

Delaware County Emergency Medical Service Standard Operating Guidelines

Subject	Effective	Supersedes	This Sheet	Total
Attention to Duty	August 1, 2007	All	1	5

Employees shall be in their station at their scheduled start time and ready for duty. If an employee does not call in to the on-duty Captain at least one (1) hour prior to their shift start time to report that they are ill, or that they will not be on duty, this will be treated in the same manner as being late for duty.

If an employee is late to work because of employment with another entity, this shall be considered a violation of Outside Employment Policy requirements and will be subject to the disciplinary process, up to and including termination. If an employee is late for duty due to an emergency run with a volunteer department, he or she must use vacation or comp time to cover their lost time, and a letter must be submitted to the Chief explaining the nature and circumstances of the incident.

REST

Employees shall be on the alert to their medical duties at all times. Sleeping will not be permitted until after 2000 hours unless their Captain has given them explicit permission to do so due to special circumstances.

It is essential that an employee's efficiency be unimpaired by the competing demands of other employment. Therefore, all employees are expected to have a sufficient amount of rest prior to reporting for duty. This includes other part time and/or full time employment. Employees should be discouraged from "coming to work to rest."

MAXIMUM CONSECUTIVE SHIFTS

It is a concern of both the DCEMS Administration and employees of the medical community that fatigue caused by extended periods of inadequate rest may impair job performance. This may be the result of the employee working consecutive shifts and the level of activity, both routine and emergency that was encountered during those shifts. Fatigue may affect performance in such critical areas as tactical size-up, deployment of companies, BLS/ALS skills and defensive driving techniques. In addition, and most importantly, the ongoing and deliberate efforts in the area of safety consciousness may be adversely affected.

Department employees shall not work more than two (2) consecutive 24-hour shifts, or 48-hours total. In instances where two (2) consecutive shifts are worked, the employee must be off-duty a full 24 hours before working again. It is the employee's responsibility to schedule his/her extra work time, whether with constant staffing or trades, so that this policy is not violated and they are available and eligible to work their regularly assigned shift.

In the event that a employee would have to pass up a Mandatory Overtime shift due to this policy, he/she will not be charged with a "refusal"; however, it will be the individual employee's responsibility to make the Captain aware of his/her conflict with this policy when called to work a Mandatory Overtime.

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ALCOHOL

Employees are prohibited from purchasing or consuming alcoholic beverages while on duty or while wearing the department uniform, whether on or off duty. No employee shall report to duty while under the influence of the effects of alcohol or other impairing substances. No employee shall report for duty with the odor of alcohol beverage about his or her person.

No employee wearing a Delaware County EMS Department uniform shall enter a building exclusively used for distributing alcoholic beverages, unless they are there on an emergency incident, or are there on specific departmental business.

No employee, while off duty, shall drink alcoholic beverage to the extent which renders him or her unfit to report to duty, or which results in the commission of an obnoxious or offensive act which might tend to discredit Delaware County EMS.

For more information, refer to Delaware County's SOG titled Drug-Free Workplace.

PERFORMANCE EVALUATIONS

All employees will be evaluated periodically as to their performance and level of job skills. These evaluations will be done by their immediate supervisor: EMT-Intermediates and Paramedics will be evaluated by their Lieutenant, Lieutenants will be evaluated by their Captain, Captains by the Assistant Chief, and Assistant Chief by the Chief. All evaluations, once completed and reviewed with the employee will be reviewed up the chain of command to the Assistant Chief. Part-time employees will be evaluated by the EMS Captain assigned to scheduling and staffing.

Evaluations will be performed based on the employee's hiring date as follows:

- Six (6) months after hire
- One (1) year after hire at anniversary date
- Annually thereafter at anniversary date

Any employee who is not performing according to expected standards will be given reasoning and the opportunity to improve his or her performance. Pay increases may be withheld within the terms of the union contract, until the employee's performance reaches an acceptable level.

For more information, refer to Delaware County's Employee Handbook.

IDENTIFICATION BADGES

All employees will be issued an official Delaware County Identification. These IDs are the property of Delaware County and must be returned upon termination or resignation from County employment.

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DCEMS Employees are required to have the IDs in their possession when entering any Delaware County facility such as the Delaware County Court House, Hayes Building, or 9-1-1 Center. Employee IDs should also be kept readily available in the event of emergency call-in for a large scale incident; during events such as these, employees may be required to display their IDs to enter secured areas.

UNAUTHORIZED USE OF POSITION

Ohio ethics laws place public sector employees under a magnifying glass, susceptible to questions regarding the ethics of receiving any "free" service from the public. Also, labor law requires the employer to maintain control over employee working hours to avoid compensation for off-duty activities that may be interpreted as on-duty activities. Therefore, use of uniforms while off-duty, without express permission of the Department, is prohibited.

For more information, refer to Delaware County's Employee Handbook.

No persons affiliated with DCEMS shall use his or her title, position, uniform or badge to gain a discount, get a gift or gain entry to any show, concert, presentation or affair requiring payment of an admission price.

If the general public is given a discount or free admission, then the employee may take advantage of it as well. If the discount or free admission is given to the employee because of their position, they are violating State law and the County ethics policy if they accept it. In an individual case, if the employee needs advice in this matter, consult with the Chief or the Delaware County Employee Handbook.

CORRESPONDENCE

No correspondence will be sent outside the department on Delaware County letterhead without prior permission from the Chief, nor will any member send correspondence to a media source, or provide a media release, without the circumstances having been reviewed and having signed written approval of the Chief. Any correspondence representing Delaware County EMS must be reviewed and have signed written approval of the Chief before mailing.

TELEPHONES AND OFFICE EQUIPMENT

All telephone calls received in DCEMS facilities, or on County cell phones, are to be answered and conducted in a business like manner. All calls received are to be answered identifying which station or vehicle you are in while answering, followed by your rank (if a promoted officer) and last name. For example:

"Delaware County EMS, Station 2, Lieutenant Jones."

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All long distance calls initiated by the employee are to be logged and turned in to the Emergency Services Office Manager at the end of each month. No personal calls are permitted at the expense of the County.

All office equipment (computers, fax machines, copiers, and telephones, etc...) are the property of Delaware County EMS, and should be treated as such.

Delaware County allows personal games on computer CDs and disks, but they are prohibited from being installed on the station computer's hard drives or County computer networks. Delaware County provides access to the internet. Employees are not to download non-work related material onto the hard drives from the Internet.

All County communication systems and equipment, including the messages transmitted or stored by them, are the sole property of the County. The County may access and monitor employee communications and computer files as it deems necessary. Communications equipment and services include mail, electronic mail, courier services, facsimiles, telephones, computer networks, on-line services, computer files, telex systems, video equipment and tapes, tape recorders and recordings, pagers, cellular phones, bulletin boards, and mobile data terminals.

Also see Delaware County Policy re: Communications Systems.

EMPLOYEE CONTACT WITH ELECTED OFFICIALS

The purpose of this procedure is to establish Department policy for employee contact with elected State, County, Township, or Municipal officials, to standardize a procedure for providing accurate information, and to keep the Delaware County Emergency Medical Services Administration advised of issues that may be of consequence to the elected officials.

All employees are to immediately notify the Chief of the nature of inquiries and subsequent contacts pertaining to County business, Department policies and activities, regardless of whether the contact was initiated by the employee or the elected official (or his/her representative).

In anticipation of inquiries to employees by elected officials, this policy will assist employees in providing accurate information to the elected officials in an expeditious and efficient manner.

All employees shall, to the best of their ability, respond to inquiries and requests for information by elected officials in a courteous and professional manner. If inquiries cannot be answered accurately or completely by the initial employee contacted, the person soliciting the request shall be referred to the on-duty Captain, or to the Assistant Chief or Chief.

The reporting requirements of this regulation do not apply to personal communications with your representative or to matters which are of no reasonable concern to the Department, nor does it apply to correspondence between Union Officials and elected officials regarding legitimate Union concerns.

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COURT STANDBY

When a member receives a subpoena or notice from the Administrative Offices requiring court attendance or testimony concerning the performance of their official duties, at a time other than his/her regularly scheduled tour of duty, the member will confirm the trial or hearing by calling the telephone number printed on the subpoena at the indicated time. The member will be informed at this time of the need to appear or will be placed on a standby status.

If the member is placed on the standby for the confirmed trial or hearing, he or she will furnish the court with a telephone number where contact can be made during the times when court is in session and while subject to call. Court standby is self-canceling at 1700 hours on the day it is invoked, unless another time is requested by the prosecutor or court officials. Employees cannot arbitrarily place themselves on standby status.

If a Department member receives a fee as the result of being subpoenaed for witness services relating to his or her official duties, the member must endorse the check and forward it to the Emergency Services Office Manager.

OTHER

No employee shall use sick time to work at any other employment, attend school, or to apply for any other employment. Doing so will be grounds for immediate termination

For more information on proper use or potential misuse of sick leave, refer to Delaware County Employee Handbook.

All employees will work their assigned shift, at their assigned station, unless the on-duty Captain has approved a change

Issuing Authority:



DCEMS Chief Rob Farmer

08/01/2007

Date