- Step Four:** The Director(s) will review the application packages of all remaining candidates and tabulate candidate inventory points. Candidate inventory points are assigned based on the candidate's education, experience, and training as documented on his/her application.

The candidate's inventory score will be added to his/her written exam test score to create a screening score. All candidates will then be placed on either the ALS or BLS eligibility list, ranked by highest screening score.



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These eligibility lists will be utilized for no more than two years with the JCESA Director(s) and Board discretion to test earlier as they deem necessary.

**Step Five:** When a vacancy exists, the top five candidates (based on total screening score) will be interviewed by an interview panel which will include; 1) JCESA Director or Deputy Director, 2) County Administrator or appointee, 3) One representative of the private sector.

The interview will be scored by each member of the panel. The candidate's interview score will be added to their screening score to create the candidates total score. Candidates will be ranked from highest to lowest based on total score.

If any individual candidate that maintains a ranking in the top five without being selected for employment in three hiring processes; said candidate will be eliminated from the employment process.

### **Phase 3: Selection**

**Step Six:** The Director(s) shall offer employment to a candidate whose score is among the top three. This offer will be contingent upon successful completion of Phase 4 of this process.

### **Phase 4: Post Selection**

**Step Seven:** Candidate(s) reaching this phase/step must pass the NFPA 1582 Medical Physical Examination and drug screening. All initial costs incurred for these requirements will be at the expense of JCESA. Completion of these requirements will be deemed successful upon the Director(s) receipt of written notice that the candidate's drug screen is negative and he/she is fit for duty based on the results of the Medical Physical Examination as interpreted by medical practitioner conducting the exam. If the candidate does not successfully complete either requirement, as defined above, he/she shall be eliminated from the eligible list for employment and any offer of employment will automatically be withdrawn.

**Step Eight:** Any candidate who successfully completes all previous phases of the process shall undergo a criminal background investigation and driver's license investigation by the Jefferson County Commission and/or Sheriff's Department. All costs incurred for these requirements will be at the expense of JCESA. Failure to comply and/or unsatisfactory findings (at the discretion of the Director(s) shall result in immediate elimination from the application process.

**Step Nine:** All new employees (full time and part-time) will be mandated to successfully complete the JCESA Employee Orientation Program (#1070) and the JCESA Introductory Period (#1060) as outlined in administrative guideline section of the JCESA Employee Handbook, which is provided to all employees. Failure to comply



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and/or successfully complete either requirement shall result in immediate dismissal from employment.

*Any discrepancies which may arise during the above Employment Process (#1050) will be decided and resolved at the discretion of the Director who will have the final decision in all matters of the employment process.*

1050: EMPLOYMENT GUIDELINES: EMERGENCY MEDICAL TECHNICIAN / FIREFIGHTER  
AND PARAMEDIC / FIREFIGHTER POSITIONS.  
Updated: July 25, 2014

### **1060: INTRODUCTORY PERIOD**

Each employee will work on a probationary introductory basis for the first six (6) months of employment. If any JCESA part-time employee becomes full-time, this mentioned probationary basis will be in effect for six-months of the new position as well. The introductory period shall enable the Directors to monitor the employee's response to training, ability to perform work assignments and interpersonal job-related activities. If employee performance is satisfactory after completing the introductory period, the employee will be accorded full-time status. At any time during the introductory period, an employee may be dismissed at the recommendation of the Director and with concurrence of the JCESA Board. Employment with JCESA is considered at will status at all times.

### **1070: EMPLOYEE ORIENTATION PROGRAM**

#### Purpose:

The JCESA Orientation Program is intended to ensure that newly hired employees are thoroughly prepared to function independently in their position.

#### Definitions:

**New-hire:** Any recently hired JCESA employee that has not been released to function independently by the Director or Deputy Director and the Squad Medical Director.

**Trainer:** An employee that is released to function independently and approved by the director(s) to train New-Hires as coordinated by a Field Training Officer.

**Field Training Officer:** An employee that is released to function independently and appointed by the director(s) to coordinate the orientation of a new-hire.

#### Duration:

There is no pre-determined length of time that a new-hire will spend in the Employee Orientation Program. A new-hire's orientation is complete when he/she completes the specific objectives and demonstrates the required competencies.

#### Program:



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An orientation binder containing a checklist of the objectives and competencies to be completed during the employee orientation process will be issued to each new-hire. The orientation checklist provides for the completion of numerous administrative objectives, demonstration of skill competencies, and familiarization with the stations, units, and equipment. It will be the new-hire's responsibility to have their binder with them every day and to take their binder on any field details.

Each new-hire will be assigned a Field Training Officer (FTO) by the director(s.) The FTO will serve as a trainer and general coordinator of the new-hire's completion of the orientation program. The new-hire will be assigned to work on-shift with their FTO at the FTO's assigned station. The FTO will assist the new-hire in completing certain objectives and competencies through direct training and guidance and by detailing the new-hire to other stations or locations for periods of time throughout the day.

### Concurrent Internship:

A new-hire who is not already a released provider under the JCESA Director(s) and The Squad Medical Director must complete an internship program. This program, which requires the provider to perform as the primary attendant under the supervision of a preceptor, is detailed elsewhere.

A new-hire in the employee orientation program that is also in the internship program is encouraged and expected to take advantage of any opportunity to intern on incidents whenever possible. The new-hire may intern with any cleared preceptor and is not limited to only their FTO or Trainer. Those in the internship program are strongly encouraged to intern with a variety of preceptors.

1070: EMPLOYEE ORIENTATION PROGRAM Added: October 1, 2012

### **1080: SAFETY**

It is the responsibility of each employee to exercise prudent judgment and caution while at work in order to create a work environment that is safe for themselves, fellow employees and the general public.

It is the policy of the JCESA to provide employees with a safe place to work and encourage all employees to follow prescribed health and safety policies.



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### **1090: TRAVEL**

When performance of JCESA employee's duties requires travel, the employee may be reimbursed all necessary and reasonable expenses in connection with said travel. Prior approval from the Director must be granted before traveling on official business at employer's expense. Receipts for lodging, meals, tolls, etc. must be submitted for reimbursement and approval by the Director. If an employee uses his/her personal vehicle, the employee will be reimbursed per mile at the publicized statutory rate in effect at the time.

Any itemized receipts presented for reimbursement should cover only the expense of the employee(s), and must not include the expense of the employee's family or other unauthorized person(s).



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### **1100 – 1199: COMPENSATION**

#### **1100: HOURS OF WORK**

The workweek for JCESA employees is from 0001 hours Sunday until 2400 hours Saturday. Many shifts will require irregular work hours may maintain different workdays and work hours, which will be scheduled by the Directors.

An employee shall be in regular attendance during all scheduled hours of work in accordance with times set by the Directors. All employees are to be at their appointed work areas at the beginning of the regular workday. By accepting employment, the employee agrees to be available to work at the set hours of operation.

*Applicable Reference: 1510 Hours, Place and Condition of Employment*

The Directors realizes there are unforeseen circumstances that may delay an employee getting to work on time. If an employee recognizes he/she will be late reporting for work, it is incumbent upon the employee to notify the Directors immediately.

The Directors shall periodically review employee attendance/tardiness records to determine if they are consistent with prescribed hours of work.

Tardiness for personal avoidable reasons will not be excused and will result in disciplinary action.

#### **1110: COMPENSATION METHOD**

All employees of JCESA will be paid bi-weekly, every other Thursday. The JCESA may from time to time modify the pay date to accommodate holidays. It is the employee's obligation to submit his/her time sheet to the payroll office no later 0800 hours on the Monday of the payroll week.

#### **1120: OVERTIME**

Any overtime must have prior approval from the Directors and be subject to budgetary constraints. The only exception would be overtime due to emergency incidents that would be automatically authorized.

- Wage and hour laws are based on forty (40) hour week.
- Overtime compensation methods are for hourly employees whom exceed forty (40) hours per week. This is available for non-exempt employees only.
- Overtime is paid only for time worked. When medical leave, personal leave or compensatory time is used, overtime is not paid.

The regular rate for an employee hired to work on an hourly basis is the employee's hourly rate. For all hours **worked** over forty (40) in a week, the employee will be paid at least one-and one-half



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(1.5) times their regular rate. The Director and Deputy Director will not be eligible for overtime compensation.

Any full-time employee may elect to be granted compensatory time in lieu of pay for those hours greater than forty (40) if they request the same.

*Applicable Reference: 1170 Compensatory Time*

1120: OVERTIME Updated: March 3, 2013

### **1130: HOLIDAY COMPENSATION AND HOLIDAYS**

If an employee works a holiday in accordance with Chapter 2, Article 2, of the West Virginia Code, as amended, for purposes of pay calculation, each employee will be credited eight (8) hours for a holiday. Exempt employees will earn their normal hours scheduled to work. Such hours are in addition to any hours actually worked on such holiday. Total weekly hours for calculation of pay are hours actually worked, plus hour's credit for holiday observance, plus hours not worked but credited as leave (medical, annual, etc.).

If an employee works in excess of 40 hours in a week with a holiday, the holiday counts as time and a half.

Part-time employees will be compensated with four (4) hours of holiday compensation if they work the holiday.

In accordance with Chapter 2, Article 2, of the West Virginia Code as amended, official holidays for JCESA are: New Year's Day, Martin Luther King's Birthday, President's Day, Memorial Day, West Virginia Day, Independence Day, Labor Day, Columbus Day, Veterans Day, Thanksgiving Day, Christmas Day and any day on which an election (primary or general) is held and all days which may be appointed or recommended by the Governor, of this State, or the President of the United States, as days of thanksgiving, or for the general cessation of business, any day or part thereof designated by the Governor's time off, without charge against accrued personal leave, for state employees statewide may also be time off for JCESA if the County Commission elects to designate the day or part thereof as time off, without charge against accrued personal leave for county employees. Any entire or part statewide day off designated by the Governor may, for all courts, be treated as if it were a legal holiday, as provided for in 2-2-1 of the West Virginia Code, as amended.

When a holiday falls on a Sunday, the following Monday shall be observed as the official holiday. If a holiday falls on a Saturday, the preceding Friday shall be observed as the official holiday.

1130: HOLIDAY COMPENSATION AND HOLIDAYS Updated: March 3, 2013  
Updated: May 24, 2013



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### **1140: SENIORITY**

Seniority is based on the length of full-time service time in the employment of the JCESA. When appropriate to do so, senior employees will be given preference in granting personal leave and compensatory leave if at all possible. The Directors will render final decision if discrepancy would arise.

### **1150: WORKERS COMPENSATION**

If you are unable to work because of a job-related injury, Workers Compensation may provide you with temporary disability payments until you are able to return to work and compensation for medical expenses incurred, according to the terms and conditions of the Workers Compensation law.

If an accident or injury occurs on the job, an employee shall notify the Director or Deputy Director as soon as possible in writing. In no event should an employee delay notification longer than twenty-four (24) hours. Detailed information regarding Workers Compensation claims may be obtained from the Directors.

If approved for Workers Compensation no medical, personal or holiday leave will accrue.

1150: WORKERS COMPENSATION Updated: March 3, 2013

### **1160: PERSONAL LEAVE**

The personal leave period is the fiscal year July 1 to June 30. All full-time employees are entitled to personal leave.

Personal leave shall be granted to employees at the discretion of the Director or Deputy Director. It shall be the responsibility of them to schedule employee personal leave with particular regard to operational requirements of the department. Every attempt will be made to accommodate employee leave requests. Leave requests should be presented to the Directors as soon as possible after the beginning of the personal leave period (July 1). The request for leave will serve as a guideline for the Directors in planning for adequate staffing levels and may be modified by mutual consent of them and the employee.

In the event employees request leave for the same time and the conflict will create inadequate staffing levels, it shall be the responsibility of the Directors to grant leave taking into account years of service and amount of advance notice given by the employee.

Personal leave shall be earned and accrued from the most recent date of employment. For the purpose of personal leave accrual, actual time of service in years to JCESA will be used. This amount will be computed using the employee hire date. The combined total of personal leave and compensatory leave carried over yearly may not exceed forty (40) hours. This calculation of hours will be based on the fiscal year July 01 thru June 30.



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At no time may any non-exempt employee accrue or accumulate more than 208 hours at any time. Personal leave days that would have accrued in excess 208 hours will not accrue and will be lost.

Exempt employees (Director and Deputy Director) may accrue unlimited hours of personal leave with the Agency.

Additional pay in lieu of taking personal leave will not be allowed.

Illness during scheduled personal leave may not be converted to medical leave.

Except as otherwise noted, the amount of paid personal leave time each permanent full-time employee shall be entitled to is based on length of service with JCESA and shall be computed as follows:

JCESA Length of Service	Personal leave
0-3 years	80 hours
4-5 years	96 hours
6-10 years	120 hours
11-15 years	144 hours
16+ years	168 hours

If an employee is terminated for any reason other than dismissal for disciplinary reasons, compensation will be made for accumulated personal leave not to exceed 208 hours to be paid over the ensuing pay periods at a rate of 40 hours per week. The Agency may elect payment in one lump sum. When an employee is dismissed for any disciplinary reason, a final pay will be given to the employee within seventy-two (72) hours of the separation of employment (West Virginia Code Chapter 21). The final pay amount will be calculated and prorated according to the time worked, plus any personal leave accrued and compensatory leave.

Personal leave shall not be provided for part-time employees.

Personal leave shall not be granted to an employee during the introductory period (six months). However, at the completion of the introductory period, the employee will receive retroactive accrual of personal leave.

Personal leave shall not accrue if an employee is on a granted leave of absence. The Director is responsible for personal leave record keeping in conjunction with attendance and medical leave records.

1160: PERSONAL LEAVE Updated: May 29, 2014



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### **1162: MEDICAL LEAVE**

The medical leave period is the fiscal year July 1 to June 30. All full-time employees are entitled to medical leave.

Medical leave shall not be granted to an employee during the introductory period (six months). However, at the completion of the introductory period, the employee will receive retroactive accrual of medical leave.

An employee may use medical leave in case of illness or injury that is not work related or covered by Workman's Compensation.

The JCESA provides medical leave for employees for absences from work for short term personal illness or injury, when the employee has a medical, dental or eye appointment/examination for which arrangements cannot be made outside of working hours, when the employee is required to care for a sick or injured spouse, child or immediate family member within the same household, or when the employee has been exposed to a contagious disease which may jeopardize the health of other employees.

Incapacity because of pregnancy shall be charged to medical leave under the same conditions applying to any illness.

Except as otherwise noted, each employee shall be entitled to eight (8) hours per month. Medical leave shall not be accrued if an employee is on granted leave of absence. An employee may carry forward an unlimited amount of accumulated medical leave. Illness or injury that requires the use of medical leave should be reported to the Directors as early as possible on the first day of absence. For an absence in excess of three (3) working days, a medical certificate stating the nature of illness shall be required by the Director prior to returning to work.

In the event all accumulated medical leave is used because of an extended illness, accumulated personal leave and compensatory leave may be used.

Medical leave shall not accrue if an employee is on a granted leave of absence.

The Director is responsible for medical leave record keeping in conjunction with attendance and personal leave records.

Employees will not be compensated for medical leave not used upon separation of employment for any reason.

Medical leave, with pay, shall not be provided for temporary, part-time or per diem employees.

1162: MEDICAL LEAVE Updated: March 3, 2013



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### 1164: FAMILY AND MEDICAL LEAVE ACT

The Agency's family and medical leave policy (FMLA) is available to employees with at least twelve (12) months of service and who have worked at least 1,250 hours within the preceding 12-month period. If eligible, an employee may be able to take up to 12 weeks of unpaid leave during the calendar year (based on a 12-month rolling calendar) for the following reasons:

- The birth of a child or to care for a child within the first 12 months after birth;
- The placement of a child with the employee for adoption or foster care within the first 12 months of placement;
- To care for an immediate family member who has a serious health condition; or
- For a serious health condition that makes the employee unable to perform the functions of his/her position.

When requesting leave, the employee must provide the Director with at least 30 days of advance notice whenever possible. Medical certification will be required if the leave request is for the employee's own serious health condition or to care for a family member's serious health condition. Failure to provide the requested medical certification in a timely manner may result in denial of the leave until it is provided. Because the organization wishes to ensure the well-being of all employees, any employees returning from FMLA for his/her own serious health condition will need to provide a Fitness for Duty statement signed by his/her treating physician. An employee failing to provide a Fitness for Duty statement will not be permitted to resume work until it is provided. Qualifying FMLA leave will not be counted as an absence under the organization's attendance policy.

The organization, at its expense, may require an examination by a second health care provider designated by the JCESA if the organization has a reasonable question regarding the medical certification provided by the employee.

The JCESA will maintain health care benefits for the employee while on FMLA leave, but the employee is responsible for paying the normal monthly contribution. If the employee elects not to return to work at the end of the leave period, the employee will be required to reimburse the organization for the cost of premiums paid for maintaining coverage during the leave period within thirty days after separation from the Agency. All other benefits cease to accrue during the unpaid portion of the leave.

Employees must use any accumulated medical, personal, flex and compensatory leave, or to the extent available during this leave period, unless such leave is covered under Workers' Compensation, in which case the employee may only use accumulated leave time for the purpose of satisfying any waiting period. Absences in excess of these accumulated days will be treated as leave without pay. Upon return from leave, the employee will be restored to his/her original or an equivalent position. If an employee fails to return at the end of FMLA leave, the employee will be considered to have voluntarily resigned his/her position with the organization.



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If the employee and his/her spouse both work for the JCESA, they are both eligible for leave. In cases other than the employee's own serious health condition, the total leave period for the employee and the employee spouse may be limited to twelve (12) weeks total (combined).

It may be medically necessary for some employees to use intermittent FMLA leave. The Agency will attempt to work with employees to arrange reduced work schedules or leaves of absence in order to care for a family member's serious medical condition or their own serious medical condition. Leave because of the birth or adoption of a child must be completed within the 12-month period beginning on the date of birth or placement of the child. It may not be taken intermittently without special permission from the Director.

If an employee requests an extension of leave beyond the twelve (12) week period because of his/her own serious medical condition, the employee must submit medical certification of a continued serious health condition in advance of the request. The Board will review such requests on a case-by-case basis in order to determine whether it can reasonably accommodate such a request. Reinstatement is not guaranteed when granted extended leave and will depend upon the business needs of the JCESA.

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

### **1166: BEREAVEMENT LEAVE**

An employee may be granted up to three (3) days or twenty-four (24) hours paid funeral leave for a death in the immediate family. Immediate family shall refer to the employee's spouse, children, grandchildren, stepchildren, father, mother, legal guardian, sister, brother, mother-in-law, father-in-law, son-in-law, daughter-in-law. Leave may commence upon notice of the death.

An employee may be granted up to two (2) days or sixteen (16) hours paid funeral leave upon the death of an employee's grandparent, spouse's grandparents, brother-in-law or sister-in-law. Leave may commence upon notice of the death at the Director or Deputy Director's discretion.

An employee may be granted up to one (1) day or eight (8) hours paid funeral leave upon the death of an aunt, uncle, cousin, niece or nephew. Leave may commence upon notice of the death at the Director or Deputy Director's discretion.

Employee may be granted up to one (1) day or eight (8) hours paid funeral leave at the discretion of the Director for the death of an individual not described above.

Employees who must attend a family member's funeral that does not fall within the immediate family category and must travel in excess of two hundred (200) miles may be granted paid funeral leave at the discretion of the Director or Deputy Director.



## Jefferson County Emergency Services Agency Administrative Guidelines

### **1168: MILITARY LEAVE**

Military Leave will be granted to full-time employees who are called to serve for a domestic emergency or to attend summer camp which requires time off, and will receive full pay differential for a period not to exceed thirty (30) calendar days. Each military leave of absence will be granted up to the limit set by law and the employee will be eligible for employment in accordance with the applicable Federal laws.

Benefits shall not be applicable when individuals are ordered or called to active duty by the President. (West Virginia code 15-1F-1).

The military leave will be granted for the duration of the required active service.

### **1170: COMPENSATORY LEAVE**

JCESA will grant compensatory leave to full-time non-exempt employees in lieu of overtime financial compensation if the employee elects to do so. These employees must sign a compensatory agreement form to be granted the same.

Non-exempt employees of JCESA may elect compensatory time off in lieu of overtime compensation.

Arrangements for earning compensatory time must be discussed between the employee and the Director or Deputy Director prior to the earning of that time and employees must sign compensatory time off agreement.

An employee request for use of accrued compensatory time will be submitted in writing to the Director or Deputy Director a minimum of three (3) days in advance. The Agency must allow for the use of compensatory time off within a reasonable request, unless the employee's absence would disrupt normal JCESA operations.

The combined total of personal leave and compensatory leave carried over yearly may not exceed fifty (50) hours. This will be based upon the fiscal year July 01, thru June 30.

Upon separation from or termination of employment from JCESA, the employee will receive financial compensation for any personal leave and compensatory leave time earned.

The Director of JCESA will have the final decision in the compensatory time policy if conflicts arise.

1170: COMPENSATORY LEAVE Updated: June 18, 2014



## **Jefferson County Emergency Services Agency Administrative Guidelines**

### **1172: LEAVE OF ABSENCE WITHOUT PAY**

The Director may grant up to thirty (30) days leave of absence without pay at his own discretion to any employee if he deems appropriate.

Requests for leaves of absence without pay for more than thirty (30) days must be submitted in writing to the Director to the JCESA. The request should contain the reasons for the request and time period requested.

The Director and the JCESA will review the request in order to make a decision on the request. The employee will be notified in writing of the decision of the JCESA and Director. Employees on leave of absence without pay shall be required to pay the premium or cost for hospitalization insurance and other benefits every thirty (30) days after returning to work.

### **1174: JURY DUTY**

All full-time employees will be granted time off with pay for jury duty with proper documentation of service.

### **1176: ADMINISTRATIVE LEAVE**

Administrative leave may be extended to employees at the discretion of the Director or Deputy Director on a case by case basis, if deemed appropriate.

### **1180: DEDUCTIONS**

The payroll clerk of JCESA is authorized to make established deductions from an employee's gross or adjusted pay to cover Federal and State taxes and retirement system contributions. With employee authorization, the payroll clerk may make payroll deductions for any optional programs afforded by JCESA employees.

### **1182: EMPLOYEES RETIREMENT SYSTEM**

All full-time employees, employed as EMS providers, of JCESA are mandated to participate in the West Virginia Consolidated Public Retirement System, Emergency Medical Services Retirement System Act (Chapter 16, Article 5V.) The JCESA shall pay ten and one-half (10.5) percent of the monthly salary of each member to the fund and the employee shall pay eight and one-half (8.5) percent of his or her monthly salary to the fund. These payments will be payroll deductions.



## Jefferson County Emergency Services Agency Administrative Guidelines

### **1184: GROUP HEALTH AND LIFE INSURANCE**

All full-time employees are eligible for group health and life insurance that is provided by JCESA and its chosen carrier. The insurance is fully paid by the JCESA for each eligible employee. If an employee wishes to have family coverage, arrangements must be made with the payroll clerk to make appropriate payroll deduction according to the established rate. Additional life insurance may be acquired for an employee, spouse or dependent through employee deductions. Insurance coverage will become effective for each eligible employee on the first day of the month following their 30<sup>th</sup> day of employment.

If an employee's employment is terminated with JCESA for any reason, he/she may be eligible to continue coverage at his/her expense. Insurance coverage paid by JCESA ceases when the employee leaves employment with JCESA. Any employee granted a leave of absence or FMLA is responsible for the cost of insurance during the entire leave of absence. Any employee granted a leave of absence such as FMLA, disability via workers compensation, short term disability and/or administrative leave will make monthly insurance reimbursement insurance payments to JCESA by the last day of each month. At no time shall the insurance reimbursement balance due the Agency exceed two monthly premiums or JCESA reserves the right to cancel said policy immediately. These reimbursement premiums are those costs for which the employee is personally liable.

Part-time employees may elect to receive insurance benefits at their own expense and at the discretion of the insurance carrier.

1184: GROUP HEALTH AND LIFE INSURANCE Updated: November 20, 2012

### **1190: FLEX TIME**

It shall be incumbent upon the Director and Deputy Director to perform service in excess of normal working hours as the need arises. Appointment to the position of Directors shall be deemed agreement and recognition of this necessity because of the supervisory nature of the positions. In consideration of said requirements, they may take time off (flex time) subject to the immediate requirements of his/her department. Said time off shall not be considered personal leave, compensatory leave or overtime. Balances must be shown on the Directors timesheets biweekly.

### **1192: PAY GRADE TABLE**

Jefferson County Emergency Services Agency will utilize the Jefferson County Government pay table effective the first full pay period in July of 2013. All employees of JCESA will be placed in the appropriate grade and step accordingly.

1192: PAY GRADE TABLE Updated: June 19, 2013



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## Jefferson County Emergency Services Agency Administrative Guidelines

### **1200 – 1299: PROCESS**

#### **1210: DISCIPLINARY ACTION**

Causes of disciplinary action and corrective measures are at the discretion of the Director. Employment rules are to afford a safe, efficient and pleasant work place. It is the responsibility of all employees to observe rules and regulations necessary for the proper operation and administration of governmental functions, to assure compliance with Federal and State Laws and to respect the rights of fellow employees. Employee behavior that is unacceptable will be subject to corrective and/or disciplinary action and may result in termination.

An employee will correct any performance faults when called to attention by the Director. The Director shall discuss with employees any improper or inadequate performance in order to correct deficiencies, and avoid disciplinary action.

The steps for disciplinary action are verbal warning, written reprimand, suspension and/or dismissal, although management retains the right to skip one or more steps in its sole discretion.

The following list, which is not all-inclusive, outlines acts and behavior that are not acceptable during work time or on work premises. Unacceptable behavior makes an employee subject to disciplinary action, up to and including dismissal.

#### **First Level Offenses**

Unacceptable acts and behavior that are subject to disciplinary action.

Often, due to the nature of the offense, discussions between the employee and his/her supervisor will occur to allow the employee to correct the situation before it reaches the stage of a written reprimand. These discussions are documented by a memo, which becomes part of the employee's record.

When a written reprimand is issued, it becomes a part of an employee's record and will be considered when evaluating an employee for promotion, transfer, training or additional discipline.

It is the responsibility of the Director to review the employee's work performance or conduct within ninety (90) days to assure that corrective action has been taken. Written documentation of the review shall be made part of the employee's record.

Three written reprimands within twelve (12) months' time, regardless of the type of first level offense, may result in dismissal. The Director and/or Deputy Director are responsible for evaluating each case on its facts. First level offenses include, but are not limited to:

- Unauthorized or excessive absence, tardiness or early quitting.
- Failure to abide by JCESA administrative policies & standard procedures
- Failure to meet established work quality standards.
- Failure to meet assigned housekeeping responsibilities.
- Obscene, abusive, harassing, or disruptive language or behavior.
- Failure to perform all assigned job responsibilities.



## Jefferson County Emergency Services Agency Administrative Guidelines

- Failure to follow prescribed work procedures.
- Failure to notify Director or Deputy Director of absences.

### **Second Level Offenses**

Behavior that is of such a nature that violation may result in both a written reprimand and suspension without pay. Repetition of this type of offense usually results in dismissal. An employee may be suspended, demoted, or dismissed by the Director for a second level offense. Second level offenses include, but are not limited to:

- Reoccurring tardiness without reasonable explanation.
- Absences without approved leave.
- Refusal to comply with instructions of the Director or Deputy Director
- Deliberate or reckless conduct endangering the safety of the public, employee or co-workers.
- Neglect of major safety rules.
- Violating major safety rules.
- Leaving the work place at times other than regularly scheduled breaks (such as lunch and physical fitness training) without informing the Director or Deputy Director.
- Unauthorized use of JCESA or any volunteer fire department company vehicles, materials and supplies.

### **Third Level Offenses**

Behavior of such a serious nature that a first occurrence can be just cause for dismissal, without prior notice or warning. Third level offenses include, but are not limited to:

- Harassment
- Reporting to work, or working, while intoxicated or when ability is impaired by the use of alcohol, or other drugs including abuse of prescription drugs.
- Refusal to comply with the specific instructions of the Director / Deputy Director in the context of an assigned job duty, otherwise known as insubordination.
- Intentional falsification of personnel records, time records, or any other JCESA documents and records.
- Fighting during work time or on work premises.
- Use of alcohol or illegal drugs during work time or on work property, or bringing alcohol or illegal drugs on JCESA property.
- Deliberately damaging, defacing, or misusing JCESA property, any County fire department property or the property of coworkers.
- Theft, misappropriation, embezzlement, unauthorized possession or removal of JCESA property, any County fire department property or the property of coworkers.
- Immoral or indecent conduct which occurs on JCESA property, any County fire department property or the property or premises and interferes with the performance of an employee's duties, which said behavior reflects negatively upon the professional atmosphere of JCESA or Jefferson County government and is inappropriate to the work place.
- Unauthorized or illegal possession of explosives, firearms, or other dangerous weapons on work premises, including parking areas.
- Failure to report to work for three (3) consecutive days without a satisfactory explanation.
- Conviction of a felony or misdemeanor as defined in Department of Health Law 64-48.



## Jefferson County Emergency Services Agency Administrative Guidelines

- Violating any confidentiality requirements which may be established by statute or by the Directors of JCESA
- Continued unsatisfactory job performance.
- Violation of the JCESA or Jefferson County's conflict of interest/ethical standards set forth herein.

***These examples of first level, second level, and third level offenses are not to be construed in any way as a comprehensive list of all possible violations.***

### **1220: GRIEVANCES**

It is the policy of JCESA to treat all employees fairly and equitably in matters affecting their employment with the Agency. An employee who feels he or she has been unjustly aggrieved by the Director and/or Deputy Director may submit in writing a request to be heard by the JCESA Grievance Review Board. The request must be received within ten (10) working days of the aggrieving action. Only second and third level offenses that the discipline will result in the loss of time, wages, and/or termination of the employee by a person in management having the authority to do so are subject to JCESA Grievance Board review; provided, however, that any grievance alleging a violation of Policy 1040 or 1450 is subject to grievance board review.

The JCESA Employee Grievance Review Board shall consist of one member of the JCESA and two other designated Jefferson County Citizens.

A hearing request must be submitted by an employee to the Director who shall notify the Review Board of the hearing request. The Review Board will schedule a hearing within fifteen (15) business days of the employee's written request.

The Review Board shall have the right of access to any files, correspondence, etc. pertinent to the employee hearing.

After completion of the hearing, the Review Board will have fifteen (15) business days to render a final determination. Affected employees will be provided notification in writing of all decisions and suggestions made by the Review Board.

If an employee, Directors or JCESA member is not satisfied with the decision of the board, he/she may pursue any legal remedy that may be available to the employee at the employee's expense.

1220: GRIEVANCES Updated: August 22, 2012



## **Jefferson County Emergency Services Agency Administrative Guidelines**

### **1230: SEPARATION / TERMINATION FROM EMPLOYMENT**

Separation / termination from employment occurs when employment ends with the JCESA.

#### **Retirement**

Each employee shall notify the Director of his/her intentions to retire as soon as possible in order that plans may be made to prepare for transition and training of a new employee.

Upon retirement, all employees will receive 100% compensation of all accrued personal leave up to 26 days. Retired employees may be eligible to participate in the JCESA health insurance plan at their own expense.

#### **Resignation**

All employees are expected to give two (2) week notice to the Director of their intent to resign. Employees that resign will receive 100% compensation of all accrued personal leave up to 26 days and may be eligible to continue health insurance benefits through COBRA at their own expense. Exceptions may exist for COBRA as set by the agencies involved.

#### **Dismissal**

Dismissal from employment occurs when employment ends with the JCESA for reason such as but not limited to reduction in the work force or unsatisfactory job performance. The Agency is an at will employer with all employees. When an employee is dismissed for any disciplinary reason, a final pay will be given to the employee within seventy-two (72) hours of the separation of employment (West Virginia Code Chapter 21). The final pay amount will be calculated and prorated according to the time worked, plus any personal and compensatory leave accrued only. No employee will receive compensation for sick leave and flex time accrued

### **1240: EMPLOYEE ACCESS TO PERSONNEL FILES**

Confidential personnel files containing pertinent employment information are maintained for each employee in the Office of the Director, JCESA. The employee is entitled to inspect or copy his or her personnel file in the presence of the JCESA Director or Deputy Director. The employee shall not be entitled to inspect or copy any letter of reference or record that he/she has previously waived the right to inspect when such letters or records were solicited by or supplied to the JCESA based upon the employee signing a waiver limiting those options. JCESA employees are strictly prohibited from removing and/or destroying any of the contents of their respective personnel files. The employee shall not be entitled to inspect or copy any other record exempt by WV Code 29B-1-4 unless there is clear and convincing evidence of a legitimate reason sufficient to make an exception to this restriction, as determined by legal counsel to the JCESA. If employees wish to examine their personnel file, they should notify the Director/Deputy Director at least 24 hours in advance of the desired appointment time. Personnel files may be examined only during normal JCESA business hours. The response of the JCESA to outside requests for employment verification is restricted to the release of the employee's name, employment dates, and job title. Salaries of JCESA employees are a matter of public record.



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## Jefferson County Emergency Services Agency Administrative Guidelines

### **1300 – 1399: General Administrative Guidelines**

#### **1310: FREEDOM OF INFORMATION ACT REQUESTS**

All requests for information under the Freedom of Information Act (FOIA) shall be made in writing to the Directors of the Agency. The request must be specific and responded to within 5 business days. If a legal objection to providing the information is found, this must be communicated to the requestor within the 5 day period.

The Board of Directors approved charging \$20 per hour for research and the market rate for copies (for example at Staples Copy Center). Payment will be received prior to release of the information.

It is the policy of this agency to send all FOIA correspondence certified mail, return receipt requested unless delivered in person and signed for during normal business hours.

1310: FREEDOM OF INFORMATION ACT REQUESTS Effective: March 18, 2014



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## **Jefferson County Emergency Services Agency Administrative Guidelines**

### **1400 – 1499: CONDUCT**

#### **1400: ETHICS / CONFLICT OF INTEREST**

The West Virginia Governmental Ethics Act establishes minimum ethical standards for public officials and public employees. (West Virginia Code 6B-1-1 et seq.)

JCESA maintains that public employment is a public trust bestowed by the citizens of Jefferson County. Each employee shall adhere to the high moral and ethical standards set forth in the Ethics Act.

#### **1410: POLITICAL ACTIVITY**

Any employee, while in the service of JCESA, will not solicit any contributions for any political purpose from the general public or other County employees.

An employee shall not contribute money to a candidate unless the contribution is strictly voluntary.

An employee's political affiliation, beliefs, or opinions will have no bearing on appointment or promotion to a vacant or newly created JCESA position.

JCESA will conform to all Federal and State statutes, regulations, and court decisions pertaining to employee political activity in local government.

#### **1420: PECUNIARY INTERESTS**

No employee of JCESA, members of his/her immediate family, or any business in which the employee is associated shall have a financial interest, direct or indirect, in any contract with the Agency or County. However, an exception may be granted if the employee, upon written disclosure, can show that the interest in the public contract or business association is limited and there is no intent to defraud.

#### **1430: TOBACCO, ALCOHOL, DRUGS AND CONTROLLED SUBSTANCE POLICY**

The JCESA has a vital interest in maintaining a safe, healthy and efficient work environment for all employees.

The JCESA is a Tobacco-Free Agency. The use of all tobacco products is prohibited within JCESA facility and vehicles. For employees that smoke, ashtrays have been provided at several locations outside of the facility. Employees are to refrain from smoking just outside doorways and are not permitted to prop doors open while outside smoking. Smokeless tobacco products are not to be used within the facility and vehicles. Employees should be courteous of others while using all tobacco products outside of the building. All tobacco products should be disposed of properly. If this is abused, Management has the authority to make this a Tobacco-Free Campus.



## Jefferson County Emergency Services Agency Administrative Guidelines

An employee who is under the influence of alcohol, drugs and/or controlled substances while on the job may pose a serious health and safety risk, not only to himself or herself, but also to other employees and the general public. Therefore, the JCESA has adopted, implemented and published this Alcohol, Drugs and Controlled Substances Policy (referred to herein as this policy).

The consumption, use, possession, transportation, sale, dispensation, distribution or manufacture of alcohol, drugs and/or controlled substances on JCESA property, in JCESA vehicles, or as part of or in connection with any JCESA activities is strictly prohibited. Further, the presence of any individual, including but not limited to employees, with alcohol, drugs and/or controlled substances in or on their body for non-medical reasons on JCESA property or in JCESA vehicles is strictly prohibited. As a condition of employment, all JCESA employees must abide by this policy.

Any employee found to be unlawfully using, manufacturing, selling, distributing, dispensing, possessing, transporting, trafficking in, or under the influence of any alcoholic beverage, drug or controlled substances during the course of their employment, including but not limited to while on JCESA property, while in JCESA vehicles, or as part of or in connection with any JCESA activities will be considered in violation of this Policy and is subject to disciplinary action up to and including dismissal.

Any employee with knowledge of another employee being either under the influence of alcohol, illegal drugs and/or illegal controlled substances during the course of his or her employment or otherwise violating this Policy shall notify his or her supervisor immediately.

Employees with substance abuse problems should seek help. Employees desiring more information on the dangers of substance abuse in the workplace and those employees needing substance abuse counseling, rehabilitation, or other employee assistance, should contact the Director and/or Deputy Director who has been designated to provide information.

Employees must notify the Director of any criminal drug statute conviction for a violation occurring in the workplace no later than five (5) days after such conviction. Within thirty (30) days of receiving notice of any criminal drug statute conviction for a violation occurring in the workplace, the Director will take appropriate personnel action against such employee, up to and including termination. The Director may also require such employee to participate satisfactorily in a substance abuse assistance or rehabilitation program approved for such purposes by Federal, State, or local health, law enforcement, or other appropriate agency.

For purposes of this Policy, the term controlled substance means a controlled substance identified in schedules I through V of section 202 of the Controlled Substances Act, 21 U.S.C. § 812.



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# Jefferson County Emergency Services Agency Administrative Guidelines



## Jefferson County Emergency Services Agency Administrative Guidelines

### 1440: USE OF COMPUTER AND INFORMATION SYSTEMS AND EQUIPMENT

#### 1) Purpose

- a) JCESA is committed to protecting our employees, the patients we serve and the company from illegal or damaging actions by individuals and the improper release of protected health information and other confidential or proprietary information.
- b) The purpose of this policy is to outline the acceptable use of computer equipment at JCESA. These rules are in place to protect the employee and patients of JCESA. Inappropriate use exposes JCESA to risks including virus attacks, compromise of network systems and services, breach of patient confidentiality and other legal claims.

#### 2) Scope

This policy applies to employees, volunteers, contractors, consultants, temporary employees, students, and others at JCESA who have access to computer equipment, including all personnel affiliated with third parties. This policy applies to all equipment that is owned or leased by JCESA.

#### 3) Procedure

##### a) Use and Ownership of Computer Equipment

- i) All data created or recorded using any computer equipment owned, controlled or used for the benefit JCESA is at all times the property of JCESA. Because of the need to protect the JCESA computer network, the Agency cannot guarantee the confidentiality of information stored on any network device belonging to JCESA, except that it will take all steps necessary to secure the privacy of all protected health information in accordance with all applicable laws.
- ii) Employees are responsible for exercising good judgment regarding the reasonableness of personal use and must follow operational guidelines for personal use of Internet/Intranet/Extranet systems and any computer equipment.
- iii) At no time may any pornographic or sexually offensive materials be viewed, downloaded, saved, or forwarded using any JCESA computer equipment. Please refer to the JCESA Workplace Harassment Policy 1450 for further information.
- iv) For security and network maintenance purposes, authorized individuals within JCESA may monitor equipment, systems and network traffic at any time, to ensure compliance with all Agency policies.

##### b) Security and Proprietary Information

- i) Confidential information should be protected at all times, regardless of the medium by which it is stored. Examples of confidential information include but are not limited to: individually identifiable health information concerning patients, company financial and business information, patient lists and reports, and research data. Employees should take all necessary steps to prevent unauthorized access to this information.



## Jefferson County Emergency Services Agency Administrative Guidelines

- ii) Keep passwords secure and do not share accounts. Authorized users are responsible for the security of their passwords and accounts. System level passwords should be changed quarterly, and user level passwords should be changed every 30 days.
- iii) All PCs, laptops, workstations and remote devices should be secured with a password-protected screensaver, wherever possible, and set to deactivate after being left unattended for 10 minutes or more, or by logging-off when the equipment will be unattended for an extended period.
- iv) All computer equipment used by employees, whether owned by the individual employee or JCESA, shall regularly run approved virus-scanning software with a current virus database in accordance with agency policy.
- v) Employees must use extreme caution when opening e-mail attachments received from unknown senders, which may contain viruses.

### **c) Unacceptable Use**

- i) Under no circumstances is an employee of JCESA authorized to engage in any activity that is illegal under local, state, or federal law while utilizing JCESA computer resources.
- ii) The lists below are by no means exhaustive, but attempt to provide a framework for activities that fall into the category of unacceptable use.

### **d) System and Network Activities**

The following activities are strictly prohibited, with no exceptions:

- i) Violations of the rights of any person or company protected by copyright, trade secret, patent or other intellectual property, or similar laws or regulations, including, but not limited to, the installation or distribution of "pirated" or other software products that are not appropriately licensed for use by JCESA.
- ii) Unauthorized copying of copyrighted material including, but not limited to, digitization and distribution of photographs from magazines, books or other copyrighted sources, copyrighted music, and the installation of any copyrighted software for which JCESA or the end user does not have an active license is strictly prohibited.
- iii) Exporting system or other computer software is strictly prohibited and may only be done with express permission of management.
- iv) Introduction of malicious programs into the network or server (e.g., viruses, worms, etc.).
- v) Revealing your account password to others or allowing use of your account by others. This includes family and other household members when work is being done at home.
- vi) Using a JCESA computer device to actively engage in procuring or transmitting material that is in violation of the Agency's prohibition on sexual and other harassment.



## Jefferson County Emergency Services Agency Administrative Guidelines

- vii) Making fraudulent statements or transmitting fraudulent information when dealing with patient or billing information and documentation, accounts or other patient information, including the facsimile or electronic transmission of patient care reports and billing reports and claims.
- viii) Causing security breaches or disruptions of network communication. Security breaches include, but are not limited to, accessing data of which the employee is not an intended recipient or logging into a server or account that the employee is not expressly authorized to access, unless these duties are within the scope of regular duties.
- ix) Providing information about, or lists of, JCESA Employees or patients to parties outside JCESA.

### **e) E-mail and Communications Activities**

- i) Sending unsolicited e-mail messages, including the sending of "junk mail" or other advertising material to individuals who did not specifically request such material (e-mail spam).
- ii) Any form of harassment via e-mail, telephone or paging, whether through language, frequency, or size of messages.
- iii) Unauthorized use, or forging, of e-mail header information.
- iv) Solicitation of e-mail for any other e-mail address, other than that of the poster's account, with the intent to harass or to collect replies.
- v) Creating or forwarding "chain letters", "Ponzi" or other "pyramid" schemes of any type.
- vi) Use of unsolicited e-mail originating from within JCESA's networks of other Internet/Intranet/Extranet service providers on behalf of, or to advertise, any service hosted by JCESA or connected via JCESA's network.

### **f) Use of Remote Devices**

The appropriate use of Laptop Computers, Personal Digital Assistants (PDAs), and remote data entry devices is of utmost concern to JCESA. These devices, collectively referred to as "remote devices" pose a unique and significant patient privacy risk because they may contain confidential patient, employee or company information and these devices can be easily misplaced, lost, stolen or accessed by unauthorized individuals.

- i) Remote devices will not be purchased or used without prior Agency approval.
- ii) The Agency must approve the installation and use of any software used on the remote device.
- iii) Remote devices containing confidential or patient information must not be left unattended.



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- iv) If confidential or patient information is stored on a remote device, access controls must be employed to protect improper access. This includes, where possible, the use of passwords and other security mechanisms.
  - v) Remote devices should be configured to automatically power off following a maximum of 10 minutes of inactivity.
  - vi) Remote device users will not permit anyone else, including but not limited to user's family and/or associates, patients, patient families, or unauthorized Employees, to use agency-owned remote devices for any purpose.
  - vii) Remote device users will not install any software onto any PDA owned by JCESA except as authorized by the Agency.
  - viii) Users of agency-owned remote devices will immediately report the loss of a remote device to the Director or Deputy Director.
- g) Enforcement**
- i) Any Employees found to have violated this policy may be subject to disciplinary action, up to and including suspension and termination.



**Jefferson County Emergency Services Agency  
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**Password Authorization Form**

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Employee ID: \_\_\_\_\_

New Password       Replacement Password

Organizational Software: \_\_\_\_\_

Trip Sheet Software: \_\_\_\_\_

Employee Sign-on: \_\_\_\_\_

Password: \_\_\_\_\_

I agree that I will comply with all confidentiality policies and procedures set in place by JCESA during my entire employment or association with JCESA. If I, at any time, knowingly or inadvertently breach the patient confidentiality policies and procedure, I agree to notify the Privacy Officer of JCESA immediately. In addition, I understand that a breach of patient confidentiality may result in suspension or termination of my employment or position at JCESA. Upon termination of my employment or association with JCESA for any reason, or at any time upon request, I agree to return any and all patient confidential information in my possession. This agreement is not a contract for continued employment.

Employee Signature \_\_\_\_\_ Date \_\_\_\_\_

Privacy Officer Signature \_\_\_\_\_ Date \_\_\_\_\_



## Jefferson County Emergency Services Agency Administrative Guidelines

### 1450: WORKPLACE HARASSMENT POLICY AND COMPLAINT PROCEDURE

#### 1) Purpose

- a) The purpose of this Policy is to clearly establish the JCESA's commitment to provide a work environment free from harassment, to define discriminatory harassment, and to set forth the procedure for investigating and resolving internal complaints of harassment. Because of the tremendous importance of a workplace free from any form of harassment, this policy shall be reviewed by the Directors and/or the Board to his or her personnel on a yearly basis. Additionally, during each employee's annual performance evaluation, this policy shall be fully discussed with each employee and Directors to ensure that the employee knows its contents.
- b) All jobs with the Emergency Medical Service (EMS) are extremely important to the public safety of our community. It is critical that all employees treat all other employees with dignity and respect. Because of the unique circumstances present in many EMS jobs, it is the responsibility of each and every employee and directors to make sure that there is no inappropriate behavior occurring in the workplace. Inappropriate behavior, which impacts the workplace, or has the potential to impact the workplace, will not be tolerated.

*Applicable Reference: 1460 Respectful Workplace*

- c) This Policy applies to all terms and conditions of employment, including but not limited to hiring, placement, promotion, disciplinary action, layoff, reinstatement, transfer, leave of absence, compensation and training.

#### 2) Policy

- a) Harassment of an applicant, client, contractor, business invitee, customer or employee by a supervisor, management employee, or co-worker on the basis of race, religion, color, national origin, ancestry, disability, medical condition, marital status, pregnancy, sexual orientation, gender or age is explicitly in violation of State and/or Federal law and will not be tolerated by the JCESA.
- b) Employees found to be participating in any form of job based harassment or retaliating against another employee shall be subject to disciplinary action up to and including termination from employment.

#### 3) Responsibilities

- a) Management
  - i) It is the responsibility of management to develop this policy, keep it up to date, and to ensure that any violation of this policy brought to their attention is dealt with fairly, quickly, and impartially.



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- ii) It is the responsibility of Management to enforce the policy, to make a yearly review with each employee to ensure they know the policy and to regularly check the workplace and environs to ensure the policy is being followed. When a deviation from this policy is noted or reported, the Directors shall bring this information to the JCESA Board immediately.
- b) Workers
  - i) It is the responsibility of each and every employee to know the policy and procedures and to follow the policy. It is imperative that every employee treats every other employee with dignity and respect so as to facilitate a sound professional work environment.

*Applicable Reference: 1460 Respectful Workplace*

### 4) Definitions

- a) For purposes of clarification, harassment includes but is not limited to the following behaviors:
  - i) Verbal Harassment: Epithets, derogatory comments, slurs, propositioning, or otherwise offensive words or comments on the basis of race, religious creed, color, national origin, ancestry disability, medical condition, marital status, pregnancy, sexual orientation, gender or age, whether made in general, directed to an individual, or to a group of people regardless of whether the behavior was intended to harass. This includes but is not limited to inappropriate sexually oriented comments on appearance, including dress or physical features, sexual rumors, code words, and race oriented stories. Because of the nature of the EMS service with some free time within the shift, comments about television shows, movies, radio shows or magazine articles may fall within this category.
  - ii) Physical Harassment: Assault, impeding or blocking movement, leering, or the physical interference with normal work, privacy or movement when directed at an individual on the basis of race, religious creed, color, national origin, ancestry, disability, medical condition, marital status, pregnancy, sexual orientation, gender or age. This includes pinching, patting, grabbing, inappropriate behavior in or near bathrooms, sleeping facilities and eating areas, or making explicit or implied threats or promises in return for submission to physical acts.
  - iii) Visual Forms of Harassment: Derogatory, prejudicial, stereotypical or otherwise offensive posters, photographs, cartoons, notes, bulletins, drawings or pictures on the basis of race, religious creed, color, national origin, ancestry, disability, medical condition, marital status, pregnancy, sexual orientation, gender or age. This applies to either posted material or material maintained in or on JCESA equipment or personal property in the workplace. EMS personnel while on duty shall not view Cable TV shows and/or personal videotapes that may contain offensive material.



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- iv) Sexual Harassment: Any act which is sexual in nature and is made explicitly or implicitly a term or condition of employment, is used as the basis of an employment decision, unreasonably interferes with an individual's work performance or creates an intimidating, hostile or offensive work environment.

*Applicable Reference: 1460 Respectful Workplace*

### 5) Workplace Relationships

- a) The First Amendment allows anyone to associate with anyone else they desire. It is natural for people who meet in the workplace to sometimes become romantically involved, and it is not the Agency's intent to interfere with any dating relationship. Any involvement between employees must be voluntary and desired by both parties. However, many problems have developed in EMS because of dating relationships, and they can interfere with our goal of having a sound professional work environment. It is not inappropriate for a person to ask out a co-worker. However, if you do not want to go out with another employee, it is imperative that your response to the request is firm and definite. After this firm, definite response has been made; it is inappropriate for the requesting party to make any further attempt to initiate a dating relationship. Repeated requests for a dating relationship constitute Sexual Harassment. It is also inappropriate for any relationship to interfere with normal work operations in any manner. Personnel who desire to become involved with someone in the workplace must be aware of the following guidelines.
  - i) There shall be no dating activities on JCESA time or JCESA property.
  - ii) There shall be no use of JCESA property to arrange dating activities.
  - iii) All behavior between employees shall be behavior conducive to a sound professional work environment at all times when on JCESA property or on JCESA time. Hand holding, kissing, hugging, sexual comments and other behavior generally associated with a dating relationship are inappropriate while on JCESA time or JCESA property.
  - iv) Any relationship involving personnel at different levels on the chain of command (or where one party has functional supervision over another) shall be reported by the person of higher rank to the Director immediately. Failure to report this relationship is a violation of this policy. The Director receiving this information shall immediately make recommendations to ensure that this relationship will not detract from a sound professional work environment.

### 6) Complaint Procedure

#### a) Confrontation

If any person feels they are the victims of any form of harassment, they should inform the person(s) participating in this behavior that he/she finds it offensive. This one on one confrontation has been demonstrated to be an effective way to end harassing behaviors. In addition, the offended employee can initiate either an informal or formal complaint as described below. Because confrontation is difficult for some people and because of the complex nature of harassment, employees are not required to confront an offending party prior to initiating this complaint procedure.



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### b) Informal Complaint

- i) Any employee, client, contractor, customer or job applicant who believes he or she is a victim of discriminatory workplace harassment should make a complaint orally or in writing to the Director, Deputy Director or any member of the JCESA Board.
- ii) Any employee, Director, Deputy Director or Board Member who observes inappropriate behavior or receives a harassment complaint shall immediately initiate the Complaint Process.
- iii) An informal resolution will be attempted whenever appropriate. If the informal resolution process is unsuccessful; the complainant may direct a formal complaint to the JCESA.

### c) Formal Complaints

#### i) Preliminary Complaint

- (1) *Filing of a Preliminary Complaint:* Any employee, client, customer, contractor or applicant who alleges to be a victim of discriminatory workplace harassment should, within thirty (30) calendar days of the alleged incident, report the incident to the Director, Deputy Director or any member of the JCESA Board.
  - (a) This preliminary complaint can be a verbal or written.

- (2) *Time Extension:* The JCESA may extend the time requirements set forth in this procedure when he/she determines it is in the best interests of fairness and justice to the parties involved.

- (3) *Review of Preliminary Complaint:* Upon notification of a harassment complaint, the Director and/or the JCESA designee shall conduct an initial investigation to make a preliminary determination as to whether there is any merit to the complaint. If no merit is found, the Director and/or the JCESA designee may still meet with the parties involved to attempt to conciliate the complaint or conflict between the parties.

#### ii) Formal Complaint

- (1) If after an initial investigation is conducted, there is no resolution and/or no conciliation of the preliminary complaint, a formal written complaint can be filed by the complainant. The Director and/or the JCESA will issue a Discriminatory Workplace Harassment Form to the complainant. This form shall be completed, signed and returned to the Director and/or the JCESA Board within five (5) days after issuance.

- (2) Upon receipt of the formal written complaint, the Director and/or the Jefferson County Emergency Service Board will contact the alleged harasser(s) who will be informed of the basis of the complaint, will be given a copy of Form, and will be provided an opportunity to respond. The response shall be in writing, addressed to the Director and/or the JCESA designee and be received within ten (10) calendar days after being notified of the complaint.



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(3) Concurrently, a formal investigation of the complaint may be commenced.

### **d) Review of Response and Findings**

- i) Upon receipt of the response, the Director and/or Deputy Director and/or the JCESA designee may further investigate the formal complaint. Such investigation may include interviews with the complainant, the accused harasser(s), and any other persons determined by the Director and/or the JCESA designee to possibly have relevant knowledge concerning the complaint. This may include victims of similar conduct.
- ii) Factual information gathered through the investigation will be reviewed to determine whether the alleged conduct constitutes harassment, giving consideration to all factual information, the totality of the circumstances including the nature of the verbal, physical, visual or sexual conduct and the context in which the alleged incident(s) occurred.
- iii) The results of the investigation and the determination as to whether harassment occurred shall be final and binding and will be reported to appropriate persons including the complainant, the alleged harasser(s), and the Director if applicable, within twenty (20) calendar days from the receipt of the response.

### **e) Disciplinary Action**

If harassment is determined to have occurred, the Director and/or the JCESA designee shall take and/or recommend to the appointing authority prompt and effective remedial action against the harasser(s). The action will be commensurate with the severity of the offense, up to and including termination from employment. If discipline is imposed, the nature and extent of the discipline will not be divulged to the complainant.

### **f) Retaliation**

Retaliation in any manner against a person for filing a harassment charge or initiating a harassment complaint, testifying in an investigation, providing information or assisting in an investigation, is expressly prohibited and subject to disciplinary action up to and including removal. The JCESA will take reasonable steps to protect the victim and other potential victims from further harassment, and to protect the victim from any retaliation as a result of communicating the complaint.

### **g) Confidentiality**

Confidentiality will be maintained to the fullest extent possible in accordance with applicable Federal, State and local law.

### **h) False Complaints**

Any complaint made by an employee of JCESA regarding job based harassment which is knowingly false, shall result in discipline. This discipline may include dismissal from employment. This section is not intended to discourage employees from making complaints regarding job based harassment. However, false complaints adversely impact the workplace and the career of the accused, even when disproved, and will not be tolerated.

*Applicable Reference: 1460 Respectful Workplace*



## Jefferson County Emergency Services Agency Administrative Guidelines

### **i) Limitations**

The use of this procedure is limited to complaints related to discriminatory workplace harassment on the basis of race, religion, color, national origin, ancestry, disability, medical condition, marital status, pregnancy, sexual orientation, gender or age. All other complaints shall be handled through the employee grievance procedure as established by the Employee Handbook.

### **j) Distribution**

This Employee Handbook shall be disseminated to all employees and Directors of the JCESA, requiring each to sign a document of receipt. Any questions, concerns or comments related to this policy should be directed to the Director, Deputy Director or any Board member in writing at any time for consideration.

## **1460: RESPECTFUL WORKPLACE**

JCESA strives to maintain a workplace that fosters mutual respect and promotes harmonious, productive working relationships. Our organization believes in going beyond what is required by law and expects our employees to treat each other in a manner in which they would like to be treated and to give to others the respect that is due to every individual whether it is a fellow employee, member of the Board, patient, vendor, or visitor to our premises. Therefore, JCESA prohibits any behavior that is discourteous or demeaning to other employees. Disrespectful behavior may include, but not be limited to, the following:

- Jokes that demean another individual or group of individuals;
- Name calling or nicknames that may be offensive;
- Refusing to communicate or speak with another individual;
- Offensive verbal, visual, or physical conduct;
- Repeated negative comments about others either orally or in writing;
- Threatening another individual;
- Invading another's privacy;
- Knowingly blaming other individuals for a mistake they did not make;
- Purposely invading another's personal space;
- Gossiping about another individual; and
- Any type of "bullying" behavior.

JCESA expects that everyone will act responsibly to establish a pleasant and friendly work environment. However, if an employee feels he/she has been subjected to any form of disrespectful behavior, the employee should report that conduct in writing to the Director and/or the Deputy Director within three calendar days of the offense. Employees are not required to approach the person who was disrespectful to them. All employees should notify the Director and/or Deputy Director regarding any disrespectful behavior that they witness or are told another person received.

JCESA will conduct its investigation in as confidential a manner as possible. Interviews, allegations, statements, and identities will be kept confidential to the extent possible. However, JCESA will not allow the goal of confidentiality to be a deterrent to an effective investigation. A timely resolution of



## Jefferson County Emergency Services Agency Administrative Guidelines

each complaint will be reached and communicated to the employee. Appropriate corrective action, up to and including termination, will be taken promptly against any employee engaging in disrespectful behavior. The corrective action issued will be proportional to the severity of the conduct. The alleged perpetrator's employment history and any similar complaints of prior disrespectful behavior will be taken into consideration.

JCESA reserves the right to determine whether any type of behavior is disrespectful and injurious to the morale of the organization.

### **1470: NON-DISCRIMINATION**

The JCESA and its employees are prohibited from the refusal of emergency response, treatment and transportation of patients to the nearest appropriate facility on EMS incidents with potentially critical illness or injury, regardless of the patient's age, sex, ethnicity or ability to pay for services.

1470: NON-DISCRIMINATION Updated: April 10, 2012

*This update replaces the Administrative Guideline originally found on Page 18 of the Employee Handbook, with the effective date of March 8, 2012*



**Jefferson County Emergency Services Agency  
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## Jefferson County Emergency Services Agency Administrative Guidelines

### **1500 – 1699: GENERAL EXPECTATIONS AND REQUIREMENTS**

#### **1510: HOURS, PLACE AND CONDITIONS OF WORK**

##### **Policy**

To define the hours, place and conditions of work for JCESA employees.

##### **Purpose**

To provide better emergency medical services coverage to the citizens of Jefferson County, maintain accountability of all employees while on duty at a designated location, and enhance emergency equipment response times to incident scenes.

##### **Scope**

Employees *shall be in regular attendance* during all scheduled hours of work in accordance with times set by the Director and/or Deputy Director and *appointed stations* at the beginning of the regular work day.

##### **Procedure**

An employee shall be in regular attendance at their designated duty station during all scheduled hours of work in accordance with times and locations set by the Director or his or her designated subordinate. All employees are to be at their appointed work areas at the beginning of the regular work day and throughout their tour of duty, unless they are on a qualified absence as set out below, or by documented exception from doing so by the Director and/or Deputy Director. By accepting employment, the employee agrees to be available to work at the set hours and places of operation in accordance with these conditions.

Qualified absences from assigned duty stations include:

1. Being radio dispatched by the Jefferson County Emergency Communications center.
2. Non radio transmitted dispatch\*. Notification made by telephone only from the Jefferson County Emergency Communications Center.
3. Vehicle refueling, provided however that vehicles should primarily be refueled while returning from emergency calls, and the apparatus should otherwise not leave its first due area for refueling unless both tanks are less than half full.
4. For offsite pre-approved training.
5. Administrative duties scheduled by the agency Directors. Apparatus should not leave the first due area to drop off or pickup paperwork. Instead, such business should be accomplished by the unit doing drug bag exchanges or by the Directors.

With respect to a non-supervisory JCESA employee, neither the JCESA employee, nor their assigned vehicle, shall be present at a private residence during the duty shift.

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\* Non radio transmitted dispatch is one that is not broadcast over-the-air at the specific request of a law enforcement agency or where in the opinion of the law enforcement official doing so would jeopardize the safety of law enforcement personnel, emergency service providers, or other persons involved in the incident.



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Exceptions to this guideline include:

1. Being radio dispatched by the Jefferson County Emergency Communications Center.
2. Non radio transmitted dispatch. Notification made by telephone only from the Jefferson County Communications Emergency Center.
3. Brief visits to a residence due to family emergency or other circumstances that are approved in advance by the Director and/or Deputy.
4. Administrative duties assigned by the Directors requiring the employee's presence at a residence.

Besides the circumstances set forth above, JCESA employees may be at locations other than their designated duty station as follows:

1. Brief absences to obtain food, beverages, groceries or supplies as follows:
  - a. Personnel assigned duty shifts at Stations 2, 4 or 11 shall generally confine such absence to Box Areas 200 & 400.
  - b. Personnel assigned duty shifts at Stations 1, 3, 5 or 6 shall generally remain within one mile of their duty station. If the unit is outside of the first due area for emergency transport or refueling, the employees may stop to pick up food but, immediately after doing so, should return to their first due area and should not remain outside the first due area for an extended period.
2. Employees assigned to Station 11 may visit Station 2 and 4, except from 2200-0600 hours.
3. To attend training, meetings or drills as designated on an official schedule or assignment, or physical training at a gymnasium or other similar facility.
4. To attend emergency services banquets or award ceremonies organized by civic organizations to commend emergency providers.
5. Other events, activities or assignments specifically authorized in advance in writing the JCESA Directors.

Other than the circumstances set forth above, JCESA employees are expected to report to and remain at their assigned duty stations throughout their scheduled shift.

1510: HOURS, PLACE AND CONDITIONS OF WORK Updated: May 29, 2014

### **1520: REPORTING TO WORK NOTIFICATION POLICY**

In order to maintain accountability of all employees official time of starting his/her shifts, the following procedures have been enacted.

When a JCESA employee reports to duty at Station 11 or a County Fire Department, the employee is to use the swipe card or fob door access system if the system is available. This process will create a permanent record for tracking the time employees report to duty.

The County Fire Department JCESA employees will also notify Station 11 via the Fire Department Station telephone immediately upon arrival to his/her station even if the swipe card/fob system has been utilized. This will inform Station 11 so they know current staffing levels. That employee at Station 11 will enter your notification of same in the daily logbook.



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Any fire department not having the swipe card or fob access system, you are still required to notify Station 11 via the Fire Department telephone immediately upon your arrival at your place of duty.

### 1530: STATION AND EMS UNIT POLICIES

#### 1) Volunteer Fire Department Station / EMS Unit Rules

- a) JCESA rules and policies do not supersede volunteer station rules. JCESA staffing must comply with departmental rules concerning use of the station, equipment and security. If any serious discrepancies arise, notify the Director or Deputy Director of same as soon as possible so that they can be addressed.
- b) JCESA staffing will assure that all EMS units are clean and stocked before the end of their shift.
  - i) During periods of adverse weather, if it is not practical to wash the units, the employee will hose the unit as a minimum
  - ii) During normal weather conditions, the units shall be kept clean at all times.
- c) Ambulance equipment is to remain and will be returned to the assigned location per department standards. If changes are requested to move the EMS equipment, it must be in writing and given to the appropriate department EMS officer for approval prior to moving the same.
- d) Damaged and/or missing equipment and supplies not available for restocking shall be reported to any EMS officer at the appropriate department. Notify the Director(s) of same so that they may follow up on the deficiencies found.
- e) JCESA and volunteer fire department vehicles cannot be utilized by JCESA employees to perform personal errands.
- f) Use of tobacco products is not permitted on any JCESA and/or volunteer vehicles at any time.

#### 2) Mini-Kitchen / Lounge Areas

- a) All departments having JCESA employees shall provide a mini-kitchen / lounge area for use by JCESA employees during working hours.
- b) JCESA employees must keep these areas clean and orderly including removal of trash and general cleaning.

#### 3) Operations Center – Station 11 Policies / House Rules

- Sleeping hours are 2200 hours to 0600 hours.
- NO visitors after 2300 hours in building and/or on property.



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- After 2200 hours you will be at Station 11 unless on a call.
- All personal items must be picked up daily.
- All bedding must be picked up daily. Each person is responsible for his or her own bedding.
- The station should be clean for the incoming shift.
- Daily house duties shall be completed as posted.
- JCESA Operations Center is a Tobacco-free Agency.

*Applicable Reference: 1430 Tobacco, Alcohol, Drugs and Controlled Substance Policy*

### **1540: FACILITY PHYSICAL SECURITY**

#### **Objective**

Guidelines to ensure the physical security of the JCESA Operations Center, equipment and its employees 24 hours per day / seven days per week.

#### **Policy**

JCESA must strive to maintain strict physical security of the Operations Center. This security includes physical security of the building, equipment as well as security of its employees.

All JCESA employees and board members are required to be alert and ensure compliance to the following procedures:

- The Director will ensure that the building security system is operational at all times.
- All JCESA employees shall have in their possession their county-issued photo identification badge and their security swipe card or fob while on duty.
- Doors to the Operations Center shall not be propped open except during a temporary period when appropriate supervision of the space is achieved in those instances requiring a door to remain open or unlocked (i.e. moving furniture or supplies, etc.).
- The bay doors may be left open during the hours of 0600 hours and 2200 hours as long as JCESA employees are present in the building. When leaving the building and no other JCESA employee is present, the bay doors **MUST** be closed upon your departure. Under no circumstances are the bay doors permitted to be left open during the hours of 2200 hours and 0600 hours.
- All visitors must be accompanied by a JCESA employee and/or board member at all times while in the building. If a visitor is attending a class or a meeting at the facility, the employee and/or board member overseeing the class or meeting must maintain a knowledge of the whereabouts of all visitors at all times.
- All fire, police, and EMS personnel shall be considered a "visitor" as stipulated above. (Exception being the career staff of JCESA.)



## Jefferson County Emergency Services Agency Administrative Guidelines

- Any class or meeting held in the Operations Center classroom or conference room where visitors are present shall require the door to the employee's lounge/kitchen area to be secured at all times.
- As representatives of this Agency and public safety personnel in general, it is the employees and board members responsibility to show the utmost professionalism and courtesy at all times. Rude or unprofessional conduct will not be tolerated. This includes but is not limited to sarcasm, cursing, belittling or abusive language, racial slurs or any behavior that reflects badly on the agency, the County, or government in general. As representatives of JCESA, you are representing the department and the county as a whole.
- Any employee and/or Board member may request that a visitor displaying inappropriate or disruptive behavior leave the premises. This is to done as professionally and politely as possible.
- JCESA Operations Center security swipe cards/fobs will only be issued by the Director and he/she will maintain a current list of those having access to the building. Programming access of above mentioned security card or fob will be at the Director's discretion.

### **1550: ANNUAL MEDICAL PHYSICAL MANDATE**

Full time Jefferson County Emergency Services Agency EMS providers are mandated to successfully completed annual NFPA 1582 medical physicals at the cost of the Agency. These will be scheduled on your anniversary month of employment by the Deputy Director. If you have an annual physical that meets or exceeds the NFPA 1582 Standards you will be exempt from this requirement upon providing documentation of same to the Agency annually. Part time JCESA EMS providers will be exempt from the annual medical physical requirements as stated above. The Agency will not cover the cost of any annual medical physical for part time employees.

1550: ANNUAL MEDICAL PHYSICAL MANDATE Effective: July 1, 2014



## Jefferson County Emergency Services Agency Administrative Guidelines

### 1600: EMPLOYEE STAFF MEETING ATTENDANCE

JCESA will have staff meetings the first Thursday of every month at Station 11 / Operations Center located at 419 Sixteenth Avenue, Ranson, WV starting at 0830 hours. These meeting are intended to discuss administrative policies, standard procedures, conduct quality assurance reviews; if necessary, daily operations, training and review JCESA employee issues. Due to the importance of communications between all employees and our Medical Director, full-time employees are required to attend 2/3<sup>rd</sup>s of these meetings. Part-time employees should attend as many of the meetings as their full-time career position permits. All attendees at these staff meeting will be compensated for their time.

1600: EMPLOYEE STAFF MEETING ATTENDANCE Updated: November 7, 2013

### 1610: UNIFORM STANDARDS

#### Uniforms

All employees are to wear Agency approved JCESA uniforms when on duty. Uniforms must be clean and neat at all times. You are representing JCESA as a professional in the community and a neat uniform will project that.

The Agency issues a basic set of uniform items to full-time employees. Part-time employees will receive the same items; however quantities of some items will be less than those issued for full-time employees. See chart below for items and frequency/time of issue. Damaged uniform items will be replaced on an as needed basis; however the damaged item will need to be turned in prior a replacement being issued. All Agency issued uniforms are the property of JCESA and must be returned upon separation of employment.

Agency Issued	Full-Time Quantity (total)	When Issued	Part-Time Quantity (total)	When Issued
T-shirts	8	4 Spring / 4 Fall	4	2 Spring / 2 Fall
Polo's – Short Sleeve	4	Spring	2	Spring
Polo's – Long Sleeve	4	Fall‡	2	Fall
Sweatshirts	2 per year		1 per year	
Knit Caps	1 per year		1 per year	
Baseball Caps	2 per year		1 per year	
Jackets/Coats	1*		1*	

*\*Employees will be issued 1 JCESA jacket/coat at the time of employment.*

*Replacement jackets/coats will be handled on an as-needed basis.*

*‡Employees may opt to receive short sleeve shirts in the fall if that's what they prefer.*

*Preference must be clearly marked on the form at the time the order is placed.*



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In addition to Agency issued items, a uniform allowance is allocated in October of each year to all employees. This uniform allowance will be monitored by the JCESA Uniform Committee Chairperson and Administrative Assistant (Agency Representatives).

Full-time employees:	\$300.00**
Part-time employees:	\$150.00**

*\*\*Uniform allowances are allotted for the time period of October 1 to September 30 of the following year. These funds may **NOT** be carried over from year to year. Therefore any unused funds at the end of the time period will be forfeited.*

Prior to purchasing any items utilizing funds from their uniform allowance, employees must verify uniform allowance balance with an Agency Representative. Employees may purchase Agency approved items on their own and request reimbursement, or may order through an Agency Representative. In either case, a uniform tracking form must be completed for documentation purposes. A completed form is required even if you are choosing not to order. Sizing will be verified at the time of each order. Samples of each item and size will be available for trying on, or measurements will be taken. From this point forward, items will only be ordered quarterly (November, January, April, and July), unless a special circumstance arises. Agency approved items for purchases with uniform allowance include:

- Blue Pants
- Black Boots
- Black Belts
- Black Gloves or Mittens
- Job Shirts (Agency approved/issued)
- PT Clothes (Agency approved/issued)
- Coveralls (Agency approved/issued)

Uniform related items no longer approved for purchase with uniform allowance include:

- Socks
- Undershirts\*\*\*
- Belt Clips / Phone Clips
- Radio Clips / Radio Straps
- Vests

*\*\*\*Undershirts including long sleeved t-shirts, mock turtle necks, turtle necks and moisture wicking shirts are approved to wear under uniforms, however will have to be purchased at employees expense. Any long sleeved items where the sleeves will show under another shirt are required to be navy blue.*

Uniforms **will not** be modified with additional patches or pins added. Uniforms shirts include a company patch on the left sleeve and an American Flag on the right sleeve, both 1" from the shoulder seam.



## Jefferson County Emergency Services Agency Administrative Guidelines

### Response Uniform

The Response Uniform is to be worn when responding to calls between the hours of 0800 and 2200. This uniform consists of:

- JCESA Shirt with collar (polo, button-up or job shirt), navy blue pants, black belt, black boots, JCESA baseball hat or knit cap. These items must be worn on all incidents. Sweatshirts may be worn, weather permitting (hats are optional).
- Agency approved coveralls.
- JCESA issued T-shirts may be worn in lieu of a collared shirt on days when the temperature is greater than 80°F.
- JCESA approved/issued Sweatpants may be worn between the hours of 2200 and 0800.

### In-Station Wear

Acceptable JCESA In-Station Wear items consists of:

- Agency issued/approved PT Sweatpants
- Agency Issued/approved PT Shorts
- Agency Issued/approved T-shirts or Sweatshirts
- Casual Footwear

These In-Station Wear items may be worn with the following conditions (employees may opt to stay in their Response Uniform, if they chose):

- Only worn between the hours of 2200 and 0800
- Employees must be able to get into the appropriate Response Uniform and respond within one (1) minute of dispatch.

### PT Attire

JCESA approved/issued PT Attire is to be worn while at the gym and may be worn to and from the gym as well. PT Attire may also be worn in-station as mentioned above. Employees may respond to calls in PT Attire as long as they are responding from the gym. Gym shoes **MUST** be replaced with boots. Agency approved/issued PT Hoodies are only to be worn while going to and from the gym and while at the gym. They are **NEVER** to be worn on a call.

### Off-Duty Dress

JCESA issued T-shirts, sweatshirts, job shirts and hats may be worn at leisure to any activity associated with fire, EMS or casual events. Employees are expected to exercise good judgment and not wear agency issued items to inappropriate locations. Employees are representing the Agency whenever wearing something bearing the JCESA name or insignia, therefore employees are expected to maintain professionalism at all times while wearing Agency items.

1610: UNIFORM STANDARDS Updated: November 7, 2013



## Jefferson County Emergency Services Agency Administrative Guidelines

### 1620: DRESS UNIFORM STANDARDS

A. Dress Uniforms are optional and are provided at the employee's expense.

Dress Uniforms include:

- Double-Breasted Coat (Midnight Blue with EMS buttons)
- Dress Uniform Trousers (Midnight Blue)
- Long / Short Sleeve Blue Shirt
- Black Belt
- Black Tie
- Black Shoes
- Class 'A' Dress Cap (8 Point Combo Band with Silver Band)

B. Insignia

- Hat Badge (EMS Pin/Silver)
- Collar Pins (Silver and Blue EMS Star of Life)
- Badge (Silver and Blue)
- Name Tag (Blue Name on Silver)

C. Patches

- JCESA patch on the left shoulder of the shirt and coat.
- Flag on the right side of the shirt and coat.

### 1630: TELEPHONE USAGE

Telephones (landline and cellular) are provided to employees to be used in the daily conduct of JCESA official business. Local calls, long distance calls and texting are only to be made when necessary to conduct official business on behalf of JCESA.

### 1640: CELL PHONE / CAMERA

#### **Purpose**

To prevent distractions in the workplace and help ensure the safety and privacy of all personnel and the patients we serve.

#### **Policy**

Cellular phone use and use of personal digital assistants (PDAs) while on duty shall be limited to necessary work-related calls made on work-issued phones. Personal use of cell phones – whether personal or company-issued – is only permitted during limited times when work responsibilities are not being performed. Use of personal cameras – whether cell phone cameras, stand-alone cameras, or cameras contained on any other such personal devices – whether digital or conventional film cameras – while on duty or when performing any patient care functions for or on behalf of JCESA is strictly prohibited.



## Jefferson County Emergency Services Agency Administrative Guidelines

### Procedure

#### 1. Cellular Telephone Use

- a. Personal cellular telephones are permitted to be carried while on duty, but must be placed on silent mode, and allow voice mail to answer the call. Messages may be checked on “down time” when not actively involved in a call or about to perform or in the process of performing work duties. All personal cell phones must be “intrinsically safe” consistent with the national standards for portable electronic equipment (such as portable radios) carried by emergency service personnel into hazardous environments, and be carried in a safe and concealed area on the person that does not interfere with the physical requirements of the job, will not fall off, or cause others to be distracted by the presence or appearance of the device.
- b. Cellular phones may be used for personal purposes only on a limited basis. Personal cell phone use must never be cause for delay in responding to a patient or beginning an assignment, and should never be used while completing an assignment.
- c. While attending to a patient or while operating a Company/Volunteer apparatus, personnel shall not, under any circumstances, respond to (or make) a personal cellular telephone call, send text messages, or check electronic mail on PDAs or other such devices.
- d. Personnel are prohibited from using personal cellular telephones or PDAs between the dispatch of a call and the time that the call is cleared. Phones may be used for official business with regards to online medical command, emergency dispatch, or emergency communications with command personnel.

#### 2. Camera Use

- a. Under no circumstances shall any personnel be permitted to use the camera function of a personal cellular telephone while on duty.
- b. Personnel are only permitted to use cameras or other picture taking or image generating devices authorized and issued by JCESA while on duty. The company issued devices are intended to be used for medical purposes only such as to document the position of vehicles and patients at the scene of an accident or to document mechanism of injury for use by the receiving facility to assist in guiding treatment. No other picture taking devices including personal electronic devices, PDA's, cameras, or other personal computers (not issued or authorized by JCESA for patient care purposes) shall be used by personnel while on duty.
- c. All on-scene photography shall be for clinical and/or documentation purposes only and conducted only at the direction of JCESA personnel in charge at the scene or by medical command.
- d. Any photographs containing individually identifiable information are covered by the HIPAA Privacy Rule and must be protected in the same manner as patient care reports and other such documentation.



## Jefferson County Emergency Services Agency Administrative Guidelines

- e. Any on-scene images and any other images taken by an employee in the course and scope of their employment are solely the property of JCESA and *not* the property of the individual employee member. This includes any image inadvertently taken with an employee's personally owned cell phone camera or other digital imaging device.
- f. No images taken by an employee in the course and scope of their employment may be used, printed, copied, scanned, e-mailed, posted, shared or distributed in any manner without the express, written approval of JCESA's Directors. Example: This prohibition includes posting photos on personal web sites, such as Facebook or MySpace, or on other public safety agency web sites, or e-mailing images to friends, colleagues or others in the EMS industry.

### **1680: OPERATORS LICENSE REVIEW**

JCESA will conduct operator's license record review at the initial hire date and thereafter annually for all employees. This license record review will be performed by the West Virginia Department of Motor Vehicles and any expenses associated with same will be paid by the Employer. It is the employee's obligation to maintain a valid copy of his/her operator's license on file with the Agency at all times.

All employees must participate in this policy as a condition of employment with JCESA.

### **1690: FITNESS TO RETURN FOR DUTY POLICY**

This procedure is to include all JCESA employees (full-time and part-time) and they will be required to abide by this procedure if any type of leave is taken other than compensatory and/or personnel.

- Any employee who is injured while on duty working or who have been injured in anyway while not working with the Agency; regardless of days off duty from employment with JCESA.
- Any employee on medical leave greater than three (3) days from JCESA.
  1. It is to be the policy of JCESA that all employees must be able to perform his/her job one hundred percent his/her entire shift.
  2. JCESA does not offer any type of light duty assignments to any employees
  3. JCESA employee daily duties include but not limited to all listed in policy and procedure manual and pre-employment physical duties
  4. These duties include but are not limited to driving emergency vehicles, rendering care for all types of illnesses and injuries, carrying/lifting equipment and patients
  5. Any employee unable to perform his/her employment duties must notify the Director or Deputy Director as soon as possible
  6. Employees will notify the Director or Deputy Director on a regular basis their status of illness or injury and when his/she expects to return to work for scheduling purposes.
  7. Employees will be required to have a doctor's notification for time off for illness if greater than three days and provide a doctor's release to return to work and submit it to the Director in advance of returning for duty. Failure to do so will prolong the employee from being placed on work schedule



## Jefferson County Emergency Services Agency Administrative Guidelines

8. Employees will be required to have a doctor's notification for time off for injury stating the projected days off due to the injury and provide a doctor's release to return to work and submit it to the Director in advance of returning for duty. Failure to do so will prolong the employee from being placed on work schedule.
9. All employees providing a doctor's release to return to work letter must state "without any physical limitations"



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### 1700 – 1799: (OPEN)



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## Jefferson County Emergency Services Agency Administrative Guidelines

### **1800 – 1899: POSITION DESCRIPTIONS**

#### **1840: EMERGENCY MEDICAL TECHNICIAN**

The Emergency Medical Technician (EMT) has full control of and responsibility to render appropriate patient care and operates EMS units in Jefferson County as needed as well as performing various station duties and assignments.

#### **Qualifications**

To be eligible for initial or continued appointment to the position of EMT one must:

- Meet the EMS Personnel Requirements set forth in WV §64 CSR 48;
- Must have at least two years' experience as an emergency medical technician provider prior to employment;
- Be at least twenty-one (21) years of age;
- Possess a current WV Emergency Medical Technician (EMT) or WV Emergency Medical Technician - Basic (EMT-B) or certification;
- Demonstrate successful completion of a Hazardous Materials class at the Awareness level or higher;
- Demonstrate successful completion of a WV MCI I & II course;
- Possess a current CPR certification; and
- Successfully complete the Jefferson County Preceptorship Program.
- Possess a valid Driver's License for the entire duration of employment.

#### **Responsibilities**

It is the responsibility of the EMT to:

- Assess and examine patients and perform appropriate basic interventions within the EMT scope of practice and in accordance with West Virginia Office of Emergency Medical Services Protocols;
- Abide by all West Virginia State Protocols and online medical direction;
- Practice infection control at all times.

In addition to direct patient care, the paramedic is required to:

- Operate the EMS unit safely and efficiently in accordance with West Virginia State law and JCESA policy and guidelines;
- Assist the crew in restocking and cleaning the unit;
- Perform daily, weekly, and monthly inventories as directed in order to keep the EMS units ready to provide efficient EMS;
- Complete station duties as assigned
- Develop and maintain knowledge of the primary area in which he/she will be responding; and
- Other duties as assigned by the Director or his/her designee.



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### 1850: PARAMEDIC

The Paramedic has full control of and responsibility to render appropriate patient care and operates EMS units in Jefferson County as needed as well as performing various station duties and assignments.

#### Qualifications

To be eligible for initial or continued appointment to the position of Paramedic one must:

- Meet the EMS Personnel Requirements set forth in WV §64 CSR 48;
- Must have at least two years' experience as a paramedic provider prior to employment;
- Be at least twenty-one (21) years of age;
- Possess a current WV Paramedic or WV Emergency Medical Technician - Paramedic (EMT-P) or certification;
- Demonstrate successful completion of a Hazardous Materials class at the Awareness level or higher;
- Demonstrate successful completion of a WV MCI I & II course;
- Possess a current CPR certification;
- Possess a current ACLS certification;
- Possess a current PEPP certification;
- Possess a current ITLS certification; and
- Successfully complete the Jefferson County Preceptorship Program.
- Possess a valid Driver's License for the entire duration of employment.

#### Responsibilities

It is the responsibility of the Paramedic to:

- Assess and examine patients and perform appropriate basic and/or advanced interventions within the Paramedic Scope of Practice and in accordance with West Virginia Office of Emergency Medical Services Protocols;
- Abide by all West Virginia State Protocols and online medical direction;
- Practice infection control at all times.

In addition to direct patient care, the paramedic is required to:

- Operate the EMS unit safely and efficiently in accordance with West Virginia State law and JCESA policy and guidelines;
- Clean, maintain and stock all ALS medications and equipment;
- Assist the crew in restocking and cleaning the unit;
- Perform daily, weekly, and monthly inventories as directed in order to keep the EMS units ready to provide efficient EMS;
- Complete station duties as assigned
- Develop and maintain knowledge of the primary area in which he/she will be responding; and
- Other duties as assigned by the Director or his/her designee.



## Jefferson County Emergency Services Agency Administrative Guidelines

### 1880: DEPUTY DIRECTOR

#### Job Summary

This is a full time position which will include training, quality improvement, operations, coordinating, monitoring and evaluating the effective delivery of emergency services provided by the career and volunteer staff of Jefferson County. This position will be considered part of the management team of JCESA.

The Deputy Director reports directly to the Director of Jefferson County Emergency Services Agency. In the absence of the Director, the Deputy Director assumes the duties of the Director.

#### FLSA Status

Exempt

#### Major Duties and Responsibilities

##### Deputy Director Obligations

- Direct supervision of personnel in the field and performance evaluations.
- Assist the Director with scheduling of JCESA staff.
- Assist the Director and Board with the development of various professional records keeping systems, recommends and implements modifications to management systems, data gathering systems, programs, and operating guidelines as appropriate.
- Gathering data and preparing monthly Fire and EMS reports.
- Coordinates and monitors continuous Quality Improvement issues under the direction of the JCESA Medical Director and the QA/QI Committee.
- Performs routine and special evaluations of Fire & EMS personnel in classroom, clinical and field setting to monitor the effectiveness of EMS services provided by Jefferson County.
- Schedule and supervise quarterly Fire & EMS "Skills Day" for County providers.
- Direct involvement with the Director on any disciplinary actions and corrective measures.
- Establish and maintain cooperative working relationship in conjunction with the Director, or in the absence of the Director, as a liaison. May act as liaison at City, County and State levels, as well as to fire department personnel, hospitals, training facilities, general public and other outside agencies. May be required to participate in professional organizations as needed.
- Implement or assist with Incident Command on emergency incidents
- Other supervisory/administrative duties assigned by the Director.

##### Training Obligations

- Develop, coordinate, schedule and supervise training for Fire and EMS personnel to meet objectives and standards set.
- Maintain training records for all Fire and EMS personnel.
- Assist the Director in managing the training budget set by JCESA.
- Remain current on all training regulations and opportunities for Fire and EMS training.
- Develop, conduct and facilitate training programs for both Fire and EMS.
- Act as Safety Officer on multiple alarm fire incidents or multi trauma EMS calls in the absence of a department Safety Officer.



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- Ensure compliance with County and State regulations related to EMS.
- Works with the County Operating Guidelines Committee to develop and implement new policies and procedures.
- Other training duties as assigned by the Director.

### Qualifications / Requirements for Deputy Director

- Possession of, or ability to obtain, a valid West Virginia EMS certification as an EMT/Paramedic. This West Virginia certification must be maintained in active status throughout employment. (If not West Virginia certified at time of employment, must be able to obtain in sixty (60) days of employment.)
- Certification as an EMS Instructor.
- Certification as a Fire Instructor 3 (NFPA 1041, 2008 ed.). Instructor 2 would be acceptable with a commitment to get Instructor 3 within 1 year of date of hire.
- West Virginia Squad Training Officer Certification or commitment to get same within 1 year of date of hire.
- Minimum of five (5) years experience as a Firefighter and Paramedic (career and/or volunteer), including two (2) years of supervisory experience.
- Ability to exercise sound independent judgment in the best interest of JCESA.
- Incident Command and Incident Safety Certification.
- Willingness to stay at or return to work during periods of emergencies to assist local resources.
- Willingness to respond to major incidents during off duty hours to assist local resources.
- Hazardous Materials Awareness & Operations
- NIMS 100 - 200 - 300 - 400 - 700 - 701 - 701.a - 702 - 702.a - 703 - 703.a - 704 - 800
- Incident Safety Officer
- Fire Officer 1 & 2
- Vehicle Rescue Awareness & Operations
- Confined Space Awareness
- Rope Rescue Awareness
- Structural Collapse Awareness
- Swift Water Awareness
- Driver / Operator Pumper
- Driver / Operator Aerial



## Jefferson County Emergency Services Agency Administrative Guidelines

### 1890: DIRECTOR

#### Job Summary

This is a full-time position that manages the day-to-day operations of the Jefferson County Emergency Services Agency (JCESA) and is responsible for planning, coordinating, monitoring and evaluating the delivery of emergency medical care, while ensuring compliance with local and state regulations and guidelines related to Emergency Medical Programs.

#### FLSA Status

Exempt

#### Supervision Received and Exercised

- Receives direction from the Board of Directors, JCESA
- Direct supervision is provided by the JCESA Board President
- Exercises direct supervision over professional, technical, and clerical staff
- Manages and directs activities of contract employees

#### Major Duties and Responsibilities

- Plans, prioritizes, assigns, directs, schedules, and supervises work of JCESA employees and services.
- Develops objectives and implements policies, procedures, and operating standards related to EMS services.
- Monitors programs, operations, and personnel for compliance with local, state rules, regulations, and guidelines related to emergency medical services.
- Coordinates, and monitors continuous quality improvement (CQI) issues under the direction of the JCESA Medical Director or designee and works with others to ensure EMS systems excellence.
- Coordinates, trains, and motivates EMS personnel to ensure performance meetings JCESA standards.
- Performs routine and special evaluations of EMS personnel in classroom, clinical, and field setting to monitor the effectiveness of EMS services provided by JCESA personnel.
- Manages EMS records to ensure accuracy and confidentiality.
- Prepares, monitors, and manages JCESA budget. Forecasts funds needed for staffing, equipment, materials, supplies, and vehicles. Along with JCESA President presents budget requests to Jefferson County Commission. Approves expenditures and recommends adjustments as necessary. Keeps JCESA President informed of all contacts with Jefferson County Commissioners.
- Identifies, recommends to the JCESA Board, and implements opportunities for program improvements.
- Performs a variety of administrative, operational, research and analytical duties in support of the program and develops reports.
- Identifies and resolves problems; responds to agency inquiries and complaints; evaluates work products; evaluates effectiveness of EMS relationships both within the county and with outside agencies.
- As requested, develops, conducts, or assists in the development of various professional EMS records and/or research and operations studies; recommends and implements



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modifications to EMS management systems, data gathering systems, programs, policies, regulations and protocols as appropriate.

- Participates in the development and implementation of professional EMS management, information and data tracking services. Identifies EMS resources needs and prepares or presents various reports and EMS operations and activities as needed or requested.
- Represents JCESA EMS services and serves a liaison at City, County, and State levels, to Jefferson County Commission and outside agencies; participates in professional organizations.
- Acts as Liaison with local and state regulatory EMS agencies, hospital personnel, paramedic trainers, other fire departments and the public in the course of managing the EMS program.
- Supervises the implementation and operation of various EMS programs, including but not limited to, training, certification/desertification, inspections and education, etc.
- Maintain knowledge of national trends in Emergency Medical Services including innovations in education, services, and response to change.
- Analyzes existing and proposed legislation to determine impact on Emergency Medical Services.
- Researches and prepares applications for Federal, State and private grants to implement programs and administer grants.
- Represents JCESA interests on county committees and task forces that relate to EMS and emergency preparedness.

### Qualifications

- Organization and management practices as applied to the analysis and evaluation of programs, policies, and operation needs.
- Operational principles and practices of professional EMS management systems and related EMS regulations and equipment.
- Modern and complex principles and practices of program development and administration.
- Principles of budget and preparation and control.
- Principles of supervision, training, and performance evaluation.
- Pertinent, Federal, State, and local laws, codes, and regulations pertaining to EMS systems and operations.
- Knowledge of emergency medical care, basic, and advanced life support standards and care delivery systems.
- Knowledge of curriculum development, effective instructional delivery strategies and development of instructional materials.

### Ability To

- Manage, direct, and coordinate work of professional technical personnel.
- Prepare and administer complex budget and financial reports.
- Provide program leadership and recommendations to the JCESA.
- Analyze problems; identify solutions, project consequences of proposed actions and implement solutions.
- Research, analyze and evaluate delivery methods, procedures and practices.
- Coordinate computer hardware and software development and applications with other agencies.
- Interpret and apply Federal, State, and local laws, policies, procedures and regulations.



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- Communicate clearly and concisely, both orally and in writing.
- Use excellent interpersonal skills to establish and maintain effective working relationships with employees; with those contacted in the course of work, community groups, other agencies and departments, and the general public.
- Ability to develop and implement policy and procedures.
- Ability to effectively manage and coordinate a comprehensive EMS program.
- Ability to develop, conduct and facilitate training programs and meetings.
- Ability to maintain confidentiality of medical and other privileged information.
- Ability to exercise sound independent judgment.
- Ability to establish and maintain cooperative working relationships with Fire Department personnel, other agencies, and general public.

### Working Conditions

- Travels from stations to stations.
- Speaks in public forums in various environments.
- All required licenses must be maintained in an active status without suspension or revocation throughout employment.
- Employee may be required to stay at or return to work during public health incidents and/or emergencies to perform duties specific to this classification or to perform other duties as requested in an assigned response position. This may require working a non-traditional work schedule or in an assigned response position. This may require working a non-traditional work schedule or working outside normal assigned duties during the incident and/or emergency.
- Ability to lift and carry persons of various weights. Must be able to work under conditions where exposure to environmental factors poses a risk of injury or illness.

### Requirements

- Five years' experience of Emergency Medical Services or public safety administration experience, including two (2) years of supervisory experience.
- Minimal of an Associate Degree in Pre-Hospital Care.

### License or Certificate

- Possession of, or ability to obtain, an appropriate, valid West Virginia's driver's license.
- A minimum of EMT-P, or Registered Nurse (EMSARN) with current experience in pre-hospital care or Registered Nurse with current experience in flight for life emergency medical services.



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## Jefferson County Emergency Services Agency Administrative Guidelines

### **1900 – 1999: EMPLOYEE PROGRAMS**

#### **1910: PHYSICAL FITNESS PROGRAM**

##### **Purpose**

To provide procedures and guidelines for the physical fitness program. This program is providing a means to improve the health and performance of employees with as little impact to service delivery as possible.

##### **Policy**

1. Physical fitness training shall consist of aerobic, strength, and flexibility activities.  
Examples include:
  - a. Aerobic-running, stationary biking, stair climbing, treadmill
  - b. Strength-weight training
  - c. Flexibility-stretching
2. Physical fitness training is highly recommended for all full-time uniformed employees.
3. The recommended PT (Physical Training) time is 1000 hours on Monday, Wednesday, and Friday. Times and days are flexible, however is encouraged during double coverage times. Employees are to wear approved PT uniforms which are not to be altered (sleeves cut off, etc.). Exceptions must be pre-approved.
4. Employees shall use good judgment with regard to apparatus when outside temperatures are below freezing.
5. Employees shall not exercise outside when outside temperatures are below 32°F or exceed 100°F.
6. Physical fitness training sessions shall be recorded in the shift log on a daily basis.
7. JCESA will not incur any expense whatsoever in physical fitness program memberships, or will the Agency provide reimbursement for employee membership.

##### **Procedures**

1. Companies shall remain mindful of customer service goals when exercising in the community by:
  - a. Parking inconspicuously
  - b. Keeping radio volume low
  - c. Being courteous, quiet, and professional
2. Conduct and behavior during physical fitness training should project professionalism.
3. Only approved facilities should be used.
4. Employees should always warm up and cool down thoroughly with ample stretching.
5. Aggressiveness and competitiveness are to be controlled.
6. Employees shall return all equipment to its proper place leaving the facility in an orderly fashion.
7. Employees from companies 1, 4, 5, and 11 shall meet at the approved facility and PT for 1 hour. The Ambulance Chiefs have authorized employees bring the Ambulance to town. After the workout is completed the employee should shower and return to work uniform.
8. If a call is dispatched for one of the units working out they shall stop their workout, and don JCESA approved gear and work boots and proceed quickly without running to the vehicle and respond on the call.
9. A unit can return once to attempt to complete their workout.



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10. Participation in the PT Program is highly recommended for all full-time employees.
11. On a quarterly basis a trainer from the chosen fitness center will attend the staff meeting and address physical training concerns.
12. The Deputy Director or designee will monitor the physical fitness program. This will include coordination between the fitness center and JCESA with regular reports from the Deputy Director.
13. Time at the gym is limited to PT activity only, either in organized exercise programs or individual programs as developed through a Personal Trainer. For example no tanning is allowed while on JCESA time.
14. Unlimited visits on personal time are encouraged.

This program is for the benefit of employees and JCESA. The Directors will be monitoring the success of the program and employee attendance. Any physical fitness program membership cost will be at the employee's expense and not of the Agency.

Patient care is our primary roll and calls for assistance overrides all of the above rules and guidelines in this PT Program.