

Personnel Committee Agenda
December 1, 2025
Reedsburg City Hall Council Chambers
5:00 PM

NOTICE IS HEREBY GIVEN THAT A MAJORITY OF THE MEMBERS OF THE COMMON COUNCIL MAY ATTEND THIS MEETING TO GATHER INFORMATION ABOUT A SUBJECT OVER WHICH THE COMMON COUNCIL HAS DECISION-MAKING AUTHORITY. IF A QUORUM OF THE COMMON COUNCIL ATTENDS THIS MEETING, NO ACTION WILL BE TAKEN BY THE COMMON COUNCIL AT THIS MEETING.

CALL TO ORDER

APPROVAL OF MINUTES

I. APPROVE/DENY: MEETING MINUTES OF PERSONNEL COMMITTEE MEETING HELD OCTOBER 14, 2025.:

THE COMMITTEE WILL RECEIVE INFORMATION ON NON-AGENDA TOPICS BROUGHT BEFORE THE COMMITTEE BY MEMBERS OF THE PUBLIC. THE COMMITTEE WILL NOT DISCUSS THESE TOPICS, AND WILL NOT TAKE ACTION ON ANY OF THEM AT THIS MEETING

I. GENERAL BUSINESS:

- A. Approve/Deny: Changes to City of Reedsburg Ambulance Employee Handbook, Changing the Employee Handbook to a Policies and Procedures Manual, and Removing Redudencies with the City of Reedsburg Employee Handbook.
- B. General Discussion Regarding Employee Wage Increase.

II. ADJOURN:



The City of Reedsburg does not discriminate on the basis of disability in the admissions or access to, or treatment of or employment in, its programs or activities. Disability-related aids or services, including printed information in alternate formats, to enable persons with disabilities to participate in public meetings and programs are available by calling (608) 524-6404. To be able to meet the needs of a request for a different format contact the City Clerk-Treasurer at 134 S. Locust Street, Reedsburg, WI at least 48 hours prior to the commencement of the meeting so that any necessary arrangements can be made to accommodate each request.

MEETING MINUTES FOR THE:

City of Reedsburg – Personnel

Committee August 12, 2025

The Personnel Committee for the City of Reedsburg convened in special session on Tuesday, August 12, 2025 at 5:00pm at the Reedsburg City Hall – Council Chambers with the following members present:

Alder Phil Peterson, Chair
Alder David Moon
Alder Sonny Hyde
Bill Voigt
Tiffany Schulte

Also Present:

Maximilian Buckner, City Administrator

Approval of Minutes from June 2, 2025.

Motion to approve by Voigt, seconded by Schulte, 5-0, Motion carried.

Item I: General Business

A. Discussion Regarding Negotiations with the Wisconsin Professional Police Association. The committee may consider moving into closed session pursuant to section 19.85(1)(e) of the Wisconsin statutes for the purpose of deliberating or negotiating the purchasing of public properties, the investing of public funds, or conducting other specified public business, whenever competitive or bargaining reasons require a closed session.

Buckner explained the issue that will be discussed in closed session. *Motion to go into closed session by Hyde, seconded by Moon, 5-0, Motion carried.*

Discussion in closed session regarding the closed session topics.

Motion to go out of closed session by Voigt, seconded by Schulte, 5-0, Motion carried.

B. Potential Action Regarding Recommendations to Common Council Relating to Wisconsin Professional Police Association Contract Starting January 2026.

Motion by Schulte to recommend to Common Council the approval of the terms of the Tentative Collective Bargaining Agreement Between the City of Reedsburg and the Reedsburg Police Officers Association MPPA/LEER for 2026-2028, seconded by

Hyde. 5-0, Motion carried.

Item II: Adjourn

Motion to adjourn by Voigt, seconded by Moon. 5-0, Motion carried.

Electronically signed by Maximilian Buckner

City Administrator

City of Reedsburg Ambulance Employee Policies and Procedures Manual



* Indicates a CAAS Policy

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Section One - Employee at Will and Disclaimer

- **These policies and procedures are not a contract, express or implied, and does not guarantee employment for any specific duration. Although we hope that your employment relationship with us will be long-term, either you or the City may terminate this relationship at any time, for any reason, with or without cause or notice.**
- Please understand that no supervisor, manager, or representative of the City other than the Director or Administrator, has the authority to enter into any agreement with you for employment for any specified period or to make any promises or commitments contrary to the foregoing Disclaimer. Further, any employment agreement entered into by the City shall not be enforceable unless it is in a formal written agreement and signed by you and the City. Please also understand that no supervisor or other representative of the City has the authority to make any verbal promises, commitments, or statements of any kind regarding the City's policies, procedures, or any other issues that are legally binding on the City.
- The information contained in these policies and procedures are intended to provide you with general information about the City, its policies, and its procedures. All City policies may be amended, superseded, or revised at any time by the City, at the City's sole discretion. From time to time, you may receive updated information concerning changes in policies. If you have any questions regarding any policies, please ask the Director or the Assistant Chief for assistance.
- Anything that is not covered by these policies and procedures may be covered by the City of Reedsburg's Employee Handbook. That may be referenced for further information or clarification.

Section Two – Mission, Vision, and Core Values

Vision Statement

To be the premier ambulance service in Sauk County; setting the standard through a professional attitude, dedication to excellence in care and training, and a dedication to the community.

Mission Statement

The mission of the City of Reedsburg Ambulance is to provide the citizens of the communities that we serve with the highest standards of pre-hospital care using proactive, progressive, and science-based medical practices. We are dedicated to the health of the communities we serve and the patients we treat while maintaining the dignity of our patients and keeping in mind that we are treating a person, not an illness. We believe it is important to provide and maintain a dedication to excellence in training, professionalism, and leadership.

Core Values

Excellence: Providing uncompromising service through commitment, efficiency, and accountability.

Safety: The standard that requires practices, means, methods, operations, or processes to provide a safe, healthy place of employment and patient experience.

Compassion: Always being mindful of another person’s feelings and concerns. Acting with the same level of care we would extend to our family.

Respect: For all people – Our patients; their families; our customers; our colleagues in the medical professions; our Paramedics, EMTs, and staff; and for one another.

Section Three - Definitions

Director/Chief:	The duly appointed Reedsburg Ambulance Director.
Assist Director/Chief:	The duly appointed Assistant Ambulance Director.
Business use:	The operation of an emergency vehicle for the City of Reedsburg Ambulance uses not related to emergency care.
Captain:	On Duty Paramedic in charge of Day-to-Day shift operations
City:	The City of Reedsburg Ambulance
Health Care Professional:	A physician, licensed psychologist, psychiatrist, dentist or chiropractor.
Non-exempt:	All employees other than the Director and Assistant Director.
Safety and Training Officers:	Is responsible for training EMTs and monitoring EMT compliance with Standard Operating Procedures. The Director appoints the Safety and Training Officers.
Sexual Harassment:	Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when (1) submission to such conduct is made either explicitly or implicitly, a term or condition of an individual's employment, (2) submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual, or (3) such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.
Work Period:	Each work period shall be 14 consecutive days starting on Sunday and ending on Saturday.

Section Four- Employee Access to Policy and Procedures Manual*

CAAS Reference: 103.01.02 & 103.01.03

Purpose

- The purpose of this policy is to provide clear guidance surrounding access to the department's policies and procedures.

Policy

- The department will utilize an electronic policy and procedure manual to ensure all employees of the department have updated and quick access to documents. Access to all policies and procedures along with the company's protocols for employees within the organization are located on each company computer on the home screen and can be accessed via EMS Manager online in the storage section.

Policy updates and changes

- All employees of the department shall recognize that the standard operating procedures for the organization are dynamic and subject to change, improvement, and revision at regular intervals. Unless extreme circumstances dictate, all policy changes will be implemented during monthly training meetings to facilitate explanations and provide an opportunity for questions.
- Small policy changes or clarifications may be issued through a department-wide email if approved by the Reedsburg Ambulance Service Director, the City of Reedsburg, or the Medical Director.

Section Five- Job Descriptions

Emergency Medical Technician

Basic, Advanced, Paramedic, Critical Care Paramedic

Reports to: Captain
Assistant Chief
Director

Purpose of the Position: The Emergency Medical Technician (“EMT”), renders emergency medical care to sick, disabled, or injured individuals based on signs, symptoms, or complaints, before the individual’s hospitalization or while transporting the individual between healthcare facilities. Care is limited to the use of knowledge, skills, and techniques received from training and Patient Care Protocols.

Behavior and Attitude: The mission and philosophy of the city require that its employees perform in both a professional and personable manner. The way the employee relates to fellow employees and patients is considered parallel in importance to technical knowledge and ability. Respect and consideration given to the dignity of each patient and fellow employee is a requisite of successful job performance. In addition, confidentiality of the City’s business must be maintained.

Essential Functions:

In addition to the essential functions applicable to all emergency medical care providers, the following are essential functions of the EMT position:

1. Drive a city ambulance and or EMS Command Vehicle as needed.
2. Render emergency medical care.
3. Ability to use all ambulance-related equipment.
4. Follow procedures set forth by protocols and the employee handbook.
5. Assist in the rescue and the transporting of a patient(s).
6. Prepare the necessary forms and reports documenting the care provided to the patient and other information as required by the Director.
7. Inspect the ambulance and equipment before and after calls to ensure compliance with safety regulations.
8. Prepare the ambulance for the next run.
9. Participate in cleaning, restocking, and all equipment and medicines; disinfect the ambulance after each call.
10. Perform other duties as requested or required by the Director or the Assistant Chief.
11. When appropriate, assume command of emergency medical employees assisting patients.
12. When appropriate, communicate and coordinate response with police, fire, and rescue employees following the procedures of the ambulance.
13. Perform other duties as requested or required by the Captain, Assistant Chief, or Director.

Additional Functions:

1. Assures that each patient care report is completed.
2. Assures that the ambulance is cleaned, restocked, and ready after each run and that all forms are completed.
3. Notifies the Captain, Director, or Assistant Chief of any deficiencies regarding maintenance, equipment, or supplies.
4. Assures all forms are signed when applicable.
5. Assures that Standard Operating Guidelines, Policies and Procedures, and Medical Protocols are followed on each run.
6. Assesses the need for additional services and makes the appropriate requests.
7. Makes decisions regarding patient care, hospital to be used, and use of services.
8. Notifies the Director immediately of any unusual circumstances including, but not limited to, accidents, mechanical problems, or patient transport delays, regarding any ambulance run.

Physical Demands of the Position: All EMTs must be able to act in extreme conditions requiring physical strength and abilities to deliver medical treatment and transport patients. All EMTs must have the following certain minimum abilities:

1. Standing, walking, running, sitting, and stooping.
2. Kneeling, crouching, and crawling.
3. Grappling, climbing, balancing, and bending/twisting.
4. Reaching and feeling.
5. Talking and hearing.
6. Corrected vision (100 feet or more), near vision (10 inches or less).
7. Lifting 100 pounds or more with a partner.
8. Carrying, pushing/pulling (100 pounds or more) for a distance of at least 200 feet with a partner.

Knowledge and Skills Required:

1. Working knowledge of driver safety.
2. Working knowledge of Emergency Medicine.
3. Ability to learn to apply standard emergency aid techniques.
4. Ability to perform strenuous or peak physical effort during an emergency for prolonged periods.
5. Effective communication, oral, and written skills.
6. Understanding and following work rules.
7. Read, write, add, subtract, and simple math equations.
8. Good driving record and skills.
9. Ability to perform duties in stressful and possibly life-threatening situations.
10. Ability to express understanding and compassion to patients and others involved in a crisis.
11. Ability to establish effective working relationships with employees, other agencies, and the public.
12. Knowledge of Standard Operating Procedures.
13. Knowledge and ability to operate tools, instruments, medical instruments, equipment, and devices.
14. Knowledge of regulations protecting patient confidentiality.

15. Ability to file complete report forms.

Education\Training\License:

1. Valid Wisconsin Driver's License.
2. High School Diploma or GED.
3. Possess a current Wisconsin EMT license at the time of appointment.
4. Current certification at the American Heart Association Basic Cardiac Life Support for the Professional, National Safety Council for the Professional, or the American Red Cross Cardiopulmonary Resuscitation for the Professional Rescuer Level.
5. EMT-P: ACLS, PALS.
6. Training in all current Ambulance protocols and procedures.

Special Requirements:

1. Must be at least 18 years of age.
2. Must not have a felony arrest or conviction record.
3. Must have an acceptable driving record.

Job Description Updates:

1. This job description is not all-inclusive and is a living document that can be amended as needed to fit the needs of the ambulance with notification of employees.

Captain

Reports to: Assistant Chief
Director

Purpose of the position: Supervises and directs the daily delivery of skilled emergency and nonemergency services in a variety of areas including emergency medical and rescue operations, advanced medical assistance, mentoring, training, quality improvement, public education, volunteer agency coordination, mass casualty management, and other duties as required. This position serves as the officer in charge of a shift.

Behavior and Attitude: The mission and philosophy of the city require that its employees perform in both a professional and personable manner. The way the employee relates to fellow employees and patients is considered parallel in importance to technical knowledge and ability. Respect and consideration given to the dignity of each patient and fellow employee is a requisite of successful job performance. In addition, confidentiality of the City's business must be maintained.

Essential Functions:

The following duties are normal for this position and may be assigned by the Director and/or expected to be carried out in the absence of the Director. These are not to be construed as exclusive or all-inclusive. Other duties may be required or assigned.

1. Functions as Incident Commander or as part of the Incident Command System.
2. As a team member assess and coordinate the resources and personnel to facilitate safety.
3. Assists with Patient Care Protocol Revision.
4. Assist in the direction of the quality assurance program through program development, critiques, debriefings, and audits.
5. Assist with/manage inventory system to assure accuracy.
6. Assist with/manage scheduling of staff on a monthly and daily basis.
7. Develops related Standard Operating Procedures.
8. Shall participate and instruct in the department training program.
9. Shall attend extra training and meetings as directed by the Director and Assistant Director.
10. Ensures that assigned apparatus is inspected and properly stocked.
11. Issues verbal and/or written warnings and may send an employee home when appropriate per departmental disciplinary procedures.
12. Recommends suspension, demotion, and termination of employees as outlined in the department's disciplinary procedures.
13. Promotes departmental policies, procedures, objectives, safety, and quality assurance programs.
14. Participates in a quality assurance program through post-incident analysis and debriefings.
15. Initiates and assists in developing and implementing improvements identified by a quality assurance program.
16. Interacts effectively, professionally, and tactfully with the public and all participating agencies, dispatch, and law enforcement.

17. Completes EMS, special incidents, and other required reports.
18. Assists with annual evaluations if requested.
19. Implements the City of Reedsburg Ambulance policies and procedures.
20. Attends job-related classes and continuing education courses to maintain certification and/or enhance job performance and conducts training as needed.
21. Other duties as assigned by the Director or Assistant Director.

Additional Functions:

1. Working knowledge of the organization, functions, policies, rules, methods, and regulations.
2. Working knowledge of emergency medical service and EMS in the county principles, practices, apparatus, and equipment.
3. Must possess the ability to understand and carry out written and verbal instructions.
4. Must possess the ability to establish and maintain an effective working relationship with co-workers and function as a team member.
5. Must be able to perform functions as detailed in the EMS job description for EMT-Paramedic.
6. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.
7. The requirements listed below are representative of the knowledge, skill, and/or ability required.
8. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Physical Demands of the Position: All EMTs must be able to act in extreme conditions requiring physical strength and abilities to deliver medical treatment and transport patients. All EMTs must have the following certain minimum abilities:

1. Standing, walking, running, sitting, and stooping.
2. Kneeling, crouching, and crawling.
3. Grappling, climbing, balancing, bending, and twisting.
4. Reaching and feeling.
5. Talking and hearing.
6. Corrected vision (100 feet or more), near vision (10 inches or less).
7. Lifting 100 pounds or more with a partner.
8. Carrying, pushing/pulling (100 pounds or more) for a distance of at least 200 feet with a partner.

Knowledge and Skills Required:

1. Working knowledge of driver safety.
2. Working knowledge of Emergency Medicine.
3. Ability to learn to apply standard emergency aid techniques.
4. Ability to perform strenuous or peak physical effort during an emergency for prolonged periods.
5. Effective communication, oral and written skills.
6. Understanding and following work rules.
7. Read, write, add, subtract, and simple math equations.

8. Good driving record and skills.
9. Ability to perform duties in stressful and possibly life-threatening situations.
10. Ability to express understanding and compassion to patients and others involved in a crisis.
11. Ability to establish effective working relationships with employees, other agencies, and the public.
12. Knowledge of Standard Operating Procedures.
13. Knowledge and ability to operate tools, instruments, medical instruments, equipment, and devices.
14. Knowledge of regulations protecting patient confidentiality.
15. Ability to file complete report forms.
16. Competently directs the operation of emergency and non-emergency services at scenes.
17. Demonstrates thorough knowledge of EMS practices and procedures.
18. Exercises responsibility for department equipment.
19. Efficiently plans and directs the use of personnel and equipment.
20. Effectively executes supervisory duties related to the handling of special projects.
21. Schedules and assigns department resources to meet department objectives.
22. Effectively monitors subordinate training.
23. Presents quality training drills.
24. Effectively performs patient care at the paramedic level.
25. Maintains positive working relationships with superiors and subordinates.
26. Possesses thorough knowledge of city and departmental procedures.
27. Interacts positively with both career and volunteer emergency services personnel.
28. Demonstrates understanding of performance standards and capably evaluates employees' performance.
29. Efficiently utilizes available resources, including other municipal agencies.
30. Communicates performance expectations and maintains discipline and control among assigned personnel.
31. Competently enacts disciplinary procedures.
32. Effectively and clearly communicates both verbally and in writing.
33. Works effectively under the pressure of the stress of emergencies.

Education\Training\License:

1. Valid Wisconsin Driver's License.
2. High School Diploma or GED.
3. Possess a current Wisconsin Critical Care Paramedic license at the time of appointment.
4. Current certification at the American Heart Association Basic Cardiac Life Support for the Professional, National Safety Council for the Professional, or the American Red Cross Cardiopulmonary Resuscitation for the Professional Rescuer Level. ACLS Certification.
5. Training in all current Ambulance protocols and procedures.
6. Two years of work experience or equivalent at a full-time paramedic department.
7. Bachelor's Degree or enrollment in a bachelor's program within two years after hire or comparable college-level credits, training, or experience.
8. Current PALS, ACLS, NRP, and BLS.

9. Required to obtain ICS 300 and 400.
10. Dedication to ambulance Mission and Vision statement.

Special Requirements:

1. Must be at least 18 years of age.
2. Must not have a felony arrest or conviction record.
3. Must have an acceptable driving record.

Job Description Updates:

1. This job description is not all-inclusive and is a living document that can be amended as needed to fit the needs of the ambulance with notification of employees.

Assistant Director/Chief

Reports to: Director

Purpose of the Position: The Assistant Chief, under the supervision of the Director, is responsible for directing the daily activities of the ambulance service in conjunction with the Director and in his/her absence. The Assistant Chief is also responsible for the training and continued training of all ambulance employees. He/she shall also assist in the Quality Assurance programs as set forth by the Director or Medical Director. As a Paramedic, the Assistant Chief is responsible for overseeing the transportation and care of critical and non-critical patients. The Assistant Chief responds to emergency and non-emergency ambulance calls when needed. He/she demonstrates an interest in a patient-centered approach to total pre-hospital care and demonstrates cooperation, flexibility, and resourcefulness when dealing with patients, visitors, physicians, employees, and other healthcare providers. He/she shall assist in planning, supervising, and evaluating the pre-hospital care of patients, correlating emergency medical care and transportation, and following State policies. The Assistant Chief is empowered to act at his/her discretion as described in standards of care and policy and procedures.

Behavior and Attitude: The mission and philosophy of the city require that its employees perform in both a professional and personable manner. The way the employee relates to fellow employees and patients is considered parallel in importance to technical knowledge and ability. Respect and consideration given to the dignity of each patient and fellow employee is a requisite of successful job performance. In addition, confidentiality of the City's business must be maintained.

Essential Duties and Responsibilities:

The following duties are normal for this position and may be assigned by the Director and/or expected to be carried out in the absence of the Director. These are not to be construed as exclusive or all-inclusive. Other duties may be required or assigned.

1. Plans and coordinates all Ambulance employee training and continuing education as necessary for continued State licensing.
2. Monitors and conducts quality assurance activities, reviews documentation, and communicates with patients and medical professionals.
3. Plans, coordinates, and conducts employee training sessions and maintains records.
4. Assists the Director in accomplishing all departmental needs such as hiring, monitoring/ordering supplies, assigning work, handling employee concerns and problems, counseling, and discipline.
5. Develops and maintains the policies and procedures manual, training material, personnel records, and other documentation.
6. Prepares departmental files, and maintains an orderly filing system of departmental records.
7. Establishes and implements standing orders and medical protocols for patient care and implements new procedures with direction from Medical Control.
8. Develops long and short-range plans.

9. Directs the inspection, maintenance, and acquisitions of departmental equipment, vehicles, and supplies.
10. Assists with plans, coordinates, and tests for disaster contingencies.
11. Acts as a liaison between the department and medical community, health agencies other departments, officials, media, public, and other individuals/organizations.
12. Attends meetings as appropriate, reports departmental operations and issues to The City of Reedsburg, and provides information as requested.
13. Promotes positive public relations and awareness of public health and safety issues, provides education to the public (i.e., drug/alcohol abuse, first aid, CPR, emergency care, etc.), and tours of ambulances and stations.
14. Answers department calls and provides information, guidance, and advice as needed.
15. Responds to routine requests for information from officials, employees, members of the staff, the public, or individuals.
16. Maintains a comprehensive, current knowledge and awareness of laws/regulations about all aspects of emergency medical services and maintains an awareness of new trends/advances in the EMS profession.
17. Reports to work on time and adheres to attendance/tardiness policy; works as scheduled and has no identified patterns of absence.
18. Possesses a cost-conscious attitude to time usage, materials, and supplies.
19. Always conducts oneself in a professional manner and does not let personal conflicts interfere with work performance. Communicates in a non-judgmental, effective manner to others; remains open to constructive criticism.
20. Performs other related duties as required by the City of Reedsburg or Director.

Physical Demands of the Position: All EMTs and drivers must be able to act in extreme conditions requiring physical strength and abilities to deliver medical treatment and transport patients. All EMTs and drivers must have the following certain minimum abilities:

1. Standing, walking, running, sitting, and stooping.
2. Kneeling, crouching, and crawling.
3. Grappling, climbing, balancing, and bending/twisting.
4. Reaching and feeling.
5. Talking and hearing.
6. Corrected vision (100 feet or more), near vision (10 inches or less).
7. Lifting 100 pounds or more with a partner.
8. Carrying, pushing/pulling (100 pounds or more) for a distance of at least 200 feet with a partner.

Knowledge and Skills Required:

1. Working knowledge of driver safety.
2. Working knowledge of Emergency Medicine.
3. Ability to learn to apply standard emergency aid techniques.
4. Ability to perform strenuous or peak physical effort during an emergency for prolonged periods.
5. Effective communication, oral, and written skills.
6. Understanding and following work rules.

7. Read, write, add, subtract, and simple math equations.
8. Good driving record and skills.
9. Ability to perform duties in stressful and possibly life-threatening situations.
10. Ability to express understanding and compassion to patients and others involved in a crisis.
11. Ability to establish effective working relationships with employees, other agencies, and the public.
12. Knowledge of Standard Operating Procedures.
13. Knowledge and ability to operate tools, instruments, medical instruments, equipment, and devices.
14. Knowledge of regulations protecting patient confidentiality.
15. Ability to file complete report forms.
16. Competently directs the operation of emergency and non-emergency services at scenes.
17. Demonstrates thorough knowledge of EMS practices and procedures.
18. Exercises responsibility for department equipment.
19. Efficiently plans and directs the use of personnel and equipment.
20. Effectively executes supervisory duties related to the handling of special projects.
21. Schedules and assigns department resources to meet department objectives.
22. Effectively monitors subordinate training.
23. Presents quality training drills.
24. Effectively performs patient care at the paramedic level.
25. Maintains positive working relationships with superiors and subordinates.
26. Possesses thorough knowledge of city and departmental procedures.
27. Interacts positively with both career and volunteer emergency services personnel.
28. Demonstrates understanding of performance standards and capably evaluates employees' performance.
29. Efficiently utilizes available resources, including other municipal agencies.
30. Communicates performance expectations and maintains discipline and control among assigned personnel.
31. Competently enacts disciplinary procedures.
32. Effectively and clearly communicates both verbally and in writing.
33. Works effectively under the pressure of the stress of emergencies.

Education\Training\License:

1. Valid Wisconsin Driver's License.
2. High School Diploma or GED.
3. Possess a current Wisconsin Critical Care Paramedic license at the time of appointment.
4. Current certification at the American Heart Association Basic Cardiac Life Support for the Professional, National Safety Council for the Professional, or the American Red Cross Cardiopulmonary Resuscitation for the Professional Rescuer Level. ACLS Certification.
5. Training in all current City of Reedsburg Ambulance protocols and procedures.
6. Five years of work experience or equivalent at a full-time paramedic department.
7. Bachelor's Degree or enrollment in a bachelor's program within two years after hire or comparable college-level credits, training, or experience.

8. Current PALS, ACLS, NRP, and BLS.
9. ICS 300 and 400.
10. Dedication to the ambulance Mission and Vision statement.

Special Requirements:

1. Must be at least 18 years of age.
2. Must not have a felony arrest or conviction record.
3. Must have an acceptable driving record.

Job Description Updates:

1. This job description is not all-inclusive and is a living document that can be amended as needed to fit the needs of the ambulance with notification of employees.

Director/Chief:

Reports to: Reedsburg City Administrator

Purpose of the Position: The Director, under the supervision of the City of Reedsburg Administrator, is responsible for directing the daily activities of the ambulance service. As a Paramedic, the Director is responsible for the oversight of transportation and care of critical and non-critical patients. The Director responds to emergency and non-emergency ambulance calls when needed. He/she demonstrates an interest in a patient-centered approach to total pre-hospital care and demonstrates cooperation, flexibility, and resourcefulness when dealing with patients, visitors, physicians, employees, and other healthcare providers.

He/she shall be responsible for planning, supervising, and evaluating the pre-hospital care of patients, correlating emergency medical care and transportation, and following State policies. The EMS Director is empowered to act at his/her discretion as described in standards of care and policy and procedures. The EMS Director makes recommendations for the yearly budget and utilizes EMS employees to maintain a competent workforce.

Behavior and Attitude: The mission and philosophy of the city require that its employees perform in both a professional and personable manner. The way the employee relates to fellow employees and patients is considered parallel in importance to technical knowledge and ability. Respect and consideration given to the dignity of each patient and fellow employee is a requisite of successful job performance. In addition, confidentiality of the City's business must be maintained.

Essential Duties and Responsibilities

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required or assigned.

1. Supervises, directs, and evaluates assigned staff, including assigning work, handling employee concerns and problems, counseling, and disciplining.
2. Plans, directs, coordinates, and evaluates departmental operations and activities, including telecommunications, emergency call/receipt/dispatch/response, provisions of life support care to sick/injured persons, and transportation of patients to medical facilities.
3. Establishes and implements standing orders and medical protocols for patient care and implements new procedures, regulations, and laws.
4. Develops long and short-range plans.
5. Prepares departmental budget, monitors expenditures, reviews, and approves purchase orders.
6. Directs the inspection, maintenance, and acquisition of departmental equipment, vehicles, and supplies.
7. Directs/coordinates the construction, maintenance, and utilization of buildings and oversees maintenance of grounds.
8. Plans, coordinates, and tests for disaster contingencies.
9. Monitors and conducts quality assurance activities, reviews documentation, and communicates with patients and medical professionals.

10. Plans, coordinates, and conducts employee training sessions and maintains records.
11. Develops and maintains the policies and procedures manual, training materials, personnel records, and other documentation.
12. Acts as a liaison between the department and medical community, health agencies other departments, officials, media, public, and other individuals/organizations.
13. Attends meetings as appropriate, reports departmental operations and issues to The City of Reedsburg, and provides information as requested.
14. Receives various documentation, reviews, processes, responds, forwards, maintains, and/or takes other action as appropriate.
15. Prepares and/or generates routine correspondence, logs, forms, reports, purchase orders, and other documents, manually or via other forms of communication.
16. Prepares departmental files and maintains an orderly filing system of departmental records.
17. Promotes positive public relations and awareness of public health and safety issues, provides education to the public (i.e., drug/alcohol abuse, first aid, CPR, emergency care, etc.), and tours of ambulances and stations.
18. Answers department calls and provides information, guidance, and advice as needed.
19. Responds to routine requests for information from officials, employees, members of the staff, the public, or individuals.
20. Maintains a comprehensive, current knowledge and awareness of laws/regulations about all aspects of emergency medical services and maintains an awareness of new trends/advances in the EMS profession.
21. Reports to work on time and adheres to attendance/tardiness policy; works as scheduled and has no identified pattern of absence.
22. Possesses a cost-conscious attitude to time usage, materials, and supplies.
23. Always conducts oneself in a professional manner and does not let personal conflicts interfere with work performance.
24. Communicates in a non-judgmental, effective manner to others; remains open to constructive criticism.
25. May act as the Emergency Management Director for the City of Reedsburg.
26. Performs other related duties as required by the City of Reedsburg.

Physical Demands of the Position: All EMTs and drivers must be able to act in extreme conditions requiring physical strength and abilities to deliver medical treatment and transport patients. All EMTs and drivers must have the following certain minimum abilities:

1. Standing, walking, running, sitting, and stooping.
2. Kneeling, crouching, and crawling.
3. Grappling, climbing, balancing, and bending/twisting.
4. Reaching and feeling.
5. Talking and hearing.
6. Corrected vision (100 feet or more), near vision (10 inches or less).
7. Lifting 100 pounds or more with a partner.
8. Carrying, pushing/pulling (100 pounds or more) for a distance of at least 200 feet with a partner.

Knowledge and Skills Required:

1. Working knowledge of driver safety.
2. Working knowledge of Emergency Medicine.
3. Ability to learn to apply standard emergency aid techniques.
4. Ability to perform strenuous or peak physical effort during an emergency for prolonged periods.
5. Effective communication, oral and written skills.
6. Understanding and following work rules.
7. Read, write, add, subtract, and simple math equations.
8. Good driving record and skills.
9. Ability to perform duties in stressful and possibly life-threatening situations.
10. Ability to express understanding and compassion to patients and others involved in a crisis.
11. Ability to establish effective working relationships with employees, other agencies, and the public.
12. Knowledge of Standard Operating Procedures.
13. Knowledge and ability to operate tools, instruments, medical instruments, equipment, and devices.
14. Knowledge of regulations protecting patient confidentiality.
15. Ability to file complete report forms.
16. Competently directs the operation of emergency and non-emergency services at scenes.
17. Demonstrates thorough knowledge of EMS practices and procedures.
18. Exercises responsibility for department equipment.
19. Efficiently plans and directs the use of personnel and equipment.
20. Effectively executes supervisory duties related to the handling of special projects.
21. Schedules and assigns department resources to meet department objectives.
22. Effectively monitors subordinate training.
23. Presents quality training drills.
24. Effectively performs patient care at the paramedic level.
25. Maintains positive working relationships with superiors and subordinates.
26. Possesses thorough knowledge of city and departmental procedures.
27. Interacts positively with both career and volunteer emergency services personnel.
28. Demonstrates understanding of performance standards and capably evaluates employees' performance.
29. Efficiently utilizes available resources, including other municipal agencies.
30. Communicates performance expectations and maintains discipline and control among assigned personnel.
31. Competently enacts disciplinary procedures.
32. Effectively and clearly communicates both verbally and in writing.
33. Works effectively under the pressure of the stress of emergencies.

Education\Training\License:

1. Valid Wisconsin Driver's License.
2. High School Diploma or GED.

3. Possess a current Wisconsin Critical Care Paramedic license at time of appointment.
4. Current certification at the American Heart Association Basic Cardiac Life Support for the Professional, National Safety Council for the Professional, or the American Red Cross Cardiopulmonary Resuscitation for the Professional Rescuer Level. ACLS Certification.
5. Training in all current City of Reedsburg Ambulance protocols and procedures.
6. Ten years of work experience or equivalent at a full-time paramedic department.
7. Bachelor's Degree.
8. Current PALS, ACLS, NRP, and BLS.
9. ICS 300 and 400.
10. Dedication to the ambulance Mission and Vision statement.

Special Requirements:

1. Must be at least 18 years of age.
2. Must not have a felony arrest or conviction record.
3. Must have an acceptable driving record.

Job Description Updates:

1. This job description is not all-inclusive and is a living document that can be amended as needed to fit the needs of the ambulance with notification of employees.

Job Description Receipt

This document shall attest to the fact that I have received the City of Reedsburg

Ambulance job description for the position of _____

_____ Dated:

I understand that I am expected to fulfill the functions and responsibilities of this job description. I also understand that this job description may be added to, amended, or rescinded by the city at any time. Additionally, I understand that this job description is provided for informational purposes and is neither an implicit nor explicit agreement of employment or continuing employment.

I have also reviewed all the changes to the policies and procedures manual.

I understand that after I have read and signed this statement, it will be placed in my personnel file.

Printed Name: _____ Signature: _____

Date: _____

Section Six - Fundraising and Donor Policies and Procedures*

CAAS Reference: 105.02.03

Purpose

- The City of Reedsburg Ambulance is a governmental ambulance service that is committed to providing the communities that we serve with the highest standards of prehospital care. All donations solicited on behalf of the ambulance shall be used to help further our mission by being able to purchase the equipment needed to take care of our patients.

Policy

- Fundraising shall be done respectfully, without any pressure on community businesses. All employees of the ambulance must acquire permission from the Director before beginning any fundraising activities. Donor-designated restrictions on contributions shall be honored. The ambulance is a governmental organization and any contributions made to the organization are tax deductible. Written tax receipts shall be issued for donations as requested by donors. If the donor receives anything in exchange for a donation the tax receipt shall clearly state what portion of the donation is tax deductible. At the beginning of each calendar year, the ambulance shall provide to each of its donors, if requested, written documentation of all tax-deductible gifts received during the prior calendar year.

Procedures

- Upon receipt, all monetary donations shall be forwarded to the Director or their designee for recording purposes. After funds have been accounted for, a written transmittal, check copies, cash receipts, and any other correspondence accompanying the gift shall be circulated and documented, if needed. All donations shall be acknowledged by the Director or their designee. All monetary donations shall be recorded and deposited according to the standard financial procedures. All donor-designated restrictions shall be communicated to the Director or their designee, so they may be recorded appropriately. All requests for donors to remain anonymous shall be honored by flagging the gift in the donor database as appropriate.

Donor Privacy Policy

- Any information supplied to the ambulance by donors will be used solely to fulfill their donation and shall not be shared for any reason unless permission is granted by the donor to share such information. All requests to remain anonymous shall be honored. The ambulance does not share donor information with anyone. Donors who supply the ambulance with their postal address or e-mail address may be contacted again for other fund-raising purposes. Any donor can request to be removed from the donation list and their request shall be honored by the ambulance.

Section Seven - Certification & Continuing Medical Education Program Policy*

CAAS Reference: 106.06.03A

Purpose

- The purpose of this Standard Operating Guideline is to outline the process for monitoring certification requirements for Paramedics, EMTs, and Emergency Medical Responders (EMRs).

Policy

- All requirements of the State of WI Department of Health, Office of Emergency Medical Services will be met.

Education and Certification requirements are as follows:

Emergency Medical Technicians

- Working under the direction of the City of Reedsburg Ambulance Medical Director will be required to meet certain educational and certification requirements.
- The EMT shall maintain current American Heart Association BLS CPR Certification.
- 40 hours of CEUs as approved by the Medical Director with in-service material, either in person or by video, bi-annually, or out of in-house training, such as conferences or a state-approved EMT refresher that meets the state and National Registry continuing education.
- Maintain current EMT certification issued by the State Department of Health, Office of Emergency Medical Services licensure.
- Copies of renewed certifications, and or licenses must be submitted to the Director before the expiration of the one or ones currently on file.

Advanced EMTs

- Working under the direction of the City of Reedsburg Ambulance Medical Director will be required to meet certain educational and certification requirements. The AEMT shall maintain current American Heart Association BLS CPR Certification.
- 50 hours of CEUs as approved by the Medical Director with in-service material, either in person or by video, bi-annually, or out of in-house training, such as conferences or EMT refresher that meet the state and National Registry continuing education.
- Maintain current EMT certification issued by the State Department of Health, Office of Emergency Medical Services licensure.
- Copies of renewed certifications, immunizations, and or licenses must be submitted to the Director before the expiration of the one or ones currently on file.

Paramedics

- Working under the direction of the City of Reedsburg Ambulance Medical Director will be required to meet certain educational and certification requirements.
- The Paramedic shall maintain current American Heart Association BLS CPR Certification.
- The Paramedic shall maintain a current ACLS provider or equivalent.
- The Paramedic shall obtain and maintain current NRP (Neonatal Resuscitation Program) certification within one year.
- The Paramedic shall obtain and maintain current Pediatric Advanced Life support provider status (or equivalent) within three months of employment.
- 60 hours of CEUs as approved by the Medical Director in in-service material, either in person or by video, bi-annually, conferences
- The Paramedic shall maintain current paramedic certifications issued by the State Department of Health, Office of Emergency Medical Services.
- Copies of renewed certifications, immunizations, and or licenses must be submitted to the Director before the expiration of the one or ones already on hand.
- *If you have a Critical Care Endorsement, you are responsible for an additional 24 hours of Critical Care CE credits recognized by Wisconsin.*

Responsibility

- It is the responsibility of the employee to maintain any level of certification required by Reedsburg Ambulance and all applicable laws for the employee's position. Failure to maintain current and valid certification shall result in the employee not being permitted to work and may result in disciplinary action up to termination.
- The employee is responsible for submitting current and valid certifications or proof of training to the Director before the expiration of the certification or training.
- When employees who are EMTs, Advanced EMTs, or Paramedics advance their certification, their titles and grades will be changed subject to the approval of the Director and the Medical Director. It is the responsibility of the EMT to notify the Director of their new status, provide the required documentation, and complete the necessary orientation training.
- Refer to **CAAS 106.06.01** the orientation of new hires and upgrading current employee's licensure levels.

Section Eight - Employment Policy*

CAAS Reference: 106.05.01& 106.05.02

Purpose

- The purpose of this policy is to explain the job posting policy for the City of Reedsburg Ambulance to search for new employees when needed.

Policy

Equal Opportunity City

- The City provides equal employment opportunities to all employees and qualified applicants for employment without regard to race, color, religion, gender, sexual orientation, national origin, age, disability, or veteran status following applicable state law. In addition, the city complies with applicable laws governing nondiscrimination in employment. This policy applies to all terms and conditions of employment, including but not limited to, hiring, placement, promotion, termination, layoff, recall, transfers, leave of absence, compensation, and training.

Employee Classification

- The ambulance has three classifications of employees:
 - Salaried Employees
 - Fulltime Hourly Employees
 - Part-Time Employees (Limited to 1200 hours/year of actual patient care time paid a stipend to be on call).
- All employees of the ambulance are at-will employees.

Recruitment and Selection Process

- All stages of the hiring process must be conducted with the highest degree of professionalism and are to be discrimination-free. The following explains the recruitment process:
 - Reedsburg Ambulance continually accepts applications to be considered in a future hiring process.
 - The Director identifies the need to hire more employees.
 - The Job Description is found in the Reedsburg Ambulance Policies and Procedures Manual and is approved by the Director.
 - The Director will post job openings if there are a lack of applications on hand.
 - The Director will review all applications and any complete applications with proper qualifications will be contacted for an interview.
 - The interview will take place with specified questions that are the same for each candidate. The interview will be performed by current employees of Reedsburg Ambulance, the City of Reedsburg, and/or outside emergency services representatives.
 - Following interviews any candidate still in consideration will have a reference and a background check.
 - Candidates may be asked to complete a skills exam, fitness exam, and drug testing.

- Candidates will be offered a job based on all the above information, including interview results, reference checks, background checks, and qualifications. This procedure does not dictate that each candidate must be offered a job.
- Candidates will be informed of their progress through the hiring process through either electronic communication or paper communication through US mail.

Probationary Status

- All new employees will be subject to a **ONE-YEAR** probationary period.
- During the probationary period, employees will complete their field training as described in the orientation manual, participate in required training, alert management when they need additional training, and carry out their job duties to the best of their abilities. The Director or their designee will evaluate and counsel employees continually by informing them, in writing, of their progress, deficiencies, and ways to improve.
- The Director may extend a probationary period if deficiencies are identified, and additional training is needed.
- Every attempt will be made so that two probationary employees will not be on call together.
- A probationary employee may be dismissed at any time for performance deficiencies if the Director has communicated these deficiencies in writing to the employee. Probationary employees do not have the right to appeal a dismissal from employment unless the alleged termination was based on unlawful discrimination. A probationary employee who alleges that his or her termination from employment was based on unlawful discrimination may utilize the grievance system.

Attitude toward Job

- Employees shall conduct their private and professional lives in such a manner as to avoid bringing the department into disrepute. Employees shall also maintain loyalty to the department as is consistent with the law and personal ethics. This loyalty begins with each other. Avoid making negative comments about your subordinates, peers, and superiors. Cooperation is essential for the effective functioning of the EMS team. All employees are charged with establishing and maintaining a high spirit of cooperation within the department as well as between neighboring departments. Potential problems must be brought to the Director or

Assistant Chief attention as soon as possible. Employees shall take appropriate action to preserve and maintain the life of all injured persons and take reasonable action to protect their property as well.

Conduct Toward Public

- Employees shall be courteous and orderly in their dealings with the public. They shall perform their duties with professionalism and remain calm regardless of provocation to do otherwise. Upon request, they are required to supply their name courteously. Any problems on a call will be immediately referred to the Director or the Assistant Chief for his/her action. Problems with the medical community will be referred to the Director. Employees may not seek the influence or intervention of any person outside the department for purposes of personal preference, advantage, transfer, or advancement. Complaints will be forwarded in writing to the appropriate supervisor for action.

Section Nine - Medical Examination Information

Applicant medical exams

- As part of the City's employment procedures, an applicant may be required to undergo a post-offer, pre-employment medical examination, and alcohol and drug screening. Any offer of employment from the City is contingent upon, among other things, an applicant's satisfactory completion of these examinations and screenings and a determination by the City that there are no limitations on the applicant that would prevent the applicant from performing his/her job. If an applicant is unable to meet the requirements of a position, the city will attempt to reasonably accommodate the applicant's limitations.

Physical ability testing

- As part of the City's employment procedures, an applicant may be required to undergo a post-offer, pre-employment physical ability examination. Before undergoing a physical ability exam, the applicant must present a note from a physician certifying that the applicant can safely perform the test. Any offer of employment from the City is contingent upon, among other things, an applicant's satisfactory completion of these examinations and a determination by the City that there are no limitations on the applicant, which would prevent the applicant from performing the essential functions of the position. If an applicant is unable to meet the physical ability requirements of the position, the city will attempt to reasonably accommodate the applicant's disability.

Current employees

- As a condition of continued employment, employees may be required to undergo periodic medical examinations, physical tests, and alcohol and drug screening at times specified by the City. The city may receive a full medical report from the examining physicians regarding the employee's state of health. Before undergoing a physical ability exam, the employee must present a note from his/her physician certifying that the employee can safely perform the test. Following each test of physical ability to meet the requirements of the employee's position, the examiner shall notify the City that there are no physical limitations on the employee that would prevent the employee from meeting the physical ability requirements of the position, the City will attempt to reasonably accommodate the employee's limitations.

Return to work

- Before an employee can return to work following an injury, sickness, or other disabling condition, the employee shall provide the City with a notification from the employee's physician, or other health care professional, that the employee can safely perform his/her duties and essential functions and to return to work. If there are limitations or restrictions on the employee's ability to perform the job duties, and a reasonable accommodation is not available, the City shall refuse the employee's application for return to work. The city, at its sole cost, may request a

second opinion from a physician or other health care professional of their choosing, on whether the employee can perform his/her duties and essential functions and to return to work. In the event of conflicting reports, the Director will determine whether the employee may return to work.

Privacy and Cost

- The City shall keep all medically related information confidential following the requirements of the federal HIPAA regulations and maintain such information in separate confidential files. The City shall pay for all required tests and medical examinations in full. Examinations are discretionary for current employees, but mandatory for initially hired employees. All questions about tests and medical examinations should be directed to the Director.

Section Ten - Scheduling and Pay Procedures*

CAAS Reference 106.02.01

Full-time employees

- Employees hired to work the City's normal, full-time, 12 or 24-hour shifts, 80-hour work period. Such employees are nonexempt.

Part-time employees

- Employees hired to work fewer than 1200 hours per year. No part-time employee may work more than 1200 hours (direct patient contact) in any 12-month period unless authorized by the Director. Part-time employees are given a shift stipend to be on call and are not required to be at the station. Hours will be counted for the time that the person is on a call or performing duties for the city.

Salaried employees

- The Director and other employees so designated by the City shall be salaried employees and shall work such hours as assigned by the Director. The Director is an exempt employee as defined by the Fair Labor Standards Act and the Wisconsin overtime regulations.

Scheduling

- The Ambulance Director or their designee shall establish the shift schedule about two weeks in advance of the upcoming month and post the schedule online. Availability should be entered into the online computer system before the next schedule is completed.
- Daily and weekly work schedules may be changed from time to time at the discretion of the Director as necessary to meet the varying conditions of the City.

Swaps and Coverage

- Part-time employees may swap shifts after the schedule is made. Swaps may include entire shifts or portions of a shift as necessary. It is the responsibility of the employee to find a replacement for their assigned shift. All shift swaps or coverage must be submitted in the online scheduling program before the beginning of your shift.
- Full-time employees may only swap shifts with the permission of the Director. Swaps may include entire shifts or portions of a shift if permitted by the Director. No part-time employee may swap hours that would result in the employee exceeding forty (40) hours in a work period unless the Director determines that circumstances require overtime. The Director reserves the right to void any swap based on scheduling and staffing issues.

Overtime

- All non-exempt employees shall be paid overtime at the rate of time and one-half for all hours worked beyond forty (80) hours in a work period, following applicable state and federal wage and hour laws. Employees will be paid at regular time for all hours worked up to the 80th hour in any given work period.

No employee may work overtime without the permission of the Director except when the employee is on a call.

- In place of overtime, for time worked above and beyond an employee's regularly scheduled overtime, (i.e., coming in for a transfer or training) a full-time employee may be granted comp time at a rate of 1½ hours for each hour worked. Comp time accrual is limited to 72 hours.
- Open shifts may be filled by a full-time employee. Attempts will first be made to fill the shift with part-time employees. If the shift cannot be filled with a part-time employee, the shift will be offered to full-time employees on a seniority basis, based on the original hire date with the ambulance.
- Full-time employees may be ordered in for an open regular shift for up to 12 hours following their shift and/or up to 12 hours before their shift at the discretion of the Director. The order in cannot force the employee to work more than 48 consecutive hours. Every effort will be made to fill order in's at least three days before the open shift, although this may not be possible due to sick leave or other emergencies. A list will be kept rotating order ins. The list will be in reverse seniority order.

Recording Work Hours

- It is the policy of the City to comply with applicable laws that require records to be maintained of the hours worked by employees. To ensure that accurate records are kept of the hours you work (including overtime hours where applicable) and of the accrued leave time you have taken, and to ensure that you are paid promptly, you will be required to record any paid time off i.e., vacation, sick time, make up time, overtime on a time sheet. All hours worked that vary from your scheduled workweek must be recorded on a time sheet. Actual hours worked, overtime details, and paid time off must be recorded accurately. Corrections to timecards should be made as soon as the error is noted.
- Falsifying a time record is a breach of the City's policy and is grounds for disciplinary action, up to and including termination.

Seniority

- Seniority is based upon the date of original hire with the City. In the event employees share the same date of hire with the city, the seniority will be determined by the following factors in sequential order:
 - Whether or not an employee has been subject to disciplinary action within the previous two years.
 - Date of issuance of initial EMT certificate.
 - If the above-listed factors are the same for two or more employees, the Director shall determine seniority.

Pay Procedures

- All employees are paid on a bi-weekly basis. Employees are paid by the hours they are scheduled and/or paid time off & comp time if applicable. If a mistake is found, the employee should report it to the Director immediately. The Director will assist the employee in taking the steps necessary to correct the error.

- The City’s policy is to comply with all valid claims against the wages of employees. If a wage garnishment, child support order, or some other legally valid claim is received by the city against their wages, the employee will be notified about the amount and details of the garnishment or wage order. While the employee may attempt to work out their financial difficulties with their creditor in such situations, the City will be required to comply with the provisions of the garnishment notice or order, as soon as practicable after it is received, to ensure its compliance with applicable law.

Loyalty Pay

- Loyalty pay will be available to all employees and will be set by the City of Reedsburg annually. The number of years of service to receive the next increase is below:

0-1 Years	1-2 Years	3-4 Years	5-9 Years	10+ Years
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Section Eleven - Minimum Staffing Guideline*

CAAS Reference: 201.04.01

Purpose

- The purpose of this Standard Operating Guideline is to describe the staffing requirements for The City of Reedsburg Ambulance.

Procedure

- All in-service ambulances are Advanced Life Support following the State of Wisconsin Department of Public Health.
- The first-out and second-out ambulances shall be staffed with a minimum of one Wisconsin-certified paramedic as well as one Wisconsin-certified EMT, AEMT, or Paramedic
- The designated first-out ambulance may be staffed with one Paramedic and one EMT or two EMTs, if two EMTs staff the ambulance, the EMS Command Vehicle will be staffed by a captain or chief.
- The third out ambulance and so forth can be staffed with two certified Wisconsin EMTs or above.
- Critical Care Transport will be staffed with a minimum of one Critical Care Certified Paramedic in addition to one EMT/Paramedic.
- At a minimum, at least one Critical Care Paramedic and one paramedic will be scheduled each day with two additional EMT's or AEMT's.
- Captains will complete a review before the next scheduled shift, to ensure that minimum staffing is within the current scheduling program. The program is set up to alert when minimum staffing requirements are not met for Paramedics and Critical Care Paramedics.

Section Twelve - Minimum Equipment and Ambulance Inspection Policy*

CAAS 203.03.01 & 203.03.02 & 203.03.04

Purpose

- The purpose of this policy is to ensure that the City of Reedsburg Ambulance ambulances have the appropriate number of required supplies and equipment and ensure staff is familiar with the location of all supplies and equipment.

Policy

- All ambulances and vehicles will be checked by the on-duty employees each morning at the beginning of the employee's shift.
- All on-duty employees will be required to participate in the daily checks.
- The ambulance check sheet form that has been approved by the Service Director will be used for each vehicle check. This form can be found on the Reedsburg Ambulance EMS Manager site under forms. It will be submitted electronically and stored in EMS Manager.
- If a complete shift change does occur at any time during the 24-hour shift, the oncoming personnel assigned to the ambulance are responsible for checking and making sure the ambulance is stocked and equipped appropriately.
- Expiration checks on all applicable items will be done monthly and restocked before expiration.
- Equipment shortages or damage should be promptly reported to the on-duty captain.
- The following is the minimum equipment on all ambulances:
 - The most up-to-date list for minimum equipment is in EMS Manager.
 - Each ambulance will have a minimum of 500 PSI in each oxygen tank main, cot, and airway bag.
 - Each ambulance will have one oxygen delivery device at goes to 25 lpm and two oxygen devices that go up to at least 15 lpm.
 - All ambulances are equipped with a mobile radio, two portable radios, and a cell phone.
 - Each Ambulance will have assigned items in each cabinet, to find these items; they are in EMS Manager on the daily ambulance check form. The ambulance and items are ever-changing, as new items are added, and other items removed.

Temperature Monitoring

- All pharmaceuticals are to be stored in their designated space for routine use. The temperature of the storage room or patient compartment that holds pharmaceuticals shall be maintained above 50 degrees and below 90 degrees Fahrenheit. This is monitored by temperature monitoring devices that are inside each patient compartment with the A/C or heat controls.
 - Coolers are to be maintained between 36 degrees and 46 degrees.
 - IV Warmers are to be no warmer than 104 degrees.

- All efforts should be made by employees to avoid extreme temperatures occurring where pharmaceuticals are stored by proper heating, air conditioning, and/or ventilation. If necessary, any threatened pharmaceuticals should be removed from the storage area and moved into a controlled environment. If the temperature falls below 36 degrees or the IV warmer rises above 104 degrees, the employee will immediately notify the on-duty Captain. The captain will decide if the pharmaceuticals are to be replaced.

Section Thirteen - Vehicle and Supply Security Policy*

CAAS Reference: 203.03.03

Purpose

- To ensure ambulances are locked and supplies are sealed properly.

Policy

- The security of the ambulance's ambulance supplies, and medications must be maintained.

Guideline:

- All vehicles while in park will be locked whether in the station or while in use. This ensures the security of supplies, equipment, and medications.
- Outside station walk-thru doors should not be propped open and should always remain closed and locked unless personnel are present to monitor the doors.
- When ambulances are parked in unsecured areas outside of the station and personnel are not able to remain with the ambulance, all doors must be locked.
- While on scenes of ambulance calls, doors to the ambulances and EMS Command Vehicle will be locked if someone is not going to be present with the vehicles.
- All medications, needles, and syringes will be stored in the interior compartments that cannot be accessed from the outside of the vehicle. This will prevent unauthorized access to these materials.
- Narcotics will be further secured in a locked interior cabinet in all ambulances and tagged with a tamper device to show if the box was opened and medications were accessed.

Section Fourteen - Patient Care Report Policy*

CAAS Reference: 201.03.01, 201.03.02

Purpose

- To maintain an accurate record of medical care given by ambulance personnel in compliance with standard medical records practices, and to ensure continuity of care between healthcare professionals.

Policy

- A Patient Care Report (PCR) must be generated for every patient contact and /or incident number issued by the communications center.
- The PCR will be generated with the current Electronic Patient Care Reporting system.
- The patient care record in all instances will accurately describe the services provided to the patient, all pertinent scene information, an accurate and complete patient assessment, and accurate and complete treatments. All sections of the ambulance run report must be completed in as much detail as possible. Intentional falsification of patient care records is a serious violation of Ambulance policy and will result in disciplinary action up to, and including, termination.
- A Wisconsin state-approved, short written report (half sheet) must be completed and left at the receiving hospital. This report must be filled out as completely as possible before the ambulance departs the ER.
- The completion of the entire report must be done by the end of the primary provider's shift. Face sheets, EKGs, hospital transfer forms, and any other related patient information must all be turned in by the end of their shift.
- All hospitals can retrieve any PCR if needed through the state WARDS system.
- Mileage for PCR's will be taken from the vehicle's trip odometer and documented to the tenth of a mile.

Each patient contact shall document:

- Incident location and location type
- Response level to scene
- Date
- Call times
- Patient name
- Gender
- D.O.B.
- Agency
- Vehicle and employee identification
- Assessment of patient, including vital signs and clinical impression
- Treatment, and response to treatment
- Disposition of the patient, and the date and time of the report
- The Physician Certification Statement (PCS), Advanced Beneficiary Notice (ABN), EKG, and other forms associated with the call shall be obtained and turned in with the call paperwork.

- A signature from the patient (or power of attorney, legal guardian), receiving facility with full name and credentials of signer and employee signatures shall be obtained and submitted with the report paperwork.
- The ambulance or its contracted billing company will maintain an electronic copy of the patient care record/report as defined in subsection 64J-1.001(18), F.A.C. for at least 7 years. This copy contains an original signature by the employees on the call and is certifiable as a true copy.

Accountability and Compliance:

- The Director or designee will research and investigate that all runs assigned to employees were written. Any discrepancies will be sent electronically to the employees assigned to the run.
- The Director or designee will review the paperwork turned in from the runs from the previous day. Any errors found will be addressed, documented, and returned to the employees on the call for amendments.
- Weekly, the Assistant Chief or designee will review 50% of all other run reports for proper documentation. Any errors found will be addressed, documented, and returned to employees for amendments. At the end of each month, a review of all errors will be reviewed to look for any patterns and be reported at the monthly staff meeting.

Section Fifteen - Time off and Holidays

Currently paid time off is not extended to part-time employees.

Paid Time Off Hours

- Because we recognize the importance of vacation time in providing the opportunity for rest, recreation, and personal activities, the city grants paid time off-hours (PTO) to its full-time employees. PTO accrues annually as of your anniversary date. The amount of PTO to which you are entitled depends on your length of service as follows:
 - 1 - 4 years of uninterrupted full-time service, 168 hours per year.
 - 5 years of uninterrupted full-time service, 216 hours per year.
 - After 10 years of `uninterrupted full-time service, 240 hours per year.
- **Employees who generally work Monday – Friday will be granted PTO as follows based on an 8-hour shift:**
 - 1 - 4 years of uninterrupted full-time service, 22 days per year
 - 5 years of uninterrupted full-time service, 27 days per year
 - After 10 years of uninterrupted full-time service, 32 days per year
- PTO can be accumulated from year to year up to 960 hours.

Paid Time Off Scheduling

- PTO must be taken as a full shift unless the Director authorizes a partial shift. Staffing requirements dictate that only one shift employee can be on paid time off at a time unless otherwise approved by the Director. All employees must submit PTO requests to the Director through EMS Manager at least 14 days before the date of commencement unless otherwise authorized by the Director.

PTO Pay

- Pay for paid time off will be based on the employee's regular hourly wage and issued in conjunction with an employee's regularly scheduled pay. When an employee has time off, the normal amount of his/her check will not be affected due to taking PTO or comp time.

PTO for Terminating Employees

- Employees terminating employment for any reason prior to the anniversary date are not entitled to payment for the year of termination. Employees will be paid out any PTO that has been accumulated up to the date of termination.

Holidays

- All employees are eligible for holiday pay. Except as otherwise provided, holidays are from 6:00 a.m. the morning of a holiday to 6:00 a.m. the following day. Employees working a 24-hour shift on holidays shall receive a bonus based upon time and half their rate of pay for 24 hours. Employees shall be paid for the following holidays. In the event, an employee works half a shift the holiday pay will be paid in half or according to the hours worked.

Full and Part Time Employee Holidays

- New Year's Day
- Easter
- Memorial Day
- 4th of July
- Labor Day
- Veteran's Day is a recognized holiday for all active and honorably discharged veterans of the United States Armed Forces, as documented through a submitted DD-214.
- Thanksgiving Day
- Christmas Eve Day
- Christmas Day

Monday - Friday Employee Holidays

- Monday – Friday employees will be scheduled off for holidays and are not eligible for overtime unless they work the holiday and are non-exempt. If the holiday falls on a weekend, the employee may take an alternate day off for the holiday.
 - New Year's Day
 - Spring Holiday (Friday before Easter)
 - Memorial Day
 - 4th of July
 - Labor Day
 - Veteran's Day is a recognized holiday for all active and honorably discharged veterans of the United States Armed Forces, as documented through a submitted DD-214.
 - Thanksgiving Day
 - Day after Thanksgiving
 - Christmas Eve Day
 - Christmas Day

Section Sixteen - Paramedic School Stipend

Paramedic School Stipend

- A stipend is offered to employees who are enrolled in Paramedic School.
- If approved, the EMT will receive \$500 a month, up to \$6000 while they are in school.
- An employee must meet the following to be eligible for the stipend:
 - Must have worked with Reedsburg Ambulance for at least one year.
 - Must be in good standing with training, skills, and benchmarks.
 - Must meet the minimum call requirements for the last six months.
 - Must be willing to complete an “Authorization to Disclose Academic Information & Grades” form so attendance can be verified if needed.
 - Must be willing to sign an agreement to stay at Reedsburg Ambulance and be in good standing for two years.
 - Must maintain training and minimum call requirements while in school.

Section Seventeen - Employee Assistance and Critical Incident Stress Management

- The city is committed to supporting all its employees through its CISM program. EMS providers face stressful events every day. The work they choose to perform can be emotionally difficult, physically draining, and a threat to their personal safety. Yet this same work is seen as extremely rewarding, sometimes exciting, and a method for fulfilling some personal needs. The work still presents the public safety provider with a constant low to moderate level of stress and occasionally a high level of stress.
- Critical incidents may produce a wide range of stress symptoms, which can appear immediately at the scene, a few hours later, or within a few days of an event. The more symptoms experienced, the more powerful a stress reaction can be. The longer the symptoms last, the more potential there is for permanent harm.
- You should feel free to contact the Director or the Assistant Chief regarding CISM and the need for services any time you or one of your fellow workers are having difficulty dealing with an incident or when the nature of an incident suggests that intervention or a Critical Incident Stress Debriefing (CISD) might be useful. A CISD is a group interaction where a team of trained people allows public safety providers to talk about their thoughts, actions, and reactions to a stressful event.
- CISD is not group therapy and is not a critique of an event. The information shared in a debriefing is strictly confidential. A CISD is a time to learn what are normal expected behaviors and feelings following a stressful event and to receive assurance that you are experiencing a normal reaction to an abnormal event.
- A critical incident is any situation faced by public safety providers that causes them to experience unusually strong emotional reactions, which have the potential to interfere with their ability to function either at the scene or later.
- All employees involved in a critical incident will be offered a CISD that is scheduled because of that critical incident.
- Due to personal experiences and circumstances, a stressful call for you may or may not be a stressful call for another EMT. If you have strong feelings about a call, please contact the Director or the Assistant Chief.
- The following critical incidents may require a CISD:
 - Line of duty death or serious injury.
 - Suicide of a co-worker.
 - Death or serious injury to a child.
 - Participation in a prolonged failed rescue.
 - Mass Casualty Incident.
 - The victim is known to the responder.
 - Participation in an incident where responder safety is jeopardized.
 - Participation in an event that generates excessive media coverage.
 - Any other event or call where the provider is experiencing strong emotions.

Section Eighteen -Critical Failures of Equipment and Vehicle Policy*

CAAS Reference: 202.05.02

Purpose

- To describe the process of reporting unusual events that may be encountered during daily operations.

Definitions

- A Critical Failure is defined as, any event which occurs that interferes with the response or transport of a patient, involving either a vehicle or a piece of equipment. (i.e., a flat tire on the way to a call or during a transport. A flat tire on the way back to the station is not a critical failure.)
- Hard equipment is any piece of equipment that is reusable - Any biomedical device that fails during patient care.
- Soft equipment is any medical equipment that is one-time use - Any item that fails or is found to be defective in some way when it is used on a patient.
- Vehicles - Any time a call cannot be completed or increases the transport time for a patient because of a mechanical failure.

Reporting Critical Failures

- Verbally notify the captain right away.
- Document the equipment deficit in as much detail as possible in an incident report.

Acquiring Replacement

- If equipment failure occurs on a call, the equipment should immediately be removed from the patient or should stop being used on the patient. If replacement equipment is available in the ambulance or at the scene, that equipment should be used.
- If equipment is not available, another ambulance should be contacted to bring the needed equipment for situations in our service area.
- When outside of our service area, the nearest ALS ambulance should be called for mutual aid.
- All equipment that has a critical failure should be kept following the call and turned in to the Director for further inspection. Equipment includes all cables, batteries, open electrodes, combo-pad packages, vent circuits, tubing, and anything else used on the patient.

Equipment Repairs

- Equipment inspection, evaluation, and/or repair of hard equipment will be inspected and evaluated by the Service Director.
- Any medical device pulled from service for any problem must be cleared through the Director prior to returning the equipment to service. If it is determined to be

an issue that can be corrected immediately, it will be corrected and returned to service. If it is an item that cannot be corrected, or it is a bio-medical device that needs specialized care, it will be sent to an appropriate repair facility.

- Vehicle repairs will be sent to an appropriate service location to fix the suspected problem.

Team Member Feedback

- Team members who submit the required documentation will also be sent the primary details of the incident follow-up.

Accountability and Compliance:

- To track failures, a review of all incident reports and equipment failures will be reviewed as reports are submitted and will be monitored quarterly by the Director or their designee.

Section Nineteen - Background Checks

Criminal Background Checks

- The City shall conduct a criminal background check on every proposed employee as a condition of hiring. The information that the City receives from the criminal background check shall be kept in a separate locked cabinet or password-protected database to limit access. The city may also request criminal record checks from other states, as it deems necessary. Only the City and the Director are permitted to access and read the criminal background checks. Unless otherwise provided by law, a criminal record will not automatically disqualify an applicant. Rather, determinations of suitability for employment shall be made consistent with this policy and any applicable laws or regulations. If the City is inclined to make an adverse decision based on the results of the background check, the applicant will be notified immediately. The applicant shall be provided with a copy of the criminal record and the City's policy. The City shall notify the applicant of any part(s) of the record that makes the individual unsuitable for the position or license, and the applicant will be given an opportunity to dispute the accuracy and relevance of the record. The city will notify the applicant in writing of the decision and the basis of the decision in a timely manner.

Driving Record Checks and Standards

- The City checks the driving record of each employee driver prior to employment and periodically thereafter at the discretion of the Director. The information that the city receives from the Wisconsin Department of Motor Vehicles is kept in a separate locked cabinet or password-protected database to limit access. The city may also request driving records from other states, as the city deems necessary.
- Any applicant for employment or employee with an unfavorable driving record will be disqualified from driving the city vehicles. Any employee who is found to have an unfavorable driving record will be subject to immediate discharge.

Section Twenty – HIPAA Training

Policy

- All employees are required to watch the HIPAA video and successfully complete the HIPPA test at the beginning of their employment.

Section Twenty-one - Uniforms and Appearance

Obtaining Uniforms

- The City shall provide each full-time employee with an annual clothing allowance of up to \$300.00, each new part-time employee and those who were on call less than 1000 hours in the previous calendar year up to \$100.00 annually, and \$200 for those who are on call 1001 or more hours during the previous calendar year. The employee shall submit receipts for uniform purchases to the Director for reimbursement. The employee must wear the uniform while on duty and is responsible for maintaining and cleaning the uniform. If the uniform is torn, or damaged while in performance of the employee's duties, and the employee has exhausted the clothing allowance, the employee may be reimbursed for new purchases at the discretion of the Director.
- Full-time and part-time employees will be required to return all clothing, uniforms, and equipment to the Director upon termination of employment by the employee or the City.

Proper Uniform

- All employees are always to wear their uniforms properly when out of their bedrooms and while in public when they are on duty.
 - Only the ambulance uniform shirt may be worn while on duty.
 - A navy or black t-shirt or turtleneck is the only item that may be visible under a uniform shirt. White undershirts may be worn by supervisors while wearing a white polo or button up shirt.
 - EMS black pants must be worn while on duty.
 - The ambulance-issued jacket and impermeable pants may be worn while on duty.
 - An ANSI-compliant vest or coat must be worn any time an employee is within the right-of-way of any roadway.
 - You must always wear your assigned pager when on duty.
 - Uniforms must remain clean, unwrinkled, neat, and in good repair.
 - Uniform items that are faded, torn, or worn are not acceptable.
 - The employee is responsible for purchasing and wearing black boots or shoes while on duty. Only approved work shoes will be permitted. No clogs, sandals, etc.
- Employees are responsible for the care and maintenance of their uniforms. Employees should always have spare uniform items available. If for any reason an employee's uniform becomes soiled during their shift, they are to return to the station for their spare uniform. If their uniform is damaged beyond cleaning or repair while working at a scene, please see the on-duty captain for assistance in replacing it.

Wearing Uniform When Not on Duty

- No employee shall wear an identifiable uniform item when not on duty. This particularly applies to wearing an identifiable uniform item in an establishment that serves alcohol. If it is your intention to go out after work, you should plan to have a change of clothes.
- Any off-duty employee observed wearing an identifiable uniform item in an establishment that serves alcohol may be disciplined up to and including termination.

Personal Hygiene and Appearance

- All employees are required to present themselves at the beginning of their shift, in uniform and as someone proud to represent this service and their profession. This presentation includes their personal hygiene. It is imperative that all employees are clean, showered, and presentable. Employees should wear their hair pinned back for their own safety. Hair must always be clean and neat.
- Facial hair must be neat and trimmed. Employees may not wear earrings that hang down.
- The city discourages the wearing of large rings while on duty. Rings have the potential to cut through gloves, creating an environment of possible exposures.
- Employees should not wear excessive cologne or perfume while on duty. Some patients may be allergic or made uncomfortable by these products.

Section Twenty-two - Complaint/Conflict & Incident Policy*

CAAS Reference 102.03.01, 105.02.02, 106.04.01 & 202.05.01

Purpose

- Misunderstandings or conflicts can arise within any service and with employees in the outside services we work with regularly. This policy will apply to complaints against our employees and any intra-departmental complaints or conflicts as well as complaints/conflicts with member(s) of an outside service. To ensure effective working relations, it is important that such matters be resolved before serious problems develop. Most incidents resolve themselves naturally by discussing them openly with both parties working to resolve their misunderstanding; however, if a situation persists that you believe is detrimental to you or to the City, the following procedures will be utilized to resolve and document the conflict.

Policy

Definitions

- Incidents
 - Any incident which may have the potential of developing into a professional and/or general liability.
 - Internal complaints (complaints by and about an employee)
 - External complaints (complaints involving a non-employee)
 - Vehicle accident while on duty
 - Vehicle equipment failures
 - Inadequate vehicle condition
 - Missing or damaged equipment or vehicle
 - Disagreements/deviations from company policy
 - Patient-related incidents (e.g., falls, injuries, etc.)
 - Work-related injury/illness.
 - Other unusual circumstances or events as warranted.
- Serious incidents
 - Any incident which, if not acted upon, has the potential to cause significant harm to Reedsburg Ambulance, an employee, or other individual. Examples include, but are not limited to:
 - Claims of Harassment, sexual or otherwise
 - Claims of a criminal act
 - Claims of assault, verbal or physical, involving an employee
 - Claims of injury incurred while working, involving an employee.
 - Claims of improper medical treatment or care which might lead to an unfavorable patient outcome.
 - Claims of discrimination addressed by law.

Incident Reporting

- Misunderstandings or conflicts may arise in any organization and should be resolved before serious problems develop. If an incident occurs, employees are required to

report it immediately if the incident is serious and or prior to the completion of the current shift if the incident is deemed not serious. Reports must be entered into the incident reporting form on EMS Manager. Serious incidents involving possible injury, claims of harassment, or criminal acts should be immediately reported verbally to a supervisor.

Writing Incident Reports

- When documenting an incident, it is very important to differentiate between fact and opinion. Facts are things that can be proven based on available data. Opinions should be omitted from the incident reports but must be clearly stated as an opinion if it is necessary to include them.
- When documenting an incident report, answer the five W's: who, what, why, when, and where. If you are sharing information that was provided to you and is unverified, clearly state that and answer the five W's: who told you, and where you were when they told you. It is difficult to know what information will be important to an investigation when writing an incident report, include as much detail as possible.

INVESTIGATION OF COMPLAINTS

- All complaints will be investigated according to the seriousness of the complaint. Investigation of general complaints shall be immediately reported verbally to the Service Director or Assistant Chief.
- An investigation will involve the taking of statements from the involved parties and an objective review of any evidence available. Examples of evidence to be examined may include, but are not limited to:
 - CAD records
 - Vehicle tracking records.
 - Patient care reports
 - Video recordings from security cameras
 - Data logs recorded by medical equipment (ECG files, timestamps)
 - Any forms or documents involved.
- The results of an investigation shall be reported to the individual filing the original complaint whenever doing so would not compromise patient or employee confidentiality concerns.

Complaints Against Outside Agencies

- If an employee has a complaint against another healthcare agency or an employee of another healthcare agency, they shall bring it to the attention of the Director. The information will be forwarded to the other agency(s) involved so that corrections may be made within their organization.

Receiving Complaints

- If a complaint is received from an outside agency or the public, the employee receiving the complaint should listen carefully and document the complaint and contact information of the person making the complaint.
- Once the complaint has been received assure the person making the complaint that their concern will be investigated and that the member of management will follow up

with them as soon as possible. The Director must receive all complaints once an employee receives the complaint or as soon as possible that day.

Documentation

- Upon resolution of the complaint/conflict, all written material regarding the complaint/conflict will be submitted to the Director.

Retaliation

- The city will not tolerate any form of retaliation against employees availing themselves of this procedure. The procedure should not be construed, however, as preventing, limiting, or delaying the city from taking disciplinary action against any individual, in circumstances (such as those involving problems of overall performance, conduct, attitude, or demeanor) where the city deems disciplinary action appropriate.

Feedback to Involved Parties

- The results of the investigation of a complaint shall be shared with the complainant and other involved parties whenever doing so will not disclose confidential or protected information. If specifics of an investigation cannot be shared with involved parties, the parties shall be informed that the investigation has concluded, but that due to confidentiality concerns, no further details can be shared.

Incident Tracking

- Administrative staff will intermittently review incident reports related to their area of responsibility for the purpose of detecting any unfavorable trends. If a trend is identified, an assessment will be made to determine the feasibility of action to correct the trend. This information and any actions taken should be recorded and forwarded to the Service Director in a timely manner.

Section Twenty-three - Building Facilities

Bulletin Boards:

- To maintain an effective avenue for communicating with our employees, the city may from time to time utilize bulletin boards or post notices.
- The City's bulletin boards are used to communicate official governmental information on equal employment opportunity, wage and hour, health and safety, and other issues. They can also be used to communicate information regarding the City's policies and announcements, including, but not limited to, job postings, safety rules, health items, benefit programs, and notices announcing special events. Most of the information, however, will be communicated electronically via email. Employees may not tamper with these bulletin boards or postings in any manner.
- Employees may not post, tape, tack, or affix in any way or form, literature printed or written materials, photographs, or notices of any kind on the City's bulletin boards or their glass coverings, on the walls, or anywhere else on the City's property. Violation of this policy shall be grounds for disciplinary action.
- The City's bulletin boards may not be used by employees or outside parties for the posting of commercial notes and advertisements, announcements and witticisms, sales of personal property, or any other matters. Employees and outside parties are also prohibited from distributing literature and soliciting other employees.

Fire Safety

- It is each employee's responsibility to know the fire safety plan. If a fire is discovered, it is important to follow these steps:
 - Call 911 to notify the Fire Department of the location.
 - Rescue/protect those affected by the fire/smoke.
 - Close doors to isolate the fire/smoke.
 - Know/use the appropriate fire extinguisher if conditions permit.

Use of Ambulance Quarters:

- The ambulance has provided on-duty personnel, quarters to use. The quarters consist of bedrooms, kitchens, training room, living room, restrooms, and offices. These quarters have provisions to cook, sleep, watch training videos, watch TV, and do other activities. All employees should be considerate of any employees who are sleeping. Training videos, trade magazines, and training equipment are at the employee's disposal to use at the ambulance station. No training equipment, DVDs, etc., are to leave the building without the permission of the Director or Assistant Chief.
- All employees are required to clean up after themselves by the end of their shift. The living quarters are always expected to be kept clean and neat. The quarters are provided to improve response time to effectively improve service to the citizens who count on us.
- If an employee needs to sleep at the station, they must sleep in the bedrooms supplied. The on-duty employees have the first right to sleeping quarters. Personnel are expected to vacate their room upon completion of their shift. The employee

coming on to a new shift has rights to the sleeping quarters over someone who has completed their shift.

- The sleeping quarters are to be picked up and ready to use for the next oncoming employees. Each employee is required to provide their own linen and pillow to use on the beds. All personal belongings shall be removed at the end of the shift, unless otherwise approved by the oncoming Captain.
- Quiet hours shall be observed between 22:00 and 05:45.
- For safety and security reasons, personal visits to the City's facilities and offices by relatives, friends, and former employees are not encouraged. Visitors of any kind who enter our facilities are always to be accompanied by an employee of the city. Visitors must comply with all City policies, including safety and security regulations. Employees who serve as escorts for any visitors are responsible for assisting visitors with compliance. Any employee witnessing noncompliance with this provision must report the violation to the supervisory staff.
- Employees' uniforms, coats, and vests shall be stored properly at the end of their shift and shall not be left lying around or in the ambulances.

Kitchen

- All employees are responsible for ensuring that the kitchen area is kept clean.
- It is the responsibility of the employee to clean all dishes used by the said employee and replace those dishes back in the appropriate cupboards at the end of their shift.
- Food items desired by the employee must be purchased by the said employee and stored appropriately in the kitchen.
- Any perishable food items left in the refrigerator are subject, without notice, to be discarded. Any food left within the kitchen, without being marked with the employee's name and date, is subject to be eaten or discarded if outdated, by any other employee.
- Kitchen counters are to be kept clean and free of debris. It is expected that the kitchen floor will be swept and mopped as needed.

Showers & Bathroom Facilities

- The bathroom facilities are to be kept clean and free of debris. The garbage should be emptied when full and all dirty linen should be removed and taken to the laundry. Personal items should be stored in the provided storage.
- All employees are expected to clean up after themselves. If you make a mess clean it up!

Smoking

- Use of tobacco products, vaping, smoking, smokeless tobacco, dipping, and chewing are prohibited in buildings or vehicles owned by the city. Use of electronic cigarettes, electronic hookah, and electronic cigarette alternatives, such as vaping or personal vaporizers, are prohibited in the building or any vehicle owned by the city.

Workplace Searches

- To safeguard the property of our employees, our patients, and the City, and to help prevent the possession, sale, and use of illegal drugs on the City's premises, in

keeping with the spirit and intent of the City's drug-free workplace policy, the City reserves the right to question employees and all other persons entering and leaving our premises, and to inspect any packages, parcels, purses, handbags, briefcases, lunchboxes, or any other possessions or articles carried to and from the City's property.

- In addition, the City reserves the right to search any employee's office, desk, files, locker, or any other area or article on our premises. It should be noted that all offices, desks, files, lockers, and so forth, are the property of the City and are issued for the use of employees only during their employment with the City. Inspections may be conducted at any time at the discretion of the City. Persons entering the premises who refuse to cooperate in an inspection conducted pursuant to this policy will not be permitted to enter the premises. Employees working on or entering or leaving the premises who refuse to cooperate in an inspection, as well as employees who after an inspection are believed to be in possession of stolen property or illegal drugs, will be subject to disciplinary action up to and including discharge if on investigation they are found to be in violation of the City's security procedures or any other of the City's rules and regulations.

Section Twenty-four - Conduct While on a Call*

CAAS Reference 202.04.01

Full-time Operations:

- The EMS Command Vehicle is provided for immediate response to emergency calls and may be used depending on staff configuration for the day. The EMS Command Vehicle shall be staffed with a captain or chief. The EMS Command Vehicle may be used for non-emergency functions with permission of the Director if it remains available for emergency calls and within the City of Reedsburg.
- Full-time Paramedics are expected to be at the station working on assigned duties during business hours unless they are on a call. The Captain, FT Medic, or senior PT Medic should have the medic phone. The medic phone should be answered immediately unless the medic is involved in an emergency. The call forwarding feature should be activated to send calls to dispatch if the medic phone cannot be answered.

Responding to the Station

- Nobody can use a red light in his or her private vehicle while responding to an incident. Employees are to stop at all stop signs and obey all traffic lights while en route to the call. Employees may not exceed the posted speed limit or drive without due regard.

Cleaning the Ambulance before departing from the hospital

- Once the patient has been released to the ER staff, the stretcher shall be cleaned with detergent and disinfectant; a new sheet, pillowcase, and blankets shall be placed on the cot. Any cleaning and disinfecting of the ambulance should also be done at the hospital. A clean stretcher should not be placed in a contaminated ambulance.

Duties at the station

- Restock all items used during the run. Any equipment picked up at the hospitals should be wiped down or cleaned and put back in the ambulance. This does not relieve the on-coming shift from doing a rig check at the beginning of their shift.
- All appropriate paperwork will be turned in after the call as quickly as possible and prior to the end of your shift.

Refueling the Ambulance

- The ambulance shall be refueled whenever the gauge drops below the “full” line.

Cell phone use

- Employees can carry personal cellular telephones while on duty provided the following criteria are met:
 - The device is not unsightly or unbecoming of the department uniform.
 - The device does not pose a hazard.
 - Use of the device does not interfere with work.
 - The device does not admit any audio or visual obscene messages.

- Employees are required to turn off or silence personal cellular telephones from the start of a call until the patient is turned over to the receiving medical facility. Personal phone calls during patient contact are strictly prohibited, this includes texting.
- Under no circumstances shall employees use personal cellular phones while driving the Ambulances. The only acceptable use of cell phones while driving is when you are receiving directions or information related to an ambulance call. Texting while driving is strictly prohibited!

Patient Belongings

- Employees should make every reasonable attempt to keep patient belongings with the patient and turn them over to staff at the receiving facility. If there is an item that the staff feels is extremely valuable, they should notify facility staff at the time that patient care is handed over. If there is a problem with patient belongings that the staff is aware of, they should notify the patient/family member as soon as possible.
- When transferring a patient, the staff should only transport those belongings that could easily be carried by one person. If the patient has more belongings than fit the description, the sending facility should make arrangements for the family to transport the items.
- If the ambulance leaves its destination and forgets to leave the patient's belongings, they should immediately return to drop off the items. If this is not possible, the receiving facility should be called to inform the patient of this. Arrangements should be made to get the patient's belongings to the patient as soon as possible whether the belongings are returned by the ambulance staff or arrangements are made with family members.
- In the patient care report, employees will fill out the patient's belongings dropbox and include any pertinent information relating to the belongings.
- Any time there is a dispute over missing personal items; a complete incident report should be made out and turned in to the Director as soon as possible.

Patient's Family as Riders

- Family riding to the hospital in the module of the ambulance is discouraged because they tend to place the medical staff in a position of sharing attention with the patient. These distractions of assuring family members of the patient's condition, injuries, and treatment given can present a significant problem to the EMS caregiver. Attentiveness toward the patient's chief complaint, injuries, vital signs, stabilization, and psychological support can be critically compromised by these distractions.
- It is recognized, however, that occasionally there will be exceptional cases in which staff may decide that it is necessary to have a family member accompany them in the ambulance. In such cases, the following guidelines should be used:
 - Requests by friends or family of the patient to accompany them to the hospital are left to the discretion of the employees on the call.
 - Only one friend or family member may be allowed to ride.
 - They may ride in the driver's compartment of the unit unless the patient is a minor and the parents have a calming effect on the child.
 - Seat belts must be used.

- The emotional state of the passenger should be such that it will not interfere with the treatment of the patient.
- The only exception to the above guidelines is if the patient is a child and both parents request to accompany him/her. In this case, one parent may ride in the treatment compartment and the other parent may ride in the driver's compartment.
- The rider's name and relationship to the patient should be documented in writing on the run form.

Cancellation

- Once dispatched to a call, the responding ambulance will continue to the scene to evaluate the patient, unless it is a confirmed false alarm, or it is confirmed that EMS is not needed by law enforcement or the fire department.

Section Twenty-five - Statements to the Media Policy*

CAAS Reference: 105.03.01& 105.03.02

Purpose

- To provide clear guidance surrounding media requests.

Policy

- Statements to the media regarding positions or opinions of the ambulance or accounts of services provided by the department at emergency or non-emergency scenes are prohibited by all employees. The Director is authorized to make statements on behalf of the service. Any employee being requested to answer questions or make statements is required to refer the questions to the Director. In the event of media requesting an interview or information at the scene of an emergency, in the absence of an authorized spokesperson, the Incident Commander in charge of the scene is authorized to provide information to the media.

Guideline

- The ambulance shall cooperate with the news media through the release of information that will not violate the patient's right to privacy and HIPAA requirements. At all times members of the media will be treated in a professional manner. Information will be released by the Director only after a thorough review of the request. Staff members are not permitted to release information to the news media, including patient records or reports at any time.
- Information, releases, and interviews will be approved by the Director. The exception will be interviews done on the scene of events by the Incident Commander. In these instances, only information such as the type of event, assets being utilized, number injured, and basic facts that do not violate patient privacy can be given prior to approval.
- If at any time it is unclear whether information may be disclosed to the media, always err on the side of caution and do not disclose the questionable item of information.

Section Twenty-six - Employee and Patient Safety Policy*

CAAS Reference: 202.02.01 & 202.03.01

Purpose

- To ensure the safety of all Reedsburg Ambulance employees.

Policy

- The ambulance is committed to providing a safe work environment for our employees. Our total safety philosophy is an ongoing integration of safety into all activities with the objective of attaining industry leadership in safety performance and associate protection. Our commitment to operating a quality, cost-efficient service starts with providing a safe workplace. Safety is a condition of employment and as such is an individual responsibility supported and guided by responsible management.

Procedure

- The OSHA Act of 1970 states:
- The city:
 - Shall furnish to each of its employees employment and a place of employment that are free from recognized hazards that are causing or are likely to cause death or serious physical harm to its employees.
 - Shall comply with occupational safety and health standards promulgated under this act.
- Each employee shall comply with occupational safety and health standards and all rules, regulations, and orders issued pursuant to this Act that are applicable to their own actions and conduct.
- Whoever knowingly makes any false statement, representation, or certification in any application, record, report, plan, or other document filed or required to be maintained pursuant to this Act shall, upon conviction, be punished by a fine of not more than \$10,000 or by imprisonment for not more than six months, or by both. The ambulance is committed to sending each of our employees home each day just as physically sound as they were when they arrived at work. Safety procedures have been established to protect you, your partner, the patient, and the public we serve.

Facility Security

- Access to Reedsburg Ambulance Service should be restricted to employees. All visitors must always be accompanied by an Ambulance employee.
- The ambulance station is secured with locked doors. Employees have access to this facility with an electric key fob.

Fire Safety

- The ambulance station will be made as safe as possible from fire. This will be accomplished by being compliant with all applicable local fire codes.

Exposure Control

- Exposure control at the ambulance will be governed by the currently approved Infection Control Plan. Refer to the exposure control policy for access to the Infection Control Plan.

Scene Safety

- Scene Safety is the responsibility of each ambulance employee. While the nature of Emergency Medical Services sometimes requires that employees work in situations that are less than ideal, employee safety is always the primary concern, and the following guidelines must always be followed:

Hazardous Materials

- Ambulance employees are not permitted to handle or engage in rescue operations involving hazardous materials under any circumstances. In all situations involving hazardous materials the City of Reedsburg Emergency Operations Plan and Emergency Response Guidelines (orange book) will be followed and all minimum distances will be adhered to.
- Ambulance employees are not permitted to engage in any type of “Special Rescue” situation that is not within the normal operations of ambulance policy and procedures. The City of Reedsburg has many close departments that have specialized rescue if it is needed. This policy also applies to Ambulance employees who may have received proper rescue training/certification at another agency while they are on duty for the ambulance.

Employee Wellness

PPD skin testing

- Wisconsin is a low-risk state and currently doesn't require a TB skin test.

Gym Membership

- The ambulance strongly encourages physical fitness. Employees can use the fitness room at the Reedsburg Police Department free of charge after filling out the appropriate forms.
- We also offer some workout equipment in house that can be used when not on a call. A release form is also required to use the ambulance workout equipment.

Duty/ Rest Cycles:

- Each employee is expected to report fit for duty to safely complete the entire assigned shift.
- Each employee is expected to interact with one another to remain awake and alert on all legs of transport, patient loaded or not, to maintain safe driving.
- It is the responsibility of each employee to report to their Captain if they are unable to complete the remainder of their shift.
- The on-duty Captain has the authority to remove any employee from service who they feel is unsafe for duty.

Patient Safety

- The following guidelines are intended to enhance patient safety. If properly followed, employee safety will be enhanced as well.

Patient Lifting

- Patients will always be lifted in a manner that takes into consideration the following:

Urgent Moves

- An urgent move is required when the safety of the patient or staff is compromised by remaining in the current location. Examples include but are not limited to fire, unstable vehicles, electricity present, aggressive animals, or a scene that becomes unsafe. In a situation requiring an urgent move, the lead paramedic will have to determine the most appropriate and safest method of moving the patient on a case-by-case basis. Once the safety of the patient and staff is no longer in jeopardy the guidelines for a non-urgent move should be followed.

Non-Urgent Moves

- A non-urgent move is required when the safety of the patient or staff is not compromised, and the primary objective is moving the patient as quickly as safely possible. Proper body mechanics should always be used to prevent injury to the EMS provider or patient.

Devices Used to Move Patients

- When needed a carrying device may be used to move a patient. Examples of these devices include a scoop-stretcher, a longboard, a KED, a patient mover, a stairchair, or other field-improvised devices.
- Regardless of the device used, the patient must be securely fastened to the device. If the device has a minimum number of straps provided, such as a long spine board, staff should use all provided straps. Staff should make sure there is enough help to safely move the patient before the patient move begins.

Stretcher Use

- All stretchers must be in good mechanical condition and any unsafe condition must be reported immediately. After placing a patient on the stretcher, the patient must be secured by all five sets of restraints, legs, torso, and shoulder before the patient is raised, lowered, or moved.
- The patient must be placed on the stretcher and remain on the stretcher until they are taken out of the ambulance. Patients are not allowed to be transported in devices such as wheelchairs.
- Patients may be transported in the Captain's Chair of the ambulance if they are able to walk on their own, are clinically stable, and are secured with a seatbelt.
- Always practice safe lifting techniques, always lift with your legs and not your back.
- The cot should not be moved in the highest position with a patient on it.

Latex

- To reduce the possibility of latex-related allergies it is the policy of the ambulance to refrain from purchasing or utilizing medical supplies that contain latex including gloves, tourniquets, and IV catheters.

Bariatric Patients

- Stretcher weight limits should always be followed.
- In certain operations, specialized bariatric equipment may be available. Staff should coordinate to obtain access to this equipment. In extraordinary circumstances where there is no bariatric equipment available, staff should contact their director or on-duty captain for guidance before lifting or transporting the patient.

Section Twenty-seven - Exposure Control Plan & Disposal Items Policy*

CAAS Reference 203.01.02, 202.02.01 & 203.05.01

The most up-to-date Exposure Policy can be found on EMS Manager website in the Storage Tab.

Purpose

- This policy describes the decontamination procedures for equipment and clothing. This procedure outlines cleaning and disinfecting procedures for emergency medical equipment that may be contaminated with potentially infectious agents.

Policy

- It is imperative that all employees properly clean and disinfect reusable equipment to minimize the possibility of infection during emergency treatment. Cleaning and disinfecting decrease the likelihood of infections by reducing the number of disease-causing organisms on equipment.
- Cleaning is defined as the removal of all foreign materials from objects. Equipment for invasive procedures that require sterilization will not be used by the department but will provide comparable equipment that is single-use only. These items will be disposed of after each use as if they were contaminated waste.

Ambulance Cleaning

- Each ambulance will be washed and cleaned as needed following each call. Cleaning will include but is not limited to, wiping down the interior surfaces with an approved germicide cleaning agent, sweeping, moping with a disinfectant floor cleaner, and removal of all garbage.
- Each ambulance will be thoroughly cleaned in accordance with the Bloodborne Pathogen Exposure Control Plan if contaminated.
- All reusable medical equipment and devices will be cleaned after each use with a germicidal disposable wipe.
- Each ambulance will have a thorough cleaning each week. The patient compartment and cab of the ambulance should be thoroughly cleaned and disinfected.

Contaminated Equipment

- Before transporting contaminated equipment from a scene or hospital to a designated cleaning area, these items shall be placed in a red biohazard bag. If the item is too large for the bag, care should be taken to make certain the item does not cause secondary contamination of equipment or supplies.

Equipment Disinfecting

- Equipment that has been contaminated by blood or other potentially infectious materials shall be decontaminated through cleaning and disinfecting or disposed of as contaminated waste. Employees decontaminating and disinfecting

- equipment shall wear appropriate PPE and use disposable paper towels to remove gross contaminants.
- Anything used to clean blood or other potentially infectious materials shall be disposed of as if it were contaminated waste. Follow the manufacturer's directions on the container for disinfection and decontamination procedures.
 - If any medical equipment is contaminated with a patient's blood or other potentially infectious materials, it must be decontaminated after use. Gross decontamination shall be accomplished by utilizing supplied disinfecting wipes or disinfectant spray and towels.
 - All EMS equipment shall be checked daily for cleanliness and operational readiness. Items that come into contact with patients will be given special attention to have them as clean as possible prior to use.
- **The following areas shall be checked daily:**
 - Oxygen and EMS Bags
 - Spine Boards and KED Boards
 - Suction Unit
 - Cardiac Monitor
 - Intubation Kits
 - If cleaning is necessary, follow the recommendations below:
 - Oxygen/EMS Bags - Bags shall have all surfaces cleaned with disinfecting wipes or disinfectant spray and towels. Dirt and debris will be removed, and contents will be orderly and not overstocked.
 - Spine Boards/KED Boards - Clean with disinfecting wipes or disinfectant spray and towels. Follow the disinfecting directions listed above.
 - Suction Unit - Clean with disinfecting wipes or disinfectant spray and towels to remove blood, food, or other particles. Follow the disinfecting directions listed above.
 - Monitor - Contaminated cables should be cleaned after each use. Monitor exterior should be cleaned and free from contaminants, dirt, and debris using the disinfecting directions above. Carrying case should be cleaned with disinfecting wipes or disinfectant spray and towels.
 - Intubation Kits - Cleaning of these items will follow the directions listed in this section. Attention should be given to laryngoscope handles. Handles may be cleaned using the disinfecting directions above.

Disposable Equipment

- The following list includes some of the equipment available that is disposable due to the difficulty of decontamination required:
 - Suction canisters/catheters/tubing.
 - Head immobilizer/C-collars.
 - Oxygen masks, cannulas, nebulizers, BVM's.
 - Cricothyrotomy kit
- The CDC recommends that hand washing take a minimum of 30 seconds to properly rid the hands of protein matter, blood, secretions, and other contaminants picked up while handling patients. Vigorous scrubbing is essential.

- **The following is the suggested method for hand washing:**
 - Wet hands up to 2-3" above wrists.
 - Apply hand-cleaning agent.
 - Various agents and soaps are furnished for station use.
 - Rub your hands vigorously to work up a lather.
 - Using rotating motion, apply friction to all surfaces of hands and wrists, including the backs of hands, between fingers, and around and under nails. Interlace fingers and rub up and down; continue for 15 seconds.
 - Holding hands downward, rinse thoroughly, allowing the water to drop off fingertips.
 - Repeat procedure, dry hands thoroughly with a paper towel.
 - Turn off the faucet using a clean paper towel so as not to re-contaminate your hands on the dirty faucet handle.

Hand Sanitizers

- The CDC recommends the use of an alcohol-based hand rub for decontaminating hands when soap and water hand washing is not available.
- It is recommended that personnel utilize the approved hand sanitizer, to kill germs on their skin and to provide additional protection against disease-causing germs.

Medical Waste

- Medical waste is any waste generated at an emergency scene. Proper disposal depends on whether such waste is contaminated, liquid, solid, or sharp.
- Medical waste contamination, or suspected of contamination, with blood or other potentially infectious materials shall be treated as infectious waste.

Section Twenty-eight - Additional Employment & Reference Inquiries

Additional Employment

- Full-time employees may engage in outside employment with the approval of the Director. For the purposes of this paragraph, outside employment includes any businesses owned or operated by the employee. Generally, outside employment will be approved if the employment does not:
 - Conflict with the employee's responsibilities with the city, including his/her ability to work as required in his/her position.
 - Interfere with the employee's performance with the city.
 - Prove detrimental to the interests of the city.
 - Involve the use of confidential or proprietary information about the city, other employees, or patients.
- Any issues regarding any outside employment an employee may be contemplating should be resolved prior to their accepting such employment if they are not already employed at the time of hire by the City.
- No employee shall be employed by another emergency medical service without the approval of the Director.
- No full-time employee may engage in any additional employment that interferes with the performance of their duties. Any employment that requires the employee to work less than twelve (12) hours before their scheduled shift is deemed to interfere with the employee's performance of their duties unless the Director issues written permission to the employee to allow the additional employment.

Reference Inquiries

- In the event the City receives inquiries from third parties regarding employees, the City will respond upon the receipt of written authorization from the employee.

Section Twenty-nine - Response Time Standards Policy*

CAAS Reference: 201.05.02 & 201.05.03

The Reedsburg Communications Center and or Sauk County Sheriff's Department will dispatch the City of Reedsburg Ambulance in accordance with their dispatch protocols and policies.

Purpose

- The purpose of this Policy is to ensure that the response times to emergency calls for service are monitored for compliance.

Policy

- EMS response times will be monitored by ambulance administration. Response times shall be measured against industry benchmark data.

Responsibilities

- It is the responsibility of the Director, Assistant Chief, and Captains to monitor, analyze, and report emergency response time data.
- The Director, Assistant Chief, and Captains will assess operational effectiveness.
- The Director, Assistant Chief, and Captains will monitor call patterns, scheduling, and staffing to ensure operationally effective response times.
- Response time reports will be reviewed monthly to ensure staff are meeting the benchmarks to go en route to all ambulance calls.

Response Times

- Staff will acknowledge the page for service if needed.
- The ambulance shall be en route within 3 minutes of any 911 page and 10 minutes for any inter-facility transports.

Response Time Targets

- The total response time to the location of the patient should average less than 8:59 seconds, 90% of the time for life-threatening emergencies.
- It will be the responsibility of the captains to ensure that these times are met.
- If the times are not met, it is up to the Director to set disciplinary action for employees who are not meeting the en-route response times.

Response Time Reports

- Response time Analysis Reports will be generated monthly by the Director to ensure standards of response times will be kept; these times will be shared with all employees monthly.

Section Thirty - SCT Request Policy*

CAAS Reference: 201.05.01, 204.01.02, 204.01.03

Purpose

- The purpose of this policy and procedure is to standardize the methods of emergency and nonemergency response for inter-facility requests and to provide a structure for interfacility transports that are accepted or declined by the ambulance.

Definitions

- Emergency Transfer – Any transfer where the patient is having a medical emergency that requires a higher level of care to save their life such as a STEMI, stroke, or major trauma, or as identified by the attending physician.
- Non-Emergency Transfer – a transfer that does not meet emergency transfer criteria.
- Transfer - scheduled or unscheduled transportation of emergent or non-emergent patients between healthcare facilities or back home.
- Hospital to Hospital Transfer – transport of a patient from one hospital to another hospital.
- Transfer to home – a transfer from a hospital to a patient’s home or nursing home.

Policy

- All patients will be triaged at the local Emergency Room by an RN when they get to the ER. Staff will follow all the hospital’s isolation precautions during transport to the destination facility.
- All requests for service will be processed, the proper response for EMS and associated agencies will be determined and all necessary resources will be dispatched to adequately handle the requests in the fastest and most efficient manner possible.
- Medical Control will always be the transferring facility unless otherwise noted on special occasions.
- Before any transport begins, the receiving hospital MUST have an accepting MD; all transfer paperwork will be brought by the transporting ambulance or sent electronically to the receiving facility.
- A brief patient handoff report will be given by the patient’s RN to the Paramedic who answered the transfer phone.
- All Performance measures will be filled out appropriately for specific calls per the ambulance Policy

General Information

- A Paramedic shall answer the transfer cell phone unless they are involved in direct patient care.
- When answering the phone for a transfer request, patient care is the top priority.
- Customer service is second, always polite and courteous.
- Determine the following:

- Emergent vs urgent vs non-emergent
- Infectious Patient? If yes, make sure to know the proper Isolation Precautions that need to be taken prior to going en route to the transferring hospital.
- Determine Critical Care vs. ALS vs. BLS transfer.
- Why is this patient being transferred?
- Any medication(s) that are going to be administered en route to the destination facility.
- Patient weight.
- ETA to transferring facility.

Acceptance of Transfers

- It is the policy of Reedsburg Ambulance to accept and take transfers from Reedsburg Area Medical Center 24 hours a day.
- Non-emergency transfer requests after 0000 from a Sauk County Hospital or 0300 from Reedsburg Area Medical Center may be turned down if the following criteria are met:
 - The person answering the phone has a conversation with the physician and it is determined the transfer is non-emergency.
 - The physician does not feel that a delay in transport will result in a deterioration of the patient's condition.
 - If a transfer is delayed until 0600 the oncoming staff should be notified by text that there is a transfer that needs to be taken at the beginning of their shift.
- Between the hours of 0600 and 2000 transfers from the following hospitals will be accepted if staffing and call volume allow.
 - Hillsboro
 - Mile Bluff
 - Richland Center
- Emergency transfers may be taken at any time at the discretion of the person answering the phone.
- Any transfer that is not taken should be documented on the Missed Transfer Form on EMS Manager.
- Transfers to home will be accepted from Reedsburg Area Medical Center as staffing allows from 0600 to 0300.
- Transfers from hospice/home health agencies will be accepted as staffing allows.

Multiple Transfer request

- Reedsburg Ambulance will make every attempt to respond and transport the most critical of patients if multiple requests come in at once.
- Multiple transfers can be taken if staffing allows.
- A message should be sent to the Ambulance I am Responding group to try to find more staff if more staffing is needed for additional transfers.
- A staffed 911 ambulance with a paramedic must always be left in the city when transfers are taken.

- Call in Transfer Incentive – if an employee comes in while off-duty to take a transfer they will be given an incentive to take the transfer.
- If we are not able to take the transfer, we will assist in attempting to locate a service and ambulance capable of handling the request if the hospital would like assistance.

Safety of EMS Providers

- No EMS provider will take more than two transfers in a row within 12 hours, if possible.
- Provider fatigue and sleep deprivation is a safety concern for both the EMS providers and the patient.
- Ambulances are tracked via an app on the smartphones in each rig. This app provides real-time location and tracking of each ambulance.
- Each ambulance has an infectious disease book for any potential exposure to any disease that the EMS providers may encounter. Reedsburg Ambulance employees will also follow the Service’s Infectious Disease Plan if exposed.

Proper Paperwork shall include:

- EMTLA—Receiving facility acceptance.
- Face sheet
- Insurance cards
- PCS-Physicians Certification Statement

Declining a request for transport

- It is up to the captain or person with the medic phone to decline a transfer request.
- If transport is declined once at the hospital, the captain shall be notified for a full report as to why and what concerns the staff have.
- A Missed Transfer report will be filled out by the declining employee for any transport or request declined.
- Transfers may be turned down for the additional following reasons:
 - Staffing does not allow for the transfer to take place.
 - Road conditions for roads that are going to be taken are red (ice-covered) or black (travel not advised) according to 511 Wisconsin. Discretion may be used for purple (slippery stretches).
 - For employees who have been awake for an extended period of time, and it would not be safe to travel.
 - The day’s call volume would make a transfer unsafe.

Exceptions

- Exceptions to this policy may be made by the on-duty Captain or a Chief on a case-by-case basis if sufficient justification exists.

Section Thirty-one - Remediation and On-Going Training Policy*

CAAS Reference: 106.06.02

Purpose

- The purpose of this policy is to establish the process for addressing reported deficiencies in the skills or knowledge of employees.

POLICY

- The mission of the ambulance is to provide the citizens of the communities that we serve with the highest standards of pre-hospital care using proactive, progressive, and science-based medical practices. To uphold this mission, a process for addressing identified deficiencies in its medical personnel must be in place. The remediation process outlined in this policy may be initiated by the employee's Captain, the Training Officer, the Assistant Chief, or the Director. Any perceived deficiencies should always be addressed on a company level whenever possible; this should include documented sessions spelling out the issue with the employee, the plan for addressing the issue, and the documented results of this process. The Assistant Chief and Director will be kept informed of all aspects of this process and should be available for suggestions, counseling, and guidance. Applying the full strength of this policy shall occur at the discretion of the Training Officer.
- When a Paramedic or EMT is identified as a potential candidate for remediation, his/her Captain, the Assistant Director, the Training Officer, and the Director will meet to ascertain the nature of the issue and determine the next appropriate step to address the issue. This group will perform a quality improvement review on a sampling of the employee's incident reports/medical error reports and training records for the last six months to no greater than a year. This group will also be responsible for reviewing all the remedial documentation taken prior to the QI review. After this review, if it is determined that further remediation is required, a recommendation will be drafted and submitted to the Training Officer. This letter will outline the reasons that the remediation process is necessary and include any documentation supporting that decision. If it is determined that the employee requires additional remediation, the specific section of additional practice in the orientation manual will be completed.
- The remediation process will last not less than three shifts and no more than ten shifts. During this, the Training Officer or his/her designee will be responsible for administering protocol evaluations and practical evaluations consistent with the ambulance's current guidelines. The remediated employee will be assigned to a Paramedic or AEMT preceptor for the duration of the process. This preceptor will be responsible for the evaluation and shift-to-shift training of the remediated employee for the duration of the process.
- It should be understood by the remediated employee that the preceptor is acting on behalf of the department and has the final say on patient care and the evaluation of patient care performed. The Training Officer will meet with the

preceptor and remediated employee at least once every two weeks to keep track of progress and address any concerns of the parties involved. This remediation process can be halted at any time that it is determined that the employee is performing at a proficient level after the minimum time frame of three shifts has been reached. This can be done by agreement of the preceptor, Captain, Training Officer, Assistant Chief, and Director.

- The final determination of a candidate's suitability to return to work will be made by the Director. Failure of the employee to successfully complete any portion of the remediation process will result in disciplinary action up to termination to be determined by the Director. These evaluations will be kept strictly confidential. Copies should be maintained in the employee's training file.

On-Going Training

- It is up to the employee to make sure that all Continuing Education requirements are met yearly, and all necessary certifications are up to date to keep the current licensure level.
- The ambulance will offer the following, if you miss the training, it will be up to you to find the training elsewhere:
 - Weekly training
 - Monthly training
 - Critical Care
 - Optional training
 - ACLS
 - CPR
 - PALS
 - Bloodborne Pathogens
 - Airborne Pathogens
 - Hazardous Materials
 - Patient Privacy
 - Healthcare Fraud and Abuse
 - Anti-kickback
 - ICS/NIMS

Section Thirty-two - Financial Policy

Objectives

- The objectives of the ambulance's purchasing policy are:
 - To ensure that materials, equipment, and services are purchased at the lowest prices consistent with quality and performance,
 - To provide adequate controls over ambulance expenditures and financial commitments with proper documentation,
 - To obtain quality goods required by the ambulance and to ensure that these goods are at the place needed at the time needed, and
 - To provide a standardized system of purchasing for use by the ambulance.

Areas Affected

- This policy applies to all ambulance purchases.

Competitive Bidding

- It is the policy of the ambulance to procure needed materials, equipment, and services at the lowest cost consistent with quality and performance. Therefore, all ambulance purchases will be made only after price quotations have been obtained or attempted to have been obtained from different suppliers through either formal or informal means as defined in this policy. Unless required by State Statute, it shall be the Director's discretion on the method of obtaining bids. Options include invitations to bid by US mail, e-mail, and publication in the official newspaper, telephone contacts, or verbal requests. Purchasers shall attempt to obtain bids from at least two (2) vendors to ensure that comparison pricing is demonstrated.
- The only exceptions to this policy are:
 - Sole-source purchases (i.e., when only one known supplier is available): including diagnostic vehicle repairs and warranty work that needs to be done by service providers equipped and trained for repairs on the make and model of equipment being repaired.
 - Emergency purchases and repairs are covered by insurance.
 - Items purchased by State contract or under state or competitive bid.
 - Purchases paid with grant funds that require specific purchasing procedures.
 - Professional services where the City of Reedsburg has waived bidding requirements.
 - Other justifications as identified by the City of Reedsburg.
- For purchases below \$500, the bidding process is waived although the purchaser is expected to compare prices for routine purchases and supplies. The intent is to look for quality and price over convenience, wherever practical.
- The intentional staggering of purchases as well as dividing purchases and/or contracts to consciously evade this policy is strictly prohibited.

Purchase Related Charges & Allowances

Shipping and Freight

- It is the policy of the ambulance to avoid paying shipping charges whenever possible. If the ambulance is to pay shipping charges, it must be billed at the time of invoicing. Purchasers, when obtaining price quotations, should inquire into applicable freight charges. Any charges to be paid by the ambulance will be regarded as part of the price quotation when selecting the successful bidder. Unless otherwise stated in the "notice of call for bids", all formal bid proposals shall include freight and delivery charges, if any.

Sales Tax Exemption

- The City of Reedsburg is exempt from paying city, county, and state sales tax. Purchasers have the responsibility to inform vendors of tax-exempt status. Tax-exempt forms are available from City Hall.
- Invoices received by the ambulance that include sales tax will be amended by reducing the amount of sales tax prior to payment.

Charge and/or Credit Cards

- During everyday business, situations arise that call for the use of a charge card. Some examples of these situations might be booking a hotel in connection with a conference; purchasing government publications online; purchasing fuel for an ambulance vehicle, etc. A charge card is not meant to interfere with any of the other policies and/or procedures currently in place in terms of purchasing needed items and/or services for the ambulance. Its use is meant to enhance or augment the ambulance's ability to make purchases in the most efficient manner possible. Competitive pricing practices are still required for items purchased on a charge card if they are above \$500 dollars.
- The charge card shall be used where necessary for purchases:
 - cannot be billed or invoiced to the City of Reedsburg,
 - and can only be made by a charge card by policy of the vendor. (For example: online booking of hotels or seminar registration).
- **Employees may not make purchases without the prior knowledge of the Director.**
- Here are examples of areas where the charge card **MAY** be used:
 - Lodging (Registering in advance and paying upon departure).
 - Transportation (Flights, car rentals, trains, buses [if inter-city]). *See below for exceptions when cards cannot be used in this category.*
 - Registration fees for conferences and seminars.
 - Costs associated with business-related training.
 - Online purchases for items such as supplies or equipment.
 - Meal costs (including the standard 20% tip) are as follows:
 - Costs must follow the standards established in the City of Reedsburg's Travel Guidelines/ Expense Reimbursement Policy.
 - The City of Reedsburg will allow tips up to 20% of the bill to be applied to the charge card. If a tip is made that is more than 20%, the overage should be left by the employee in cash and will not be

- recoverable from the City of Reedsburg as a valid expense.
 - Employees do not need to obtain tax exemption for individual meals or groups of up to three (3) people. Groups over three should try to obtain tax-exempt status. (See the Tax Exemption section of this policy below.)
 - See the section below defining when meal expenses cannot use the City of Reedsburg charge card.
- Here are examples of areas where the charge card **MAY NOT** be used:
 - Taxi fares, intra-city bus lines.
 - Tips, except when it is part of an approved meal cost.
 - Personal purchases of any kind.
 - Cash advances.
 - Parking fees and other minor travel costs.
- The Director is responsible for determining the individual(s) in their organization who will have a charge card. Those individuals will be asked to sign an agreement that:
 - Acknowledges that they understand the purpose of the program.
 - Certifies that they have read and understand the Ambulance's Purchasing Policy.
 - Confirms that improper use of the card may result in disciplinary action up to and including termination of employment; and
 - Guarantees return of the card to the Director for reasons such as, but not limited to:
 - Change in duties,
 - Retirement,
 - Termination of employment,
 - Improper use, or
 - Any other sound reason determined by the Director.
- Tax Exemption - Purchases made on credit cards are still eligible for Tax Exemption. The City of Reedsburg, as a local government, is exempt from paying tax on purchases. Tax Exempt Certificates are available by contacting the Director.
- The Purchaser is responsible for providing the vendor proof of the City of Reedsburg's tax-exempt status at the time the charge is incurred.
- Automatic Payroll Deduction - If an unauthorized charge occurs, or if a good faith attempt to receive a tax exemption is not made, the employee must immediately reimburse the difference between what is allowed, and the dollar amount being charged to the City. If the employee does not submit the difference to the city, that lack of action acts as the employee's permission for an automatic payroll deduction for the unauthorized charges or the amount more than what can be taken from the employee's next payroll check.
- Documentation - As with any purchases made for the ambulance, paperwork is required. To ensure that the city can make payment of the charge card debt in a timely manner, it will be necessary for the following rules to be followed:
 - Employees who use a City of Reedsburg charge card shall, as soon as possible after making a purchase, submit supporting documentation to the Director. Supporting documentation may include:

- The vendor’s detailed sales receipt.
 - Itineraries.
 - Rental agreements.
 - Completed registration flyers.
 - Renewal notification letters.
 - Order confirmations, etc.
- Documentation must include the name of the vendor providing the goods or services, the date (and time for meal reimbursements), the employee(s) involved, the goods and services received, the amount, and the business purpose.
- All sales documentation needs to be clearly marked as a charge card purchase with the department/card number indicated and the name of the employee who made the purchase.
- The Director will approve the purchase that was made.
- The charge card statement will be mailed or e-mailed directly to the city. The statement will have receipts attached to it before payment is made.
- Upon leaving employment or when, for good reason, an employee no longer needs to have the charge card, the Director will be responsible for retrieving it. The Director, or his/her designee, will maintain a list of employees to whom cards have been issued.
- Loss of Privilege – If an employee exhibits non-compliance with these procedures, an employee may be disciplined for those infractions.
- The Director has the right to establish additional restrictions on City of Reedsburg charge card use.
- There is a purchasing limit of \$2,000 on the credit card without prior City of Reedsburg approval.
- Credit cards may be used for fuel purchases on long transfers or food purchases on transfers lasting over 6 hours, the above purchasing requirements still apply.

Agreement to Accept the City of Reedsburg’s Charge Card

The City of Reedsburg Ambulance employs a charge card program through _____ which empowers selected individuals, you are one of those selected, with the ability to make certain purchases with a charge card. Your signature below serves as verification that you have read and understand the City of Reedsburg’s Purchasing Policy. It also means that you agree to comply with the policy and are willing to take on the following responsibilities:

1. I acknowledge receipt of a charge card bearing the account number _____.
2. I understand the card is for City of Reedsburg-approved purchases only and I agree not to charge personal items.
3. I am fully aware that improper use of this card can be considered misappropriation of City of Reedsburg funds, and that improper use may result in disciplinary action up to and including termination of employment.
4. I agree to surrender the card immediately upon termination of employment, whether for retirement, voluntary, or involuntary reasons. If my duties change and new duties do not require that I use a charge card, I agree to surrender the card under these circumstances as well.
5. The card is issued in my name, and I will not allow any other person to use the card unless directed by the Director.
6. I agree that I am considered responsible for all charges against my card.
7. I understand that all charges will be billed directly to, and paid directly by, the City of Reedsburg. Therefore, any personal charges billed to the City of Reedsburg through the charge card could be considered a misappropriation of the City of Reedsburg funds.
8. Because the card is the City of Reedsburg property, I understand that I may be periodically required to comply with internal control procedures designed to protect the City of Reedsburg assets. This may include being asked to produce the card to validate its existence and account number.
9. Accounts Payable will receive a monthly reconciliation statement reporting all activity during the statement period. Since I am responsible for all charges associated with my card, I will resolve any discrepancies with designated Accounts Payable personnel or the Program Administrator.
10. I understand that the card is not provided to all employees. The assignment is based on my need to purchase materials for the City of Reedsburg and/or to provide for business travel. My card may be revoked based on a change of assignment or location. I understand that the card is not an entitlement nor reflective of title or position.

Print Employee Name _____ Date: _____

Employee Signature _____

Print Director Name _____ Date: _____

Director Signature _____

Travel Guidelines/ Expense Reimbursement

- Meals may be reimbursed when employees are attending an out-of-county training course or on transfers lasting over 6 hours and occurring over a normal mealtime. Meal reimbursement rates will be as follows:
 - Breakfast - \$16.00
 - Lunch - \$19.00
 - Supper - \$28.00
- Mileage for work-related travel will be reimbursed at the current State of Wisconsin reimbursement rate.
- All travel and expense reimbursements require the approval of the Director.

Fuel Purchases

- All fuel for the City of Reedsburg-owned vehicles and equipment will be purchased using a fleet charge card.
- All employees will have the authority to use the vehicle-assigned fleet charge cards to purchase fuel for the City of Reedsburg vehicles. Those individuals will be asked to sign an agreement that:
 - Acknowledges that they understand the purpose of the program,
 - Certifies that they have read and understand the Fleet Charge Card Policy Section of the Ambulance's Purchasing Policy; and
 - Confirms that improper use of the card may result in disciplinary action up to and including termination of employment.
- Automatic Payroll Deduction - If an unauthorized charge occurs the employee must immediately reimburse the dollar amount being charged to the city. If the employee does not submit payment to the city, that lack of action acts as the employee's permission for an automatic payroll deduction for the unauthorized charges.
- Loss of Privilege – If an employee exhibits non-compliance with these procedures, it may result in disciplinary action.
- The Director has the right to establish additional restrictions on the City of Reedsburg fleet charge card use.

Agreement to Accept the City of Reedsburg’s Fleet Charge Card

The City of Reedsburg Ambulance employs a fleet charge card program, which empowers employees with the ability to make fuel purchases with a charge card. Your signature below serves as verification that you have read and understand the Fleet Charge Card Policy Section of the Ambulance’s Purchasing Policy. It also means that you agree to comply with the policy and are willing to take on the following responsibilities:

1. I understand the card is for City of Reedsburg-approved fuel purchases only and I agree not to charge personal items.
2. I am fully aware that improper use of this card can be considered misappropriation of City of Reedsburg funds, and that improper use may result in disciplinary action up to and including termination of employment.
3. I understand that all charges will be billed directly to, and paid directly by, the City of Reedsburg. Therefore, any personal charges billed to the City of Reedsburg through the charge card could be considered a misappropriation of the City of Reedsburg funds.
4. I understand if an unauthorized charge occurs, I must immediately reimburse the dollar amount being charged to the city. If I do not submit payment to the city, that lack of action acts as permission for an automatic payroll deduction for the unauthorized charges.
5. The city will receive a monthly reconciliation statement reporting all activity during the statement period.

Print Employee Name _____ Date: _____

Employee Signature _____

Print Director Name _____ Date: _____

Director Signature _____

Conflict of Interest

- Employees of the City of Reedsburg are regulated by State Statute 946.13 concerning Conflicts of Interest. The current statutory limit is \$15,000. For lesser amounts, it shall be unethical for any City of Reedsburg employee to participate directly or indirectly in a purchase or contract when the City of Reedsburg employee or any employee of the employee's immediate family has a financial interest pertaining to the contract or purchase unless the contract has been competitively bid or the service is highly specialized and only one supplier is available.

Sale of Surplus Property

- The City of Reedsburg property is declared surplus when it is no longer necessary, practical, or economical to be retained by the City of Reedsburg. The director is responsible for identifying surplus furniture, equipment, supplies, etc. The director is responsible for the sale or disposal of all surplus property.
- When an item is no longer useful, the director shall record a description of the item including the make, model number, serial number (if applicable), age, general condition, and original cost (if known).
- The Director shall determine the best method for the sale or disposal of the surplus property. Such alternatives shall include internet postings on well-known sites such as eBay or Craig's List, public auction, or private sale.

Purchasing Parameters

- Routine budgeted purchases made by the ambulance may be grouped under the following categories:
 - Purchases are authorized by the Director without further authorization except those purchases shall meet the competitive bidding requirements when the item is included in the current budget.
 - Construction contracts must be advertised and bid on according to state law.
 - Unbudgeted or Underbudgeted Purchases must be approved by the City Council prior to purchasing. The director must still comply with competitive bidding requirements.

Contracted Services & Other Contracted Purchases

- The Director does not have legal standing to enter into contracts on behalf of the City of Reedsburg unless expressly authorized to do so by the City of Reedsburg.
- Contracts must be reviewed by the City of Reedsburg's Attorney as to form.
- Competitive bidding requirements for procuring contracted services or purchases must be followed.
- For purposes of this policy, contracts are defined as any document:
 - Requiring signature of statutory officers of the City of Reedsburg.
 - Expressly waiving liability of the vendor.
 - Expressing the scope of service to be performed by the vendor.
 - Placing conditions (other than payment) upon the City of Reedsburg.

Emergency Purchases

- Emergency purchasing procedures should only be used when normal purchasing channels are not feasible. Emergency purchases may be made:
- When there is a need for immediate delivery of items.
 - To prevent delays in work,
 - When there is an immediate threat to employees, public health, or safety, or
 - To meet emergencies arising from unforeseen causes.
- For emergency purchases over \$501, the Director shall take the following steps:
 - Notify the City of Reedsburg Administrator of the emergency and receive a waiver of provisions of the purchasing policy and
 - Complete a purchase order after the fact and document the emergency status in the “Notes” section.

Grant Funded Purchases

- Prior approval from the City of Reedsburg is required when the grant requires a City of Reedsburg matching contribution. Approval must be granted prior to the submission of the grant application. City of Reedsburg matching contributions are defined to include any monetary contribution, change in service, or staffing.

Records Retention Policy*
CAAS Reference 103.04.01

Accounts payable 7 years
Accounts receivable 7 years
Audit Reports Permanent
Chart of accounts Permanent
Depreciation schedules Permanent
Expense records 7 years
Financial statements (annual) Permanent
Fixed asset purchases Permanent
General Ledger Permanent
Inventory records 7 years
Loan payment schedules 7 years
Purchase orders (1 copy) 7 years
Sales record 7 years
Tax returns Permanent

Bank Records

Bank reconciliations 2 years
Bank statements 7 years
Canceled checks 7 years
Electronic payment records 7 years

Vehicle and Equipment Records

All Emergency Vehicle Records 7 years
Safety Programs 7 years

QI and QA Programs

All QI and QA issues - the life of the employee

Customer Comments

Desecration of Director

Safety and vehicle violations

All major safety violations-Permanent

Any unusual incidents

Deemed appropriate by the Director

911 and Inter-facility Records

Past Due Patient Accounts

- The general policy of the City of Reedsburg is to not negotiate payments on patient accounts; however, there may be times that this is necessary due to some extenuating circumstances. Past due patient accounts may be negotiated in an extenuating circumstance, on a case-by-case basis, approved by the director, and reported to the City Administrator.

Kept on a secured LifeQuest server offsite
Kept for the minimum required legal time
Dispatch Records 7 years

Corporate Records

Permanent for LIFO system
Permanent for real estate purchases
Insurance Policies 7 years
City of Reedsburg minutes Permanent
Bylaws Permanent
Business licenses Permanent
Contracts - major Permanent
Contracts - minor Life + 4 years
Insurance policies Life + 3 years
Leases/mortgages Permanent
Patents/trademarks Permanent
Shareholder records Permanent
Stock registers Permanent
Stock transactions Permanent

Employee Records

Benefit plans Permanent
Employee files (ex-employees) 7 years
Employment applications 3 years
Employment taxes 7 years
Payroll records 7 years
Pension/profit sharing plans Permanent
Training Records-Life of Employee
Certification and Credentials- 2 years
Employee Health (Fulltime Employees)

Real Property Records

Construction records Permanent
Leasehold improvements Permanent
Lease payment records Life + 4 years
Real estate purchases Permanent

Section Thirty-three - Handling Violence*

Purpose

- To ensure the safety of all personnel

Handling violent encounters

- The safety of the ambulance employees; other emergency responders and healthcare workers; the public; and patients shall be the top priority in all ambulance operations. It is understood that during conducting emergency and non-emergency responses, employees may occasionally be exposed to dangerous or threatening encounters. While the unpredictable nature of emergency service prevents an all-inclusive policy from addressing every potentially dangerous situation, the intent of this policy is to provide employees with general guidelines intended to minimize risks associated with such encounters. No policy, procedure, or statement contained within this manual shall be construed to cause any employee to act in a manner that may unnecessarily compromise the safety of any person, including himself/herself or the patient.

Under Duress

- If personnel have a situation that requires police assistance due to threat, harm, or a circumstance that they cannot verbally acknowledge due to duress; they should utilize plain language over the radio requesting immediate law enforcement assistance.
- Upon hearing the request for law enforcement, the Communication Center will alert Law Enforcement to respond emergency to the last known location for a duress personnel call. Dispatch will advise law enforcement of the last known location.
- All personnel should follow a standardized format. “Dispatch, 5** needs emergent law enforcement assistance to my location”.
- If EMS is held unwillingly at the location, communicate to Reedsburg Dispatch as clearly and early of the need for assistance, if possible.

The Attack/Attacker

- The ambulance believes that no ambulance employee should have to work while fearing an attack or with the belief that being attacked is just part of the job. While the ambulance believes the safety of all patients in our care is a priority, once the patient attempts to attack or attacks a provider, they are then deemed to be an attacker and not a patient.
- The ambulance will work to make sure all providers under our employment no longer maintain the mindset that an attack is just part of the job.
- The ambulance will work with the provider and will provide all support necessary for the provider to feel comfortable that they are in control of the workplace and not the threat of attack or an actual attack.
- The ambulance will provide the provider with all the tools necessary to ensure their safety.
- The safety of the provider takes priority over that of the attacker.
- At no time will any employee/provider consider an attack on the job as “part of the job.” The attack, whether resulting in injury or not, shall be taken seriously by both the employee and the management of the ambulance.

- Immediately upon attack, or threat of attack, the patient is no longer considered a patient but will be considered an attacker, and will be considered dangerous.

Training

- The ambulance also believes the response by the provider to a threat or attack should be reasonable and appropriate. We believe the key to successfully defusing the situation is by the provider escaping and putting distance between the provider and the threat, and not trying to detain or control the patient/attacker.
- The ambulance furthermore believes that training is a critical factor in reducing injury or death to our employees while making all attempts possible to provide safety for our patients.
- The ambulance will provide training to all providers on how to protect themselves efficiently and effectively with minimal use of force, but by effectively escaping and putting distance between themselves and the threat.
- The ambulance will also provide training on how to properly document the incident.
- We believe the best program for this training is the E.V.E. (Escaping Violent Encounters) Program provided by DT4EMS, LLC.
- All employees are to receive this training within one (1) year of being hired, and bi-annually thereafter.

Reporting

- The ambulance believes that ALL incidents of violence committed against our employees in the workplace, even if it does not result in any injuries, shall be reported, and documented.
- All providers will cooperate in filling out and filing the proper reports with the appropriate personnel/law enforcement agency.
- These reports are to be filed and handled in a timely manner according to the Procedure.
- It is to be ensured by all employees that these reports receive immediate and adequate attention and that follow-up is done completely in accordance with the procedure.
- All employees/providers shall first seek proper medical treatment as soon as possible after the attack, even if the injury is considered minor.
- All employees/providers shall, as soon as feasibly possible, verbally notify their immediate supervisor of the attack.
- The employee/provider should advise the supervisor of the following information:
 - Name of the attacker or at least role of the attacker, i.e., patient, family member, bystander, etc.
 - The place and time the attack took place.
 - Injuries received and if medical treatment is being sought.
 - Amount of force used by the employee/provider, and if it resulted in injury to the attacker.
 - If law enforcement has been notified or if they will be notified.
 - All employees/providers shall immediately notify the proper law enforcement or other authorities.

Section Thirty-four - Accident Reporting and Documentation

Purpose

- It is the policy of the City that all accidents or incidents that result in personal injury and/or damage to ambulance property shall be properly reported and investigated. Although accident/incident investigation is a reactive process, a comprehensive accident reporting and investigation process is a proactive measure that can effectively prevent or minimize future accidents/incidents. This operating procedure establishes a systematic process to ensure that accidents/incidents are properly reported and documented in a timely manner and that the appropriate corrective actions are taken. This policy also prohibits the City from discriminating against employees for reporting workplace illnesses and injuries.

Scope

- This operating procedure applies to the reporting and investigation of all accidents/incidents that result in:
 - A work-related injury to any employee,
 - Personal injury to non-ambulance personnel while on or using ambulance-owned property, or
 - Damage to ambulance-owned property.

Responsibilities

- Supervisors are responsible for:
 - Ensuring appropriate care is taken for any patient involved in the incident.
 - Ensuring that all accidents/incidents are properly reported and investigated in accordance with this operating procedure.
 - Ensuring that all corrective actions are promptly and completely carried out.
- Employees are responsible for reporting any injury or work-related accident to their supervisor as soon as possible. All accidents/incidents must be reported by no later than the end of the employee's regular work shift. Employees should fill out an incident report as soon as practical. All injuries resulting in Emergency Medical Services (EMS) response, or treatment by medical personnel, shall be reported immediately to the Chief or Assistant Chief.
- The city is responsible for administering the Workers' Compensation benefits program for work-related injuries or illnesses.
- The Director will review annual reports and identify any trends.

Notification Procedures

- Victims (if possible) and witness(es) of all accidents/incidents are to contact the on-duty supervisor. Any victims should fill out the Incident Report. Witnesses should fill out the Witness Statement Form.

- If the incident involves a work-related injury, employees must notify their supervisor immediately upon the occurrence of an incident. In the event the employee is not able to report it (e.g., unconscious), any witness employed by the ambulance must notify the on-duty supervisor. All injuries resulting in Emergency Medical Services (EMS) response, or treatment by medical personnel, shall be reported immediately to the Chief or Assistant Chief.

Investigation Guidelines

- The supervisor shall investigate the accident, and document the investigation, on the First Report of Injury Form. The Chief or Assistant Chief should fill out the Supervisor Incident Report once their investigation is completed.

Accident Scene

- When possible, the accident scene should be preserved, and disturbance of any physical evidence should be prevented until the supervisor arrives. Unless necessary to prevent further damage or injury, clean-up or repair activities should commence only after all pertinent information has been collected.

OSHA Documentation

- The Director or designee will fill out an OSHA Form 301 for each reported injury or illness.
- The Director or designee will also keep track of all workplace injuries on the OSHA Form 300.
- The Director or designee will fill out OSHA Form 300A for the previous year and post the form on the bulletin board between February 1 and April 30 for the previous year's injuries.
- The Director or designee will annually make sure the "OSHA Job Safety and Health – It's the Law" sign is up to date on the bulletin board.
- The Director or designee will ensure that all reporting requirements to OSHA are completed by March 2nd of each year.

Section Thirty-five - Medical Error Reporting Policy*

CAAS Reference: 202.05.03

Purpose

- The following policy outlines the medical errors that need to be reported on the form provided, the process to report the medical errors, and the process to mitigate future medical errors.

Policy

- While it is impossible to compose an exhaustive list of medical errors that require reporting, it is the responsibility of each medical provider (EMT, AEMT, and Paramedic) to report medical errors covered by this policy, including the following:
 - Adverse outcomes or unintended consequences of medical procedures properly administered.
 - For example: A patient develops uncontrolled esophageal bleeding following intubation or a medication administered results in an allergic reaction.
 - Improper treatment modality, whether the action results in an adverse reaction or causes an unintended consequence.
 - For example: The wrong medication was inadvertently administered to a patient or the patient is not c-collared following a fall that resulted in the patient reporting neck pain.
 - Extenuating circumstances that result in a deviation from protocols.
 - For example: Not administering oxygen to a patient with an oxygen saturation below 90% because the patient is entrapped in a highly volatile methane gas environment and must be extricated using a circular saw or acetylene torch.

Reporting Process:

- The normal process of reporting a medical error in a confidential manner and in a timely fashion will follow this format.
 - A written report of the medical error, using the provided 'Medical Error Reporting Form, made by an employee, regardless of the nature, will be submitted to the captain on duty within 24 hours.
 - The captain will interview the responsible staff, review the completed report, and submit it, along with any additional information or notes of the medical error obtained, to the EMS Director within 24 hours.
 - All staff members on the call, other than the staff member responsible for making the medical error, will submit a written account of the medical error.
 - The written report of the medical error will include, but not limited to:
 - The nature of the medical error.
 - The consequences or results of the medical error, if any.
 - The date and time of the medical error.
 - The run number of the medical error.
 - The rationale for the medical error, if any.

- The EMS Director will interview the responsible staff member, review the written report, and submit it, along with any additional information or notes of the medical error obtained, to the Medical Director within a 72-hour time.
- A staff member witnessing a medical error has the responsibility to fill out a medical error report and the staff member making the medical error does so as well.
- The medical error shall be thoroughly incorporated into the ePCR including the resulting patient condition and efforts by staff members to mitigate all untoward reactions of the patient involved.
- The medical error shall be immediately and verbally reported to the ER physician on arrival at the receiving facility, including the resulting patient condition and efforts by the staff members to mitigate all untoward reactions of the patient involved.

Mitigation Process

- The ambulance self-reporting program and process provide employees who make medical errors the opportunity to report the incident **without fear of punitive action** if it was
 - not a criminal act.
 - reported promptly.
 - inadvertent and not deliberate.
 - not due to a substantial lack of qualification or competency.
 - not repetitive.
- The ambulance will grant immunity from disciplinary action to personnel who report medical errors within the guidelines of this policy and **if there is no adverse patient outcome, no criminal intent, and the event was unintentional. No immunity will be granted in cases where knowledge of a medical error is intentionally covered up or not reported.** If a person is unaware that they have committed a medical error until notified by ambulance, they are still eligible for immunity if it is found that they did not intentionally withhold reporting. Realizing that all staff members are human beings capable of making medical errors, the following mitigation process will be followed to help prevent future medical errors.
 - The Medical Director, in consultation with the EMS Director, shall create recommendations to address the corrective action necessary so that the medical error will not be repeated. This recommendation may include either corrective actions involving the staff member making the medical error or the entire service as a learning opportunity, or both.
 - The Training Officer shall be made aware of the nature, but not the specifics nor the personnel involved, of the medical error so that the program of continued training may be able to include future training for the entire service pertaining to the medical error.

Section Thirty-six - Medical Equipment Maintenance Policy*

CAAS 203.04.01

Purpose

- To establish a continual preventive maintenance program for all durable medical equipment.

Policy

- There shall be a preventative maintenance program of all durable medical equipment including scheduled testing, calibration, and/or preventive maintenance based on manufacturer recommendations and planned replacement schedule, prior to projected equipment failure. If there are no manufacturer recommendations, a schedule is to be determined by the Service Director to be effective in preventing equipment failures.

Laryngoscope

- The laryngoscopes and blades are to be connected and checked for functionality, corrosion, and cleanliness daily.

Glucometer

- The glucometers are to be checked for calibration for first-time use; the current glucometer doesn't need calibration with a new box of test strips. These are checked for calibration once a month.

Thermometer

- The thermometer is to be checked daily by activating the unit and checking the battery status, daily. Thermometers will be checked by a biomedical company for calibration every 6 months.

Ventilator

- The ventilator is to be plugged in to charge when not in use and on long transports. The ventilators will be serviced according to the manufacturer's recommendation. The ventilator is checked by a biomedical company every six months and sent in for product maintenance per the manufacturer's recommendations.

IV Pump

- IV pumps are to be plugged into a wall outlet as often as possible to maintain a charge. Recalibrations, maintenance, and services are done by a biomedical company every six months.

Monitor

- The monitors are serviced by a manufacturer technician. They are also to undergo a user test daily. This is done by turning the monitor on. The defibrillator test is to be documented on the daily check form. A failed user test is to be immediately reported to the on-duty Captain.

Portable Suction

- Portable suction units that have an internal charger are to be plugged in when not in use. The unit is to be tested daily by activating the unit and checking for suction build for six seconds at 300 mmHg. This is to be documented on the daily check form.

Ambulance Suction

- The in-ambulance suction is to be checked daily by activating the unit and checking for suction build for six seconds at 300 mmHg. This is to be documented on the daily check form.

Stretcher

- The stretchers are serviced by a third-party organization biannually. Repairs are done as soon as possible.
- All maintenance tracking that is done by outside companies will be shared with the ambulance and filed for future reference. Any recommendations by those companies will be complied with to repair safety concerns.

Section Thirty-seven - Minimum Requirements Policy

CAAS Reference: 106.06.02

Purpose

- To establish minimum requirements for training, call time, and patient contacts.

Policy

- The ambulance is committed to providing the highest quality of service to our patients. To facilitate this, the City will follow the minimum requirements set forth in this policy.
- It is mandatory that all active employees attend the ambulance's monthly training and daily training when on call. These meetings address operational issues that affect the job functions of the EMT.
- Active employees unable to attend training must get management approval *prior* to the scheduled meeting. Training must be made up within one week of the training if possible. Contact the Training Officer to set up a time to do the training. **All absences from the monthly training meeting will be counted as unexcused unless prior arrangements have been made with the Director, Assistant Chief, or Training Officer.**
- Excused absences may include:
 - Outside Employment
 - Vacation
 - Doctor appointments
 - Other approved absences as approved by the Director.
- It is also mandatory that all active employees attend such additional training sessions as directed by the Director. Failure of an employee to attend special training without advance approval shall be given an unexcused absence.
- **No unexcused absences are permissible unless strenuous circumstances apply. All employees must attend at least 75% of the training meetings provided.**
- **Due to the high standard and quality of work, the ambulance produces, EMTs and paramedics must schedule for at least 48 hours a month.**
- The ambulance requires that all active EMTs have a minimum of three patient contacts per quarter. This requirement is necessary to ensure that EMTs are current in their training and maintain their patient care skills.
- If in the three-month period, an active employee fails to meet the three patient contact requirements due to lack of available call time or because there were no ambulance calls during the employee's sign-up time, the employee must complete a training review with the Training Officer.

- Annually, each employee must meet the minimum benchmarks:

Event /Level	Definition	12 Month Benchmark
Patient contact: B, A, P	Each EMT on the scene is credited with one patient contact.	24
Team leader / Report writer: B, A, P	Acquires the patient's history, documents, and directs overall scene care.	12
Endotracheal intubation: P	Successful placement, oral or nasal route (Live or simulated)	9
Intravenous start: A, P	Successful placement, peripheral location	12
Medication administration: A, P	By any route: IV, IO, SQ, ET, aerosol, rectal	6
12-lead ECG: B, A	Successful acquisition, and transmission of a 12-lead ECG to the receiving ER	6
12 Lead ECG: P	Successful acquisition, interpretation, and transmission of a 12-lead ECG to the receiving ER	6

- All active employees must fulfill the above components to remain in good standing. At management's discretion, an employee deficient in one component may be allowed to remain in good standing provided the employee submits an appropriate corrective plan.
- If an active employee, who is delinquent in the above components and does not remain in good standing, will have their employee status changed to inactive. To return to active status, an employee must complete a management-approved corrective plan.
- Inactive employees are unable to sign up for ambulance call time. All inactive employees are required to turn in all city-issued equipment.
- The status of an employee is at the discretion of the Director and can be changed at any time.
- Any failure to comply with the above requirements may result in disciplinary action up to and including termination from employment.

Quality Assurance

Medical Direction will be involved in certain aspects of QA. The Medical Director will review twenty random reports each month and provide QA on those reports. These reports will be used for training purposes and will be discussed with the EMTs involved on the call. Depending on the QA, the reports can be used to educate the entire staff. QA of reports is not a means to demean the EMTs on the call but should be used to learn and grow from each EMT's experience and each other's experiences.

The Medical Director will also review calls after certain procedures have been performed. The procedures that will be reviewed are:

- Rapid Sequence Intubation
- Cardioversion
- External Pacing

- STEMI'S
- Field Blood Administration

- The Medical Director will be notified within 48 hours of completing one of the above procedures so that he or she can review the call and provide feedback.
- Doctors or nurses may also contact the Medical Director at times about a specific call. If the Medical Director believes remediation is needed, he/she will contact the EMTs involved with the call to meet or discuss the incident over the phone, as the Medical Director deems fit.
- In-house quality assurance will also be conducted by the Assistant Chief or designee. This quality assurance will review all aspects of the report and patient care. Certain conditions may be focused on during certain months. Employees will be provided with feedback on their calls as needed.

Section Thirty-eight - Performance Review Policy*

CAAS Reference: 106.08.01

Purpose

- To establish a yearly performance appraisal system.

Policy

- The Director, Assistant Chief, and or Captains will complete performance reviews on every employee at least annually. Performance reviews include an interview of the employee by the Director or designee followed by a written review. The review process gives the employee and the Director or designee an opportunity to discuss job tasks, encourage and recognize strengths, identify, and correct weaknesses, and discuss constructive, purposeful approaches to meeting goals. Upon completion, the written review shall be performed by the Director, or designee who will be submitted to the employee for signature. The employee may file a written response which will be maintained in the employee's file throughout the period of employment.
- Annual Reviews could comprise a self-evaluation, a director and or Captain evaluation, and a peer evaluation. Each evaluation form is made public to employees electronically either in EMS Manager library or via e-mail to fill out.
- Summary reviews of the previous evaluation year will be documented and talked about at the Performance evaluation to measure your strengths and or improvements made during the year in review.
- Any employee may ask for previous performance evaluations upon request.

Section Thirty-nine - Accident, Safety and Driving Standards Policy*

CAAS Reference: 202.01.01, 202.01.02, 202.01.03 & 202.01.04

Purpose

- It is the purpose of this policy to allow the quick, efficient, and above all else, safe transport of employees and patients to, from, and back to the ambulance station. It is also the purpose of this policy to inform any driver, or potential driver of the appropriate response to and away from scenes in both emergency and non-emergency modes.

Goals

- It is the goal of the ambulance to provide safe transport for employees and patients to and from the hospital.

Driving Rights

- All employees must have a valid Wisconsin Driver's License. The driving privilege with a City of Reedsburg vehicle is one that is earned only after completing in-house EVOC training and completing a road test with the Director or designee. After the employee, whether regular or probationary, completes both tests successfully, he/she may be granted the right to drive department vehicles. It is the ambulance policy that each EMS Provider will re-certify in EVOC every two years. See remediation policy if needed.
- The right to drive also depends on the employee's driving record. All employees' driving records will be checked before he/she is hired and bi-annually. Any employee refusing to submit to a driving record check or completion of both EVOC and the road test will be refused the right to drive any department vehicle and may be subject to termination.

Emergency Response to the Scene

- When operating an ambulance responding to a scene or transporting a patient, the driver shall exercise due regard. At all times when the ambulance is exceeding the speed limit or is required to deviate from its lane or otherwise operate the ambulance outside of the Rules of the Road, the lights and siren will be used. The following are recommendations for the operation of the ambulance. The driver may exceed the restrictions in proper circumstances.
 - Lights and sirens will be used whenever the ambulance exceeds the posted speed limit or otherwise, not observing the Rules of the Road. The lights and siren must be used together or not at all. At all times, the ambulance is to be operated with "due regard." The driver is to obey all "rules of the road" per Wis. Stat. section 346, except as allowed by Wis. Stat. 346.
 - At all times when responding to an emergency, or to the hospital while in emergency mode, all drivers will maintain a safe following distance until the vehicle in front of you has given up the right-of-way to you. When an emergency vehicle, responding in emergency mode, is coming to a controlled intersection without the right-of-way, the emergency vehicle will slow down to a speed that

allows stopping, if necessary, before going through the intersection. When approaching a controlled intersection with the right-of-way, or an uncontrolled intersection, the emergency vehicle will slow while going through the intersection.

- When approaching an uncontrolled intersection, and responding in emergency mode, the emergency vehicle operator should remove his/her foot from the accelerator and place it over the brake pedal in case of a need to stop suddenly.
- Driving into oncoming traffic is very dangerous and for that reason, any department vehicle doing such a maneuver will maintain a safe speed. At controlled intersections when traffic is blocking all lanes of traffic, to make it impossible to turn left or go straight safely, the driver may enter oncoming traffic prior to the intersection if it is safe to do so.

Non-Emergency Response

- At no time while operating an emergency vehicle in a non-emergency mode is it acceptable to break the law.
- While operating the department vehicle in non-emergency mode, it is recommended to be in the farthest right lane approved for traffic whenever possible.

Exceptions to Driving Privilege

- If the driver of the ambulance is unable to drive, at no time is it allowed or acceptable to have an unauthorized person drive a department vehicle. The only people who can drive an ambulance are current EMTs, firefighters, and law enforcement employees. At no time will any person not affiliated with the ambulance, a local fire department, or a local law enforcement agency be allowed to drive department vehicles.

Seatbelt/Safety Restraints and sitting Arrangements

- Seatbelts must always be worn in the patient compartment, except when they interfere with patient care. There will only be two (2) passengers in the front of an ambulance at any one time. Non-employees may ride along in the ambulance with permission from the director. Any employee or passenger in the front of the moving vehicle will always be required to wear his/her seatbelt. The patient on the EMS cot shall always be restrained with the five-point seat belt system per the manufacturer's directions. If a child is of weight to be in a car seat, the child will be properly restrained in the car seat and the car seat properly restrained on the EMS cot.

Violations of Policies

- An employee observing a violation of these policies must warn the offending employee of the violation of the driving policy and inform the Director or the Assistant Chief of the violation.

Section Forty - Class A Uniforms & Awards

Policy

- This policy creates a standard for wearing Class A Uniforms and when giving citations, awards, and medals to employees of Reedsburg Ambulance.

Class A Uniforms

- Class A uniforms are dress uniforms that are purchased after the completion of the one-year probationary period.
- Class A Uniforms include the following:
 - Jacket with a flag patch and the City of Reedsburg Ambulance patch
 - White long-sleeve shirt with a flag patch and the City of Reedsburg Ambulance patch
 - Dress Pants
 - Badge
 - Tie
 - Black belt
 - Black Shoes
- The Class A Uniform is appropriate for the following occasions:
 - Community events and gatherings
 - Promotional Ceremonies
 - Funerals
 - As required by the Director or his designee

The City of Reedsburg Ambulance Awards

- Personnel receiving service awards have distinguished themselves from their peers and should be proud of their achievements in the EMS Service and within this department. The ambulance encourages all personnel who have earned service awards to proudly display their Service Award Citations and be recognized department-wide and in the community for their accomplishments.
- http://www.publicsafetyspecialties.com/award_bars.htm

Valor Award

- This award is distinguished as the highest award presented by the department and is awarded to employees for acts both on and off duty.
 - Any time an employee is killed in action involving emergency operations, or
 - Any time an employee distinguishes him/herself in such an act of personal bravery and known risk to help another person (sworn or civilian).



Meritorious Service Award

- This award serves to recognize department employees who contribute to the department’s organization and leadership. This can include required on-duty duties and responsibilities, as well as off-duty.
 - Any time an employee volunteers, donates, or contributes to a significant department project or effort willingly at no compensation or expected reward, or
 - Any leadership service to a department event or project above and beyond his or her scope of duties.



Lifesaving Award

- The Lifesaving Award is intended for an individual directly responsible for saving a human life. This award shall be issued to employees for saving a life through various actions, and who, above and beyond the normal duties and responsibilities or while off duty, are instrumental in saving a human life. The award shall be awarded based on all the following criteria:
 - The patient was critically injured or in imminent danger of death.
 - The actions of the recipient were “directly” responsible for saving the person’s life.
 - The patient recovered and, if transported, was discharged from the hospital.



Clinical Save Award

- The Clinical Save Award shall be awarded to employees involved in a clinical save based on the following criteria:
 - The patient was found pulseless and non-breathing.
 - The patient was treated and transported to a hospital with a subsequent transfer.
 - From the emergency department to an intensive care unit.



Seniority Recognition Award

- To be awarded to employees reaching “milestone” years of service to the City of Reedsburg Ambulance at 5 years and in five-year increments thereafter. Only the most recent and current seniority ribbon will be worn. The employee will also receive a plaque with each milestone.



Military

- The Military Award will be issued to those currently serving in any branch of the armed forces or those who have been honorably discharged from any branch of the armed forces.



Academic Achievement Award

- To be awarded to employees who have earned a college degree at an accredited institution:



- Associate degree



- Bachelor's Degree



- Master's Degree



- Doctorate Degree

- Only the most current and recent Academic Achievement Award will be worn.

Bar Locations

- The commendation bars representing the award shall be worn on the Class A uniform. When worn, the bar shall be placed and centered on the right chest half an inch above the nameplate. No more than three bars will be worn in a row, and all bars will be evenly divided over the center of the nameplate. The first bar in a multi-bar cluster shall be centered over the second bar. If additional bars are worn, the centering shall be continued. If an employee is awarded more than nine different bars, the employee will go to a configuration of four bars in a row rather than the standard three, with the bars being centered. A bar plate can be used for a clean uniform display of the awards.

Commendation Letters

- Commendations letters for individuals can be issued at the request of any employee of the department. Commendations should occur for acts demonstrating extreme competency and ability under difficult circumstances. Commendations require the affirmative recommendation of a committee created by the Chief to ensure validity. Commendation letters shall be issued to the individual and maintained permanently in the employee's personnel file.

Rank Pins

- Rank pins are issued to Officers of the ambulance. Rank pins will be worn on the collar of the Class A Jacket.

Captain

- To be issued to a Captain of the City of Reedsburg Ambulance.



Assistant Chief

- To be issued to the Assistant Chief of the City of Reedsburg Ambulance.



Chief/Director

- To be issued to the Chief of the City of Reedsburg Ambulance.



Section Forty-one - Continuity of Operations Plan (COOP)

Purpose

- This plan outlines the City of Reedsburg Ambulance’s plans for Continuity of Operations (COOP) (i.e., providing essential functions to customers from a different location, due to the primary facility becoming unusable, for long or short periods of time) and Continuity of Government (COG) (i.e., the continued performance of essential agency functions during emergency or disaster situations.) This COOP/COG plan ensures that the ambulance service will:
 - Maintain a high level of readiness.
 - Implement the plan both with and without warning.
 - Become operational no later than 12 hours after activation.
 - Maintain sustained operations for up to 30 days.

Objectives of the COOP Plan

- Ensuring the continuous performance of an agency’s essential functions and operations during an emergency
- Protecting essential facilities, equipment, records, and other assets.
- Reducing or mitigating disruptions to operations.
- Reducing loss of life and minimizing damage and losses.
- Achieving a timely and orderly recovery from an emergency and resumption of full service to customers.

Procedure

- If the ambulance service would have to be relocated because of either a natural or manmade disaster, the steps below need to be taken to ensure the continuation of operations.
- Whenever an incident requires relocation, the COOP will go into effect.

Order of succession

Ambulance Director	608-717-9342
Assistant Chief	608-393-4076
The On-Duty Captain	608-415-1865

Critical Systems/Supplies Needed

Computers	Need (2) computers- desktop, hard drive, monitor, keyboard, mouse	Internet Connection
Desk, chair, essential office supplies (paper, etc.)		
Gas for Ambulances	Gas	Kwik Trip
Disposable Supplies	Supplies for ambulances	RAMC
Medications	Medications for ambulances	RAMC
Scanner, fax, and printer		

Alternate Location/Contact Information

RAMC	Bob VanMeetren	608-524-6487	2000 North Dewey Ave
SCHCC	David	608-524-7500	1050 Clark Street

Notes

Staff cannot work from home	
Things to take from the station if possible: (Life safety is more important than things)	<ul style="list-style-type: none"> • Ambulances and EMS Command Vehicles • Back stock medications • Back stock supplies • Scanner/Printer Machine • Ventilators • Cot and Defib batteries •

Everyday

Ensure the wellness of all Employees	Make phone calls to make sure employees are okay and assist to our ability with any needs they have.
Maintain staffing of two ambulances	May have to use mutual aid requests due to staff being involved in the incident
Respond to 911 calls	
Check Narcotics in the ambulances and backstock	
Put gas in the ambulances as needed	Kwik Trip or any gas station with credit cards
Maintain 12-hour work periods.	Staff should not work over 12 hours straight if sleep is not able to be provided during the shifts.

1-2 Days

Check reports for Veyo/MTM status and submit reports to Veyo/MTM	Need internet and a computer – only needs to be done for transfers
--	--

3-5 Days

Submit runs to the billing company	Will need a computer and scanner
Order supplies and medications	Need access to a computer to do ordering.

Over 1 Week

Payroll	Every other week
Deposit income	Deposit slips
Pay Bills	Printer and scanner

Section Forty-two - Employee Relationships

Purpose

- The City has a policy prohibiting sexual harassment in the workplace. This policy applies to all employees including supervisors and management. To prevent harassment, ambulances prohibit employees from dating or entering a consensual romantic relationship with another employee. The city does not feel that such a prohibition against dating is necessary, provided:
 - Both parties mutually and voluntarily consent to the relationship,
 - The relationship does not affect the judgment or performance of duties of involved employees, and
 - The relationship does not negatively impact the work environment or coworkers.
- The City strongly believes that an environment where employees maintain clear boundaries between their personal and business interactions is most effective for conducting business. Although this policy does not prevent the development of friendships or romantic relationships between coworkers, it does establish very clear boundaries as to how relationships will progress during working hours and on company premises. Individuals in supervisory relationships or other influential roles are subject to more stringent requirements under this policy due to their access to sensitive information and their ability to influence others.

Policy

- It is the policy of the City that during working hours and at work locations, employees are expected to keep personal exchanges limited so that others are not distracted or offended by such exchanges. During non-working hours, such as lunches, breaks, and before and after work periods, employees are not precluded from having appropriate personal relationships at work locations if their conversations and behaviors could in no way be perceived as offensive or uncomfortable to a reasonable person. The provisions of this policy apply regardless of the sexual orientation of the parties involved.
- Employees who allow personal relationships with coworkers to adversely affect the working environment will be subject to the appropriate provisions of the Ambulance's Disciplinary Policy. Failure to modify behavior and observe appropriate standards of workplace conduct shall be viewed as a serious disciplinary matter.

Definitions

- For purposes of this policy, the terms used are defined as follows.
 - Work Location - The place where the major portion of an employee's working time is spent, such as the station or in ambulances.
 - Dating - Entering a consensual sexual or romantic relationship with another employee.

- Personal Exchanges - Intimate behavior including public displays of intimate contact, sexual innuendo, suggestive comments or gestures, and sexually oriented joking.
- Intimate Contact - Cuddling, kissing, fondling, touching, or other physical contact of a romantic or sexual nature.
- Reasonable Person - A standard used to denote a hypothetical person who exercises "those ordinary qualities of attention, knowledge, intelligence and judgment which society requires of its members for the protection of their own interest and the interest of others." The phrase does not apply to a person's ability to reason, but rather the prudence with which he or she acts under the circumstances.
- Working Hours – Hours the employee is scheduled to work.

Regulations

- Intimate Contact on Company Premises
 - Employees are strictly prohibited from engaging in intimate contact that would in any way be deemed inappropriate by a reasonable person while at any work location, whether during working hours or not.
- Off-Duty Conduct
 - Employee conduct outside of working hours and work location is generally regarded as private if such conduct does not create problems within the workplace.
- Disclosure of Relationships
 - Supervisors, managers, and full-time employees in sensitive or influential positions must disclose the existence of any relationship with another co-worker that has progressed beyond a platonic friendship. Disclosure must be made to the immediate supervisor by completion of a Consensual Relationship Disclosure form. This disclosure will enable the ambulance to determine whether any conflict of interest exists because of the relative positions of the individuals involved. The form should be completed at or near the beginning of the relationship.
- Conflicts of Interest
 - Where problems or potential risks resulting from the relationship are identified, the City will work with the parties involved to consider options for resolving the conflict. The initial solution will be to make sure that the parties involved no longer work together on matters where one is able to influence the other or take action for the other. Matters such as hiring, firing, promotions, performance management, compensation decisions, financial transactions, etc. are examples of situations that may require reallocation of duties to avoid any actual or perceived reward or disadvantage.
- Termination of Relationship

- By signing the Consensual Relationship Disclosure, both parties to the relationship shall agree that they are both free to end the relationship at any time and that upon the termination of the relationship, not allow the breakup to negatively impact the performance of their respective duties. Failure of either party to observe these provisions will result in disciplinary action up to and including termination.
- Employee Appeals
 - Any employee who feels that he or she has been adversely affected because of this policy, or who believes this policy is not being adhered to, should make their feelings known to their immediate supervisor or the City of Reedsburg Administrator. Disputes regarding the application of this policy will be resolved through the Ambulance's Complaint/Conflict & Incident Policy.

Consensual Relationship in the Workplace Agreement

1. Equal Employment Opportunity Workplace. The undersigned recognize and agree that it is the City of Reedsburg Ambulance's policy to provide an equal opportunity in hiring, employment, promotion, compensation, and all other employment-related decisions without regard to race, color, religion, creed, national origin or ancestry, sex, age (40 or older), being a qualified person with a physical or mental disability, veteran status, genetic information, or any other basis set forth in the applicable federal, state and local laws or regulations relating to discrimination in employment. The undersigned understands that the ambulance does not tolerate unwelcome or offensive conduct or conduct that creates a hostile work environment that is in any way based on or related to a person having any of the characteristics described above.

The undersigned agree that they have received, read, and understand the ambulance's Employment Policy and agree to adhere to all its terms.

2. All Forms of Sexual Harassment Prohibited. The undersigned also recognize and agree that the ambulance does not tolerate sexual harassment, a form of unlawful discrimination. Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when:
 - submission to such conduct is made, explicitly or implicitly, a condition of an individual's employment or advancement,
 - submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual, or
 - such unreasonable conduct interferes with an individual's work performance or creates an intimidating, hostile, or offensive working environment.

The undersigned agree that they have received, read, and understand the ambulance's Anti-Harassment Policy and agree to adhere to all its terms.

3. Consensual Relationship. We, the undersigned employees, have entered a personal relationship with each other. We agree as follows:
 - Our relationship is entirely voluntary and consensual.
 - Our relationship will not have a negative impact on our work.
 - We will not engage in any public displays of affection or other behavior that might create a hostile work environment for others or that might make others uncomfortable while in the workplace.
 - We will always act professionally toward each other, even after the relationship has ended.
 - We will not participate in any company decision-making processes that could affect each other's pay, promotional opportunities, performance reviews, hours, shifts, or careers, while in this relationship and after the relationship ends.

- We agree that, if the relationship ends, we will inform the ambulance if we believe it is necessary to protect our rights or if the Anti-Harassment Policy is violated.
- We each agree that, if the relationship ends, we will respect the other person's decision to end the relationship and will not retaliate against the other person, engage in any unprofessional or inappropriate efforts to resume the relationship or engage in any other conduct toward the other person that could violate the Anti-Harassment Policy.

IN WITNESS WHEREOF, the undersigned have executed this Agreement as of this.

_____ day of _____ (Month), _____ (Year).

Employees:

Print Name

Sign Name

Print Name

Sign Name

Witness:

Print Name

Sign Name

Section Forty-three – Return to Work

POLICY

- It is the policy of the city to attempt to provide modified duty assignments to employees who are recovering from a work-related injury or illness.

SCOPE

- The Return-to-Work Program is available to employees who have work restrictions due to work-related injuries or illnesses. Modified duty assignments are temporary transitional job duty arrangements intended to complement and facilitate the healing process while providing the city with temporary staff for project work, community outreach, or other duties.

GOALS

- To return the employee to their original pre-injury assignment.
- To minimize and in some cases eliminate lost workdays due to a work-related injury or illness.
- To provide valuable and meaningful work to the recovering worker, achievable within the medical restrictions placed on the employee.

ELIGIBILITY

- Employees are eligible to participate in the Return-to-Work Program upon hire. To be considered, they must:
 - Be actively employed.
 - Be unable to perform the essential duties of their position.
 - Have physician certification as to the employee's ability to return to work with specific work capabilities.
- The city attempts to provide modified job duties to all eligible employees who possess the appropriate skill level for available work, which accommodates their medical restrictions. The availability of a restricted or modified duty assignment is not guaranteed.

PROCEDURES

- An employee sustains a work-related injury or illness and immediately informs the supervisor who completes an incident report.
- If medical attention is required, the employee is immediately sent to the appropriate medical facility for evaluation. The city will provide an Attending Physician's Return to Work Recommendations Record to the injured employee, which the employee will have completed by the physician at the treating facility. A copy of the completed form will be given to the employee and faxed to the city. If required by the health care provider, the employee will complete and sign any HIPAA waiver necessary for the provider to complete and transmit the paperwork.
- The supervisor begins the accident review and reporting process.
- If the returned Attending Physician's Return to Work Recommendations Record states that the injured employee may return to work with medical

restrictions, the employee must meet with the Director to discuss a possible modified duty assignment. If work is available, the Director informs the employee of specific information (i.e., duties, schedule) concerning the assignment. Prior to returning to work, the Director and employee review specific tasks, processes, and safe work practices associated with the temporary modified duty assignment.

- The number of hours that the employee will be allowed to work will be up to the average weekly hours the employee has worked for the previous year.
- Where required, employees are expected to attend training in accordance with the training attendance policy and participate in accordance with their medical restrictions.
- If an employee who has medical restrictions due to a worker's compensation injury, does not accept the restricted duty assignment, the worker's compensation provider will be notified. **As a result, workers' compensation benefits may be discontinued.** An employee may also face discipline, up to termination, for failing to return to work.
- To ensure the employee's modified duty assignment is consistent with their medical conditions, the city provides an Attending Physician's Return to Work Recommendations Record to the injured employee for completion by the medical provider at the next visit. A copy of the completed form is given to the employee and faxed or emailed to the ambulance. The Attending Physician's Return to Work Recommendations Record must be completed at all subsequent visits and returned to the ambulance.
- The Director will meet with the employee every week to review the status of the employee's assignment and work performance, and preview assignment changes for the next week - within the designated Return-to-Work program duration.
- If medical conditions do not allow the employee to immediately return to work an Employee Return to Work Letter is sent to the employee. This notifies the employee that a Return-to-Work Program is available and that every effort will be made to develop modified duties related to their medical restrictions. When the employee's Medical Provider states that the employee may return to work with medical restrictions, the Modified Duty Assignment Letter may be sent to the injured employee. This letter notifies the employee that a modified duty assignment is available and the start date of the assignment. The employee meets with the Director for details concerning the modified duty assignment.

Attending Physician's Return to Work Recommendations Record

Physician: Please fill out this form and fax it to 608-768-0907 attention: **Ambulance Director**

Employee: The completed form must be returned to you're the Director **following each examination.**

Employee name:

Claim number:

Date of injury/illness: / / Examination/treatment date: / /

Brief diagnosis of injury (indicate the clinical manifestation of the condition to what body part or surface):

The patient has been advised of the following regarding return to work:

Return to work immediately, with no restrictions.

No return to work until: / /

Return to work with the following temporary restrictions beginning: / / and ending: / /

Sedentary Work. Lifting 10 pounds maximum and occasionally lifting and/or carrying such articles as files, desk supplies, and small tools. Although a sedentary job is defined as one that involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally, and other sedentary criteria are met.

Light Work. Lifting 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may be only a negligible amount, a job is in this category when it requires walking or standing to a significant degree or when it involves sitting most of the time with a degree of pushing and pulling of arm and/or leg controls.

Light Medium Work. Lifting 30 pounds maximum with frequent lifting and/or carrying of objects weighing up to 20 pounds.

Medium Work. Lifting 50 pounds maximum with frequent lifting and/or carrying of objects weighing up to 25 pounds.

Light Heavy Work. Lifting 75 pounds maximum with frequent lifting and/or carrying of objects weighing up to 40 pounds.

Heavy Work. Lifting 100 pounds maximum with frequent lifting and/or carrying of objects weighing up to 50 pounds.

Number of consecutive hours the patient can perform the specified activity during an 8-hour work period	6-8	4-5	1-3	0
Sitting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Standing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Walking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pushing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pulling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Climbing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bending	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kneeling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reaching	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Grasping	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Weight-handling frequencies per hour	15 or more	10-14	1-9	0
Lifting/carrying less than 10 pounds	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lifting/carrying 10-20 pounds	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lifting/carrying 20-50 pounds	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lifting/carrying 50-100 pounds	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Patient discharged?	<input type="checkbox"/> es	<input type="checkbox"/> o
Next scheduled examination/treatment date:	/	/

Attending physician's signature:	
Print name:	
Address:	

Section Forty-four -Special Teams (ERT)

Purpose

- Some law enforcement situations present special problems that increase the potential danger to citizens, victims, and law enforcement officers attempting to resolve the incident. The Sauk County Sheriff's Office has established the Emergency Response Team (ERT) as an additional resource to assist in the management of these incidents. The team's mission is to ensure the safest possible resolution of high-risk law enforcement situations through continuous training in advanced tactical concepts and procedures. The Emergency Response Team reports to the Team Commander who has overall responsibility for the team. Positions on the team are considered a collateral duty and assignment is strictly voluntary. The team's organization and strength shall be consistent with the needs of the Sheriff's Office as determined by the Sheriff.

Tactical Emergency Medical Support/Services (TEMS)

- The use of tactical medical personnel has been utilized on many emergency response teams. The use of these individuals greatly enhances the time-sensitive response to an injured team member, or a suspect should this unfortunate situation ever occur.
- While the primary concentration of training for these individuals is medical in nature, this office has recognized the need for these individuals to have the ability to protect themselves in these potentially dangerous operations.
- Tactical paramedics will be participating in ERT operations as tactical medics on an assigned basis. The actual deployment plan is at the discretion of the ERT Commander.

Minimum Qualifications

- Two years of Paramedic experience with the ambulance.
- Must not have had any disciplinary action within one year prior to the application date.
- Must have a current annual evaluation of a satisfactory rating.

Selection Process

- Vacancies will be posted for a minimum of two weeks.
- Interested medics must submit a letter, through their chain of command, to the ERT Commander stating their desire to participate in the process and outlining their qualifications before the posted deadline.
- Only those paramedics endorsed by the Director may apply.
- To be considered for a position on the ERT, applicants must submit their request in writing. The request must include:
 - Their current supervisor's recommendation, and
 - The endorsement of the Director or their designee.
- Individuals interested in participating as a member of the ERT should recognize that participation involves an intense amount of stress, both mental and physical.

- It is the applicant’s responsibility to ensure that he or she is physically and mentally capable of completing all required training and performing all required skills.
- The selection process is governed by the Sauk County ERT Team and the ERT Medical Director

Training

- Tactical Medics will train with the ERT and are considered regular members of the team.
- Medics must annually attend classroom training on firearms safety and the use of deadly force.
- Tactical paramedics must attend and participate in all ERT training events unless prior approval for absence is obtained from the ERT Commander or his designee.
- Attend the mandatory monthly training(s) each month.

Compensation

- Tactical paramedics are not employees of the Sauk County Sheriff’s Office and therefore not eligible to receive compensation for their services from the Sheriff’s Office.
- Tactical paramedics will be compensated through the ambulance at their hourly or overtime rate for their service time for call outs. Full-time employees will receive comp time for all ERT training.
- In the case of injury, the tactical paramedic will be covered through their normal Workman’s Compensation program through the ambulance.

Standard of Care

- Tactical paramedics are required to deliver emergency medical care that is consistent with Reedsburg Ambulance’s Scope of Practice.
- Tactical Members will follow TCCC guidelines.

911 Staffing

- There will always be a Paramedic on each staffed truck for Reedsburg Ambulance.
- It will be up to the captain on duty or most senior medic to allow an ERT Medic to respond to the call and this will be dependent on staffing.
- An ERT Medic can attempt to find a temporary replacement for him/her if they are actively on shift for the ambulance at the time of the ERT call.
- Two paramedic staffed ambulances shall remain in the city if an ERT Medic is leaving for a call out.

Section Forty-five - Call Rotation Policy

Purpose: The purpose of this policy is to outline how the call rotation will work between ambulances on any given day, what is determined as a 911 call, and what is determined as a transfer. The spirit of this policy is also to make sure that the workload is distributed among employees following Crew Resource Management.

Definitions:

- **911 Call** – If you leave the station, place your ambulance en route before being canceled, and generate a report this is considered a 911 call.
 - Even if there was no patient contact such as in the cases of a fire standby, refusal, accidental medical alarm activation, or no patient contact.
 - Transfers within Sauk County also count as 911 calls and do not count as a transfer.
 - 911 calls with transport to Baraboo, Mauston, Hillsboro, Richland Center, and Sauk Prairie Healthcare fall under this definition.
 - Lateral transfers between Sauk County Hospitals fall under this definition.
 - An intercept or a mutual aid call is considered a 911 call.
 - Regarding intercepts, staff should respond in an ambulance as the situation allows.
 - Backfilling for another service is considered a 911 call.
- **Transfer** – A transport from one facility to another that takes an ambulance out of the county and lasts 3 hours or more from leaving the station.
 - Transfers shall rotate separately from 911 calls between staff so that one crew isn't taking all the transfers.
 - A transfer ends when the ambulance enters the city limits and staff should call their ambulance back in service at this time.
 - 911 calls that go to Madison or Lacrosse from the scene will also count as a transfer due to the number of resources required on these types of calls and the amount of time required to restock and finish reports.
- **Non-Calls** – Fire alarms with no smoke showing, water alarms, water flow alarms, and similar calls are not considered 911 calls. Employees should stay at the station and monitor radio traffic, but this does not meet the requirements of a 911 call and does not affect rotation. A report shall still be completed.

Ambulance Staffing Configuration

- Consists of one paramedic and an EMT, AEMT, or another paramedic.
- When two medics are on the schedule, the captain will not be part of the rotation.
- When there are not two additional medics on, the captain will be a part of the rotation.

- If the captain has administrative duties that need to be completed before the end of the shift, call rotation may be altered so that duties can be completed such as:
 - Community Paramedicine
 - Training
 - Items related to the continuation of operations.
- On Kelly Days or days in which no Captain is on the schedule, the Paramedic in charge of following this policy and carrying the phone will be determined by seniority or designated by the Director, Assistant Director, or Captain.
 - This individual shall be the most senior full-time paramedic and in situations when a full-time paramedic is not working, seniority will be determined by the most years of experience at the ambulance.

EMS Command Vehicle (Fly Car) Operations

- The paramedic responding in the EMS Command Vehicle shall be a Chief, Captain, the senior full-time paramedic working (Section 12), or assigned at the discretion of the Director.
- When there is a paramedic on each ambulance, the EMS Command Vehicle will respond for emergent and non-emergent 911s at the paramedic's discretion.
 - When there is not a paramedic on each ambulance, but two crews are on the schedule, the paramedic will still respond in the EMS Command Vehicle. If a paramedic is not needed on the call, the paramedic will return to the station in the EMS Command Vehicle.
- If multiple calls occur at the same time, the paramedic will go to the higher acuity call or divert to the call that may require more resources.
- Crews with a paramedic can opt to call the EMS Command Vehicle off or divert the paramedic from their call if they do not require assistance.

Call Rotation

- If there are only 911 calls during the shift staff should switch off between calls.
- If three or more 911 calls occur for the SAME staff members while the other ambulance is taking a transfer, the transfer ambulance staff will assume 911 responsibility when they return from a Transfer.
- If you leave the station, place your ambulance en route before being canceled, and generate a report this is considered a 911 call.
 - See the definition above.
- If a call is taken out of rotation intentionally, the staff who took the call out of rotation intentionally are still up for the next 911 call.
 - This does not cover the instances in which staff respond to a call because they would be driving past, or the dispatch information indicated that it was a time-sensitive call.
- Crews may change based on the theory of Crew Resource Management, but individual staff members will not pick a staff member to take a call out of rotation to avoid their partner whom they were scheduled with.

- Crew Resource Management: The workload shall be shared among staff members. If a new staff member starts later in the day and the staff members who have been on all day have been on a transfer, then the staff member who has not been on a transfer is due to go on the next transfer.
 - The staff member who had patient care on the last call, if the patient's condition allows, will not have patient care on the next call.
 - Staff members will not “stock up” on patient care during the day to avoid patient care at night.
 - If a staff member drove during a transfer, then they may be partnered with the staff member who has not been on a transfer for the next transfer.
- Oncoming staff members should ask who their partner is and where they are in rotation from the Captain, Senior Person, or the staff member that they are taking over for.
- Not every situation can be outlined or accounted for in this policy. Employees must realize that many grey areas exist and be willing to accommodate these possibilities as situations occur. Changes to this policy may be made by the captain or senior person based on the acuity of the calls and mental health considerations for employees.

Section Forty-six – Pets at the Station

Policy

- Pets make our lives better in so many ways. At work, they create a fun, happy environment, encourage interactions among people, and get us up for regular exercise breaks.
- Pets are also a responsibility and the opportunity to have them at our workplace is a privilege all participants must respect. To take part in our pets-at-work program, employees must agree to honor this workplace pet policy.

Scope

- This workplace pet policy applies to employees only. As it would be too difficult to track requirements and participation, we do not allow visitors to bring pets to our workplace.
- This policy applies to the ambulance station, and participating pets are allowed any time their owner is at work.
- The focus of our policy is dogs.

Pet Requirements

To participate, pets must be:

- At least 3 months old.
- Up to date on vaccinations required by law.
- Free of any communicable infections or parasites such as fleas.
- Clean and well-groomed.
- House-trained.
- Obedient, well-socialized, and with no history of biting, excessive barking, chasing, or aggressive behavior.
- Covered under their owner's homeowner's/renter's insurance policy, which must cover dog bites.

Pet Parent Responsibilities

- To comply with our workplace pet policy, pet parents who want to bring their pets to work must agree to:
 - Be 100% responsible for your pet's behavior, well-being, hygiene, and happiness the entire time he or she is visiting.
 - Be respectful of other employees, and their pets, to ensure everyone can be as successful and productive as possible at work.
 - Keep their pet with them and control them throughout the day. Or make arrangements with a colleague to do so if they need to step away.
 - Ensure that their pet's behavior does not interfere with other employees' comfort or ability to do their work.
 - Provide their own pet items to ensure pet safety, such as leashes, crates, or gates to keep the pet securely in the employee's work area.

- Provide their own pet wellness items, such as waste bags, toys, food, and water bowls.
- Provide adequate bathroom breaks, access to water and food, and exercise throughout the day.
- Clean up after their pet immediately if any accidents occur.
- Be legally and financially responsible for any damage caused by their pet.
- Provide annual proof of vaccination and health for their visiting pets.
- Keep pets out of pet-free areas.
- Take their pet home at any time if the pet's behavior or health makes it a distraction, nuisance, or danger to anyone else, or if asked to do so by their supervisor.
- Pets should not be left unattended to roam the station when their owner is gone, they should be kept in a bedroom.
- Pets unattended in a bedroom should be in a kennel.
- Pets should only be kept in designated pet bedrooms.

Managing Issues

- Concerns related to visiting pets or the workplace pet policy should be handled in the following way:
 - Talk with the pet parent and work to resolve issues mutually.
 - Escalate the issue to the pet owner's supervisor.

Section Forty-seven – Controlled Substances

Purpose:

- The purpose of this policy is to create a system to document and control the purchase, inventory, storage, and use of all controlled substances. There can be no variations to this policy. Negligent or intentional misuse of these medications will cause you to be liable for disciplinary action by the service and possible criminal prosecution.

Acquiring Narcotics:

- Only the Director, Assistant Director, or their designee will be authorized to order or take receipt of any of the controlled substances being used by the ambulance. When controlled medications are received, they will be recorded on the back-stock log locked in the back-stock box. Two signatures will be required on the inventory sheet whenever medications are added to the storage cabinet.

Securing of Narcotics:

- Narcotics will be stored in one place within the ambulance, except Lorazepam will be stored in the ambulance cooler. Each ambulance will have a permanently mounted drug box located inside a cabinet. The lock box must always be locked, except when the narcotics are in use. All controlled substances will be inside the locked box or cooler with another plastic box that will have a plastic numbered seal. The seal must remain intact until the narcotic is removed and then replaced. Each locked narcotic box has a keypad for entry. Each paramedic has a code that is unique to them and will have to enter the code to get in the narcotic box. The boxes keep track of entries for auditing purposes.
- Each day, an on-duty Paramedic and another staff member will unlock the lockbox in each vehicle. All tagged controlled substance boxes will be inspected for tampering and for the correct seal number and an intact seal. If the seals are intact and there is no evidence of tampering the paramedic and another staff member will rewrite the seal number and the current count of each narcotic in the box on the next line of the log and sign their names to the line. This procedure will be performed on all vehicles carrying controlled substances.
- The Paramedic and staff members will also check the back-stock box each day. All the controlled substances in the back-stock box shall be counted and documented with signatures on the back-stock log.
- If the numbered seal on the controlled substance box in a vehicle appears to have been tampered with or the seal has been broken, the following procedure must be followed:
 - Contact the Director or Assistant Director and advise them of your findings.
 - Do NOT open the container until advised to do so, or until the Director or Assistant Director arrives.
 - Lock the compartment and place the vehicle out of service if possible.

- If the back-stock count is wrong, re-lock the back-stock box, contact the Director or Assistant Director, and advise them of your findings.
- On the first day of each month, an on-duty Paramedic, and another employee, will break the seal on the controlled substance boxes in each vehicle and the controlled substances in the boxes will be visually inspected, noting the expiration date. Medications with less than one day left on expiration dates should be removed from the ambulance put in a bag and marked as expired. Expired controlled substances will be replaced with non-expired controlled substances from the back-stock box. Expired controlled substances will be kept in the back-stock box and accounted for until properly disposed of by the Director or Assistant Director. The medications will be replaced in the controlled substance box and a new seal will be placed on the box.
- The new seal numbers will be recorded on the log sheet along with the Paramedic and other employee's signatures.
- Replacement of Narcotics used in the field:
 - Anytime a controlled substance is used from an ambulance, the following procedure must be followed. Any medication left in the vial, not given to the patient, must be wasted immediately after the patient is turned over to the receiving hospital. Two employees must witness the disposal of unused medications.
- Immediately upon returning to the station, restock the controlled substances from the back-stock box in the station. Remove from the back-stock box the narcotic you need to replace. Check the expiration dates on all the medications you are restocking and select the ones with the earliest expiration dates. Complete the back-stock log found inside the back-stock box, two employees must sign the log. Also, complete the log for the specific controlled substance you are replacing.
- Place the restocked medication into the location it was obtained from and place a new numbered seal on the container. Record the new numbered seal on the log and the paramedic and employee must sign the ambulance-controlled substance log.
- Fill out a half-sheet indicating the narcotic used and wasted along with the call and patient information. The half-sheet must also be signed by two employees. The half sheet will be submitted to billing with other paperwork from the call.

Section Forty-eight - Lock Box Key Systems

Purpose:

- This provides a policy for the secure use and operation of a lockbox key retention system by the City of Reedsburg Ambulance employees.

Procedure:

- The lock box key system allows for rapid, non-destructive entry into structures without causing unnecessary damage. This reduces department liability when handling individual occupancy keys with no accountability.

Authority

- The Reedsburg Fire Chief or a designated person appointed by the Chief shall serve as the Lock Box Coordinator for the Reedsburg Fire Department. Approval for initial lockbox installation can only be granted by the lockbox Coordinator. Additional lockbox keys and other lockbox-related equipment needed must be authorized by the lockbox Coordinator.

Responsibilities

- The Reedsburg Fire Department has agreed to provide the City of Reedsburg Ambulance with keys to access these lock boxes. Therefore, it will be necessary for a City of Reedsburg Ambulance representative to be present any time access is needed into a lock box.

Key Access

- Lockbox master keys will be maintained on City of Reedsburg ambulances and secured in the narcotics cabinet. This cabinet is secure unless it is unlocked by a City of Reedsburg Paramedic.
- A personal security code assigned to designated personnel will allow the removal and re-securing of the key during emergency incidents.
- Upon arrival at an occupancy that features a lock box, the lock box key may only be utilized if there is no other means of unlocking the patient's door.
- The lock box shall only be accessed and utilized for City of Reedsburg Ambulance operations. No other person is to be given access to a lockbox key.
- When the key is used the employees on the call will notify the City of Reedsburg Dispatch Center, by radio, that a lock box key will be used to gain access to the patient. If possible, a law enforcement officer should be present during entry into a structure utilizing a lockbox key while ambulance crews are inside performing their duties.
- Once a key is removed from the lock box to gain entry, the lock box shall be re-secured and locked. The lock box shall not remain open if other keys are present in the device. After the incident, all keys shall be re-secured inside the lockbox. If possible, law enforcement or someone from the structure should witness ambulance personnel re-securing the keys in the lockbox.

Documentation

- Documentation that the lock box was utilized on the incident to gain access to a structure shall be provided on the incident report for the assignment.

Loss of Keys

- In the event of a lost lock box key, an incident report shall be sent to the City of Reedsburg Ambulance Director and the Reedsburg Fire Department lock box Coordinator immediately. Should the loss be due to theft, a police report shall be required, and notification shall be made immediately to the Director and the lock box Coordinator.

Section Forty-nine - Safe Haven Baby Box

Purpose:

- To save the lives of abandoned newborn infants by providing a designated location to maintain a Safe Haven Baby (“Box”). The organization must maintain the security and safe function of the box to allow Emergency Personnel to respond and take the newborn into custody.

Policy:

- Reedsburg Ambulance provides a location for a Safe Haven Baby Box where a newborn infant may be dropped off by a person who wishes to relinquish custody under the Wisconsin Safe Haven Law.
- The box is designed with 3-trip switches:
 - When the door is accessed from the outside.
 - When the newborn is placed on the monitor sensor.
 - When there is a power outage.

Procedures When Box is Activated:

- Emergency personnel, including, Firefighters, Police Officers, EMTs, and Paramedics perform the act of retrieving a newborn when he or she is placed in a box.
- Emergency personnel must respond every time an alarm is activated at the box to verify whether a newborn has been dropped off.
- Emergency personnel may access the box on the inside of the building. An alarm is activated to signal 911 when the door is opened, and the newborn may be inside the door on the prepared bed area.
- Once the emergency personnel have recovered the child from the baby box, the child CANNOT be returned to the parent or guardian.
- Note: In the event, that the emergency personnel are confronted by a person who states he or she placed the baby in the Safe Haven Box and that person is now requesting the baby back, the following must occur:
 - Advise the person that the baby must be treated and transported to the most appropriate hospital. The baby will be transported to the hospital accompanied by emergency personnel only.
 - Advise the person that medical care is available to the mother. If the person agrees to treatment, they MUST be transported in a separate ambulance. (NO EXCEPTIONS).
- If the person refuses medical care, hand them a Safe Haven Baby Box Pamphlet to take with them.
- If at any time during this process, the emergency personnel feel threatened in any way, call the police for assistance.
- Newborns will be evaluated by EMS at the location and immediately transported to the most appropriate hospital for further evaluation. See the ABANDONED INFANT EMS Protocol.

- Before leaving the station, make sure the alarm is reset and the outside of the box is locked if it is not ready for reuse.
- EMS transporting the newborn to the hospital will notify the hospital personnel that this was a Safe Haven Baby Box newborn surrendered under the Wisconsin Safe Haven Law.
- The emergency personnel recovering the child should be in contact with the child until the child is transferred to medical staff at the receiving hospital and the child has that facility's ID bracelet in place. The emergency personnel will then complete the Safe Haven Surrender Process Document Form. The child ID should be Jane or John Doe and the Run Number, for example: John Doe R#20191234.
- The Hospital Supervisor will notify the appropriate state agency and have a Social Services consult order placed, this should be confirmed with the hospital.
- The Director or Assistant Director should be contacted as soon as possible and advised of the situation.
- Safe Haven Baby Box representatives are to be contacted within two (2) hours. Contact person: Monica Kelsey #1-260-750-3668 or 260-415-0789 or 888-742-2133.

Documentation to be Completed:

- EMS Run Report
- Safe Haven Surrender Process Document Form

Maintenance and Training:

- An orange bag will be kept between the door and the box with the mother's rights in it.
- The baby box will be checked daily at 6 am and 6 pm to verify
 - that the orange bag, blankets, and hats are in the box.
 - The green light is active on the object sensor.
- Alarm testing will take place weekly by opening the outside door. Alarms include:
 - Internal audible alarm.
 - A call to Reedsburg Dispatch from the alarm company.
- Weekly Testing Includes:
 - The outside door opens freely and activates the alarm.
 - When a baby is placed in the box, the outside door lock triggers.
 - Dispatch is notified of the alarm.
 - The lights are operating properly.
 - Check the inside of the box for any leaks.
 - Wipe down the inside of the box with antibacterial wipes.
 - Assure the blankets and orange bag are in place.
 - Complete the weekly testing form on EMS Manager.
- No video monitoring will be used toward the box.

- New employees will be trained in the checks and procedures of the baby box during orientation.
- Group training, including PD and FD, will be conducted annually.

Out of Service

- If any malfunctions are ever noted with the baby box, the box will be placed out of service immediately. To place the box out of service, the outside door should be locked. The do not use sign will be placed on the outside door. A supervisor should be notified immediately. The supervisor will contact Safe Haven for repairs if necessary. The repair number should be contacted at 888-742-2133

City of Reedsburg Ambulance Employee Handbook Policies and Procedures Manual



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* Indicates a CAAS Policy

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Section One - Employee at Will and Disclaimer

- **These policies and procedures areis handbook is not a contract, express or implied, and does not guarantee employment for any specific duration. Although we hope that your employment relationship with us will be long-term, either you or the City may terminate this relationship at any time, for any reason, with or without cause or notice.**
- Please understand that no supervisor, manager, or representative of the City other than the Director **or Administrator**, has the authority to enter into any agreement with you for employment for any specified period or to make any promises or commitments contrary to the foregoing Disclaimer. Further, any employment agreement entered into by the City shall not be enforceable unless it is in a formal written agreement and signed by you and the City. Please also understand that no supervisor or other representative of the City has the authority to make any verbal promises, commitments, or statements of any kind regarding the City's policies, procedures, or any other issues that are legally binding on the City.
- The information contained in **these policies and procedures areis employee handbook is** intended to provide you with general information about the City, its policies, and its procedures. **The policies stated in this handbook are guidelines only.** All City policies may be amended, superseded, or revised at any time by the City, at the City's sole discretion. From time to time, you may receive updated information concerning changes in policies. If you have any questions regarding any policies, please ask the Director or the Assistant Chief for assistance.
- Anything that is not covered by **these policies and procedures-ambulance handbook** may be covered by the City of Reedsburg's Employee Handbook. That may be referenced for further information or clarification.

Section Two – Mission, Vision, and Core Values

Vision Statement

To be the premier ambulance service in Sauk County; setting the standard through a professional attitude, dedication to excellence in care and training, and a dedication to the community.

Mission Statement

The mission of the City of Reedsburg Ambulance is to provide the citizens of the communities that we serve with the highest standards of pre-hospital care using proactive, progressive, and science-based medical practices. We are dedicated to the health of the communities we serve and the patients we treat while maintaining the dignity of our patients and keeping in mind that we are treating a person, not an illness. We believe it is important to provide and maintain a dedication to excellence in training, professionalism, and leadership.

Core Values

Excellence: Providing uncompromising service through commitment, efficiency, and accountability.

Safety: The standard that requires practices, means, methods, operations, or processes to provide a safe, healthy place of employment and patient experience.

Compassion: Always being mindful of another person’s feelings and concerns. Acting with the same level of care we would extend to our family.

Respect: For all people – Our patients; their families; our customers; our colleagues in the medical professions; our Paramedics, EMTs, and staff; and for one another.

Section Three - Definitions

Director/Chief:	The duly appointed Reedsburg Ambulance Director.
Assist Director/Chief:	The duly appointed Assistant Ambulance Director.
Business use:	The operation of an emergency vehicle for the City of Reedsburg Ambulance uses not related to emergency care.
Captain:	On Duty Paramedic in charge of Day-to-Day shift operations
City:	The City of Reedsburg Ambulance
Health Care Professional:	A physician, licensed psychologist, psychiatrist, dentist or chiropractor.
Non-exempt:	All employees other than the Director and Assistant Director.
Safety and Training Officers:	Is responsible for training EMTs and monitoring EMT compliance with Standard Operating Procedures. The Director appoints the Safety and Training Officers.
Sexual Harassment:	Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when (1) submission to such conduct is made either explicitly or implicitly, a term or condition of an individual's employment, (2) submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual, or (3) such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.
Work Period:	Each work period shall be 14 consecutive days starting on Sunday and ending on Saturday.

Section Four- Employee Access to Policy and Procedures Manual*

CAAS Reference: 103.01.02 & 103.01.03

Purpose

- The purpose of this policy is to provide clear guidance surrounding access to the department's policies and procedures.

Policy

- The department will utilize an electronic policy and procedure manual to ensure all employees of the department have updated and quick access to documents. Access to all policies and procedures along with the company's protocols for employees within the organization are located on each company computer on the home screen and can be accessed via EMS Manager online in the storage section.

Policy updates and changes

- All employees of the department shall recognize that the standard operating procedures for the organization are dynamic and subject to change, improvement, and revision at regular intervals. Unless extreme circumstances dictate, all policy changes will be implemented during monthly training meetings to facilitate explanations and provide an opportunity for questions.
- Small policy changes or clarifications may be issued through a department-wide email if approved by the Reedsburg Ambulance Service Director, the City of Reedsburg, or the Medical Director.

Section Five- Job Descriptions

Emergency Medical Technician

Basic, Advanced, Paramedic, Critical Care Paramedic

Reports to: Captain
Assistant Chief
Director

Purpose of the Position: The Emergency Medical Technician (“EMT”), renders emergency medical care to sick, disabled, or injured individuals based on signs, symptoms, or complaints, before the individual’s hospitalization or while transporting the individual between healthcare facilities. Care is limited to the use of knowledge, skills, and techniques received from training and Patient Care Protocols.

Behavior and Attitude: The mission and philosophy of the city require that its employees perform in both a professional and personable manner. The way the employee relates to fellow employees and patients is considered parallel in importance to technical knowledge and ability. Respect and consideration given to the dignity of each patient and fellow employee is a requisite of successful job performance. In addition, confidentiality of the City’s business must be maintained.

Essential Functions:

In addition to the essential functions applicable to all emergency medical care providers, the following are essential functions of the EMT position:

1. Drive a city ambulance and or EMS Command Vehicle as needed.
2. Render emergency medical care.
3. Ability to use all ambulance-related equipment.
4. Follow procedures set forth by protocols and the employee handbook.
5. Assist in the rescue and the transporting of a patient(s).
6. Prepare the necessary forms and reports documenting the care provided to the patient and other information as required by the Director.
7. Inspect the ambulance and equipment before and after calls to ensure compliance with safety regulations.
8. Prepare the ambulance for the next run.
9. Participate in cleaning, restocking, and all equipment and medicines; disinfect the ambulance after each call.
10. Perform other duties as requested or required by the Director or the Assistant Chief.
11. When appropriate, assume command of emergency medical employees assisting patients.
12. When appropriate, communicate and coordinate response with police, fire, and rescue employees following the procedures of the ambulance.
13. Perform other duties as requested or required by the Captain, Assistant Chief, or Director.

Additional Functions:

1. Assures that each patient care report is completed.
2. Assures that the ambulance is cleaned, restocked, and ready after each run and that all forms are completed.
3. Notifies the Captain, Director, or Assistant Chief of any deficiencies regarding maintenance, equipment, or supplies.
4. Assures all forms are signed when applicable.
5. Assures that Standard Operating Guidelines, Policies and Procedures, and Medical Protocols are followed on each run.
6. Assesses the need for additional services and makes the appropriate requests.
7. Makes decisions regarding patient care, hospital to be used, and use of services.
8. Notifies the Director immediately of any unusual circumstances including, but not limited to, accidents, mechanical problems, or patient transport delays, regarding any ambulance run.

Physical Demands of the Position: All EMTs must be able to act in extreme conditions requiring physical strength and abilities to deliver medical treatment and transport patients. All EMTs must have the following certain minimum abilities:

1. Standing, walking, running, sitting, and stooping.
2. Kneeling, crouching, and crawling.
3. Grappling, climbing, balancing, and bending/twisting.
4. Reaching and feeling.
5. Talking and hearing.
6. Corrected vision (100 feet or more), near vision (10 inches or less).
7. Lifting 100 pounds or more with a partner.
8. Carrying, pushing/pulling (100 pounds or more) for a distance of at least 200 feet with a partner.

Knowledge and Skills Required:

1. Working knowledge of driver safety.
2. Working knowledge of Emergency Medicine.
3. Ability to learn to apply standard emergency aid techniques.
4. Ability to perform strenuous or peak physical effort during an emergency for prolonged periods.
5. Effective communication, oral, and written skills.
6. Understanding and following work rules.
7. Read, write, add, subtract, and simple math equations.
8. Good driving record and skills.
9. Ability to perform duties in stressful and possibly life-threatening situations.
10. Ability to express understanding and compassion to patients and others involved in a crisis.
11. Ability to establish effective working relationships with employees, other agencies, and the public.
12. Knowledge of Standard Operating Procedures.
13. Knowledge and ability to operate tools, instruments, medical instruments, equipment, and devices.
14. Knowledge of regulations protecting patient confidentiality.

15. Ability to file complete report forms.

Education\Training\License:

1. Valid Wisconsin Driver's License.
2. High School Diploma or GED.
3. Possess a current Wisconsin EMT license at the time of appointment.
4. Current certification at the American Heart Association Basic Cardiac Life Support for the Professional, National Safety Council for the Professional, or the American Red Cross Cardiopulmonary Resuscitation for the Professional Rescuer Level.
5. EMT-P: ACLS, PALS.
6. Training in all current Ambulance protocols and procedures.

Special Requirements:

1. Must be at least 18 years of age.
2. Must not have a felony arrest or conviction record.
3. Must have an acceptable driving record.

Job Description Updates:

1. This job description is not all-inclusive and is a living document that can be amended as needed to fit the needs of the ambulance with notification of employees.

Captain

Reports to: Assistant Chief
Director

Purpose of the position: Supervises and directs the daily delivery of skilled emergency and nonemergency services in a variety of areas including emergency medical and rescue operations, advanced medical assistance, mentoring, training, quality improvement, public education, volunteer agency coordination, mass casualty management, and other duties as required. This position serves as the officer in charge of a shift.

Behavior and Attitude: The mission and philosophy of the city require that its employees perform in both a professional and personable manner. The way the employee relates to fellow employees and patients is considered parallel in importance to technical knowledge and ability. Respect and consideration given to the dignity of each patient and fellow employee is a requisite of successful job performance. In addition, confidentiality of the City's business must be maintained.

Essential Functions:

The following duties are normal for this position and may be assigned by the Director and/or expected to be carried out in the absence of the Director. These are not to be construed as exclusive or all-inclusive. Other duties may be required or assigned.

1. Functions as Incident Commander or as part of the Incident Command System.
2. As a team member assess and coordinate the resources and personnel to facilitate safety.
3. Assists with Patient Care Protocol Revision.
4. Assist in the direction of the quality assurance program through program development, critiques, debriefings, and audits.
5. Assist with/manage inventory system to assure accuracy.
6. Assist with/manage scheduling of staff on a monthly and daily basis.
7. Develops related Standard Operating Procedures.
8. Shall participate and instruct in the department training program.
9. Shall attend extra training and meetings as directed by the Director and Assistant Director.
10. Ensures that assigned apparatus is inspected and properly stocked.
11. Issues verbal and/or written warnings and may send an employee home when appropriate per departmental disciplinary procedures.
12. Recommends suspension, demotion, and termination of employees as outlined in the department's disciplinary procedures.
13. Promotes departmental policies, procedures, objectives, safety, and quality assurance programs.
14. Participates in a quality assurance program through post-incident analysis and debriefings.
15. Initiates and assists in developing and implementing improvements identified by a quality assurance program.
16. Interacts effectively, professionally, and tactfully with the public and all participating agencies, dispatch, and law enforcement.

17. Completes EMS, special incidents, and other required reports.
18. Assists with annual evaluations if requested.
19. Implements the City of Reedsburg Ambulance policies and procedures.
20. Attends job-related classes and continuing education courses to maintain certification and/or enhance job performance and conducts training as needed.
21. Other duties as assigned by the Director or Assistant Director.

Additional Functions:

1. Working knowledge of the organization, functions, policies, rules, methods, and regulations.
2. Working knowledge of emergency medical service and EMS in the county principles, practices, apparatus, and equipment.
3. Must possess the ability to understand and carry out written and verbal instructions.
4. Must possess the ability to establish and maintain an effective working relationship with co-workers and function as a team member.
5. Must be able to perform functions as detailed in the EMS job description for EMT-Paramedic.
6. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.
7. The requirements listed below are representative of the knowledge, skill, and/or ability required.
8. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Physical Demands of the Position: All EMTs must be able to act in extreme conditions requiring physical strength and abilities to deliver medical treatment and transport patients. All EMTs must have the following certain minimum abilities:

1. Standing, walking, running, sitting, and stooping.
2. Kneeling, crouching, and crawling.
3. Grappling, climbing, balancing, bending, and twisting.
4. Reaching and feeling.
5. Talking and hearing.
6. Corrected vision (100 feet or more), near vision (10 inches or less).
7. Lifting 100 pounds or more with a partner.
8. Carrying, pushing/pulling (100 pounds or more) for a distance of at least 200 feet with a partner.

Knowledge and Skills Required:

1. Working knowledge of driver safety.
2. Working knowledge of Emergency Medicine.
3. Ability to learn to apply standard emergency aid techniques.
4. Ability to perform strenuous or peak physical effort during an emergency for prolonged periods.
5. Effective communication, oral and written skills.
6. Understanding and following work rules.
7. Read, write, add, subtract, and simple math equations.

8. Good driving record and skills.
9. Ability to perform duties in stressful and possibly life-threatening situations.
10. Ability to express understanding and compassion to patients and others involved in a crisis.
11. Ability to establish effective working relationships with employees, other agencies, and the public.
12. Knowledge of Standard Operating Procedures.
13. Knowledge and ability to operate tools, instruments, medical instruments, equipment, and devices.
14. Knowledge of regulations protecting patient confidentiality.
15. Ability to file complete report forms.
16. Competently directs the operation of emergency and non-emergency services at scenes.
17. Demonstrates thorough knowledge of EMS practices and procedures.
18. Exercises responsibility for department equipment.
19. Efficiently plans and directs the use of personnel and equipment.
20. Effectively executes supervisory duties related to the handling of special projects.
21. Schedules and assigns department resources to meet department objectives.
22. Effectively monitors subordinate training.
23. Presents quality training drills.
24. Effectively performs patient care at the paramedic level.
25. Maintains positive working relationships with superiors and subordinates.
26. Possesses thorough knowledge of city and departmental procedures.
27. Interacts positively with both career and volunteer emergency services personnel.
28. Demonstrates understanding of performance standards and capably evaluates employees' performance.
29. Efficiently utilizes available resources, including other municipal agencies.
30. Communicates performance expectations and maintains discipline and control among assigned personnel.
31. Competently enacts disciplinary procedures.
32. Effectively and clearly communicates both verbally and in writing.
33. Works effectively under the pressure of the stress of emergencies.

Education\Training\License:

1. Valid Wisconsin Driver's License.
2. High School Diploma or GED.
3. Possess a current Wisconsin Critical Care Paramedic license at the time of appointment.
4. Current certification at the American Heart Association Basic Cardiac Life Support for the Professional, National Safety Council for the Professional, or the American Red Cross Cardiopulmonary Resuscitation for the Professional Rescuer Level. ACLS Certification.
5. Training in all current Ambulance protocols and procedures.
6. Two years of work experience or equivalent at a full-time paramedic department.
7. Bachelor's Degree or enrollment in a bachelor's program within two years after hire or comparable college-level credits, training, or experience.
8. Current PALS, ACLS, NRP, and BLS.

9. Required to obtain ICS 300 and 400.
10. Dedication to ambulance Mission and Vision statement.

Special Requirements:

1. Must be at least 18 years of age.
2. Must not have a felony arrest or conviction record.
3. Must have an acceptable driving record.

Job Description Updates:

1. This job description is not all-inclusive and is a living document that can be amended as needed to fit the needs of the ambulance with notification of employees.

Assistant Director/Chief

Reports to: Director

Purpose of the Position: The Assistant Chief, under the supervision of the Director, is responsible for directing the daily activities of the ambulance service in conjunction with the Director and in his/her absence. The Assistant Chief is also responsible for the training and continued training of all ambulance employees. He/she shall also assist in the Quality Assurance programs as set forth by the Director or Medical Director. As a Paramedic, the Assistant Chief is responsible for overseeing the transportation and care of critical and non-critical patients. The Assistant Chief responds to emergency and non-emergency ambulance calls when needed. He/she demonstrates an interest in a patient-centered approach to total pre-hospital care and demonstrates cooperation, flexibility, and resourcefulness when dealing with patients, visitors, physicians, employees, and other healthcare providers. He/she shall assist in planning, supervising, and evaluating the pre-hospital care of patients, correlating emergency medical care and transportation, and following State policies. The Assistant Chief is empowered to act at his/her discretion as described in standards of care and policy and procedures.

Behavior and Attitude: The mission and philosophy of the city require that its employees perform in both a professional and personable manner. The way the employee relates to fellow employees and patients is considered parallel in importance to technical knowledge and ability. Respect and consideration given to the dignity of each patient and fellow employee is a requisite of successful job performance. In addition, confidentiality of the City's business must be maintained.

Essential Duties and Responsibilities:

The following duties are normal for this position and may be assigned by the Director and/or expected to be carried out in the absence of the Director. These are not to be construed as exclusive or all-inclusive. Other duties may be required or assigned.

1. Plans and coordinates all Ambulance employee training and continuing education as necessary for continued State licensing.
2. Monitors and conducts quality assurance activities, reviews documentation, and communicates with patients and medical professionals.
3. Plans, coordinates, and conducts employee training sessions and maintains records.
4. Assists the Director in accomplishing all departmental needs such as hiring, monitoring/ordering supplies, assigning work, handling employee concerns and problems, counseling, and discipline.
5. Develops and maintains the [policies and procedures manual](#) ~~employee-handbook~~, training material, personnel records, and other documentation.
6. Prepares departmental files, and maintains an orderly filing system of departmental records.
7. Establishes and implements standing orders and medical protocols for patient care and implements new procedures with direction from Medical Control.
8. Develops long and short-range plans.

9. Directs the inspection, maintenance, and acquisitions of departmental equipment, vehicles, and supplies.
10. Assists with plans, coordinates, and tests for disaster contingencies.
11. Acts as a liaison between the department and medical community, health agencies other departments, officials, media, public, and other individuals/organizations.
12. Attends meetings as appropriate, reports departmental operations and issues to The City of Reedsburg, and provides information as requested.
13. Promotes positive public relations and awareness of public health and safety issues, provides education to the public (i.e., drug/alcohol abuse, first aid, CPR, emergency care, etc.), and tours of ambulances and stations.
14. Answers department calls and provides information, guidance, and advice as needed.
15. Responds to routine requests for information from officials, employees, members of the staff, the public, or individuals.
16. Maintains a comprehensive, current knowledge and awareness of laws/regulations about all aspects of emergency medical services and maintains an awareness of new trends/advances in the EMS profession.
17. Reports to work on time and adheres to attendance/tardiness policy; works as scheduled and has no identified patterns of absence.
18. Possesses a cost-conscious attitude to time usage, materials, and supplies.
19. Always conducts oneself in a professional manner and does not let personal conflicts interfere with work performance. Communicates in a non-judgmental, effective manner to others; remains open to constructive criticism.
20. Performs other related duties as required by the City of Reedsburg or Director.

Physical Demands of the Position: All EMTs and drivers must be able to act in extreme conditions requiring physical strength and abilities to deliver medical treatment and transport patients. All EMTs and drivers must have the following certain minimum abilities:

1. Standing, walking, running, sitting, and stooping.
2. Kneeling, crouching, and crawling.
3. Grappling, climbing, balancing, and bending/twisting.
4. Reaching and feeling.
5. Talking and hearing.
6. Corrected vision (100 feet or more), near vision (10 inches or less).
7. Lifting 100 pounds or more with a partner.
8. Carrying, pushing/pulling (100 pounds or more) for a distance of at least 200 feet with a partner.

Knowledge and Skills Required:

1. Working knowledge of driver safety.
2. Working knowledge of Emergency Medicine.
3. Ability to learn to apply standard emergency aid techniques.
4. Ability to perform strenuous or peak physical effort during an emergency for prolonged periods.
5. Effective communication, oral, and written skills.
6. Understanding and following work rules.

7. Read, write, add, subtract, and simple math equations.
8. Good driving record and skills.
9. Ability to perform duties in stressful and possibly life-threatening situations.
10. Ability to express understanding and compassion to patients and others involved in a crisis.
11. Ability to establish effective working relationships with employees, other agencies, and the public.
12. Knowledge of Standard Operating Procedures.
13. Knowledge and ability to operate tools, instruments, medical instruments, equipment, and devices.
14. Knowledge of regulations protecting patient confidentiality.
15. Ability to file complete report forms.
16. Competently directs the operation of emergency and non-emergency services at scenes.
17. Demonstrates thorough knowledge of EMS practices and procedures.
18. Exercises responsibility for department equipment.
19. Efficiently plans and directs the use of personnel and equipment.
20. Effectively executes supervisory duties related to the handling of special projects.
21. Schedules and assigns department resources to meet department objectives.
22. Effectively monitors subordinate training.
23. Presents quality training drills.
24. Effectively performs patient care at the paramedic level.
25. Maintains positive working relationships with superiors and subordinates.
26. Possesses thorough knowledge of city and departmental procedures.
27. Interacts positively with both career and volunteer emergency services personnel.
28. Demonstrates understanding of performance standards and capably evaluates employees' performance.
29. Efficiently utilizes available resources, including other municipal agencies.
30. Communicates performance expectations and maintains discipline and control among assigned personnel.
31. Competently enacts disciplinary procedures.
32. Effectively and clearly communicates both verbally and in writing.
33. Works effectively under the pressure of the stress of emergencies.

Education\Training\License:

1. Valid Wisconsin Driver's License.
2. High School Diploma or GED.
3. Possess a current Wisconsin Critical Care Paramedic license at the time of appointment.
4. Current certification at the American Heart Association Basic Cardiac Life Support for the Professional, National Safety Council for the Professional, or the American Red Cross Cardiopulmonary Resuscitation for the Professional Rescuer Level. ACLS Certification.
5. Training in all current City of Reedsburg Ambulance protocols and procedures.
6. Five years of work experience or equivalent at a full-time paramedic department.
7. Bachelor's Degree or enrollment in a bachelor's program within two years after hire or comparable college-level credits, training, or experience.

8. Current PALS, ACLS, NRP, and BLS.
9. ICS 300 and 400.
10. Dedication to the ambulance Mission and Vision statement.

Special Requirements:

1. Must be at least 18 years of age.
2. Must not have a felony arrest or conviction record.
3. Must have an acceptable driving record.

Job Description Updates:

1. This job description is not all-inclusive and is a living document that can be amended as needed to fit the needs of the ambulance with notification of employees.

Director/Chief:

Reports to: Reedsburg City Administrator

Purpose of the Position: The Director, under the supervision of the City of Reedsburg Administrator, is responsible for directing the daily activities of the ambulance service. As a Paramedic, the Director is responsible for the oversight of transportation and care of critical and non-critical patients. The Director responds to emergency and non-emergency ambulance calls when needed. He/she demonstrates an interest in a patient-centered approach to total pre-hospital care and demonstrates cooperation, flexibility, and resourcefulness when dealing with patients, visitors, physicians, employees, and other healthcare providers.

He/she shall be responsible for planning, supervising, and evaluating the pre-hospital care of patients, correlating emergency medical care and transportation, and following State policies. The EMS Director is empowered to act at his/her discretion as described in standards of care and policy and procedures. The EMS Director makes recommendations for the yearly budget and utilizes EMS employees to maintain a competent workforce.

Behavior and Attitude: The mission and philosophy of the city require that its employees perform in both a professional and personable manner. The way the employee relates to fellow employees and patients is considered parallel in importance to technical knowledge and ability. Respect and consideration given to the dignity of each patient and fellow employee is a requisite of successful job performance. In addition, confidentiality of the City's business must be maintained.

Essential Duties and Responsibilities

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required or assigned.

1. Supervises, directs, and evaluates assigned staff, including assigning work, handling employee concerns and problems, counseling, and disciplining.
2. Plans, directs, coordinates, and evaluates departmental operations and activities, including telecommunications, emergency call/receipt/dispatch/response, provisions of life support care to sick/injured persons, and transportation of patients to medical facilities.
3. Establishes and implements standing orders and medical protocols for patient care and implements new procedures, regulations, and laws.
4. Develops long and short-range plans.
5. Prepares departmental budget, monitors expenditures, reviews, and approves purchase orders.
6. Directs the inspection, maintenance, and acquisition of departmental equipment, vehicles, and supplies.
7. Directs/coordinates the construction, maintenance, and utilization of buildings and oversees maintenance of grounds.
8. Plans, coordinates, and tests for disaster contingencies.
9. Monitors and conducts quality assurance activities, reviews documentation, and communicates with patients and medical professionals.

10. Plans, coordinates, and conducts employee training sessions and maintains records.
11. Develops and maintains the ~~employee handbook~~policies and procedures manual, training materials, personnel records, and other documentation.
12. Acts as a liaison between the department and medical community, health agencies other departments, officials, media, public, and other individuals/organizations.
13. Attends meetings as appropriate, reports departmental operations and issues to The City of Reedsburg, and provides information as requested.
14. Receives various documentation, reviews, processes, responds, forwards, maintains, and/or takes other action as appropriate.
15. Prepares and/or generates routine correspondence, logs, forms, reports, purchase orders, and other documents, manually or via other forms of communication.
16. Prepares departmental files and maintains an orderly filing system of departmental records.
17. Promotes positive public relations and awareness of public health and safety issues, provides education to the public (i.e., drug/alcohol abuse, first aid, CPR, emergency care, etc.), and tours of ambulances and stations.
18. Answers department calls and provides information, guidance, and advice as needed.
19. Responds to routine requests for information from officials, employees, members of the staff, the public, or individuals.
20. Maintains a comprehensive, current knowledge and awareness of laws/regulations about all aspects of emergency medical services and maintains an awareness of new trends/advances in the EMS profession.
21. Reports to work on time and adheres to attendance/tardiness policy; works as scheduled and has no identified pattern of absence.
22. Possesses a cost-conscious attitude to time usage, materials, and supplies.
23. Always conducts oneself in a professional manner and does not let personal conflicts interfere with work performance.
24. Communicates in a non-judgmental, effective manner to others; remains open to constructive criticism.
25. May act as the Emergency Management Director for the City of Reedsburg.
26. Performs other related duties as required by the City of Reedsburg.

Physical Demands of the Position: All EMTs and drivers must be able to act in extreme conditions requiring physical strength and abilities to deliver medical treatment and transport patients. All EMTs and drivers must have the following certain minimum abilities:

1. Standing, walking, running, sitting, and stooping.
2. Kneeling, crouching, and crawling.
3. Grappling, climbing, balancing, and bending/twisting.
4. Reaching and feeling.
5. Talking and hearing.
6. Corrected vision (100 feet or more), near vision (10 inches or less).
7. Lifting 100 pounds or more with a partner.
8. Carrying, pushing/pulling (100 pounds or more) for a distance of at least 200 feet with a partner.

Knowledge and Skills Required:

1. Working knowledge of driver safety.
2. Working knowledge of Emergency Medicine.
3. Ability to learn to apply standard emergency aid techniques.
4. Ability to perform strenuous or peak physical effort during an emergency for prolonged periods.
5. Effective communication, oral and written skills.
6. Understanding and following work rules.
7. Read, write, add, subtract, and simple math equations.
8. Good driving record and skills.
9. Ability to perform duties in stressful and possibly life-threatening situations.
10. Ability to express understanding and compassion to patients and others involved in a crisis.
11. Ability to establish effective working relationships with employees, other agencies, and the public.
12. Knowledge of Standard Operating Procedures.
13. Knowledge and ability to operate tools, instruments, medical instruments, equipment, and devices.
14. Knowledge of regulations protecting patient confidentiality.
15. Ability to file complete report forms.
16. Competently directs the operation of emergency and non-emergency services at scenes.
17. Demonstrates thorough knowledge of EMS practices and procedures.
18. Exercises responsibility for department equipment.
19. Efficiently plans and directs the use of personnel and equipment.
20. Effectively executes supervisory duties related to the handling of special projects.
21. Schedules and assigns department resources to meet department objectives.
22. Effectively monitors subordinate training.
23. Presents quality training drills.
24. Effectively performs patient care at the paramedic level.
25. Maintains positive working relationships with superiors and subordinates.
26. Possesses thorough knowledge of city and departmental procedures.
27. Interacts positively with both career and volunteer emergency services personnel.
28. Demonstrates understanding of performance standards and capably evaluates employees' performance.
29. Efficiently utilizes available resources, including other municipal agencies.
30. Communicates performance expectations and maintains discipline and control among assigned personnel.
31. Competently enacts disciplinary procedures.
32. Effectively and clearly communicates both verbally and in writing.
33. Works effectively under the pressure of the stress of emergencies.

Education\Training\License:

1. Valid Wisconsin Driver's License.
2. High School Diploma or GED.

3. Possess a current Wisconsin Critical Care Paramedic license at time of appointment.
4. Current certification at the American Heart Association Basic Cardiac Life Support for the Professional, National Safety Council for the Professional, or the American Red Cross Cardiopulmonary Resuscitation for the Professional Rescuer Level. ACLS Certification.
5. Training in all current City of Reedsburg Ambulance protocols and procedures.
6. Ten years of work experience or equivalent at a full-time paramedic department.
7. Bachelor's Degree.
8. Current PALS, ACLS, NRP, and BLS.
9. ICS 300 and 400.
10. Dedication to the ambulance Mission and Vision statement.

Special Requirements:

1. Must be at least 18 years of age.
2. Must not have a felony arrest or conviction record.
3. Must have an acceptable driving record.

Job Description Updates:

1. This job description is not all-inclusive and is a living document that can be amended as needed to fit the needs of the ambulance with notification of employees.

Job Description Receipt

This document shall attest to the fact that I have received the City of Reedsburg

Ambulance job description for the position of _____

_____ Dated: ~~December 13, 2024~~

I understand that I am expected to fulfill the functions and responsibilities of this job description. I also understand that this job description may be added to, amended, or rescinded by the city at any time. Additionally, I understand that this job description is provided for informational purposes and is neither an implicit nor explicit agreement of employment or continuing employment.

I have also reviewed all the changes to the ~~policies and procedures manual~~ [employee handbook](#).

I understand that after I have read and signed this statement, it will be placed in my personnel file.

Printed Name: _____ Signature: _____

Date: _____

Section Six - Fundraising and Donor Policies and Procedures*

CAAS Reference: 105.02.03

Purpose

- The City of Reedsburg Ambulance is a governmental ambulance service that is committed to providing the communities that we serve with the highest standards of prehospital care. All donations solicited on behalf of the ambulance shall be used to help further our mission by being able to purchase the equipment needed to take care of our patients.

Policy

- Fundraising shall be done respectfully, without any pressure on community businesses. All employees of the ambulance must acquire permission from the Director before beginning any fundraising activities. Donor-designated restrictions on contributions shall be honored. The ambulance is a governmental organization and any contributions made to the organization are tax deductible. Written tax receipts shall be issued for donations as requested by donors. If the donor receives anything in exchange for a donation the tax receipt shall clearly state what portion of the donation is tax deductible. At the beginning of each calendar year, the ambulance shall provide to each of its donors, if requested, written documentation of all tax-deductible gifts received during the prior calendar year.

Procedures

- Upon receipt, all monetary donations shall be forwarded to the Director or their designee for recording purposes. After funds have been accounted for, a written transmittal, check copies, cash receipts, and any other correspondence accompanying the gift shall be circulated and documented, if needed. All donations shall be acknowledged by the Director or their designee. All monetary donations shall be recorded and deposited according to the standard financial procedures. All donor-designated restrictions shall be communicated to the Director or their designee, so they may be recorded appropriately. All requests for donors to remain anonymous shall be honored by flagging the gift in the donor database as appropriate.

Donor Privacy Policy

- Any information supplied to the ambulance by donors will be used solely to fulfill their donation and shall not be shared for any reason unless permission is granted by the donor to share such information. All requests to remain anonymous shall be honored. The ambulance does not share donor information with anyone. Donors who supply the ambulance with their postal address or e-mail address may be contacted again for other fund-raising purposes. Any donor can request to be removed from the donation list and their request shall be honored by the ambulance.

Section Seven - Certification & Continuing Medical Education Program Policy*

CAAS Reference: 106.06.03A

Purpose

- The purpose of this Standard Operating Guideline is to outline the process for monitoring certification requirements for Paramedics, EMTs, and Emergency Medical Responders (EMRs).

Policy

- All requirements of the State of WI Department of Health, Office of Emergency Medical Services will be met.

Education and Certification requirements are as follows:

Emergency Medical Technicians

- Working under the direction of the City of Reedsburg Ambulance Medical Director will be required to meet certain educational and certification requirements.
- The EMT shall maintain current American Heart Association BLS CPR Certification.
- 40 hours of CEUs as approved by the Medical Director with in-service material, either in person or by video, bi-annually, or out of in-house training, such as conferences or a state-approved EMT refresher that meets the state and National Registry continuing education.
- Maintain current EMT certification issued by the State Department of Health, Office of Emergency Medical Services licensure.
- Copies of renewed certifications, and or licenses must be submitted to the Director before the expiration of the one or ones currently on file.

Advanced EMTs

- Working under the direction of the City of Reedsburg Ambulance Medical Director will be required to meet certain educational and certification requirements. The AEMT shall maintain current American Heart Association BLS CPR Certification.
- 50 hours of CEUs as approved by the Medical Director with in-service material, either in person or by video, bi-annually, or out of in-house training, such as conferences or EMT refresher that meet the state and National Registry continuing education.
- Maintain current EMT certification issued by the State Department of Health, Office of Emergency Medical Services licensure.
- Copies of renewed certifications, immunizations, and or licenses must be submitted to the Director before the expiration of the one or ones currently on file.

Paramedics

- Working under the direction of the City of Reedsburg Ambulance Medical Director will be required to meet certain educational and certification requirements.
- The Paramedic shall maintain current American Heart Association BLS CPR Certification.
- The Paramedic shall maintain a current ACLS provider or equivalent.
- The Paramedic shall obtain and maintain current NRP (Neonatal Resuscitation Program) certification within one year.
- The Paramedic shall obtain and maintain current Pediatric Advanced Life support provider status (or equivalent) within three months of employment.
- 60 hours of CEUs as approved by the Medical Director in in-service material, either in person or by video, bi-annually, conferences
- The Paramedic shall maintain current paramedic certifications issued by the State Department of Health, Office of Emergency Medical Services.
- Copies of renewed certifications, immunizations, and or licenses must be submitted to the Director before the expiration of the one or ones already on hand.
- *If you have a Critical Care Endorsement, you are responsible for an additional 24 hours of Critical Care CE credits recognized by Wisconsin.*

Responsibility

- It is the responsibility of the employee to maintain any level of certification required by Reedsburg Ambulance and all applicable laws for the employee's position. Failure to maintain current and valid certification shall result in the employee not being permitted to work and may result in disciplinary action up to termination.
- The employee is responsible for submitting current and valid certifications or proof of training to the Director before the expiration of the certification or training.
- When employees who are EMTs, Advanced EMTs, or Paramedics advance their certification, their titles and grades will be changed subject to the approval of the Director and the Medical Director. It is the responsibility of the EMT to notify the Director of their new status, provide the required documentation, and complete the necessary orientation training.
- Refer to **CAAS 106.06.01** the orientation of new hires and upgrading current employee's licensure levels.

Section Eight - Employment Policy*

CAAS Reference: 106.05.01& 106.05.02

Purpose

- The purpose of this policy is to explain the job posting policy for the City of Reedsburg Ambulance to search for new employees when needed.

Policy

Equal Opportunity City

- The City provides equal employment opportunities to all employees and qualified applicants for employment without regard to race, color, religion, gender, sexual orientation, national origin, age, disability, or veteran status following applicable state law. In addition, the city complies with applicable laws governing nondiscrimination in employment. This policy applies to all terms and conditions of employment, including but not limited to, hiring, placement, promotion, termination, layoff, recall, transfers, leave of absence, compensation, and training.

Employee Classification

- The ambulance has three classifications of employees:
 - Salaried Employees
 - Fulltime Hourly Employees
 - Part-Time Employees (Limited to 1200 hours/year of actual patient care time paid a stipend to be on call).
- All employees of the ambulance are at-will employees.

Recruitment and Selection Process

- All stages of the hiring process must be conducted with the highest degree of professionalism and are to be discrimination-free. The following explains the recruitment process:
 - Reedsburg Ambulance continually accepts applications to be considered in a future hiring process.
 - The Director identifies the need to hire more employees.
 - The Job Description is found in the Reedsburg Ambulance [Handbook-Policies and Procedures Manual](#) and is approved by the Director.
 - The Director will post job openings if there are a lack of applications on hand.
 - The Director will review all applications and any complete applications with proper qualifications will be contacted for an interview.
 - The interview will take place with specified questions that are the same for each candidate. The interview will be performed by current employees of Reedsburg Ambulance, the City of Reedsburg, and/or outside emergency services representatives.
 - Following interviews any candidate still in consideration will have a reference and a background check.
 - Candidates may be asked to complete a skills exam, fitness exam, and drug testing.

- Candidates will be offered a job based on all the above information, including interview results, reference checks, background checks, and qualifications. This procedure does not dictate that each candidate must be offered a job.
- Candidates will be informed of their progress through the hiring process through either electronic communication or paper communication through US mail.

Probationary Status

- All new employees will be subject to a **ONE-YEAR** probationary period.
- During the probationary period, employees will complete their field training as described in the orientation manual, participate in required training, alert management when they need additional training, and carry out their job duties to the best of their abilities. The Director or their designee will evaluate and counsel employees continually by informing them, in writing, of their progress, deficiencies, and ways to improve.
- The Director may extend a probationary period if deficiencies are identified, and additional training is needed.
- Every attempt will be made so that two probationary employees will not be on call together.
- A probationary employee may be dismissed at any time for performance deficiencies if the Director has communicated these deficiencies in writing to the employee. Probationary employees do not have the right to appeal a dismissal from employment unless the alleged termination was based on unlawful discrimination. A probationary employee who alleges that his or her termination from employment was based on unlawful discrimination may utilize the grievance system.

Code of Ethics

- ~~The attitude and conduct of all employees must be open and honest and always reflect a sincere dedication to serving the public. Each employee must always perform to the best of his/her ability and his/her moral and ethical standards must be beyond reproach. He/she must take pride in his/her appearance, knowledge, and ability to perform his/her respective functions recognizing he/she represents EMS to the public. All efforts should serve to ensure our basic mission, to provide emergency medical care to the public at the highest level of care possible in the most efficient manner.~~

Attitude toward Job

- Employees shall conduct their private and professional lives in such a manner as to avoid bringing the department into disrepute. Employees shall also maintain loyalty to the department as is consistent with the law and personal ethics. This loyalty begins with each other. Avoid making negative comments about your subordinates, peers, and superiors. Cooperation is essential for the effective functioning of the EMS team. All employees are charged with establishing and maintaining a high spirit of cooperation within the department as well as between neighboring departments. Potential problems must be brought to the Director or

Assistant Chief attention as soon as possible. Employees shall take appropriate action to preserve and maintain the life of all injured persons and take reasonable action to protect their property as well.

Conduct Toward Public

- Employees shall be courteous and orderly in their dealings with the public. They shall perform their duties with professionalism and remain calm regardless of provocation to do otherwise. Upon request, they are required to supply their name courteously. Any problems on a call will be immediately referred to the Director or the Assistant Chief for his/her action. Problems with the medical community will be referred to the Director. Employees may not seek the influence or intervention of any person outside the department for purposes of personal preference, advantage, transfer, or advancement. Complaints will be forwarded in writing to the appropriate supervisor for action.

Section Nine - Medical Examination Information

Applicant medical exams

- As part of the City's employment procedures, an applicant may be required to undergo a post-offer, pre-employment medical examination, and alcohol and drug screening. Any offer of employment from the City is contingent upon, among other things, an applicant's satisfactory completion of these examinations and screenings and a determination by the City that there are no limitations on the applicant that would prevent the applicant from performing his/her job. If an applicant is unable to meet the requirements of a position, the city will attempt to reasonably accommodate the applicant's limitations.

Physical ability testing

- As part of the City's employment procedures, an applicant may be required to undergo a post-offer, pre-employment physical ability examination. Before undergoing a physical ability exam, the applicant must present a note from a physician certifying that the applicant can safely perform the test. Any offer of employment from the City is contingent upon, among other things, an applicant's satisfactory completion of these examinations and a determination by the City that there are no limitations on the applicant, which would prevent the applicant from performing the essential functions of the position. If an applicant is unable to meet the physical ability requirements of the position, the city will attempt to reasonably accommodate the applicant's disability.

Current employees

- As a condition of continued employment, employees may be required to undergo periodic medical examinations, physical tests, and alcohol and drug screening at times specified by the City. The city may receive a full medical report from the examining physicians regarding the employee's state of health. Before undergoing a physical ability exam, the employee must present a note from his/her physician certifying that the employee can safely perform the test. Following each test of physical ability to meet the requirements of the employee's position, the examiner shall notify the City that there are no physical limitations on the employee that would prevent the employee from meeting the physical ability requirements of the position, the City will attempt to reasonably accommodate the employee's limitations.

Return to work

- Before an employee can return to work following an injury, sickness, or other disabling condition, the employee shall provide the City with a notification from the employee's physician, or other health care professional, that the employee can safely perform his/her duties and essential functions and to return to work. If there are limitations or restrictions on the employee's ability to perform the job duties, and a reasonable accommodation is not available, the City shall refuse the employee's application for return to work. The city, at its sole cost, may request a

second opinion from a physician or other health care professional of their choosing, on whether the employee can perform his/her duties and essential functions and to return to work. In the event of conflicting reports, the Director will determine whether the employee may return to work.

Privacy and Cost

- The City shall keep all medically related information confidential following the requirements of the federal HIPAA regulations and maintain such information in separate confidential files. The City shall pay for all required tests and medical examinations in full. Examinations are discretionary for current employees, but mandatory for initially hired employees. All questions about tests and medical examinations should be directed to the Director.

Section Ten—Disabilities

Individuals with Disabilities

- The city complies with the Americans with Disabilities Act and applicable state and local laws providing for nondiscrimination in employment against qualified individuals with disabilities. The City also provides reasonable accommodation for such individuals following these laws. It is the City's policy to, without limitation, ensure that qualified individuals with disabilities are treated in a nondiscriminatory manner in the pre-employment process and that employees with disabilities are treated in a nondiscriminatory manner in all terms, conditions, and privileges of employment.

Procedure for Requesting an Accommodation

- Qualified individuals with disabilities may make requests for reasonable accommodation to the Director. Upon receipt of an accommodation request, the Director will meet with the requesting individual to discuss and identify the precise limitations resulting from the disability and the potential accommodation that the City might make to help overcome those limitations.

Medical Evaluation of Disability

- An employee requesting reasonable accommodation must undergo a medical examination(s), at the City's expense, as necessary to determine the existence and extent of the disability. If a disability exists, then the city will determine whether reasonable accommodations may be made for the employee.
- The employee may provide the Director with a report from a physician or other professional, diagnosing the disability, the limitations placed upon the employee, and possible accommodations that may be made for the employee. The Director shall review the opinions of health care professionals in determining whether reasonable accommodations can be made so that the employee can perform the essential job functions of the position and does not pose a direct threat to themselves or others. The Director may require the employee to undergo a physical examination and examination at the City's expense. The Director shall notify the employee in writing of the decision on the accommodation request.

Section Eleven—Anti-Harassment Policy

Purpose

- It is the goal of the city to promote a workplace that is free from unlawful harassment. The city expressly prohibits any form of unlawful harassment based on race, color, religion, gender, sexual orientation, national origin, age, disability, veteran status, or another protected status. Harassment of employees occurring in the workplace or in other settings in which employees may find themselves in connection with their employment is unlawful and will not be tolerated by the city. Further, any retaliation against an individual who has complained about harassment, or retaliation against individuals for cooperating with an investigation of a harassment complaint is similarly unlawful and will not be tolerated. To achieve our goal of providing a workplace free from harassment, the conduct that is described in this policy will not be tolerated and we have provided a procedure by which inappropriate conduct will be dealt with if encountered by employees.
- Because the City will take allegations of harassment seriously and will respond promptly to complaints of harassment, if, upon investigation, it is determined that inappropriate conduct has occurred, the City will act promptly to eliminate the conduct and impose such corrective action as it deems necessary.

Definition of Sexual Harassment

- While it is not possible to list all circumstances that may constitute sexual harassment, the following are some examples of conduct that, if unwelcome, may constitute sexual harassment depending upon the totality of the circumstances including the severity of the conduct and its pervasiveness: Unwelcome sexual advances, whether they involve physical touching or not; sexual epithets, jokes, written or oral references to sexual conduct, gossip regarding one's sex life; comment on an individual's body, comment about an individual's sexual activity, deficiencies, or prowess; displaying sexually suggestive objects, pictures, cartoons; unwelcome leering, whistling, brushing against the body, sexual gestures, suggestive or insulting comments; inquiries into one's sexual experiences; and discussion of one's sexual activities. All employees should take special note that, as stated above, retaliation against an individual who has complained about sexual harassment, and retaliation against individuals for cooperating with an investigation of a sexual harassment complaint is unlawful and will not be tolerated by this service.

Complaints of Sexual Harassment

- If any of our employees believe that he or she has been subjected to sexual harassment, the employee has the right to file a complaint with any supervisor or the City Administrator. This may be done in writing or orally.

Sexual Harassment Investigation

- ~~Upon receipt of a complaint, the supervisor or the City Administrator will investigate the allegation fairly and expeditiously, as the supervisor or the City Administrator deems appropriate. The investigation will be conducted in such a way as to maintain confidentiality to the extent practicable under the circumstances. The investigation will include a private interview with the person filing the complaint, the person(s) allegedly involved, and witnesses, if any. Upon completion of the investigation, the supervisor or the City Administrator will, to the extent appropriate, inform the person filing the complaint and the person alleged to have committed the conduct of the results of that investigation.~~

Disciplinary Action

- ~~If it is determined that inappropriate conduct has been committed, the employee shall be subject to disciplinary action which may range from verbal or written reprimand, suspension and/or termination from employment, or such other forms of disciplinary action as the City deems appropriate under the circumstances.~~

Section ~~Twelve~~Ten - Scheduling and Pay Procedures*

CAAS Reference 106.02.01

Full-time employees

- Employees hired to work the City's normal, full-time, 12 or 24-hour shifts, 80-hour work period. Such employees are nonexempt.

Part-time employees

- Employees hired to work fewer than 1200 hours per year. No part-time employee may work more than 1200 hours (direct patient contact) in any 12-month period unless authorized by the Director. Part-time employees are given a shift stipend to be on call and are not required to be at the station. Hours will be counted for the time that the person is on a call or performing duties for the city.

Salaried employees

- The Director and other employees so designated by the City shall be salaried employees and shall work such hours as assigned by the Director. The Director is an exempt employee as defined by the Fair Labor Standards Act and the Wisconsin overtime regulations.

Scheduling

- The Ambulance Director or their designee shall establish the shift schedule about two weeks in advance of the upcoming month and post the schedule online. Availability should be entered into the online computer system before the next schedule is completed.
- Daily and weekly work schedules may be changed from time to time at the discretion of the Director as necessary to meet the varying conditions of the City.

Swaps and Coverage

- Part-time employees may swap shifts after the schedule is made. Swaps may include entire shifts or portions of a shift as necessary. It is the responsibility of the employee to find a replacement for their assigned shift. All shift swaps or coverage must be submitted in the online scheduling program before the beginning of your shift.
- Full-time employees may only swap shifts with the permission of the Director. Swaps may include entire shifts or portions of a shift if permitted by the Director. No part-time employee may swap hours that would result in the employee exceeding forty (40) hours in a work period unless the Director determines that circumstances require overtime. The Director reserves the right to void any swap based on scheduling and staffing issues.

Overtime

- All non-exempt employees shall be paid overtime at the rate of time and one-half for all hours worked beyond forty (80) hours in a work period, following applicable state and federal wage and hour laws. Employees will be paid at regular time for all hours worked up to the 80th hour in any given work period.

No employee may work overtime without the permission of the Director except when the employee is on a call.

- In place of overtime, for time worked above and beyond an employee's regularly scheduled overtime, (i.e., coming in for a transfer or training) a full-time employee may be granted comp time at a rate of 1½ hours for each hour worked. Comp time accrual is limited to 72 hours.
- Open shifts may be filled by a full-time employee. Attempts will first be made to fill the shift with part-time employees. If the shift cannot be filled with a part-time employee, the shift will be offered to full-time employees on a seniority basis, based on the original hire date with the ambulance.
- Full-time employees may be ordered in for an open regular shift for up to 12 hours following their shift and/or up to 12 hours before their shift at the discretion of the Director. The order in cannot force the employee to work more than 48 consecutive hours. Every effort will be made to fill order in's at least three days before the open shift, although this may not be possible due to sick leave or other emergencies. A list will be kept rotating order ins. The list will be in reverse seniority order.

Recording Work Hours

- It is the policy of the City to comply with applicable laws that require records to be maintained of the hours worked by employees. To ensure that accurate records are kept of the hours you work (including overtime hours where applicable) and of the accrued leave time you have taken, and to ensure that you are paid promptly, you will be required to record any paid time off i.e., vacation, sick time, make up time, overtime on a time sheet. All hours worked that vary from your scheduled workweek must be recorded on a time sheet. Actual hours worked, overtime details, and paid time off must be recorded accurately. Corrections to timecards should be made as soon as the error is noted.
- Falsifying a time record is a breach of the City's policy and is grounds for disciplinary action, up to and including termination.

Seniority

- Seniority is based upon the date of original hire with the City. In the event employees share the same date of hire with the city, the seniority will be determined by the following factors in sequential order:
 - Whether or not an employee has been subject to disciplinary action within the previous two years.
 - Date of issuance of initial EMT certificate.
 - If the above-listed factors are the same for two or more employees, the Director shall determine seniority.

Pay Procedures

- All employees are paid on a bi-weekly basis. Employees are paid by the hours they are scheduled and/or paid time off & comp time if applicable. If a mistake is found, the employee should report it to the Director immediately. The Director will assist the employee in taking the steps necessary to correct the error.

- The City’s policy is to comply with all valid claims against the wages of employees. If a wage garnishment, child support order, or some other legally valid claim is received by the city against their wages, the employee will be notified about the amount and details of the garnishment or wage order. While the employee may attempt to work out their financial difficulties with their creditor in such situations, the City will be required to comply with the provisions of the garnishment notice or order, as soon as practicable after it is received, to ensure its compliance with applicable law.

Loyalty Pay

- Loyalty pay will be available to all employees and will be set by the City of Reedsburg annually. The number of years of service to receive the next increase is below:

0-1 Years	1-2 Years	3-4 Years	5-9 Years	10+ Years
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Section ~~Thirteen~~Eleven - Minimum Staffing Guideline*

CAAS Reference: 201.04.01

Purpose

- The purpose of this Standard Operating Guideline is to describe the staffing requirements for The City of Reedsburg Ambulance.

Procedure

- All in-service ambulances are Advanced Life Support following the State of Wisconsin Department of Public Health.
- The first-out and second-out ambulances shall be staffed with a minimum of one Wisconsin-certified paramedic as well as one Wisconsin-certified EMT, AEMT, or Paramedic
- The designated first-out ambulance may be staffed with one Paramedic and one EMT or two EMTs, if two EMTs staff the ambulance, the EMS Command Vehicle will be staffed by a captain or chief.
- The third out ambulance and so forth can be staffed with two certified Wisconsin EMTs or above.
- Critical Care Transport will be staffed with a minimum of one Critical Care Certified Paramedic in addition to one EMT/Paramedic.
- At a minimum, at least one Critical Care Paramedic and one paramedic will be scheduled each day with two additional EMT's or AEMT's.
- Captains will complete a review before the next scheduled shift, to ensure that minimum staffing is within the current scheduling program. The program is set up to alert when minimum staffing requirements are not met for Paramedics and Critical Care Paramedics.

Section ~~Fourteen~~Twelve - Minimum Equipment and Ambulance Inspection Policy*

CAAS 203.03.01 & 203.03.02 & 203.03.04

Purpose

- The purpose of this policy is to ensure that the City of Reedsburg Ambulance ambulances have the appropriate number of required supplies and equipment and ensure staff is familiar with the location of all supplies and equipment.

Policy

- All ambulances and vehicles will be checked by the on-duty employees each morning at the beginning of the employee's shift.
- All on-duty employees will be required to participate in the daily checks.
- The ambulance check sheet form that has been approved by the Service Director will be used for each vehicle check. This form can be found on the Reedsburg Ambulance EMS Manager site under forms. It will be submitted electronically and stored in EMS Manager.
- If a complete shift change does occur at any time during the 24-hour shift, the oncoming personnel assigned to the ambulance are responsible for checking and making sure the ambulance is stocked and equipped appropriately.
- Expiration checks on all applicable items will be done monthly and restocked before expiration.
- Equipment shortages or damage should be promptly reported to the on-duty captain.
- The following is the minimum equipment on all ambulances:
 - The most up-to-date list for minimum equipment is in EMS Manager.
 - Each ambulance will have a minimum of 500 PSI in each oxygen tank main, cot, and airway bag.
 - Each ambulance will have one oxygen delivery device at goes to 25 lpm and two oxygen devices that go up to at least 15 lpm.
 - All ambulances are equipped with a mobile radio, two portable radios, and a cell phone.
 - Each Ambulance will have assigned items in each cabinet, to find these items; they are in EMS Manager on the daily ambulance check form. The ambulance and items are ever-changing, as new items are added, and other items removed.

Temperature Monitoring

- All pharmaceuticals are to be stored in their designated space for routine use. The temperature of the storage room or patient compartment that holds pharmaceuticals shall be maintained above 50 degrees and below 90 degrees Fahrenheit. This is monitored by temperature monitoring devices that are inside each patient compartment with the A/C or heat controls.
 - Coolers are to be maintained between 36 degrees and 46 degrees.
 - IV Warmers are to be no warmer than 104 degrees.

- All efforts should be made by employees to avoid extreme temperatures occurring where pharmaceuticals are stored by proper heating, air conditioning, and/or ventilation. If necessary, any threatened pharmaceuticals should be removed from the storage area and moved into a controlled environment. If the temperature falls below 36 degrees or the IV warmer rises above 104 degrees, the employee will immediately notify the on-duty Captain. The captain will decide if the pharmaceuticals are to be replaced.

Section ~~Fifteen~~Thirteen - Vehicle and Supply Security Policy*

CAAS Reference: 203.03.03

Purpose

- To ensure ambulances are locked and supplies are sealed properly.

Policy

- The security of the ambulance's ambulance supplies, and medications must be maintained.

Guideline:

- All vehicles while in park will be locked whether in the station or while in use. This ensures the security of supplies, equipment, and medications.
- Outside station walk-thru doors should not be propped open and should always remain closed and locked unless personnel are present to monitor the doors.
- When ambulances are parked in unsecured areas outside of the station and personnel are not able to remain with the ambulance, all doors must be locked.
- While on scenes of ambulance calls, doors to the ambulances and EMS Command Vehicle will be locked if someone is not going to be present with the vehicles.
- All medications, needles, and syringes will be stored in the interior compartments that cannot be accessed from the outside of the vehicle. This will prevent unauthorized access to these materials.
- Narcotics will be further secured in a locked interior cabinet in all ambulances and tagged with a tamper device to show if the box was opened and medications were accessed.

Section ~~Sixteen~~-~~Fourteen~~ - Patient Care Report Policy*

CAAS Reference: 201.03.01, 201.03.02

Purpose

- To maintain an accurate record of medical care given by ambulance personnel in compliance with standard medical records practices, and to ensure continuity of care between healthcare professionals.

Policy

- A Patient Care Report (PCR) must be generated for every patient contact and /or incident number issued by the communications center.
- The PCR will be generated with the current Electronic Patient Care Reporting system.
- The patient care record in all instances will accurately describe the services provided to the patient, all pertinent scene information, an accurate and complete patient assessment, and accurate and complete treatments. All sections of the ambulance run report must be completed in as much detail as possible. Intentional falsification of patient care records is a serious violation of Ambulance policy and will result in disciplinary action up to, and including, termination.
- A Wisconsin state-approved, short written report (half sheet) must be completed and left at the receiving hospital. This report must be filled out as completely as possible before the ambulance departs the ER.
- The completion of the entire report must be done by the end of the primary provider's shift. Face sheets, EKGs, hospital transfer forms, and any other related patient information must all be turned in by the end of their shift.
- All hospitals can retrieve any PCR if needed through the state WARDS system.
- Mileage for PCR's will be taken from the vehicle's trip odometer and documented to the tenth of a mile.

Each patient contact shall document:

- Incident location and location type
- Response level to scene
- Date
- Call times
- Patient name
- Gender
- D.O.B.
- Agency
- Vehicle and employee identification
- Assessment of patient, including vital signs and clinical impression
- Treatment, and response to treatment
- Disposition of the patient, and the date and time of the report
- The Physician Certification Statement (PCS), Advanced Beneficiary Notice (ABN), EKG, and other forms associated with the call shall be obtained and turned in with the call paperwork.

- A signature from the patient (or power of attorney, legal guardian), receiving facility with full name and credentials of signer and employee signatures shall be obtained and submitted with the report paperwork.
- The ambulance or its contracted billing company will maintain an electronic copy of the patient care record/report as defined in subsection 64J-1.001(18), F.A.C. for at least 7 years. This copy contains an original signature by the employees on the call and is certifiable as a true copy.

Accountability and Compliance:

- The Director or designee will research and investigate that all runs assigned to employees were written. Any discrepancies will be sent electronically to the employees assigned to the run.
- The Director or designee will review the paperwork turned in from the runs from the previous day. Any errors found will be addressed, documented, and returned to the employees on the call for amendments.
- Weekly, the Assistant Chief or designee will review 50% of all other run reports for proper documentation. Any errors found will be addressed, documented, and returned to employees for amendments. At the end of each month, a review of all errors will be reviewed to look for any patterns and be reported at the monthly staff meeting.

Section ~~Seventeen~~Fifteen - Time off and Holidays

Currently paid time off is not extended to part-time employees.

Paid Time Off Hours

- Because we recognize the importance of vacation time in providing the opportunity for rest, recreation, and personal activities, the city grants paid time off-hours (PTO) to its full-time employees. PTO accrues annually as of your anniversary date. The amount of PTO to which you are entitled depends on your length of service as follows:
 - 1 - 4 years of uninterrupted full-time service, 168 hours per year.
 - 5 years of uninterrupted full-time service, 216 hours per year.
 - After 10 years of uninterrupted full-time service, 240 hours per year.
- **Employees who generally work Monday – Friday will be granted PTO as follows based on an 8-hour shift:**
 - 1 - 4 years of uninterrupted full-time service, 22 days per year
 - 5 years of uninterrupted full-time service, 27 days per year
 - After 10 years of uninterrupted full-time service, 32 days per year
- PTO can be accumulated from year to year up to 960 hours.

Paid Time Off Scheduling

- PTO must be taken as a full shift unless the Director authorizes a partial shift. Staffing requirements dictate that only one shift employee can be on paid time off at a time unless otherwise approved by the Director. All employees must submit PTO requests to the Director through EMS Manager at least 14 days before the date of commencement unless otherwise authorized by the Director.

PTO Pay

- Pay for paid time off will be based on the employee's regular hourly wage and issued in conjunction with an employee's regularly scheduled pay. When an employee has time off, the normal amount of his/her check will not be affected due to taking PTO or comp time.

PTO for Terminating Employees

- Employees terminating employment for any reason prior to the anniversary date are not entitled to payment for the year of termination. Employees will be paid out any PTO that has been accumulated up to the date of termination.

Holidays

- All employees are eligible for holiday pay. Except as otherwise provided, holidays are from 6:00 a.m. the morning of a holiday to 6:00 a.m. the following day. Employees working a 24-hour shift on holidays shall receive a bonus based upon time and half their rate of pay for 24 hours. Employees shall be paid for the following holidays. In the event, an employee works half a shift the holiday pay will be paid in half or according to the hours worked.

Full and Part Time Employee Holidays

- New Year's Day
- Easter
- Memorial Day
- 4th of July
- Labor Day
- Veteran's Day is a recognized holiday for all active and honorably discharged veterans of the United States Armed Forces, as documented through a submitted DD-214.
- Thanksgiving Day
- Christmas Eve Day
- Christmas Day

Monday - Friday Employee Holidays

- Monday – Friday employees will be scheduled off for holidays and are not eligible for overtime unless they work the holiday and are non-exempt. If the holiday falls on a weekend, the employee may take an alternate day off for the holiday.
 - New Year's Day
 - Spring Holiday (Friday before Easter)
 - Memorial Day
 - 4th of July
 - Labor Day
 - Veteran's Day is a recognized holiday for all active and honorably discharged veterans of the United States Armed Forces, as documented through a submitted DD-214.
 - Thanksgiving Day
 - Day after Thanksgiving
 - Christmas Eve Day
 - Christmas Day

Section Eighteen-Sixteen - Employee Benefits **School Stipend**

Introduction

- The City has established a variety of employee benefit programs designed to assist you and your eligible dependents in meeting the financial burdens that can result from illness, disability, and death, and to help you plan for retirement, deal with job-related or personal problems, and enhance your job-related skills.
- This section highlights some features of our benefits programs. Our group health, life insurance, and retirement-related programs are described more fully in summary plan description booklets. These booklets are provided once you are eligible to participate in these programs.
- The City reserves the right to amend or terminate any of its benefits programs or to require or increase employee premium contributions toward any benefits with or without notice at its discretion. This reserved right may be exercised in the absence of financial necessity.
- Whenever an amendment is made to any of the City's benefits programs, the Director will notify plan participants of all approved amendments or plan terminations, following the requirements of applicable federal law.
- For more complete information regarding any of our benefits programs, please contact the Director.

Health Insurance

- Full time employees and their eligible dependents shall be eligible to participate in the City's group health insurance program during the period of their employment, upon the following terms:
 - Application must be made for coverage at the time of hiring. Any employee who later applies for coverage may be required to furnish evidence of insurability as a condition of participation and may be rejected if uninsurable or may have limitations imposed on the employee's coverage due to preexisting conditions.
 - The City shall have the exclusive right to determine the identity of the insurer or insurers (which may include the City should it opt to be partially or totally self insuring), the nature and extent of the coverage, and the premium amounts, deductible or co-pay amounts, if any, provided that during the term of their employment all full time employees of the City, whether union or non-union, shall be included under the same program.
 - Employee contributions and premiums for health insurance are set annually by the Common Council.
- The City shall continue to pay the City's portion of the employee's premium during the time the employee is on approved sick leave or worker's compensation provided the employee remains employed by the City. Continuation during other types of leave must be approved by the Common Council or continued at the employee's expense.

- Health insurance benefits are non-duplicable, that is, family members employed by the City are entitled to a maximum of one family coverage.

Dental Insurance

- Full-time City employees are eligible for Dental Insurance made available by the City. The employees shall pay 50% of the premium cost.

Vision Insurance

- Full-time City employees are eligible for Vision Insurance made available by the City. The employees shall pay the entire premium cost.

Life Insurance

- The City will offer life insurance coverage under the State of Wisconsin Group Life Plan to employees after six months of employment. The Plan provides basic coverage as well as optional coverage, including up to three units of additional coverage and spouse and dependent coverage. The city will pay the premium for the basic coverage. The employee will pay the premium for any optional coverage for which the employee enrolls.
- The City shall pay the City's portion of the employee's premium during the time the employee is on approved sick leave or worker's compensation so long as the person remains a City employee. Except as otherwise required by law, continuation during other types of leave must be approved by the City Council and must be paid by the employee.

Employee Assistance Program

- The city offers an employee assistance program to all employees. The program covers various aspects of life that the employee may need help with. The program is fully funded by the City and free to all employees. Information on the program can be found in the locations of employee postings.

Additional Insurance Coverages

- Additional Insurance coverages are offered through payroll deductions (for full-time employees) or checking withdrawals for all other employees; and are paid fully by the employee. Each employee may select different insurance categories according to their needs after meeting with the department's insurance representative.

Cafeteria Plan

- The City maintains a Cafeteria Plan (Section 125) that allows employees to make pre-tax contributions for their health and dental insurance premiums. To participate in the Plan, employees must make the appropriate election. Questions about the Cafeteria Plan, qualifying expenses, and applicant limits can be answered by the Deputy Clerk-Treasurer.

Continuing Education

- The city regularly offers continuing education and refresher courses. These offerings include but are not limited to, EMT Basic, Intermediate Tech, and Paramedic refresher material, re-certifications (CPR), continuing education hours, and administrative topics. Employees may be paid to attend specified training sessions. Employees are required to attend training and failure to attend without permission from the Director or the Assistant Chief may result in disciplinary action. In some instances, with the approval of the Director, employees may be paid for tuition costs and accommodations.

Workers' Compensation Insurance

- To provide for payment of your medical expenses and partial salary continuation in the event of a work-related accident or illness, you are covered by workers' compensation insurance. The number of benefits payable and the duration of payment are established by state law.
- If you are injured or become ill on the job, you must immediately report such injury or illness to a supervisor. This ensures that the city can assist you in obtaining appropriate medical treatment. Your failure to follow this procedure may result in the appropriate worker's compensation report not being filed following the law, which may consequently jeopardize your right to benefits in connection with the injury or illness.
- Any absence due to accident, illness, or medical condition covered by worker's compensation insurance may be considered leave under the Family and Medical Leave Act.

Retirement

- The city will participate in the Wisconsin Retirement System. Employee eligibility and City employee premium amounts of payments are established as required by state law. Part-time employees must be on 1200 hours' worth of calls in a 12-month period.

Tuition Reimbursement

- Tuition reimbursement is available for all active Paramedics based on time spent on call with a maximum of \$3000, and those who have completed their Paramedic training in the last three years.
- Reimbursement schedule:
 - \$300 / month — 96 hours/month
 - \$200 / month — 72 hours/month
 - \$100 / month — 48 hours/month
 - Less than 48 hours/month will not be eligible for reimbursement.

Paramedic School Stipend

- A stipend is offered to employees who are enrolled in Paramedic School.
- If approved, the EMT will receive \$500 a month, up to \$6000 while they are in school.
- An employee must meet the following to be eligible for the stipend:
 - Must have worked with Reedsburg Ambulance for at least one year.

- Must be in good standing with training, skills, and benchmarks.
- Must meet the minimum call requirements for the last six months.
- Must be willing to complete an “Authorization to Disclose Academic Information & Grades” form so attendance can be verified if needed.
- Must be willing to sign an agreement to stay at Reedsburg Ambulance and be in good standing for two years.
- Must maintain training and minimum call requirements while in school.

Wisconsin Deferred Compensation Program

- ~~The city offers WDC to all employees as an added benefit.~~
- ~~The WDC is an additional retirement plan that an employee can contribute funds into.~~
- ~~A brochure is available during orientation and to any employee when requested.~~

Education Assistance Program

- ~~The city is committed to giving each employee an opportunity for growth and development. The educational assistance program provides financial assistance to individuals endeavoring to increase their knowledge and improve job skills.~~
- ~~All full-time, regular employees are eligible for participation. New full-time employees are eligible after completing the training period.~~
- ~~Employees who wish to pursue a degree program must have the approval of the Administrator.~~
- ~~Courses taken must meet one of the following criteria:

 - ~~Job related or within the employee’s current field of specialization~~
 - ~~Aid in preparing employees for future opportunities as part of the employee’s overall developmental program.~~
 - ~~Required as part of undergraduate or graduate degree program in City-related degree.~~~~
- ~~An employee must submit a detailed written narrative of the course outline and reasons the courses would benefit the Employee/City to the Department Head who will review and forward it to the City Administrator.~~
- ~~The City Administrator will approve or deny the request. Denied requests may be reviewed by the Personnel Committee.~~
- ~~Approval of requests is the sole discretion of the City, including the number of courses taken in each semester. An employee’s course load should not unduly interfere with the employee’s position responsibilities or work schedule.~~
- ~~Courses must be taken at an accredited institution.~~
- ~~When an employee is required by the employee’s supervisor to enroll in a class or specific program, this is considered “training”, not educational assistance.~~
- ~~Reimbursement will be made upon successful completion of an approved course defined as:

 - ~~A letter Grade of “A” = 100%, “B” = 95% AND “C” = 90%~~
 - ~~Completion of the course within the time limit set by the institution.~~~~

- ~~○ The Employee must submit verification of final grade and proof of payment for eligible expenses to the Department Head and City Administrator for payment.~~
- ~~○ Reimbursement for tuition will be paid at a maximum of \$2,500 per calendar year.~~
- ~~○ Reimbursement for course-related expenses will cover up to \$50 per course for books, lab/registration fees, thesis typing/bindings, etc.~~
- ~~○ If the employee is unable to complete a course due to a job-related commitment caused by the city, full reimbursement will be made.~~
- ~~○ If an employee resigns or is terminated for just cause before completion of the course, the employee will not be reimbursed by the city.~~

Section ~~Nineteen~~Seventeen - Employee Assistance and Critical Incident Stress Management

- The city is committed to supporting all its employees through its CISM program. EMS providers face stressful events every day. The work they choose to perform can be emotionally difficult, physically draining, and a threat to their personal safety. Yet this same work is seen as extremely rewarding, sometimes exciting, and a method for fulfilling some personal needs. The work still presents the public safety provider with a constant low to moderate level of stress and occasionally a high level of stress.
- Critical incidents may produce a wide range of stress symptoms, which can appear immediately at the scene, a few hours later, or within a few days of an event. The more symptoms experienced, the more powerful a stress reaction can be. The longer the symptoms last, the more potential there is for permanent harm.
- You should feel free to contact the Director or the Assistant Chief regarding CISM and the need for services any time you or one of your fellow workers are having difficulty dealing with an incident or when the nature of an incident suggests that intervention or a Critical Incident Stress Debriefing (CISD) might be useful. A CISD is a group interaction where a team of trained people allows public safety providers to talk about their thoughts, actions, and reactions to a stressful event.
- CISD is not group therapy and is not a critique of an event. The information shared in a debriefing is strictly confidential. A CISD is a time to learn what are normal expected behaviors and feelings following a stressful event and to receive assurance that you are experiencing a normal reaction to an abnormal event.
- A critical incident is any situation faced by public safety providers that causes them to experience unusually strong emotional reactions, which have the potential to interfere with their ability to function either at the scene or later.
- All employees involved in a critical incident will be offered a CISD that is scheduled because of that critical incident.
- Due to personal experiences and circumstances, a stressful call for you may or may not be a stressful call for another EMT. If you have strong feelings about a call, please contact the Director or the Assistant Chief.
- The following critical incidents may require a CISD:
 - Line of duty death or serious injury.
 - Suicide of a co-worker.
 - Death or serious injury to a child.
 - Participation in a prolonged failed rescue.
 - Mass Casualty Incident.
 - The victim is known to the responder.
 - Participation in an incident where responder safety is jeopardized.
 - Participation in an event that generates excessive media coverage.
 - Any other event or call where the provider is experiencing strong emotions.

Generally

Section Twenty—Leaves of Absence

- ~~Except as provided under and subject to federal and state Family and Medical Leave Acts, leaves of absence for any reason other than those outlined in the following sections are generally not available. The Director will evaluate individual requests for a leave of absence that do not fall under the following parameters on a case-by-case basis. All requests for a leave of absence should be presented to the Director. The Director may grant or deny any request at his/her discretion.~~
- ~~During your leave, you may also be required to provide additional physician's statements upon request from the City or to the City's insurance carriers at reasonable intervals, attesting to your continued disability and inability to work. You may also be required to submit to medical examinations by physicians designated by the City at its discretion and at the City's expense, at the beginning of, during, or at the end of your leave period, and to provide the City with access to your medical records as required.~~
- ~~Before you will be permitted to return from medical leave, you will be required to present the city with a note from your physician indicating that you can return to work and perform the essential functions of your position, without reasonable accommodation. Where required, the City will consider making reasonable accommodations for any disability you may have in accordance with applicable laws. You may also be required to submit to medical examinations by physicians designated by the City at its discretion and at the City's expense and to provide the City with access to your medical records as a condition of returning to work.~~

Bereavement Leave

- ~~Employees may take up to three (3) consecutive working days of paid Bereavement leave with pay for the death of a parent, spouse, brother, sister, children/stepchildren, father in law, mother in law, son in law, daughter in law, sister in law, brother in law, grandparent, grandchild.~~
- ~~Employees may take one (1) day of paid Bereavement leave for the death of an aunt, uncle, niece, nephew, or any other relative in the employee's household or spousal equivalents.~~
- ~~In addition, time off without pay may be allowed by the Director upon request.~~

Family and Medical Leave

- ~~Eligible employees are entitled to take Family and Medical Leave as provided under Wis. Stat. section 103.10 and federal law. Any modification of the state or federal law shall constitute a modification of the employee's rights to take Family and Medical Leave. In the event of a conflict between federal and state law, the provision that is more favorable to the employee shall be controlled.~~
- ~~Notice to an employee of the rights afforded under the Wisconsin Family and Medical Leave Act prepared by the State of Wisconsin Department of Workforce Development is posted at the station for your information. Under Wisconsin law, an employee who has worked more than 52 consecutive weeks for at least 1000~~

hours during that 52-week period is eligible for Family and Medical Leave. Eligible employees are allowed the following leaves of absence under Wisconsin Law:

- Up to six (6) weeks leave in a calendar year for the birth or adoption of the employee's child, providing the leave begins within sixteen (16) weeks of the birth or placement of that child.
- Up to two (2) weeks of leave in a calendar year for the care of a child, spouse, or parent with a serious health condition.
- Up to two (2) weeks leave in a calendar year for the employee's own serious health condition.
- Notice to an employee of the rights afforded under the Federal Family and Medical Leave Act prepared by the US Department of Labor are posted at the station for your information. Under Federal law, an employee who has worked for the City at least 1,250 hours in the preceding 12 months and employed for at least 12 months is eligible for Family and Medical Leave. Eligible employees are allowed the following leaves of absence under Federal Law:
- Up to 12 weeks during a 12-month period may be granted off for any of the following:
 - Illness, injury, impairment, or physical or mental condition involving incapacity or treatment connected with inpatient care in a hospital, or hospice.
 - Residential medical care in a hospital, hospice, or residential medical care facility.
 - Continuing treatment by a health care provider involving:
 - Incapacity or absence of more than 3 days from work, school, or other activities.
 - Chronic or long-term conditions incurable or so serious if not treated would result in incapacity of more than 3 days.
 - Prenatal care.
- Employees are entitled to continue their health insurance while on leave, at the same cost they must pay while working. FMLA leave is unpaid, but employees must use their accrued paid time off during FMLA leave.
- When an employee's FMLA leave ends, the employee is entitled to be reinstated to the same or an equivalent position.
- If the employee's need for leave extends beyond 12 weeks from its commencement, the availability of leave from work will be reviewed on a case-by-case basis by the City of Reedsburg. The city does not have to guarantee that a position will be held after 12 weeks of FMLA.

How to apply for FMLA leave:

- The employee must submit a Request for Leave form to the Director at least 30 days, or as soon as practicable, in advance of taking a leave. If circumstances do not permit an employee to give notice in advance of taking leave, the employee must notify the Director and submit the Request for Leave form as soon as possible, but no later than two working days after learning of the need for FMLA

leave. Failure to give timely notice may result in the delay or denial of FMLA leave and may subject you to discipline under AMBULANCE policies.

- If the leave is for a family member's or the employee's serious health condition, the employee must submit a medical certification form from the employee's or the family member's healthcare provider within 15 days. If an employee does not provide the required certification by the designated deadline, or if the Director determines that an employee's absence is not covered as FMLA leave, the leave may not be designated as Wisconsin and/or federal FMLA leave, and the employee may be subject to discipline under AMBULANCE attendance policies unless he or she uses accrued paid leave (like vacation) and/or is granted a non-FMLA leave of absence.
- Second or third certifications at the ambulance's expense and periodic recertifications at the employee's expense may be required under certain circumstances. The Director may require periodic reports during FMLA leave regarding the employee's status and intent to return to work.

Jury and Witness Duty Leave

- When a full-time employee is summoned to jury duty, the city will pay the employee during their active period of jury duty for up to three scheduled working days per calendar year. Any monies obtained from the court shall be turned over to the City to receive their regular pay. All employees are also allowed additional time off if summoned to appear in court as a witness unrelated to his/her employment. Employees may use accrued paid time off hours during this period or take the time off without pay. If the employee is summoned to appear in court as a witness pursuant to a case that arose during their employment, the city will compensate the employee for the time spent in court, deposition, or interviews. Any litigation-related time will be compensated at an employee's regular rate of pay.

Military Leave

- An employee will be granted a military leave of absence without pay to serve in the United States Armed Forces, in accordance with federal and state regulations. An employee may elect to use available vacation time while on military leave but is not required to do so for that purpose.
- Upon receipt of orders for active or reserve duty, an employee should notify the Director and submit a copy of the military orders as soon as possible.

Section ~~Twenty-one~~Eighteen -Critical Failures of Equipment and Vehicle Policy*

CAAS Reference: 202.05.02

Purpose

- To describe the process of reporting unusual events that may be encountered during daily operations.

Definitions

- A Critical Failure is defined as, any event which occurs that interferes with the response or transport of a patient, involving either a vehicle or a piece of equipment. (i.e., a flat tire on the way to a call or during a transport. A flat tire on the way back to the station is not a critical failure.)
- Hard equipment is any piece of equipment that is reusable - Any biomedical device that fails during patient care.
- Soft equipment is any medical equipment that is one-time use - Any item that fails or is found to be defective in some way when it is used on a patient.
- Vehicles - Any time a call cannot be completed or increases the transport time for a patient because of a mechanical failure.

Reporting Critical Failures

- Verbally notify the captain right away.
- Document the equipment deficit in as much detail as possible in an incident report.

Acquiring Replacement

- If equipment failure occurs on a call, the equipment should immediately be removed from the patient or should stop being used on the patient. If replacement equipment is available in the ambulance or at the scene, that equipment should be used.
- If equipment is not available, another ambulance should be contacted to bring the needed equipment for situations in our service area.
- When outside of our service area, the nearest ALS ambulance should be called for mutual aid.
- All equipment that has a critical failure should be kept following the call and turned in to the Director for further inspection. Equipment includes all cables, batteries, open electrodes, combo-pad packages, vent circuits, tubing, and anything else used on the patient.

Equipment Repairs

- Equipment inspection, evaluation, and/or repair of hard equipment will be inspected and evaluated by the Service Director.
- Any medical device pulled from service for any problem must be cleared through the Director prior to returning the equipment to service. If it is determined to be

an issue that can be corrected immediately, it will be corrected and returned to service. If it is an item that cannot be corrected, or it is a bio-medical device that needs specialized care, it will be sent to an appropriate repair facility.

- Vehicle repairs will be sent to an appropriate service location to fix the suspected problem.

Team Member Feedback

- Team members who submit the required documentation will also be sent the primary details of the incident follow-up.

Accountability and Compliance:

- To track failures, a review of all incident reports and equipment failures will be reviewed as reports are submitted and will be monitored quarterly by the Director or their designee.

Section ~~Twenty-two~~Nineteen - Employee Files and Background Checks

Employees Files

- ~~The city maintains an employee file for each employee. These files contain documentation regarding all aspects of the employee's tenure with the city. The employee files shall be maintained by the Director. City officials, supervisors, and administrators may review an individual's personnel record to make employment decisions. Copies contained in employee files include, but are not limited to:~~
 - ~~EMT Certifications~~
 - ~~Driver's License~~
 - ~~Driving Record~~
 - ~~CPR Certifications~~
 - ~~ACLS Certifications (where applicable)~~
 - ~~Performance Reviews~~
 - ~~Disciplinary Actions~~
 - ~~Commendations~~
 - ~~Health care records~~
 - ~~Correspondence, emails, memos, notes to from or about employees.~~
 - ~~Photographs, tapes, videos, or other recorded material~~

Medical File

- ~~The Director will keep employee medical files in a separate locked cabinet or password protected database to limit access. These files will contain all medical information pertaining to an employee such as the results of physicals, drug/alcohol testing, medical evaluations and reports, psychological evaluations, and reports, FMLA requests, disability matters including accommodation, and information pertaining to unprotected exposures. The Director shall maintain the employee files. City officials, supervisors, and administrators may review an individual's personnel record to make employment decisions. These officials do not have access to an employee's medical file unless the employee provides written permission, or the officials have access as otherwise allowed by law.~~

Criminal Background Checks

- The City shall conduct a criminal background check on every proposed employee as a condition of hiring. The information that the City receives from the criminal background check shall be kept in a separate locked cabinet or password-protected database to limit access. The city may also request criminal record checks from other states, as it deems necessary. Only the City and the Director are permitted to access and read the criminal background checks. Unless otherwise provided by law, a criminal record will not automatically disqualify an applicant. Rather, determinations of suitability for employment shall be made consistent with this policy and any applicable laws or regulations. If the City is inclined to make an adverse decision based on the results of the background check, the applicant will be notified immediately. The applicant shall be provided with a copy of the criminal record and

the City's policy. The City shall notify the applicant of any part(s) of the record that makes the individual unsuitable for the position or license, and the applicant will be given an opportunity to dispute the accuracy and relevance of the record. The city will notify the applicant in writing of the decision and the basis of the decision in a timely manner.

Driving Record Checks and Standards

- The City checks the driving record of each employee driver prior to employment and periodically thereafter at the discretion of the Director. The information that the city receives from the Wisconsin Department of Motor Vehicles is kept in a separate locked cabinet or password-protected database to limit access. The city may also request driving records from other states, as the city deems necessary.
- Any applicant for employment or employee with an unfavorable driving record will be disqualified from driving the city vehicles. Any employee who is found to have an unfavorable driving record will be subject to immediate discharge.

Accessing your files

- ~~Employees may review, and receive a copy of, their employee file upon request. If they wish to review their file, they should contact the Director to schedule an appointment. To ensure that their employee file is always up to date, employees must notify the Director of any changes in their name, telephone number(s), home address, email address, marital status, number of dependents, beneficiary designations, scholastic achievements, or the individuals to notify in case of an emergency.~~

Former Employee Files

- ~~Former employee records will be kept for 7 years except when otherwise required by law. Only the Director or Assistant Chief will access these records.~~

Section Twenty three—Discipline and Conduct Policy*

CAAS Reference 106.03.01-106.07.01

Policy

- ~~The director has the discretionary authority to warn, reprimand, otherwise discipline, or discharge employees in the manner and degree the director deems appropriate.~~

Guidelines for Appropriate Conduct

- ~~As an integral member of the City’s team, you are expected to accept certain responsibilities, adhere to high standards of personal conduct, and always exhibit a high degree of personal integrity. This not only involves showing sincere respect for the rights and feelings of others but also demands that you refrain from any behavior that might be harmful to you, your co-workers, or the City, or that might be viewed unfavorably by the people we service or by the public at large.~~
- ~~Whether you are on or off duty, your conduct reflects on the city. You are, consequently, always required to observe the highest standards of professionalism. Any type of behavior and/or conduct that the City considers inappropriate could lead to disciplinary action, up to and including termination of employment without warning, at the sole discretion of the City.~~
- ~~Listed below are some of the rules and regulations of the City. This list should not be viewed as being all inclusive. These behaviors and/or conduct, include, but are not limited to, the following:~~
 - ~~Falsifying employment or other City records.~~
 - ~~Violating the City’s nondiscrimination and/or anti-harassment policy.~~
 - ~~Soliciting gratuities from patients or the entities that we serve.~~
 - ~~Establishing a pattern of excessive absenteeism or tardiness.~~
 - ~~Reporting to work intoxicated or under the influence of non-prescribed drugs.~~
 - ~~Illegally manufacturing, possessing, using, selling, distributing, or transporting illegal drugs.~~
 - ~~Bringing or using alcoholic beverages on City property or using alcoholic beverages while engaged in City business off the City’s premises.~~
 - ~~Fighting or using obscene, abusive, or threatening language or gestures.~~
 - ~~Stealing property from co-workers, patients, entities that we serve, or the City.~~
 - ~~Having unauthorized firearms, weapons, or restraints such as handcuffs on the premises or while conducting City business.~~
 - ~~Disregarding safety or security regulations.~~
 - ~~Engaging in insubordination.~~
 - ~~Failing to maintain the confidentiality of patient information or the city information.~~
 - ~~Using unauthorized medical equipment or supplies for personal use.~~
 - ~~Failure to follow any part of the Employee Handbook, Patient Care Protocols, or City directives and policies.~~
 - ~~Endanger, negligently or intentionally, the safety of oneself or another person.~~
 - ~~Provoke a fight or participate in a fight, except to take such defensive measures as may be necessary to protect oneself or anyone else who is the subject of an unprovoked attack.~~

- Use threats or personal/political influence to secure promotion, leave of absence, change of evaluation, pay, or other occupational advantage for oneself or another.
- Fail to perform any responsibilities lawfully imposed upon the employee or fail to follow any lawful directives issued to the employee.
- Distribute materials, circulate petitions, or collect contributions on the City's time or premises without proper authorization.
- Fail to perform any responsibilities lawfully imposed upon the employee or fail to follow any lawful directives issued to the employee.
- If your performance, work habits, overall attitude, conduct, or demeanor becomes unsatisfactory in the judgment of the director, based on violations either of the above or of any other City policies, rules, or regulations, you will be subject to disciplinary action, up to and including dismissal.

Courtesy and Politeness

- Working in EMS is always a trying and testing position. When you are on the job or when you are wearing your uniform, you are a representative of the ambulance. As a representative of the ambulance, you must maintain a courteous, polite, and in control demeanor always. Occasionally, you will be subject to verbal abuse, unsavory duties, and somewhat "difficult" people. When you find yourself in this position, remember that you are there for a reason. You are there to help a sick, injured, or infirm person. The people we serve depend on you and expect you to be neat, clean, courteous, polite, and in control of yourself and the situation you are dealing with.
- Always be ready to work in concert with your partner and other people on the scene, not in conflict. If you lack any one of these attributes or if you disregard them, you, your patient, your co-workers, and the service will suffer. This is an unacceptable situation. You must always strive to be better and try harder for everyone concerned.

Discipline Process

Progressive Discipline

- Generally, the City employs progressive discipline in handling employee violations; however, the Director may begin the discipline process at any step or advance to any step at the Director's sole discretion based on the circumstances at hand. Nothing herein abrogates the at-will nature of the employment.
 - The levels of discipline are as follows:
 - Verbal Warning—documented on Corrective Action/Written Warning Form.
 - Written Warning—documented on Corrective Action/Written Warning Form.
 - Suspension—an employee may be suspended by the Director or City Administrator whenever they deem it appropriate.
 - Discharge—The Director or City Administrator has the authority to discharge any employee under circumstances they deem appropriate.

Section Twenty-four – Grievance System

Purpose

- The City of Reedsburg Ambulance ("the City") has established this Grievance System ("System") for employees to utilize for matters concerning discipline, termination, or workplace safety. The City prefers that employees and management interact in a reasonable manner for purposes of resolving employment issues prior to engaging this System.
- This System is intended to comply with §66.0509, Wis. Stats. Employment disputes that are covered by state or federal statutes and administrative enforcement mechanisms are not covered by this System.
- This procedure does not create a contract of employment. City employees are employed at will and may resign or may be terminated with or without reason, subject to applicable law.

Definitions

- "**Grievance**" means an issue related to the discipline or termination of an employee or an issue related to "workplace safety."
- "**Termination**" means a separation from employment by the city for disciplinary or quality of performance reasons. "Termination" does not include layoff, failure to be recalled from layoff, furlough or reduction in workforce, job transfer, non-disciplinary demotion, reduction or position elimination based on failure to meet qualifications, resignation, voluntary quit, abandonment, retirement, nonrenewal of contract, death, separation as a result of the physical or mental inability to perform the essential functions of the job, action is taken pursuant to an ordinance created under §19.59(1m), Stats., or the end or completion of temporary employment, seasonal employment, contract employment, or assignment.
- "**Employee discipline**" means an employment action that results in disciplinary suspension, with or without pay, disciplinary termination, or disciplinary demotion. "Employee discipline" does not include oral reprimands or warnings, written reprimands or warnings, performance improvement plans, performance evaluations or reviews, documentation of employee acts or omissions, administrative leave or suspension with pay, non-disciplinary wage, benefit or salary adjustments, changes in assignment, action is taken pursuant to an ordinance created under §19.59(1m), Stats., or other non-material employment actions.
- "**Employee**" shall not include employees subject to a collective bargaining agreement addressing employee discipline, termination, and workplace safety, statutorily appointed individuals identified specifically in statute as serving at the pleasure of an appointing authority, elected officials, and independent contractors, and those employees or officials whose employment status is regulated by the charter ordinance.
- "**Workplace safety**" shall be narrowly construed and not construed to include basic conditions of employment unrelated to physical health and safety. "Workplace Safety" means conditions of employment related to the physical health and safety of employees, if such conditions are not enforceable under state or federal law, and includes the safety of the physical work environment, the safe operation of workplace

equipment and tools, provision of protective equipment, training and warning requirements, workplace violence and accident risk. "Workplace safety" does not include conditions of employment unrelated to physical health and safety matters, including, but not limited to, hours, overtime, sick, family, or medical leave, work schedules, breaks, termination, vacation, performance reviews, and compensation.

Process

- ~~Written Grievance Submission.~~ Only the employee subject to discipline or termination or directly impacted by the issue of workplace safety may file a grievance. The employee must file the Grievance within seven (7) calendar days of the termination, employee discipline, or actual or reasonable knowledge of the workplace safety issue. The Grievance must be in writing and must be filed with the City of Reedsburg Administrator. The Grievance shall contain:
 - ~~a clear and concise statement of the relevant facts and dates;~~
 - ~~the identities of people with material knowledge;~~
 - ~~relevant documentation;~~
 - ~~steps are taken to informally resolve the dispute and the results of those discussions;~~
 - ~~rationale supporting the Grievance; and,~~
 - ~~The remedy that should be issued.~~
 - ~~A Grievance alleging a workplace safety issue shall also identify the workplace rules allegedly violated, if applicable.~~
- ~~Administrative Response.~~ The City of Reedsburg Administrator shall review the grievance and provide the Grievant with a written response within fourteen (14) calendar days of receipt of the written Grievance. The written response shall contain a statement of the basis for the decision to sustain or deny the Grievance, and, if denied, the deadline for the Grievant to appeal the Grievance to an Impartial Hearing Officer. The City of Reedsburg Administrator is encouraged to meet with the Grievant to discuss the Grievance.
- ~~Impartial Hearing.~~ The City of Reedsburg's Administrator decision shall be final unless the Grievant files a written appeal requesting a hearing before an Impartial Hearing Officer. The written appeal shall be filed with the City of Reedsburg Administrator within seven (7) calendar days of receipt of the Administrative Response. The hearing shall take place within a reasonable time but in no case more than twenty-eight (28) calendar days from the filing of the written appeal. The Impartial Hearing Officer shall file a written decision within fourteen (14) calendar days of the close of the hearing.
- ~~Appeal for Review.~~ The non-prevailing party may file a written request for review by the City Council within seven (7) calendar days of receipt of the Impartial Hearing Officer's written response.
- ~~The decision of the Governmental Body.~~ The City Council shall issue its written decision on the Grievance within twenty-eight (28) calendar days of receipt of the appeal.
- ~~Time Deadlines.~~ No grievance shall be advanced if not filed or appealed within the System's time deadlines. The parties may mutually agree to extend any time deadline, which extension shall not be precedential.

- ~~Meetings/Hearings.~~ Any meeting or hearing held under this system shall be during off duty hours unless specifically agreed to by the City.

Hearing

- ~~Selection of Hearing Officer.~~ Following receipt of the Appeal for Review, the City shall select an Impartial Hearing Officer, who shall not be a City employee.
- ~~Representation.~~ The Grievant shall have the right to representation during the Grievance Procedure at the Grievant's expense. The representative shall not be a material witness to the dispute.
- ~~Nature of the Hearing.~~ The Impartial Hearing Examiner will determine the scope of the hearing based upon the nature of the Grievance to provide the Grievant with an appropriate level of procedural due process. Thus:
 - ~~The hearing may consist of testimony (not under oath) from witnesses with the opportunity for questioning by all parties and the Impartial Hearing Examiner, informal presentation by the City and the Grievant, or submission on a paper record. The Impartial Hearing Examiner shall advise the parties of the way the hearing will be held within seven (7) calendar days of the appointment.~~
 - ~~The Grievant shall have the burden of proof.~~
 - ~~The hearing shall not be subject to the rules of evidence; however, depending on the nature of the hearing, a material fact may not be supported solely by hearsay evidence.~~
 - ~~The parties are not entitled to discovery; and,~~
 - ~~The Impartial Hearing Examiner may compel witnesses as permitted under §788.06(2), Stats.~~
- ~~Record of Proceedings.~~ The Impartial Hearing Officer shall conduct the proceedings and make a record of the proceedings. Following the issuance of the decision, the record shall be provided to the Director for preservation for a period of at least seven (7) years. The record shall consist of the Grievance, the Administrative Response, a recording (written or audio) of any testimony or statements from the parties and witnesses, and any documents received into the record by the Impartial Hearing Examiner.
- ~~Hearing Costs.~~ Costs involved in the hearing, including any fees charged by the Impartial Hearing Examiner, shall be borne by the City with the exception that the City is not responsible for any costs incurred by the Grievant for representation or consultation and production of evidence at the Impartial Hearing (including fees to compel witnesses and photocopying expenses).
- ~~Written Decision.~~ After the close of the hearing, the Impartial Hearing Officer shall issue a written decision containing findings of fact, analysis, and an answer to the following question: "Based on the preponderance of the evidence presented, has the Grievant proven the decision of the City was arbitrary or capricious?"
- ~~Powers of the Hearing Officer.~~ The Impartial Hearing Officer shall have the power to issue a Written Response to the Grievance. The Impartial Hearing Officer shall have no power to issue any remedy, but the Impartial Hearing Officer may recommend a remedy. Remedial authority shall be subject to the determination and approval of the City Administrator and shall be addressed by the Director in the event the Grievance is sustained.

Appeal

- ~~Written Appeal.~~ The Notice of Appeal shall be in writing and contain a statement explaining the reasons for the appeal and a copy of the Grievance, the City's response to the Grievance, the record of the hearing as defined in paragraph 4(4), above, and the Impartial Hearing Officer's Written Decision. The Notice of Appeal may not include information that was not presented at the hearing. The request shall be filed with the City Administrator and with a copy to the prevailing party.
- ~~Review.~~ The City Council shall review the materials from the hearing and determine whether a rational basis exists for the Impartial Hearing Officer's decision. The findings of fact of the Impartial Hearing Officer shall not be overturned unless clearly erroneous.
- ~~In the event the City Council sustains the Grievance, the Ambulance City of Reedsburg shall determine an appropriate remedy for the Grievant.~~
- ~~In the event the City Council does not sustain the Impartial Hearing Officer's decision, the City Council may render a new decision and remedy or request the Impartial Hearing Officer to take further evidence and issue a revised decision and recommendation.~~
- ~~Any review by the City Council shall be subject to Wisconsin's Open Meetings Law, the City of Reedsburg's review and deliberation shall be in closed session pursuant to §19.85(1)(a), Stats. The City Council's vote on the grievance shall be in open session.~~
- ~~Decision.~~ All decisions of the City Council involving the Grievance shall be by simple majority vote of those members present and voting, reduced to writing and filed with the Director within seven (7) calendar days of the date of the final decision. A copy of the final decision shall be delivered to the Grievant. The City Council's decision is final and is not subject to appeal.

Section Twenty-five — HIPAA Training Confidentiality of City Information

Policy

- ~~It is the policy of the City to ensure that the operations, activities, and business affairs of the City and our clients are kept confidential to the greatest possible extent. If, during their employment, employees acquire confidential or proprietary information about the City, ambulance, its patients, and its clients, such information is to be handled in strict confidence and not to be discussed with outsiders and not in violation of Federal HIPAA rules and regulations.~~
- All employees are required to watch the HIPAA video and successfully complete the HIPAA test at the beginning of their employment.

Section Twenty-~~onesix~~ - Uniforms and Appearance

Obtaining Uniforms

- The City shall provide each full-time employee with an annual clothing allowance of up to \$300.00, each new part-time employee and those who were on call less than 1000 hours in the previous calendar year up to \$100.00 annually, and \$200 for those who are on call 1001 or more hours during the previous calendar year. The employee shall submit receipts for uniform purchases to the Director for reimbursement. The employee must wear the uniform while on duty and is responsible for maintaining and cleaning the uniform. If the uniform is torn, or damaged while in performance of the employee's duties, and the employee has exhausted the clothing allowance, the employee may be reimbursed for new purchases at the discretion of the Director.
- Full-time and part-time employees will be required to return all clothing, uniforms, and equipment to the Director upon termination of employment by the employee or the City.

Proper Uniform

- All employees are always to wear their uniforms properly when out of their bedrooms and while in public when they are on duty.
 - Only the ambulance uniform shirt may be worn while on duty.
 - A navy or black t-shirt or turtleneck is the only item that may be visible under a uniform shirt. White undershirts may be worn by supervisors while wearing a white polo or button up shirt.
 - EMS black pants must be worn while on duty.
 - The ambulance-issued jacket and impermeable pants may be worn while on duty.
 - An ANSI-compliant vest or coat must be worn any time an employee is within the right-of-way of any roadway.
 - You must always wear your assigned pager when on duty.
 - Uniforms must remain clean, unwrinkled, neat, and in good repair.
 - Uniform items that are faded, torn, or worn are not acceptable.
 - The employee is responsible for purchasing and wearing black boots or shoes while on duty. Only approved work shoes will be permitted. No clogs, sandals, etc.
- Employees are responsible for the care and maintenance of their uniforms. Employees should always have spare uniform items available. If for any reason an employee's uniform becomes soiled during their shift, they are to return to the station for their spare uniform. If their uniform is damaged beyond cleaning or repair while working at a scene, please see the on-duty captain for assistance in replacing it.

Wearing Uniform When Not on Duty

- No employee shall wear an identifiable uniform item when not on duty. This particularly applies to wearing an identifiable uniform item in an establishment that serves alcohol. If it is your intention to go out after work, you should plan to have a change of clothes.
- Any off-duty employee observed wearing an identifiable uniform item in an establishment that serves alcohol may be disciplined up to and including termination.

Personal Hygiene and Appearance

- All employees are required to present themselves at the beginning of their shift, in uniform and as someone proud to represent this service and their profession. This presentation includes their personal hygiene. It is imperative that all employees are clean, showered, and presentable. Employees should wear their hair pinned back for their own safety. Hair must always be clean and neat.
- Facial hair must be neat and trimmed. Employees may not wear earrings that hang down.
- The city discourages the wearing of large rings while on duty. Rings have the potential to cut through gloves, creating an environment of possible exposures.
- Employees should not wear excessive cologne or perfume while on duty. Some patients may be allergic or made uncomfortable by these products.

Section Twenty-seven—Absenteeism and Tardiness

Procedures

- The city expects all employees to assume diligent responsibility for their attendance and promptness. Recognizing, however, that illnesses and off-duty injuries may occur, if you are unable to work because of illness, you must call the on-duty captain as soon as possible on each day of your absence unless you are granted an authorized medical leave, in which case different notification procedures apply.
- Failure to properly notify a supervisor will result in disciplinary action. If you are absent for more than three consecutive assigned shifts due to illness or injury, a statement from a physician is required before you will be permitted to return to work. In such instances, the City also reserves the right to require you to submit to an examination by a physician designated by the City at its discretion. In addition, the City may require you either to submit a statement from your physician or to be examined by a City designated physician in other instances at its discretion, such as where abuse is suspected (e.g., where an employee's record indicates a pattern of short absences and/or frequent absences before or after holidays and weekends).
- Absenteeism, intentional absences, or tardiness that are unexcused or excessive in the judgment of the director are grounds for disciplinary action up to termination.

Missed scheduled shifts for part-time employees

- The first time a scheduled shift is missed the employee will receive a verbal warning and a letter will be placed in their file. The second time a shift is missed, within one year the employee will receive a written warning that will be placed in their file. If an employee misses two consecutive shifts or three shifts within one year it will be an automatic suspension and or termination. All employees will be held responsible for finding their own coverage for the shifts they signed up for. The only exception to this guideline will be in emergency situations or when the employee's primary employment made a change in the employee's schedule.

Section Twenty-~~eight~~two - Complaint/Conflict & Incident Policy*

CAAS Reference 102.03.01, 105.02.02, 106.04.01 & 202.05.01

Purpose

- Misunderstandings or conflicts can arise within any service and with employees in the outside services we work with regularly. This policy will apply to complaints against our employees and any intra-departmental complaints or conflicts as well as complaints/conflicts with member(s) of an outside service. To ensure effective working relations, it is important that such matters be resolved before serious problems develop. Most incidents resolve themselves naturally by discussing them openly with both parties working to resolve their misunderstanding; however, if a situation persists that you believe is detrimental to you or to the City, the following procedures will be utilized to resolve and document the conflict.

Policy

Definitions

- Incidents
 - Any incident which may have the potential of developing into a professional and/or general liability.
 - Internal complaints (complaints by and about an employee)
 - External complaints (complaints involving a non-employee)
 - Vehicle accident while on duty
 - Vehicle equipment failures
 - Inadequate vehicle condition
 - Missing or damaged equipment or vehicle
 - Disagreements/deviations from company policy
 - Patient-related incidents (e.g., falls, injuries, etc.)
 - Work-related injury/illness.
 - Other unusual circumstances or events as warranted.
- Serious incidents
 - Any incident which, if not acted upon, has the potential to cause significant harm to Reedsburg Ambulance, an employee, or other individual. Examples include, but are not limited to:
 - Claims of Harassment, sexual or otherwise
 - Claims of a criminal act
 - Claims of assault, verbal or physical, involving an employee
 - Claims of injury incurred while working, involving an employee.
 - Claims of improper medical treatment or care which might lead to an unfavorable patient outcome.
 - Claims of discrimination addressed by law.

Incident Reporting

- Misunderstandings or conflicts may arise in any organization and should be resolved before serious problems develop. If an incident occurs, employees are required to

report it immediately if the incident is serious and or prior to the completion of the current shift if the incident is deemed not serious. Reports must be entered into the incident reporting form on EMS Manager. Serious incidents involving possible injury, claims of harassment, or criminal acts should be immediately reported verbally to a supervisor.

Writing Incident Reports

- When documenting an incident, it is very important to differentiate between fact and opinion. Facts are things that can be proven based on available data. Opinions should be omitted from the incident reports but must be clearly stated as an opinion if it is necessary to include them.
- When documenting an incident report, answer the five W's: who, what, why, when, and where. If you are sharing information that was provided to you and is unverified, clearly state that and answer the five W's: who told you, and where you were when they told you. It is difficult to know what information will be important to an investigation when writing an incident report, include as much detail as possible.

INVESTIGATION OF COMPLAINTS

- All complaints will be investigated according to the seriousness of the complaint. Investigation of general complaints shall be immediately reported verbally to the Service Director or Assistant Chief.
- An investigation will involve the taking of statements from the involved parties and an objective review of any evidence available. Examples of evidence to be examined may include, but are not limited to:
 - CAD records
 - Vehicle tracking records.
 - Patient care reports
 - Video recordings from security cameras
 - Data logs recorded by medical equipment (ECG files, timestamps)
 - Any forms or documents involved.
- The results of an investigation shall be reported to the individual filing the original complaint whenever doing so would not compromise patient or employee confidentiality concerns.

Complaints Against Outside Agencies

- If an employee has a complaint against another healthcare agency or an employee of another healthcare agency, they shall bring it to the attention of the Director. The information will be forwarded to the other agency(s) involved so that corrections may be made within their organization.

Receiving Complaints

- If a complaint is received from an outside agency or the public, the employee receiving the complaint should listen carefully and document the complaint and contact information of the person making the complaint.
- Once the complaint has been received assure the person making the complaint that their concern will be investigated and that the member of management will follow up

with them as soon as possible. The Director must receive all complaints once an employee receives the complaint or as soon as possible that day.

Documentation

- Upon resolution of the complaint/conflict, all written material regarding the complaint/conflict will be submitted to the Director.

Retaliation

- The city will not tolerate any form of retaliation against employees availing themselves of this procedure. The procedure should not be construed, however, as preventing, limiting, or delaying the city from taking disciplinary action against any individual, in circumstances (such as those involving problems of overall performance, conduct, attitude, or demeanor) where the city deems disciplinary action appropriate.

Feedback to Involved Parties

- The results of the investigation of a complaint shall be shared with the complainant and other involved parties whenever doing so will not disclose confidential or protected information. If specifics of an investigation cannot be shared with involved parties, the parties shall be informed that the investigation has concluded, but that due to confidentiality concerns, no further details can be shared.

Incident Tracking

- Administrative staff will intermittently review incident reports related to their area of responsibility for the purpose of detecting any unfavorable trends. If a trend is identified, an assessment will be made to determine the feasibility of action to correct the trend. This information and any actions taken should be recorded and forwarded to the Service Director in a timely manner.

Section Twenty-nine—Electronic Communications

Electronic and Telephonic Communications

- The use of any software and business equipment, including, but not limited to, pagers, radios, telephones, facsimiles, copiers, computers, the internet, and copy machines for improper or illicit purposes is strictly prohibited. Reasonable personal use of the City's software and business equipment, including, but not limited to, pagers, radios, telephones, facsimiles, copiers, computers, the internet, and copy machines is permitted. The Director may prohibit the use of ambulance equipment and systems for personal use at any time for any reason. To ensure that the use of electronic and telephonic communications systems and business equipment is consistent with the City's legitimate business interests, authorized representatives of the city may monitor the use of such equipment from time to time. This includes monitoring usage of any kind on any device.

Pagers

- Any employee issued a pager must always have their pager on them when they are on duty. Employees must respond to all pages that are addressed specifically to them as soon as possible. Employees must always maintain their pager in good working order. Replacement batteries are available from the Director. If a pager is not functioning properly, the employee must report the problem to the Director immediately. The ambulance will work with the paging company to replace pagers that are not functioning properly as soon as possible. The employee may be held responsible for the replacement of any lost or damaged pagers. Exceptions will be given for pagers lost or damaged in the line of duty. Upon termination of employment, pagers must be immediately returned to the Director.

Taping / Eavesdropping on Conversations

- The city may tape, record, videotape, or otherwise monitor conversations or other communications between employees and/or between employees and non-employees for legitimate business purposes, including, but not limited to, training and protecting the integrity of the city. Employees may not tape, record, or videotape any City communications other than training meetings without the consent of the participating employees.

Section ~~Thirty-Two~~-three - Building Facilities

Bulletin Boards:

- To maintain an effective avenue for communicating with our employees, the city may from time to time utilize bulletin boards or post notices.
- The City's bulletin boards are used to communicate official governmental information on equal employment opportunity, wage and hour, health and safety, and other issues. They can also be used to communicate information regarding the City's policies and announcements, including, but not limited to, job postings, safety rules, health items, benefit programs, and notices announcing special events. Most of the information, however, will be communicated electronically via email. Employees may not tamper with these bulletin boards or postings in any manner.
- Employees may not post, tape, tack, or affix in any way or form, literature printed or written materials, photographs, or notices of any kind on the City's bulletin boards or their glass coverings, on the walls, or anywhere else on the City's property. Violation of this policy shall be grounds for disciplinary action.
- The City's bulletin boards may not be used by employees or outside parties for the posting of commercial notes and advertisements, announcements and witticisms, sales of personal property, or any other matters. Employees and outside parties are also prohibited from distributing literature and soliciting other employees.

Fire Safety

- It is each employee's responsibility to know the fire safety plan. If a fire is discovered, it is important to follow these steps:
 - Call 911 to notify the Fire Department of the location.
 - Rescue/protect those affected by the fire/smoke.
 - Close doors to isolate the fire/smoke.
 - Know/use the appropriate fire extinguisher if conditions permit.

Use of Ambulance Quarters:

- The ambulance has provided on-duty personnel, quarters to use. The quarters consist of bedrooms, kitchens, training room, living room, restrooms, and offices. These quarters have provisions to cook, sleep, watch training videos, watch TV, and do other activities. All employees should be considerate of any employees who are sleeping. Training videos, trade magazines, and training equipment are at the employee's disposal to use at the ambulance station. No training equipment, DVDs, etc., are to leave the building without the permission of the Director or Assistant Chief.
- All employees are required to clean up after themselves by the end of their shift. The living quarters are always expected to be kept clean and neat. The quarters are provided to improve response time to effectively improve service to the citizens who count on us.
- If an employee needs to sleep at the station, they must sleep in the bedrooms supplied. The on-duty employees have the first right to sleeping quarters. Personnel are expected to vacate their room upon completion of their shift. The employee

coming on to a new shift has rights to the sleeping quarters over someone who has completed their shift.

- The sleeping quarters are to be picked up and ready to use for the next oncoming employees. Each employee is required to provide their own linen and pillow to use on the beds. All personal belongings shall be removed at the end of the shift, unless otherwise approved by the oncoming Captain.
- Quiet hours shall be observed between 22:00 and 05:45.
- For safety and security reasons, personal visits to the City's facilities and offices by relatives, friends, and former employees are not encouraged. Visitors of any kind who enter our facilities are always to be accompanied by an employee of the city. Visitors must comply with all City policies, including safety and security regulations. Employees who serve as escorts for any visitors are responsible for assisting visitors with compliance. Any employee witnessing noncompliance with this provision must report the violation to the supervisory staff.
- Employees' uniforms, coats, and vests shall be stored properly at the end of their shift and shall not be left lying around or in the ambulances.

Kitchen

- All employees are responsible for ensuring that the kitchen area is kept clean.
- It is the responsibility of the employee to clean all dishes used by the said employee and replace those dishes back in the appropriate cupboards at the end of their shift.
- Food items desired by the employee must be purchased by the said employee and stored appropriately in the kitchen.
- Any perishable food items left in the refrigerator are subject, without notice, to be discarded. Any food left within the kitchen, without being marked with the employee's name and date, is subject to be eaten or discarded if outdated, by any other employee.
- Kitchen counters are to be kept clean and free of debris. It is expected that the kitchen floor will be swept and mopped as needed.

Showers & Bathroom Facilities

- The bathroom facilities are to be kept clean and free of debris. The garbage should be emptied when full and all dirty linen should be removed and taken to the laundry. Personal items should be stored in the provided storage.
- All employees are expected to clean up after themselves. If you make a mess clean it up!

Smoking

- Use of tobacco products, vaping, smoking, smokeless tobacco, dipping, and chewing are prohibited in buildings or vehicles owned by the city. Use of electronic cigarettes, electronic hookah, and electronic cigarette alternatives, such as vaping or personal vaporizers, are prohibited in the building or any vehicle owned by the city.

Workplace Searches

- To safeguard the property of our employees, our patients, and the City, and to help prevent the possession, sale, and use of illegal drugs on the City's premises, in

keeping with the spirit and intent of the City's drug-free workplace policy, the City reserves the right to question employees and all other persons entering and leaving our premises, and to inspect any packages, parcels, purses, handbags, briefcases, lunchboxes, or any other possessions or articles carried to and from the City's property.

- In addition, the City reserves the right to search any employee's office, desk, files, locker, or any other area or article on our premises. It should be noted that all offices, desks, files, lockers, and so forth, are the property of the City and are issued for the use of employees only during their employment with the City. Inspections may be conducted at any time at the discretion of the City. Persons entering the premises who refuse to cooperate in an inspection conducted pursuant to this policy will not be permitted to enter the premises. Employees working on or entering or leaving the premises who refuse to cooperate in an inspection, as well as employees who after an inspection are believed to be in possession of stolen property or illegal drugs, will be subject to disciplinary action up to and including discharge if on investigation they are found to be in violation of the City's security procedures or any other of the City's rules and regulations.

Section ~~Thirty-one~~Twenty-four - Conduct While on a Call*

CAAS Reference 202.04.01

Full-time Operations:

- The EMS Command Vehicle is provided for immediate response to emergency calls and may be used depending on staff configuration for the day. The EMS Command Vehicle shall be staffed with a captain or chief. The EMS Command Vehicle may be used for non-emergency functions with permission of the Director if it remains available for emergency calls and within the City of Reedsburg.
- Full-time Paramedics are expected to be at the station working on assigned duties during business hours unless they are on a call. The Captain, FT Medic, or senior PT Medic should have the medic phone. The medic phone should be answered immediately unless the medic is involved in an emergency. The call forwarding feature should be activated to send calls to dispatch if the medic phone cannot be answered.

Responding to the Station

- Nobody can use a red light in his or her private vehicle while responding to an incident. Employees are to stop at all stop signs and obey all traffic lights while en route to the call. Employees may not exceed the posted speed limit or drive without due regard.

Cleaning the Ambulance before departing from the hospital

- Once the patient has been released to the ER staff, the stretcher shall be cleaned with detergent and disinfectant; a new sheet, pillowcase, and blankets shall be placed on the cot. Any cleaning and disinfecting of the ambulance should also be done at the hospital. A clean stretcher should not be placed in a contaminated ambulance.

Duties at the station

- Restock all items used during the run. Any equipment picked up at the hospitals should be wiped down or cleaned and put back in the ambulance. This does not relieve the on-coming shift from doing a rig check at the beginning of their shift.
- All appropriate paperwork will be turned in after the call as quickly as possible and prior to the end of your shift.

Refueling the Ambulance

- The ambulance shall be refueled whenever the gauge drops below the “full” line.

Cell phone use

- Employees can carry personal cellular telephones while on duty provided the following criteria are met:
 - The device is not unsightly or unbecoming of the department uniform.
 - The device does not pose a hazard.

- Use of the device does not interfere with work.
- The device does not admit any audio or visual obscene messages.

- Employees are required to turn off or silence personal cellular telephones from the start of a call until the patient is turned over to the receiving medical facility. Personal phone calls during patient contact are strictly prohibited, this includes texting.
- Under no circumstances shall employees use personal cellular phones while driving the Ambulances. The only acceptable use of cell phones while driving is when you are receiving directions or information related to an ambulance call. Texting while driving is strictly prohibited!

Patient Belongings

- Employees should make every reasonable attempt to keep patient belongings with the patient and turn them over to staff at the receiving facility. If there is an item that the staff feels is extremely valuable, they should notify facility staff at the time that patient care is handed over. If there is a problem with patient belongings that the staff is aware of, they should notify the patient/family member as soon as possible.
- When transferring a patient, the staff should only transport those belongings that could easily be carried by one person. If the patient has more belongings than fit the description, the sending facility should make arrangements for the family to transport the items.
- If the ambulance leaves its destination and forgets to leave the patient's belongings, they should immediately return to drop off the items. If this is not possible, the receiving facility should be called to inform the patient of this. Arrangements should be made to get the patient's belongings to the patient as soon as possible whether the belongings are returned by the ambulance staff or arrangements are made with family members.
- In the patient care report, employees will fill out the patient's belongings dropbox and include any pertinent information relating to the belongings.
- Any time there is a dispute over missing personal items; a complete incident report should be made out and turned in to the Director as soon as possible.

Patient's Family as Riders

- Family riding to the hospital in the module of the ambulance is discouraged because they tend to place the medical staff in a position of sharing attention with the patient. These distractions of assuring family members of the patient's condition, injuries, and treatment given can present a significant problem to the EMS caregiver. Attentiveness toward the patient's chief complaint, injuries, vital signs, stabilization, and psychological support can be critically compromised by these distractions.
- It is recognized, however, that occasionally there will be exceptional cases in which staff may decide that it is necessary to have a family member accompany them in the ambulance. In such cases, the following guidelines should be used:
 - Requests by friends or family of the patient to accompany them to the hospital are left to the discretion of the employees on the call.
 - Only one friend or family member may be allowed to ride.
 - They may ride in the driver's compartment of the unit unless the patient is a minor and the parents have a calming effect on the child.
 - Seat belts must be used.

- The emotional state of the passenger should be such that it will not interfere with the treatment of the patient.
- The only exception to the above guidelines is if the patient is a child and both parents request to accompany him/her. In this case, one parent may ride in the treatment compartment and the other parent may ride in the driver's compartment.
- The rider's name and relationship to the patient should be documented in writing on the run form.

Cancellation

- Once dispatched to a call, the responding ambulance will continue to the scene to evaluate the patient, unless it is a confirmed false alarm, or it is confirmed that EMS is not needed by law enforcement or the fire department.

Section ~~Thirty-two~~Twenty-five - Statements to the Media Policy*

CAAS Reference: 105.03.01& 105.03.02

Purpose

- To provide clear guidance surrounding media requests.

Policy

- Statements to the media regarding positions or opinions of the ambulance or accounts of services provided by the department at emergency or non-emergency scenes are prohibited by all employees. The Director is authorized to make statements on behalf of the service. Any employee being requested to answer questions or make statements is required to refer the questions to the Director. In the event of media requesting an interview or information at the scene of an emergency, in the absence of an authorized spokesperson, the Incident Commander in charge of the scene is authorized to provide information to the media.

Guideline

- The ambulance shall cooperate with the news media through the release of information that will not violate the patient's right to privacy and HIPAA requirements. At all times members of the media will be treated in a professional manner. Information will be released by the Director only after a thorough review of the request. Staff members are not permitted to release information to the news media, including patient records or reports at any time.
- Information, releases, and interviews will be approved by the Director. The exception will be interviews done on the scene of events by the Incident Commander. In these instances, only information such as the type of event, assets being utilized, number injured, and basic facts that do not violate patient privacy can be given prior to approval.
- If at any time it is unclear whether information may be disclosed to the media, always err on the side of caution and do not disclose the questionable item of information.

Section ~~Thirty-three~~Twenty-six - Employee and Patient Safety Policy*

CAAS Reference: 202.02.01 & 202.03.01

Purpose

- To ensure the safety of all Reedsburg Ambulance employees.

Policy

- The ambulance is committed to providing a safe work environment for our employees. Our total safety philosophy is an ongoing integration of safety into all activities with the objective of attaining industry leadership in safety performance and associate protection. Our commitment to operating a quality, cost-efficient service starts with providing a safe workplace. Safety is a condition of employment and as such is an individual responsibility supported and guided by responsible management.

Procedure

- The OSHA Act of 1970 states:
- The city:
 - Shall furnish to each of its employees employment and a place of employment that are free from recognized hazards that are causing or are likely to cause death or serious physical harm to its employees.
 - Shall comply with occupational safety and health standards promulgated under this act.
- Each employee shall comply with occupational safety and health standards and all rules, regulations, and orders issued pursuant to this Act that are applicable to their own actions and conduct.
- Whoever knowingly makes any false statement, representation, or certification in any application, record, report, plan, or other document filed or required to be maintained pursuant to this Act shall, upon conviction, be punished by a fine of not more than \$10,000 or by imprisonment for not more than six months, or by both. The ambulance is committed to sending each of our employees home each day just as physically sound as they were when they arrived at work. Safety procedures have been established to protect you, your partner, the patient, and the public we serve.

Facility Security

- Access to Reedsburg Ambulance Service should be restricted to employees. All visitors must always be accompanied by an Ambulance employee.
- The ambulance station is secured with locked doors. Employees have access to this facility with an electric key fob.

Fire Safety

- The ambulance station will be made as safe as possible from fire. This will be accomplished by being compliant with all applicable local fire codes.

Exposure Control

- Exposure control at the ambulance will be governed by the currently approved Infection Control Plan. Refer to the exposure control policy for access to the Infection Control Plan.

Scene Safety

- Scene Safety is the responsibility of each ambulance employee. While the nature of Emergency Medical Services sometimes requires that employees work in situations that are less than ideal, employee safety is always the primary concern, and the following guidelines must always be followed:

Hazardous Materials

- Ambulance employees are not permitted to handle or engage in rescue operations involving hazardous materials under any circumstances. In all situations involving hazardous materials the City of Reedsburg Emergency Operations Plan and Emergency Response Guidelines (orange book) will be followed and all minimum distances will be adhered to.
- Ambulance employees are not permitted to engage in any type of “Special Rescue” situation that is not within the normal operations of ambulance policy and procedures. The City of Reedsburg has many close departments that have specialized rescue if it is needed. This policy also applies to Ambulance employees who may have received proper rescue training/certification at another agency while they are on duty for the ambulance.

Employee Wellness

PPD skin testing

- Wisconsin is a low-risk state and currently doesn't require a TB skin test.

Gym Membership

- The ambulance strongly encourages physical fitness. Employees can use the fitness room at the Reedsburg Police Department free of charge after filling out the appropriate forms.
- We also offer some workout equipment in house that can be used when not on a call. A release form is also required to use the ambulance workout equipment.

Duty/ Rest Cycles:

- Each employee is expected to report fit for duty to safely complete the entire assigned shift.
- Each employee is expected to interact with one another to remain awake and alert on all legs of transport, patient loaded or not, to maintain safe driving.
- It is the responsibility of each employee to report to their Captain if they are unable to complete the remainder of their shift.
- The on-duty Captain has the authority to remove any employee from service who they feel is unsafe for duty.

Patient Safety

- The following guidelines are intended to enhance patient safety. If properly followed, employee safety will be enhanced as well.

Patient Lifting

- Patients will always be lifted in a manner that takes into consideration the following:

Urgent Moves

- An urgent move is required when the safety of the patient or staff is compromised by remaining in the current location. Examples include but are not limited to fire, unstable vehicles, electricity present, aggressive animals, or a scene that becomes unsafe. In a situation requiring an urgent move, the lead paramedic will have to determine the most appropriate and safest method of moving the patient on a case-by-case basis. Once the safety of the patient and staff is no longer in jeopardy the guidelines for a non-urgent move should be followed.

Non-Urgent Moves

- A non-urgent move is required when the safety of the patient or staff is not compromised, and the primary objective is moving the patient as quickly as safely possible. Proper body mechanics should always be used to prevent injury to the EMS provider or patient.

Devices Used to Move Patients

- When needed a carrying device may be used to move a patient. Examples of these devices include a scoop-stretcher, a longboard, a KED, a patient mover, a stairchair, or other field-improvised devices.
- Regardless of the device used, the patient must be securely fastened to the device. If the device has a minimum number of straps provided, such as a long spine board, staff should use all provided straps. Staff should make sure there is enough help to safely move the patient before the patient move begins.

Stretcher Use

- All stretchers must be in good mechanical condition and any unsafe condition must be reported immediately. After placing a patient on the stretcher, the patient must be secured by all five sets of restraints, legs, torso, and shoulder before the patient is raised, lowered, or moved.
- The patient must be placed on the stretcher and remain on the stretcher until they are taken out of the ambulance. Patients are not allowed to be transported in devices such as wheelchairs.
- Patients may be transported in the Captain's Chair of the ambulance if they are able to walk on their own, are clinically stable, and are secured with a seatbelt.
- Always practice safe lifting techniques, always lift with your legs and not your back.
- The cot should not be moved in the highest position with a patient on it.

Latex

- To reduce the possibility of latex-related allergies it is the policy of the ambulance to refrain from purchasing or utilizing medical supplies that contain latex including gloves, tourniquets, and IV catheters.

Bariatric Patients

- Stretcher weight limits should always be followed.
- In certain operations, specialized bariatric equipment may be available. Staff should coordinate to obtain access to this equipment. In extraordinary circumstances where there is no bariatric equipment available, staff should contact their director or on-duty captain for guidance before lifting or transporting the patient.

Section ~~Thirty-four~~Twenty-seven - Exposure Control Plan & Disposal Items Policy*

CAAS Reference 203.01.02, 202.02.01 & 203.05.01

The most up-to-date Exposure Policy can be found on EMS Manager website in the Storage Tab.

Purpose

- This policy describes the decontamination procedures for equipment and clothing. This procedure outlines cleaning and disinfecting procedures for emergency medical equipment that may be contaminated with potentially infectious agents.

Policy

- It is imperative that all employees properly clean and disinfect reusable equipment to minimize the possibility of infection during emergency treatment. Cleaning and disinfecting decrease the likelihood of infections by reducing the number of disease-causing organisms on equipment.
- Cleaning is defined as the removal of all foreign materials from objects. Equipment for invasive procedures that require sterilization will not be used by the department but will provide comparable equipment that is single-use only. These items will be disposed of after each use as if they were contaminated waste.

Ambulance Cleaning

- Each ambulance will be washed and cleaned as needed following each call. Cleaning will include but is not limited to, wiping down the interior surfaces with an approved germicide cleaning agent, sweeping, moping with a disinfectant floor cleaner, and removal of all garbage.
- Each ambulance will be thoroughly cleaned in accordance with the Bloodborne Pathogen Exposure Control Plan if contaminated.
- All reusable medical equipment and devices will be cleaned after each use with a germicidal disposable wipe.
- Each ambulance will have a thorough cleaning each week. The patient compartment and cab of the ambulance should be thoroughly cleaned and disinfected.

Contaminated Equipment

- Before transporting contaminated equipment from a scene or hospital to a designated cleaning area, these items shall be placed in a red biohazard bag. If the item is too large for the bag, care should be taken to make certain the item does not cause secondary contamination of equipment or supplies.

Equipment Disinfecting

- Equipment that has been contaminated by blood or other potentially infectious materials shall be decontaminated through cleaning and disinfecting or disposed of as contaminated waste. Employees decontaminating and disinfecting

equipment shall wear appropriate PPE and use disposable paper towels to remove gross contaminants.

- Anything used to clean blood or other potentially infectious materials shall be disposed of as if it were contaminated waste. Follow the manufacturer's directions on the container for disinfection and decontamination procedures.
- If any medical equipment is contaminated with a patient's blood or other potentially infectious materials, it must be decontaminated after use. Gross decontamination shall be accomplished by utilizing supplied disinfecting wipes or disinfectant spray and towels.
- All EMS equipment shall be checked daily for cleanliness and operational readiness. Items that come into contact with patients will be given special attention to have them as clean as possible prior to use.

- **The following areas shall be checked daily:**
 - Oxygen and EMS Bags
 - Spine Boards and KED Boards
 - Suction Unit
 - Cardiac Monitor
 - Intubation Kits
- If cleaning is necessary, follow the recommendations below:
 - Oxygen/EMS Bags - Bags shall have all surfaces cleaned with disinfecting wipes or disinfectant spray and towels. Dirt and debris will be removed, and contents will be orderly and not overstocked.
 - Spine Boards/KED Boards - Clean with disinfecting wipes or disinfectant spray and towels. Follow the disinfecting directions listed above.
 - Suction Unit - Clean with disinfecting wipes or disinfectant spray and towels to remove blood, food, or other particles. Follow the disinfecting directions listed above.
 - Monitor - Contaminated cables should be cleaned after each use. Monitor exterior should be cleaned and free from contaminants, dirt, and debris using the disinfecting directions above. Carrying case should be cleaned with disinfecting wipes or disinfectant spray and towels.
 - Intubation Kits - Cleaning of these items will follow the directions listed in this section. Attention should be given to laryngoscope handles. Handles may be cleaned using the disinfecting directions above.

Disposable Equipment

- The following list includes some of the equipment available that is disposable due to the difficulty of decontamination required:
 - Suction canisters/catheters/tubing.
 - Head immobilizer/C-collars.
 - Oxygen masks, cannulas, nebulizers, BVM's.
 - Cricothyrotomy kit
- The CDC recommends that hand washing take a minimum of 30 seconds to properly rid the hands of protein matter, blood, secretions, and other contaminants picked up while handling patients. Vigorous scrubbing is essential.

- **The following is the suggested method for hand washing:**
 - Wet hands up to 2-3" above wrists.
 - Apply hand-cleaning agent.
 - Various agents and soaps are furnished for station use.
 - Rub your hands vigorously to work up a lather.
 - Using rotating motion, apply friction to all surfaces of hands and wrists, including the backs of hands, between fingers, and around and under nails. Interlace fingers and rub up and down; continue for 15 seconds.
 - Holding hands downward, rinse thoroughly, allowing the water to drop off fingertips.
 - Repeat procedure, dry hands thoroughly with a paper towel.
 - Turn off the faucet using a clean paper towel so as not to re-contaminate your hands on the dirty faucet handle.

Hand Sanitizers

- The CDC recommends the use of an alcohol-based hand rub for decontaminating hands when soap and water hand washing is not available.
- It is recommended that personnel utilize the approved hand sanitizer, to kill germs on their skin and to provide additional protection against disease-causing germs.

Medical Waste

- Medical waste is any waste generated at an emergency scene. Proper disposal depends on whether such waste is contaminated, liquid, solid, or sharp.
- Medical waste contamination, or suspected of contamination, with blood or other potentially infectious materials shall be treated as infectious waste.

Section Thirty-five – Violence at Workplace and Elsewhere

- It is the policy of the City to expressly prohibit any acts or threats of violence by any of the City's employees or former employees against any other employee in or about the City's facilities or elsewhere at any time. The city also will not condone any acts or threats of violence against the City's employees, customers, or visitors on the City's premises at any time or while they are engaged in business with or on behalf of the City, on or off the City's premises.
- Disciplinary action may result if any employee is alleged to have engaged in violent or abusive behavior, including, but not limited to, any action resulting in the employee being charged criminally or by municipal citation, for any violent offense, or for disorderly conduct, domestic violence, or abuse, regardless of whether the offense occurred on the job or off. Upon any such arrest or receipt of a citation, the employee shall notify the Director. The Director may take whatever action deemed appropriate regardless of whether the offense is prosecuted, or the employee is found responsible.

Section Thirty-six – Termination of Employment

Termination

- Employees desiring to terminate their employment relationship with the ambulance are urged to notify the Director at least one month in advance of their intended termination. Such notice should preferably be given in writing to the Director. The proper notice generally allows the ambulance enough time to calculate all monies to which you may be entitled and to include such monies in your final paycheck. Without proper notice, however, you may have to wait until after the end of the next normal pay period to receive such payments.
- All employment relationships with the city are on an at will basis. Thus, although the City hopes that our relationships with employees are long term and mutually rewarding, the City reserves the right to terminate the employment relationship at any time, with or without cause or notice.

Return of Company Property

- Employees are responsible for all company materials, including, but not limited to, pagers, uniforms, vests, jackets, radios, manuals, and books. All the City's property must be returned by employees to the supervisory staff, on or before their last day of work, or at any other time as requested by the Director.

Section ~~Thirty-seven~~Twenty-eight - Additional Employment & Reference Inquiries

Additional Employment

- Full-time employees may engage in outside employment with the approval of the Director. For the purposes of this paragraph, outside employment includes any businesses owned or operated by the employee. Generally, outside employment will be approved if the employment does not:
 - Conflict with the employee's responsibilities with the city, including his/her ability to work as required in his/her position.
 - Interfere with the employee's performance with the city.
 - Prove detrimental to the interests of the city.
 - Involve the use of confidential or proprietary information about the city, other employees, or patients.
- Any issues regarding any outside employment an employee may be contemplating should be resolved prior to their accepting such employment if they are not already employed at the time of hire by the City.
- No employee shall be employed by another emergency medical service without the approval of the Director.
- No full-time employee may engage in any additional employment that interferes with the performance of their duties. Any employment that requires the employee to work less than twelve (12) hours before their scheduled shift is deemed to interfere with the employee's performance of their duties unless the Director issues written permission to the employee to allow the additional employment.

Reference Inquiries

- In the event the City receives inquiries from third parties regarding employees, the City will respond upon the receipt of written authorization from the employee.

Section ~~thirty-eight~~Twenty-nine - Response Time Standards Policy*

CAAS Reference: 201.05.02 & 201.05.03

The Reedsburg Communications Center and or Sauk County Sheriff's Department will dispatch the City of Reedsburg Ambulance in accordance with their dispatch protocols and policies.

Purpose

- The purpose of this Policy is to ensure that the response times to emergency calls for service are monitored for compliance.

Policy

- EMS response times will be monitored by ambulance administration. Response times shall be measured against industry benchmark data.

Responsibilities

- It is the responsibility of the Director, Assistant Chief, and Captains to monitor, analyze, and report emergency response time data.
- The Director, Assistant Chief, and Captains will assess operational effectiveness.
- The Director, Assistant Chief, and Captains will monitor call patterns, scheduling, and staffing to ensure operationally effective response times.
- Response time reports will be reviewed monthly to ensure staff are meeting the benchmarks to go en route to all ambulance calls.

Response Times

- Staff will acknowledge the page for service if needed.
- The ambulance shall be en route within 3 minutes of any 911 page and 10 minutes for any inter-facility transports.

Response Time Targets

- The total response time to the location of the patient should average less than 8:59 seconds, 90% of the time for life-threatening emergencies.
- It will be the responsibility of the captains to ensure that these times are met.
- If the times are not met, it is up to the Director to set disciplinary action for employees who are not meeting the en-route response times.

Response Time Reports

- Response time Analysis Reports will be generated monthly by the Director to ensure standards of response times will be kept; these times will be shared with all employees monthly.

Section Thirty-nine - SCT Request Policy*

CAAS Reference: 201.05.01, 204.01.02, 204.01.03

Purpose

- The purpose of this policy and procedure is to standardize the methods of emergency and nonemergency response for inter-facility requests and to provide a structure for interfacility transports that are accepted or declined by the ambulance.

Definitions

- Emergency Transfer – Any transfer where the patient is having a medical emergency that requires a higher level of care to save their life such as a STEMI, stroke, or major trauma, or as identified by the attending physician.
- Non-Emergency Transfer – a transfer that does not meet emergency transfer criteria.
- Transfer - scheduled or unscheduled transportation of emergent or non-emergent patients between healthcare facilities or back home.
- Hospital to Hospital Transfer – transport of a patient from one hospital to another hospital.
- Transfer to home – a transfer from a hospital to a patient’s home or nursing home.

Policy

- All patients will be triaged at the local Emergency Room by an RN when they get to the ER. Staff will follow all the hospital’s isolation precautions during transport to the destination facility.
- All requests for service will be processed, the proper response for EMS and associated agencies will be determined and all necessary resources will be dispatched to adequately handle the requests in the fastest and most efficient manner possible.
- Medical Control will always be the transferring facility unless otherwise noted on special occasions.
- Before any transport begins, the receiving hospital MUST have an accepting MD; all transfer paperwork will be brought by the transporting ambulance or sent electronically to the receiving facility.
- A brief patient handoff report will be given by the patient’s RN to the Paramedic who answered the transfer phone.
- All Performance measures will be filled out appropriately for specific calls per the ambulance Policy

General Information

- A Paramedic shall answer the transfer cell phone unless they are involved in direct patient care.
- When answering the phone for a transfer request, patient care is the top priority.
- Customer service is second, always polite and courteous.
- Determine the following:

- Emergent vs urgent vs non-emergent
- Infectious Patient? If yes, make sure to know the proper Isolation Precautions that need to be taken prior to going en route to the transferring hospital.
- Determine Critical Care vs. ALS vs. BLS transfer.
- Why is this patient being transferred?
- Any medication(s) that are going to be administered en route to the destination facility.
- Patient weight.
- ETA to transferring facility.

Acceptance of Transfers

- It is the policy of Reedsburg Ambulance to accept and take transfers from Reedsburg Area Medical Center 24 hours a day.
- Non-emergency transfer requests after 0000 from a Sauk County Hospital or 0300 from Reedsburg Area Medical Center may be turned down if the following criteria are met:
 - The person answering the phone has a conversation with the physician and it is determined the transfer is non-emergency.
 - The physician does not feel that a delay in transport will result in a deterioration of the patient's condition.
 - If a transfer is delayed until 0600 the oncoming staff should be notified by text that there is a transfer that needs to be taken at the beginning of their shift.
- Between the hours of 0600 and 2000 transfers from the following hospitals will be accepted if staffing and call volume allow.
 - Hillsboro
 - Mile Bluff
 - Richland Center
- Emergency transfers may be taken at any time at the discretion of the person answering the phone.
- Any transfer that is not taken should be documented on the Missed Transfer Form on EMS Manager.
- Transfers to home will be accepted from Reedsburg Area Medical Center as staffing allows from 0600 to 0300.
- Transfers from hospice/home health agencies will be accepted as staffing allows.

Multiple Transfer request

- Reedsburg Ambulance will make every attempt to respond and transport the most critical of patients if multiple requests come in at once.
- Multiple transfers can be taken if staffing allows.
- A message should be sent to the Ambulance I am Responding group to try to find more staff if more staffing is needed for additional transfers.
- A staffed 911 ambulance with a paramedic must always be left in the city when transfers are taken.

- Call in Transfer Incentive – if an employee comes in while off-duty to take a transfer they will be given an incentive to take the transfer.
- If we are not able to take the transfer, we will assist in attempting to locate a service and ambulance capable of handling the request if the hospital would like assistance.

Safety of EMS Providers

- No EMS provider will take more than two transfers in a row within 12 hours, if possible.
- Provider fatigue and sleep deprivation is a safety concern for both the EMS providers and the patient.
- Ambulances are tracked via an app on the smartphones in each rig. This app provides real-time location and tracking of each ambulance.
- Each ambulance has an infectious disease book for any potential exposure to any disease that the EMS providers may encounter. Reedsburg Ambulance employees will also follow the Service’s Infectious Disease Plan if exposed.

Proper Paperwork shall include:

- EMTLA—Receiving facility acceptance.
- Face sheet
- Insurance cards
- PCS-Physicians Certification Statement

Declining a request for transport

- It is up to the captain or person with the medic phone to decline a transfer request.
- If transport is declined once at the hospital, the captain shall be notified for a full report as to why and what concerns the staff have.
- A Missed Transfer report will be filled out by the declining employee for any transport or request declined.
- Transfers may be turned down for the additional following reasons:
 - Staffing does not allow for the transfer to take place.
 - Road conditions for roads that are going to be taken are red (ice-covered) or black (travel not advised) according to 511 Wisconsin. Discretion may be used for purple (slippery stretches).
 - For employees who have been awake for an extended period of time, and it would not be safe to travel.
 - The day’s call volume would make a transfer unsafe.

Exceptions

- Exceptions to this policy may be made by the on-duty Captain or a Chief on a case-by-case basis if sufficient justification exists.

Section ~~Thirty-one~~Forty - Remediation and On-Going Training Policy*

CAAS Reference: 106.06.02

Purpose

- The purpose of this policy is to establish the process for addressing reported deficiencies in the skills or knowledge of employees.

POLICY

- The mission of the ambulance is to provide the citizens of the communities that we serve with the highest standards of pre-hospital care using proactive, progressive, and science-based medical practices. To uphold this mission, a process for addressing identified deficiencies in its medical personnel must be in place. The remediation process outlined in this policy may be initiated by the employee's Captain, the Training Officer, the Assistant Chief, or the Director. Any perceived deficiencies should always be addressed on a company level whenever possible; this should include documented sessions spelling out the issue with the employee, the plan for addressing the issue, and the documented results of this process. The Assistant Chief and Director will be kept informed of all aspects of this process and should be available for suggestions, counseling, and guidance. Applying the full strength of this policy shall occur at the discretion of the Training Officer.
- When a Paramedic or EMT is identified as a potential candidate for remediation, his/her Captain, the Assistant Director, the Training Officer, and the Director will meet to ascertain the nature of the issue and determine the next appropriate step to address the issue. This group will perform a quality improvement review on a sampling of the employee's incident reports/medical error reports and training records for the last six months to no greater than a year. This group will also be responsible for reviewing all the remedial documentation taken prior to the QI review. After this review, if it is determined that further remediation is required, a recommendation will be drafted and submitted to the Training Officer. This letter will outline the reasons that the remediation process is necessary and include any documentation supporting that decision. If it is determined that the employee requires additional remediation, the specific section of additional practice in the orientation manual will be completed.
- The remediation process will last not less than three shifts and no more than ten shifts. During this, the Training Officer or his/her designee will be responsible for administering protocol evaluations and practical evaluations consistent with the ambulance's current guidelines. The remediated employee will be assigned to a Paramedic or AEMT preceptor for the duration of the process. This preceptor will be responsible for the evaluation and shift-to-shift training of the remediated employee for the duration of the process.
- It should be understood by the remediated employee that the preceptor is acting on behalf of the department and has the final say on patient care and the evaluation of patient care performed. The Training Officer will meet with the

preceptor and remediated employee at least once every two weeks to keep track of progress and address any concerns of the parties involved. This remediation process can be halted at any time that it is determined that the employee is performing at a proficient level after the minimum time frame of three shifts has been reached. This can be done by agreement of the preceptor, Captain, Training Officer, Assistant Chief, and Director.

- The final determination of a candidate's suitability to return to work will be made by the Director. Failure of the employee to successfully complete any portion of the remediation process will result in disciplinary action up to termination to be determined by the Director. These evaluations will be kept strictly confidential. Copies should be maintained in the employee's training file.

On-Going Training

- It is up to the employee to make sure that all Continuing Education requirements are met yearly, and all necessary certifications are up to date to keep the current licensure level.
- The ambulance will offer the following, if you miss the training, it will be up to you to find the training elsewhere:
 - Weekly training
 - Monthly training
 - Critical Care
 - Optional training
 - ACLS
 - CPR
 - PALS
 - Bloodborne Pathogens
 - Airborne Pathogens
 - Hazardous Materials
 - Patient Privacy
 - Healthcare Fraud and Abuse
 - Anti-kickback
 - ICS/NIMS

Section ~~Forty-one~~Thirty-two - Financial Policy

Objectives

- The objectives of the ambulance's purchasing policy are:
 - To ensure that materials, equipment, and services are purchased at the lowest prices consistent with quality and performance,
 - To provide adequate controls over ambulance expenditures and financial commitments with proper documentation,
 - To obtain quality goods required by the ambulance and to ensure that these goods are at the place needed at the time needed, and
 - To provide a standardized system of purchasing for use by the ambulance.

Areas Affected

- This policy applies to all ambulance purchases.

Competitive Bidding

- It is the policy of the ambulance to procure needed materials, equipment, and services at the lowest cost consistent with quality and performance. Therefore, all ambulance purchases will be made only after price quotations have been obtained or attempted to have been obtained from different suppliers through either formal or informal means as defined in this policy. Unless required by State Statute, it shall be the Director's discretion on the method of obtaining bids. Options include invitations to bid by US mail, e-mail, and publication in the official newspaper, telephone contacts, or verbal requests. Purchasers shall attempt to obtain bids from at least two (2) vendors to ensure that comparison pricing is demonstrated.
- The only exceptions to this policy are:
 - Sole-source purchases (i.e., when only one known supplier is available): including diagnostic vehicle repairs and warranty work that needs to be done by service providers equipped and trained for repairs on the make and model of equipment being repaired.
 - Emergency purchases and repairs are covered by insurance.
 - Items purchased by State contract or under state or competitive bid.
 - Purchases paid with grant funds that require specific purchasing procedures.
 - Professional services where the City of Reedsburg has waived bidding requirements.
 - Other justifications as identified by the City of Reedsburg.
- For purchases below \$500, the bidding process is waived although the purchaser is expected to compare prices for routine purchases and supplies. The intent is to look for quality and price over convenience, wherever practical.
- The intentional staggering of purchases as well as dividing purchases and/or contracts to consciously evade this policy is strictly prohibited.

Purchase Related Charges & Allowances

Shipping and Freight

- It is the policy of the ambulance to avoid paying shipping charges whenever possible. If the ambulance is to pay shipping charges, it must be billed at the time of invoicing. Purchasers, when obtaining price quotations, should inquire into applicable freight charges. Any charges to be paid by the ambulance will be regarded as part of the price quotation when selecting the successful bidder. Unless otherwise stated in the "notice of call for bids", all formal bid proposals shall include freight and delivery charges, if any.

Sales Tax Exemption

- The City of Reedsburg is exempt from paying city, county, and state sales tax. Purchasers have the responsibility to inform vendors of tax-exempt status. Tax-exempt forms are available from City Hall.
- Invoices received by the ambulance that include sales tax will be amended by reducing the amount of sales tax prior to payment.

Charge and/or Credit Cards

- During everyday business, situations arise that call for the use of a charge card. Some examples of these situations might be booking a hotel in connection with a conference; purchasing government publications online; purchasing fuel for an ambulance vehicle, etc. A charge card is not meant to interfere with any of the other policies and/or procedures currently in place in terms of purchasing needed items and/or services for the ambulance. Its use is meant to enhance or augment the ambulance's ability to make purchases in the most efficient manner possible. Competitive pricing practices are still required for items purchased on a charge card if they are above \$500 dollars.
- The charge card shall be used where necessary for purchases:
 - cannot be billed or invoiced to the City of Reedsburg,
 - and can only be made by a charge card by policy of the vendor. (For example: online booking of hotels or seminar registration).
- **Employees may not make purchases without the prior knowledge of the Director.**
- Here are examples of areas where the charge card **MAY** be used:
 - Lodging (Registering in advance and paying upon departure).
 - Transportation (Flights, car rentals, trains, buses [if inter-city]). *See below for exceptions when cards cannot be used in this category.*
 - Registration fees for conferences and seminars.
 - Costs associated with business-related training.
 - Online purchases for items such as supplies or equipment.
 - Meal costs (including the standard 20% tip) are as follows:
 - Costs must follow the standards established in the City of Reedsburg's Travel Guidelines/ Expense Reimbursement Policy.
 - The City of Reedsburg will allow tips up to 20% of the bill to be applied to the charge card. If a tip is made that is more than 20%, the overage should be left by the employee in cash and will not be

- The vendor’s detailed sales receipt.
 - Itineraries.
 - Rental agreements.
 - Completed registration flyers.
 - Renewal notification letters.
 - Order confirmations, etc.
- Documentation must include the name of the vendor providing the goods or services, the date (and time for meal reimbursements), the employee(s) involved, the goods and services received, the amount, and the business purpose.
- All sales documentation needs to be clearly marked as a charge card purchase with the department/card number indicated and the name of the employee who made the purchase.
- The Director will approve the purchase that was made.
- The charge card statement will be mailed or e-mailed directly to the city. The statement will have receipts attached to it before payment is made.
- Upon leaving employment or when, for good reason, an employee no longer needs to have the charge card, the Director will be responsible for retrieving it. The Director, or his/her designee, will maintain a list of employees to whom cards have been issued.
- Loss of Privilege – If an employee exhibits non-compliance with these procedures, an employee may be disciplined for those infractions.
- The Director has the right to establish additional restrictions on City of Reedsburg charge card use.
- There is a purchasing limit of \$2,000 on the credit card without prior City of Reedsburg approval.
- Credit cards may be used for fuel purchases on long transfers or food purchases on transfers lasting over 6 hours, the above purchasing requirements still apply.

Agreement to Accept the City of Reedsburg’s Charge Card

The City of Reedsburg Ambulance employs a charge card program through _____ which empowers selected individuals, you are one of those selected, with the ability to make certain purchases with a charge card. Your signature below serves as verification that you have read and understand the City of Reedsburg’s Purchasing Policy. It also means that you agree to comply with the policy and are willing to take on the following responsibilities:

1. I acknowledge receipt of a charge card bearing the account number _____.
2. I understand the card is for City of Reedsburg-approved purchases only and I agree not to charge personal items.
3. I am fully aware that improper use of this card can be considered misappropriation of City of Reedsburg funds, and that improper use may result in disciplinary action up to and including termination of employment.
4. I agree to surrender the card immediately upon termination of employment, whether for retirement, voluntary, or involuntary reasons. If my duties change and new duties do not require that I use a charge card, I agree to surrender the card under these circumstances as well.
5. The card is issued in my name, and I will not allow any other person to use the card unless directed by the Director.
6. I agree that I am considered responsible for all charges against my card.
7. I understand that all charges will be billed directly to, and paid directly by, the City of Reedsburg. Therefore, any personal charges billed to the City of Reedsburg through the charge card could be considered a misappropriation of the City of Reedsburg funds.
8. Because the card is the City of Reedsburg property, I understand that I may be periodically required to comply with internal control procedures designed to protect the City of Reedsburg assets. This may include being asked to produce the card to validate its existence and account number.
9. Accounts Payable will receive a monthly reconciliation statement reporting all activity during the statement period. Since I am responsible for all charges associated with my card, I will resolve any discrepancies with designated Accounts Payable personnel or the Program Administrator.
10. I understand that the card is not provided to all employees. The assignment is based on my need to purchase materials for the City of Reedsburg and/or to provide for business travel. My card may be revoked based on a change of assignment or location. I understand that the card is not an entitlement nor reflective of title or position.

Print Employee Name _____ Date: _____

Employee Signature _____

Print Director Name _____ Date: _____

Director Signature _____

Travel Guidelines/ Expense Reimbursement

- Meals may be reimbursed when employees are attending an out-of-county training course or on transfers lasting over 6 hours and occurring over a normal mealtime. Meal reimbursement rates will be as follows:
 - Breakfast - \$16.00
 - Lunch - \$19.00
 - Supper - \$28.00
- Mileage for work-related travel will be reimbursed at the current State of Wisconsin reimbursement rate.
- All travel and expense reimbursements require the approval of the Director.

Fuel Purchases

- All fuel for the City of Reedsburg-owned vehicles and equipment will be purchased using a fleet charge card.
- All employees will have the authority to use the vehicle-assigned fleet charge cards to purchase fuel for the City of Reedsburg vehicles. Those individuals will be asked to sign an agreement that:
 - Acknowledges that they understand the purpose of the program,
 - Certifies that they have read and understand the Fleet Charge Card Policy Section of the Ambulance’s Purchasing Policy; and
 - Confirms that improper use of the card may result in disciplinary action up to and including termination of employment.
- Automatic Payroll Deduction - If an unauthorized charge occurs the employee must immediately reimburse the dollar amount being charged to the city. If the employee does not submit payment to the city, that lack of action acts as the employee’s permission for an automatic payroll deduction for the unauthorized charges.
- Loss of Privilege – If an employee exhibits non-compliance with these procedures, it may result in disciplinary action.
- The Director has the right to establish additional restrictions on the City of Reedsburg fleet charge card use.

Agreement to Accept the City of Reedsburg’s Fleet Charge Card

The City of Reedsburg Ambulance employs a fleet charge card program, which empowers employees with the ability to make fuel purchases with a charge card. Your signature below serves as verification that you have read and understand the Fleet Charge Card Policy Section of the Ambulance’s Purchasing Policy. It also means that you agree to comply with the policy and are willing to take on the following responsibilities:

1. I understand the card is for City of Reedsburg-approved fuel purchases only and I agree not to charge personal items.
2. I am fully aware that improper use of this card can be considered misappropriation of City of Reedsburg funds, and that improper use may result in disciplinary action up to and including termination of employment.
3. I understand that all charges will be billed directly to, and paid directly by, the City of Reedsburg. Therefore, any personal charges billed to the City of Reedsburg through the charge card could be considered a misappropriation of the City of Reedsburg funds.
4. I understand if an unauthorized charge occurs, I must immediately reimburse the dollar amount being charged to the city. If I do not submit payment to the city, that lack of action acts as permission for an automatic payroll deduction for the unauthorized charges.
5. The city will receive a monthly reconciliation statement reporting all activity during the statement period.

Print Employee Name _____ Date: _____

Employee Signature _____

Print Director Name _____ Date: _____

Director Signature _____

Conflict of Interest

- Employees of the City of Reedsburg are regulated by State Statute 946.13 concerning Conflicts of Interest. The current statutory limit is \$15,000. For lesser amounts, it shall be unethical for any City of Reedsburg employee to participate directly or indirectly in a purchase or contract when the City of Reedsburg employee or any employee of the employee's immediate family has a financial interest pertaining to the contract or purchase unless the contract has been competitively bid or the service is highly specialized and only one supplier is available.

Sale of Surplus Property

- The City of Reedsburg property is declared surplus when it is no longer necessary, practical, or economical to be retained by the City of Reedsburg. The director is responsible for identifying surplus furniture, equipment, supplies, etc. The director is responsible for the sale or disposal of all surplus property.
- When an item is no longer useful, the director shall record a description of the item including the make, model number, serial number (if applicable), age, general condition, and original cost (if known).
- The Director shall determine the best method for the sale or disposal of the surplus property. Such alternatives shall include internet postings on well-known sites such as eBay or Craig's List, public auction, or private sale.

Purchasing Parameters

- Routine budgeted purchases made by the ambulance may be grouped under the following categories:
 - Purchases are authorized by the Director without further authorization except those purchases shall meet the competitive bidding requirements when the item is included in the current budget.
 - Construction contracts must be advertised and bid on according to state law.
 - Unbudgeted or Underbudgeted Purchases must be approved by the City Council prior to purchasing. The director must still comply with competitive bidding requirements.

Contracted Services & Other Contracted Purchases

- The Director does not have legal standing to enter into contracts on behalf of the City of Reedsburg unless expressly authorized to do so by the City of Reedsburg.
- Contracts must be reviewed by the City of Reedsburg's Attorney as to form.
- Competitive bidding requirements for procuring contracted services or purchases must be followed.
- For purposes of this policy, contracts are defined as any document:
 - Requiring signature of statutory officers of the City of Reedsburg.
 - Expressly waiving liability of the vendor.
 - Expressing the scope of service to be performed by the vendor.
 - Placing conditions (other than payment) upon the City of Reedsburg.

Emergency Purchases

- Emergency purchasing procedures should only be used when normal purchasing channels are not feasible. Emergency purchases may be made:
- When there is a need for immediate delivery of items.
 - To prevent delays in work,
 - When there is an immediate threat to employees, public health, or safety, or
 - To meet emergencies arising from unforeseen causes.
- For emergency purchases over \$501, the Director shall take the following steps:
 - Notify the City of Reedsburg Administrator of the emergency and receive a waiver of provisions of the purchasing policy and
 - Complete a purchase order after the fact and document the emergency status in the “Notes” section.

Grant Funded Purchases

- Prior approval from the City of Reedsburg is required when the grant requires a City of Reedsburg matching contribution. Approval must be granted prior to the submission of the grant application. City of Reedsburg matching contributions are defined to include any monetary contribution, change in service, or staffing.

Records Retention Policy*
CAAS Reference 103.04.01

Accounts payable 7 years
 Accounts receivable 7 years
 Audit Reports Permanent
 Chart of accounts Permanent
 Depreciation schedules Permanent
 Expense records 7 years
 Financial statements (annual) Permanent
 Fixed asset purchases Permanent
 General Ledger Permanent
 Inventory records 7 years
 Loan payment schedules 7 years
 Purchase orders (1 copy) 7 years
 Sales record 7 years
 Tax returns Permanent

Bank Records

Bank reconciliations 2 years
 Bank statements 7 years
 Canceled checks 7 years
 Electronic payment records 7 years

Vehicle and Equipment Records

All Emergency Vehicle Records 7 years
 Safety Programs 7 years

QI and QA Programs

All QI and QA issues - the life of the employee

Customer Comments

Desecration of Director

Safety and vehicle violations

All major safety violations-Permanent

Any unusual incidents

Deemed appropriate by the Director

911 and Inter-facility Records

Past Due Patient Accounts

- The general policy of the City of Reedsburg is to not negotiate payments on patient accounts; however, there may be times that this is necessary due to some extenuating circumstances. Past due patient accounts may be negotiated in an extenuating circumstance, on a case-by-case basis, approved by the director, and reported to the City Administrator.

Kept on a secured LifeQuest server offsite
 Kept for the minimum required legal time
 Dispatch Records 7 years

Corporate Records

Permanent for LIFO system
 Permanent for real estate purchases
 Insurance Policies 7 years
 City of Reedsburg minutes Permanent
 Bylaws Permanent
 Business licenses Permanent
 Contracts - major Permanent
 Contracts - minor Life + 4 years
 Insurance policies Life + 3 years
 Leases/mortgages Permanent
 Patents/trademarks Permanent
 Shareholder records Permanent
 Stock registers Permanent
 Stock transactions Permanent

Employee Records

Benefit plans Permanent
 Employee files (ex-employees) 7 years
 Employment applications 3 years
 Employment taxes 7 years
 Payroll records 7 years
 Pension/profit sharing plans Permanent
 Training Records-Life of Employee
 Certification and Credentials- 2 years
 Employee Health (Fulltime Employees)

Real Property Records

Construction records Permanent
 Leasehold improvements Permanent
 Lease payment records Life + 4 years
 Real estate purchases Permanent

Section ~~Forty-two~~Thirty-three - Handling Violence*

Purpose

- To ensure the safety of all personnel

Handling violent encounters

- The safety of the ambulance employees; other emergency responders and healthcare workers; the public; and patients shall be the top priority in all ambulance operations. It is understood that during conducting emergency and non-emergency responses, employees may occasionally be exposed to dangerous or threatening encounters. While the unpredictable nature of emergency service prevents an all-inclusive policy from addressing every potentially dangerous situation, the intent of this policy is to provide employees with general guidelines intended to minimize risks associated with such encounters. No policy, procedure, or statement contained within this manual shall be construed to cause any employee to act in a manner that may unnecessarily compromise the safety of any person, including himself/herself or the patient.

Under Duress

- If personnel have a situation that requires police assistance due to threat, harm, or a circumstance that they cannot verbally acknowledge due to duress; they should utilize plain language over the radio requesting immediate law enforcement assistance.
- Upon hearing the request for law enforcement, the Communication Center will alert Law Enforcement to respond emergency to the last known location for a duress personnel call. Dispatch will advise law enforcement of the last known location.
- All personnel should follow a standardized format. "Dispatch, 5** needs emergent law enforcement assistance to my location".
- If EMS is held unwillingly at the location, communicate to Reedsburg Dispatch as clearly and early of the need for ~~assitance~~assistance, if possible.

The Attack/Attacker

- The ambulance believes that no ambulance employee should have to work while fearing an attack or with the belief that being attacked is just part of the job. While the ambulance believes the safety of all patients in our care is a priority, once the patient attempts to attack or attacks a provider, they are then deemed to be an attacker and not a patient.
- The ambulance will work to make sure all providers under our employment no longer maintain the mindset that an attack is just part of the job.
- The ambulance will work with the provider and will provide all support necessary for the provider to feel comfortable that they are in control of the workplace and not the threat of attack or an actual attack.
- The ambulance will provide the provider with all the tools necessary to ensure their safety.
- The safety of the provider takes priority over that of the attacker.
- At no time will any employee/provider consider an attack on the job as "part of the job." The attack, whether resulting in injury or not, shall be taken seriously by both the employee and the management of the ambulance.

- Immediately upon attack, or threat of attack, the patient is no longer considered a patient but will be considered an attacker, and will be considered dangerous.

Training

- The ambulance also believes the response by the provider to a threat or attack should be reasonable and appropriate. We believe the key to successfully defusing the situation is by the provider escaping and putting distance between the provider and the threat, and not trying to detain or control the patient/attacker.
- The ambulance furthermore believes that training is a critical factor in reducing injury or death to our employees while making all attempts possible to provide safety for our patients.
- The ambulance will provide training to all providers on how to protect themselves efficiently and effectively with minimal use of force, but by effectively escaping and putting distance between themselves and the threat.
- The ambulance will also provide training on how to properly document the incident.
- We believe the best program for this training is the E.V.E. (Escaping Violent Encounters) Program provided by DT4EMS, LLC.
- All employees are to receive this training within one (1) year of being hired, and bi-annually thereafter.

Reporting

- The ambulance believes that ALL incidents of violence committed against our employees in the workplace, even if it does not result in any injuries, shall be reported, and documented.
- All providers will cooperate in filling out and filing the proper reports with the appropriate personnel/law enforcement agency.
- These reports are to be filed and handled in a timely manner according to the Procedure.
- It is to be ensured by all employees that these reports receive immediate and adequate attention and that follow-up is done completely in accordance with the procedure.
- All employees/providers shall first seek proper medical treatment as soon as possible after the attack, even if the injury is considered minor.
- All employees/providers shall, as soon as feasibly possible, verbally notify their immediate supervisor of the attack.
- The employee/provider should advise the supervisor of the following information:
 - Name of the attacker or at least role of the attacker, i.e., patient, family member, bystander, etc.
 - The place and time the attack took place.
 - Injuries received and if medical treatment is being sought.
 - Amount of force used by the employee/provider, and if it resulted in injury to the attacker.
 - If law enforcement has been notified or if they will be notified.
 - All employees/providers shall immediately notify the proper law enforcement or other authorities.

Section ~~Forty-three~~Thirty-four - Accident Reporting and Documentation

Purpose

- It is the policy of the City that all accidents or incidents that result in personal injury and/or damage to ambulance property shall be properly reported and investigated. Although accident/incident investigation is a reactive process, a comprehensive accident reporting and investigation process is a proactive measure that can effectively prevent or minimize future accidents/incidents. This operating procedure establishes a systematic process to ensure that accidents/incidents are properly reported and documented in a timely manner and that the appropriate corrective actions are taken. This policy also prohibits the City from discriminating against employees for reporting workplace illnesses and injuries.

Scope

- This operating procedure applies to the reporting and investigation of all accidents/incidents that result in:
 - A work-related injury to any employee,
 - Personal injury to non-ambulance personnel while on or using ambulance-owned property, or
 - Damage to ambulance-owned property.

Responsibilities

- Supervisors are responsible for:
 - Ensuring appropriate care is taken for any patient involved in the incident.
 - Ensuring that all accidents/incidents are properly reported and investigated in accordance with this operating procedure.
 - Ensuring that all corrective actions are promptly and completely carried out.
- Employees are responsible for reporting any injury or work-related accident to their supervisor as soon as possible. All accidents/incidents must be reported by no later than the end of the employee's regular work shift. Employees should fill out an incident report as soon as practical. All injuries resulting in Emergency Medical Services (EMS) response, or treatment by medical personnel, shall be reported immediately to the Chief or Assistant Chief.
- The city is responsible for administering the Workers' Compensation benefits program for work-related injuries or illnesses.
- The Director will review annual reports and identify any trends.

Notification Procedures

- Victims (if possible) and witness(es) of all accidents/incidents are to contact the on-duty supervisor. Any victims should fill out the Incident Report. Witnesses should fill out the Witness Statement Form.

- If the incident involves a work-related injury, employees must notify their supervisor immediately upon the occurrence of an incident. In the event the employee is not able to report it (e.g., unconscious), any witness employed by the ambulance must notify the on-duty supervisor. All injuries resulting in Emergency Medical Services (EMS) response, or treatment by medical personnel, shall be reported immediately to the Chief or Assistant Chief.

Investigation Guidelines

- The supervisor shall investigate the accident, and document the investigation, on the First Report of Injury Form. The Chief or Assistant Chief should fill out the Supervisor Incident Report once their investigation is completed.

Accident Scene

- When possible, the accident scene should be preserved, and disturbance of any physical evidence should be prevented until the supervisor arrives. Unless necessary to prevent further damage or injury, clean-up or repair activities should commence only after all pertinent information has been collected.

OSHA Documentation

- The Director or designee will fill out an OSHA Form 301 for each reported injury or illness.
- The Director or designee will also keep track of all workplace injuries on the OSHA Form 300.
- The Director or designee will fill out OSHA Form 300A for the previous year and post the form on the bulletin board between February 1 and April 30 for the previous year's injuries.
- The Director or designee will annually make sure the "OSHA Job Safety and Health – It's the Law" sign is up to date on the bulletin board.
- The Director or designee will ensure that all reporting requirements to OSHA are completed by March 2nd of each year.

Section ~~Forty-four~~Thirty-five - Medical Error Reporting Policy*

CAAS Reference: 202.05.03

Purpose

- The following policy outlines the medical errors that need to be reported on the form provided, the process to report the medical errors, and the process to mitigate future medical errors.

Policy

- While it is impossible to compose an exhaustive list of medical errors that require reporting, it is the responsibility of each medical provider (EMT, AEMT, and Paramedic) to report medical errors covered by this policy, including the following:
 - Adverse outcomes or unintended consequences of medical procedures properly administered.
 - For example: A patient develops uncontrolled esophageal bleeding following intubation or a medication administered results in an allergic reaction.
 - Improper treatment modality, whether the action results in an adverse reaction or causes an unintended consequence.
 - For example: The wrong medication was inadvertently administered to a patient or the patient is not c-collared following a fall that resulted in the patient reporting neck pain.
 - Extenuating circumstances that result in a deviation from protocols.
 - For example: Not administering oxygen to a patient with an oxygen saturation below 90% because the patient is entrapped in a highly volatile methane gas environment and must be extricated using a circular saw or acetylene torch.

Reporting Process:

- The normal process of reporting a medical error in a confidential manner and in a timely fashion will follow this format.
 - A written report of the medical error, using the provided 'Medical Error Reporting Form, made by an employee, regardless of the nature, will be submitted to the captain on duty within 24 hours.
 - The captain will interview the responsible staff, review the completed report, and submit it, along with any additional information or notes of the medical error obtained, to the EMS Director within 24 hours.
 - All staff members on the call, other than the staff member responsible for making the medical error, will submit a written account of the medical error.
 - The written report of the medical error will include, but not limited to:
 - The nature of the medical error.
 - The consequences or results of the medical error, if any.
 - The date and time of the medical error.
 - The run number of the medical error.
 - The rationale for the medical error, if any.

- The EMS Director will interview the responsible staff member, review the written report, and submit it, along with any additional information or notes of the medical error obtained, to the Medical Director within a 72-hour time.
- A staff member witnessing a medical error has the responsibility to fill out a medical error report and the staff member making the medical error does so as well.
- The medical error shall be thoroughly incorporated into the ePCR including the resulting patient condition and efforts by staff members to mitigate all untoward reactions of the patient involved.
- The medical error shall be immediately and verbally reported to the ER physician on arrival at the receiving facility, including the resulting patient condition and efforts by the staff members to mitigate all untoward reactions of the patient involved.

Mitigation Process

- The ambulance self-reporting program and process provide employees who make medical errors the opportunity to report the incident **without fear of punitive action** if it was
 - not a criminal act.
 - reported promptly.
 - inadvertent and not deliberate.
 - not due to a substantial lack of qualification or competency.
 - not repetitive.
- The ambulance will grant immunity from disciplinary action to personnel who report medical errors within the guidelines of this policy and **if there is no adverse patient outcome, no criminal intent, and the event was unintentional. No immunity will be granted in cases where knowledge of a medical error is intentionally covered up or not reported.** If a person is unaware that they have committed a medical error until notified by ambulance, they are still eligible for immunity if it is found that they did not intentionally withhold reporting. Realizing that all staff members are human beings capable of making medical errors, the following mitigation process will be followed to help prevent future medical errors.
 - The Medical Director, in consultation with the EMS Director, shall create recommendations to address the corrective action necessary so that the medical error will not be repeated. This recommendation may include either corrective actions involving the staff member making the medical error or the entire service as a learning opportunity, or both.
 - The Training Officer shall be made aware of the nature, but not the specifics nor the personnel involved, of the medical error so that the program of continued training may be able to include future training for the entire service pertaining to the medical error.

Section ~~Forty-five~~Thirty-six - Medical Equipment Maintenance Policy*

CAAS 203.04.01

Purpose

- To establish a continual preventive maintenance program for all durable medical equipment.

Policy

- There shall be a preventative maintenance program of all durable medical equipment including scheduled testing, calibration, and/or preventive maintenance based on manufacturer recommendations and planned replacement schedule, prior to projected equipment failure. If there are no manufacturer recommendations, a schedule is to be determined by the Service Director to be effective in preventing equipment failures.

Laryngoscope

- The laryngoscopes and blades are to be connected and checked for functionality, corrosion, and cleanliness daily.

Glucometer

- The glucometers are to be checked for calibration for first-time use; the current glucometer doesn't need calibration with a new box of test strips. These are checked for calibration once a month.

Thermometer

- The thermometer is to be checked daily by activating the unit and checking the battery status, daily. Thermometers will be checked by a biomedical company for calibration every 6 months.

Ventilator

- The ventilator is to be plugged in to charge when not in use and on long transports. The ventilators will be serviced according to the manufacturer's recommendation. The ventilator is checked by a biomedical company every six months and sent in for product maintenance per the manufacturer's recommendations.

IV Pump

- IV pumps are to be plugged into a wall outlet as often as possible to maintain a charge. Recalibrations, maintenance, and services are done by a biomedical company every six months.

Monitor

- The monitors are serviced by a manufacturer technician. They are also to undergo a user test daily. This is done by turning the monitor on. The defibrillator test is to be documented on the daily check form. A failed user test is to be immediately reported to the on-duty Captain.

Portable Suction

- Portable suction units that have an internal charger are to be plugged in when not in use. The unit is to be tested daily by activating the unit and checking for suction build for six seconds at 300 mmHg. This is to be documented on the daily check form.

Ambulance Suction

- The in-ambulance suction is to be checked daily by activating the unit and checking for suction build for six seconds at 300 mmHg. This is to be documented on the daily check form.

Stretcher

- The stretchers are serviced by a third-party organization biannually. Repairs are done as soon as possible.
- All maintenance tracking that is done by outside companies will be shared with the ambulance and filed for future reference. Any recommendations by those companies will be complied with to repair safety concerns.

Section ~~Forty-six~~Thirty-seven - Minimum Requirements Policy

CAAS Reference: 106.06.02

Purpose

- To establish minimum requirements for training, call time, and patient contacts.

Policy

- The ambulance is committed to providing the highest quality of service to our patients. To facilitate this, the City will follow the minimum requirements set forth in this policy.
- It is mandatory that all active employees attend the ambulance's monthly training and daily training when on call. These meetings address operational issues that affect the job functions of the EMT.
- Active employees unable to attend training must get management approval *prior* to the scheduled meeting. Training must be made up within one week of the training if possible. Contact the Training Officer to set up a time to do the training. **All absences from the monthly training meeting will be counted as unexcused unless prior arrangements have been made with the Director, Assistant Chief, or Training Officer.**
- Excused absences may include:
 - Outside Employment
 - Vacation
 - Doctor appointments
 - Other approved absences as approved by the Director.
- It is also mandatory that all active employees attend such additional training sessions as directed by the Director. Failure of an employee to attend special training without advance approval shall be given an unexcused absence.
- **No unexcused absences are permissible unless strenuous circumstances apply. All employees must attend at least 75% of the training meetings provided.**
- **Due to the high standard and quality of work, the ambulance produces, EMTs and paramedics must schedule for at least 48 hours a month.**
- The ambulance requires that all active EMTs have a minimum of three patient contacts per quarter. This requirement is necessary to ensure that EMTs are current in their training and maintain their patient care skills.
- If in the three-month period, an active employee fails to meet the three patient contact requirements due to lack of available call time or because there were no ambulance calls during the employee's sign-up time, the employee must complete a training review with the Training Officer.

- Annually, each employee must meet the minimum benchmarks:

Event /Level	Definition	12 Month Benchmark
Patient contact: B, A, P	Each EMT on the scene is credited with one patient contact.	24
Team leader / Report writer: B, A, P	Acquires the patient's history, documents, and directs overall scene care.	12
Endotracheal intubation: P	Successful placement, oral or nasal route (Live or simulated)	9
Intravenous start: A, P	Successful placement, peripheral location	12
Medication administration: A, P	By any route: IV, IO, SQ, ET, aerosol, rectal	6
12-lead ECG: B, A	Successful acquisition, and transmission of a 12-lead ECG to the receiving ER	6
12 Lead ECG: P	Successful acquisition, interpretation, and transmission of a 12-lead ECG to the receiving ER	6

- All active employees must fulfill the above components to remain in good standing. At management's discretion, an employee deficient in one component may be allowed to remain in good standing provided the employee submits an appropriate corrective plan.
- If an active employee, who is delinquent in the above components and does not remain in good standing, will have their employee status changed to inactive. To return to active status, an employee must complete a management-approved corrective plan.
- Inactive employees are unable to sign up for ambulance call time. All inactive employees are required to turn in all city-issued equipment.
- The status of an employee is at the discretion of the Director and can be changed at any time.
- Any failure to comply with the above requirements may result in disciplinary action up to and including termination from employment.

Quality Assurance

Medical Direction will be involved in certain aspects of QA. The Medical Director will review twenty random reports each month and provide QA on those reports. These reports will be used for training purposes and will be discussed with the EMTs involved on the call. Depending on the QA, the reports can be used to educate the entire staff. QA of reports is not a means to demean the EMTs on the call but should be used to learn and grow from each EMT's experience and each other's experiences.

The Medical Director will also review calls after certain procedures have been performed. The procedures that will be reviewed are:

- Rapid Sequence Intubation
- Cardioversion
- External Pacing

- STEMI'S
- Field Blood Administration
- The Medical Director will be notified within 48 hours of completing one of the above procedures so that he or she can review the call and provide feedback.
- Doctors or nurses may also contact the Medical Director at times about a specific call. If the Medical Director believes remediation is needed, he/she will contact the EMTs involved with the call to meet or discuss the incident over the phone, as the Medical Director deems fit.
- In-house quality assurance will also be conducted by the Assistant Chief or designee. This quality assurance will review all aspects of the report and patient care. Certain conditions may be focused on during certain months. Employees will be provided with feedback on their calls as needed.

Section ~~Forty-seven~~Thirty-eight - Performance Review Policy*

CAAS Reference: 106.08.01

Purpose

- To establish a yearly performance appraisal system.

Policy

- The Director, Assistant Chief, and or Captains will complete performance reviews on every employee at least annually. Performance reviews include an interview of the employee by the Director or designee followed by a written review. The review process gives the employee and the Director or designee an opportunity to discuss job tasks, encourage and recognize strengths, identify, and correct weaknesses, and discuss constructive, purposeful approaches to meeting goals. Upon completion, the written review shall be performed by the Director, or designee who will be submitted to the employee for signature. The employee may file a written response which will be maintained in the employee's file throughout the period of employment.
- Annual Reviews could comprise a self-evaluation, a director and or Captain evaluation, and a peer evaluation. Each evaluation form is made public to employees electronically either in EMS Manager library or via e-mail to fill out.
- Summary reviews of the previous evaluation year will be documented and talked about at the Performance evaluation to measure your strengths and or improvements made during the year in review.
- Any employee may ask for previous performance evaluations upon request.

Section ~~Forty-eight~~Thirty-nine - Accident, Safety and Driving Standards Policy*

CAAS Reference: 202.01.01, 202.01.02, 202.01.03 & 202.01.04

Purpose

- It is the purpose of this policy to allow the quick, efficient, and above all else, safe transport of employees and patients to, from, and back to the ambulance station. It is also the purpose of this policy to inform any driver, or potential driver of the appropriate response to and away from scenes in both emergency and non-emergency modes.

Goals

- It is the goal of the ambulance to provide safe transport for employees and patients to and from the hospital.

Driving Rights

- All employees must have a valid Wisconsin Driver's License. The driving privilege with a City of Reedsburg vehicle is one that is earned only after completing in-house EVOC training and completing a road test with the Director or designee. After the employee, whether regular or probationary, completes both tests successfully, he/she may be granted the right to drive department vehicles. It is the ambulance policy that each EMS Provider will re-certify in EVOC every two years. See remediation policy if needed.
- The right to drive also depends on the employee's driving record. All employees' driving records will be checked before he/she is hired and bi-annually. Any employee refusing to submit to a driving record check or completion of both EVOC and the road test will be refused the right to drive any department vehicle and may be subject to termination.

Emergency Response to the Scene

- When operating an ambulance responding to a scene or transporting a patient, the driver shall exercise due regard. At all times when the ambulance is exceeding the speed limit or is required to deviate from its lane or otherwise operate the ambulance outside of the Rules of the Road, the lights and siren will be used. The following are recommendations for the operation of the ambulance. The driver may exceed the restrictions in proper circumstances.
 - Lights and sirens will be used whenever the ambulance exceeds the posted speed limit or otherwise, not observing the Rules of the Road. The lights and siren must be used together or not at all. At all times, the ambulance is to be operated with "due regard." The driver is to obey all "rules of the road" per Wis. Stat. section 346, except as allowed by Wis. Stat. 346.
 - At all times when responding to an emergency, or to the hospital while in emergency mode, all drivers will maintain a safe following distance until the vehicle in front of you has given up the right-of-way to you. When an emergency vehicle, responding in emergency mode, is coming to a controlled intersection without the right-of-way, the emergency vehicle will slow down to a speed that

allows stopping, if necessary, before going through the intersection. When approaching a controlled intersection with the right-of-way, or an uncontrolled intersection, the emergency vehicle will slow while going through the intersection.

- When approaching an uncontrolled intersection, and responding in emergency mode, the emergency vehicle operator should remove his/her foot from the accelerator and place it over the brake pedal in case of a need to stop suddenly.
- Driving into oncoming traffic is very dangerous and for that reason, any department vehicle doing such a maneuver will maintain a safe speed. At controlled intersections when traffic is blocking all lanes of traffic, to make it impossible to turn left or go straight safely, the driver may enter oncoming traffic prior to the intersection if it is safe to do so.

Non-Emergency Response

- At no time while operating an emergency vehicle in a non-emergency mode is it acceptable to break the law.
- While operating the department vehicle in non-emergency mode, it is recommended to be in the farthest right lane approved for traffic whenever possible.

Exceptions to Driving Privilege

- If the driver of the ambulance is unable to drive, at no time is it allowed or acceptable to have an unauthorized person drive a department vehicle. The only people who can drive an ambulance are current EMTs, firefighters, and law enforcement employees. At no time will any person not affiliated with the ambulance, a local fire department, or a local law enforcement agency be allowed to drive department vehicles.

Seatbelt/Safety Restraints and sitting Arrangements

- Seatbelts must always be worn in the patient compartment, except when they interfere with patient care. There will only be two (2) passengers in the front of an ambulance at any one time. Non-employees may ride along in the ambulance with permission from the director. Any employee or passenger in the front of the moving vehicle will always be required to wear his/her seatbelt. The patient on the EMS cot shall always be restrained with the five-point seat belt system per the manufacturer's directions. If a child is of weight to be in a car seat, the child will be properly restrained in the car seat and the car seat properly restrained on the EMS cot.

Violations of Policies

- An employee observing a violation of these policies must warn the offending employee of the violation of the driving policy and inform the Director or the Assistant Chief of the violation.

Section Forty-nine - Class A Uniforms & Awards

Policy

- This policy creates a standard for wearing Class A Uniforms and when giving citations, awards, and medals to employees of Reedsburg Ambulance.

Class A Uniforms

- Class A uniforms are dress uniforms that are purchased after the completion of the one-year probationary period.
- Class A Uniforms include the following:
 - Jacket with a flag patch and the City of Reedsburg Ambulance patch
 - White long-sleeve shirt with a flag patch and the City of Reedsburg Ambulance patch
 - Dress Pants
 - Badge
 - Tie
 - Black belt
 - Black Shoes
- The Class A Uniform is appropriate for the following occasions:
 - Community events and gatherings
 - Promotional Ceremonies
 - Funerals
 - As required by the Director or his designee

The City of Reedsburg Ambulance Awards

- Personnel receiving service awards have distinguished themselves from their peers and should be proud of their achievements in the EMS Service and within this department. The ambulance encourages all personnel who have earned service awards to proudly display their Service Award Citations and be recognized department-wide and in the community for their accomplishments.
- http://www.publicsafetyspecialties.com/award_bars.htm

Valor Award

- This award is distinguished as the highest award presented by the department and is awarded to employees for acts both on and off duty.
 - Any time an employee is killed in action involving emergency operations, or
 - Any time an employee distinguishes him/herself in such an act of personal bravery and known risk to help another person (sworn or civilian).



Meritorious Service Award

- This award serves to recognize department employees who contribute to the department's organization and leadership. This can include required on-duty duties and responsibilities, as well as off-duty.
 - Any time an employee volunteers, donates, or contributes to a significant department project or effort willingly at no compensation or expected reward, or
 - Any leadership service to a department event or project above and beyond his or her scope of duties.



Lifesaving Award

- The Lifesaving Award is intended for an individual directly responsible for saving a human life. This award shall be issued to employees for saving a life through various actions, and who, above and beyond the normal duties and responsibilities or while off duty, are instrumental in saving a human life. The award shall be awarded based on all the following criteria:
 - The patient was critically injured or in imminent danger of death.
 - The actions of the recipient were "directly" responsible for saving the person's life.
 - The patient recovered and, if transported, was discharged from the hospital.



Clinical Save Award

- The Clinical Save Award shall be awarded to employees involved in a clinical save based on the following criteria:
 - The patient was found pulseless and non-breathing.
 - The patient was treated and transported to a hospital with a subsequent transfer.
 - From the emergency department to an intensive care unit.



Seniority Recognition Award

- To be awarded to employees reaching "milestone" years of service to the City of Reedsburg Ambulance at 5 years and in five-year increments thereafter. Only the most recent and current seniority ribbon will be worn. The employee will also receive a plaque with each milestone.



Military

- The Military Award will be issued to those currently serving in any branch of the armed forces or those who have been honorably discharged from any branch of the armed forces.



Academic Achievement Award

- To be awarded to employees who have earned a college degree at an accredited institution:

- Associate degree



- Bachelor's Degree



- Master's Degree



- Doctorate Degree



- Only the most current and recent Academic Achievement Award will be worn.

Bar Locations

- The commendation bars representing the award shall be worn on the Class A uniform. When worn, the bar shall be placed and centered on the right chest half an inch above the nameplate. No more than three bars will be worn in a row, and all bars will be evenly divided over the center of the nameplate. The first bar in a multi-bar cluster shall be centered over the second bar. If additional bars are worn, the centering shall be continued. If an employee is awarded more than nine different bars, the employee will go to a configuration of four bars in a row rather than the standard three, with the bars being centered. A bar plate can be used for a clean uniform display of the awards.

Commendation Letters

- Commendations letters for individuals can be issued at the request of any employee of the department. Commendations should occur for acts demonstrating extreme competency and ability under difficult circumstances. Commendations require the affirmative recommendation of a committee created by the Chief to ensure validity. Commendation letters shall be issued to the individual and maintained permanently in the employee's personnel file.

Rank Pins

- Rank pins are issued to Officers of the ambulance. Rank pins will be worn on the collar of the Class A Jacket.

Captain

- To be issued to a Captain of the City of Reedsburg Ambulance.



Assistant Chief

- To be issued to the Assistant Chief of the City of Reedsburg Ambulance.



Chief/Director

- To be issued to the Chief of the City of Reedsburg Ambulance.



Section ~~Fifty-Forty-one~~ - Continuity of Operations Plan (COOP)

Purpose

- This plan outlines the City of Reedsburg Ambulance’s plans for Continuity of Operations (COOP) (i.e., providing essential functions to customers from a different location, due to the primary facility becoming unusable, for long or short periods of time) and Continuity of Government (COG) (i.e., the continued performance of essential agency functions during emergency or disaster situations.) This COOP/COG plan ensures that the ambulance service will:
 - Maintain a high level of readiness.
 - Implement the plan both with and without warning.
 - Become operational no later than 12 hours after activation.
 - Maintain sustained operations for up to 30 days.

Objectives of the COOP Plan

- Ensuring the continuous performance of an agency’s essential functions and operations during an emergency
- Protecting essential facilities, equipment, records, and other assets.
- Reducing or mitigating disruptions to operations.
- Reducing loss of life and minimizing damage and losses.
- Achieving a timely and orderly recovery from an emergency and resumption of full service to customers.

Procedure

- If the ambulance service would have to be relocated because of either a natural or manmade disaster, the steps below need to be taken to ensure the continuation of operations.
- Whenever an incident requires relocation, the COOP will go into effect.

Order of succession

Ambulance Director	608-717-9342
Assistant Chief	608-393-4076
The On-Duty Captain	608-415-1865

Critical Systems/Supplies Needed

Computers	Need (2) computers- desktop, hard drive, monitor, keyboard, mouse	Internet Connection
Desk, chair, essential office supplies (paper, etc.)		
Gas for Ambulances	Gas	Kwik Trip
Disposable Supplies	Supplies for ambulances	RAMC
Medications	Medications for ambulances	RAMC
Scanner, fax, and printer		

Alternate Location/Contact Information

RAMC	Bob VanMeeten	608-524-6487	2000 North Dewey Ave
SCHCC	David	608-524-7500	1050 Clark Street

Notes

Staff cannot work from home	
Things to take from the station if possible: (Life safety is more important than things)	<ul style="list-style-type: none"> • Ambulances and EMS Command Vehicles • Back stock medications • Back stock supplies • Scanner/Printer Machine • Ventilators • Cot and Defib batteries •

Everyday

Ensure the wellness of all Employees	Make phone calls to make sure employees are okay and assist to our ability with any needs they have.
Maintain staffing of two ambulances	May have to use mutual aid requests due to staff being involved in the incident
Respond to 911 calls	
Check Narcotics in the ambulances and backstock	
Put gas in the ambulances as needed	Kwik Trip or any gas station with credit cards
Maintain 12-hour work periods.	Staff should not work over 12 hours straight if sleep is not able to be provided during the shifts.

1-2 Days

Check reports for Veyo/MTM status and submit reports to Veyo/MTM	Need internet and a computer – only needs to be done for transfers
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3-5 Days

Submit runs to the billing company	Will need a computer and scanner
Order supplies and medications	Need access to a computer to do ordering.

Over 1 Week

Payroll	Every other week
Deposit income	Deposit slips
Pay Bills	Printer and scanner

Section ~~Fifty-one~~Forty-two - Employee Relationships

Purpose

- The City has a policy prohibiting sexual harassment in the workplace. This policy applies to all employees including supervisors and management. To prevent harassment, ambulances prohibit employees from dating or entering a consensual romantic relationship with another employee. The city does not feel that such a prohibition against dating is necessary, provided:
 - Both parties mutually and voluntarily consent to the relationship,
 - The relationship does not affect the judgment or performance of duties of involved employees, and
 - The relationship does not negatively impact the work environment or coworkers.
- The City strongly believes that an environment where employees maintain clear boundaries between their personal and business interactions is most effective for conducting business. Although this policy does not prevent the development of friendships or romantic relationships between coworkers, it does establish very clear boundaries as to how relationships will progress during working hours and on company premises. Individuals in supervisory relationships or other influential roles are subject to more stringent requirements under this policy due to their access to sensitive information and their ability to influence others.

Policy

- It is the policy of the City that during working hours and at work locations, employees are expected to keep personal exchanges limited so that others are not distracted or offended by such exchanges. During non-working hours, such as lunches, breaks, and before and after work periods, employees are not precluded from having appropriate personal relationships at work locations if their conversations and behaviors could in no way be perceived as offensive or uncomfortable to a reasonable person. The provisions of this policy apply regardless of the sexual orientation of the parties involved.
- Employees who allow personal relationships with coworkers to adversely affect the working environment will be subject to the appropriate provisions of the Ambulance's Disciplinary Policy. Failure to modify behavior and observe appropriate standards of workplace conduct shall be viewed as a serious disciplinary matter.

Definitions

- For purposes of this policy, the terms used are defined as follows.
 - Work Location - The place where the major portion of an employee's working time is spent, such as the station or in ambulances.
 - Dating - Entering a consensual sexual or romantic relationship with another employee.

- Personal Exchanges - Intimate behavior including public displays of intimate contact, sexual innuendo, suggestive comments or gestures, and sexually oriented joking.
- Intimate Contact - Cuddling, kissing, fondling, touching, or other physical contact of a romantic or sexual nature.
- Reasonable Person - A standard used to denote a hypothetical person who exercises "those ordinary qualities of attention, knowledge, intelligence and judgment which society requires of its members for the protection of their own interest and the interest of others." The phrase does not apply to a person's ability to reason, but rather the prudence with which he or she acts under the circumstances.
- Working Hours – Hours the employee is scheduled to work.

Regulations

- Intimate Contact on Company Premises
 - Employees are strictly prohibited from engaging in intimate contact that would in any way be deemed inappropriate by a reasonable person while at any work location, whether during working hours or not.
- Off-Duty Conduct
 - Employee conduct outside of working hours and work location is generally regarded as private if such conduct does not create problems within the workplace.
- Disclosure of Relationships
 - Supervisors, managers, and full-time employees in sensitive or influential positions must disclose the existence of any relationship with another co-worker that has progressed beyond a platonic friendship. Disclosure must be made to the immediate supervisor by completion of a Consensual Relationship Disclosure form. This disclosure will enable the ambulance to determine whether any conflict of interest exists because of the relative positions of the individuals involved. The form should be completed at or near the beginning of the relationship.
- Conflicts of Interest
 - Where problems or potential risks resulting from the relationship are identified, the City will work with the parties involved to consider options for resolving the conflict. The initial solution will be to make sure that the parties involved no longer work together on matters where one is able to influence the other or take action for the other. Matters such as hiring, firing, promotions, performance management, compensation decisions, financial transactions, etc. are examples of situations that may require reallocation of duties to avoid any actual or perceived reward or disadvantage.
- Termination of Relationship

- By signing the Consensual Relationship Disclosure, both parties to the relationship shall agree that they are both free to end the relationship at any time and that upon the termination of the relationship, not allow the breakup to negatively impact the performance of their respective duties. Failure of either party to observe these provisions will result in disciplinary action up to and including termination.
- Employee Appeals
 - Any employee who feels that he or she has been adversely affected because of this policy, or who believes this policy is not being adhered to, should make their feelings known to their immediate supervisor or the City of Reedsburg Administrator. Disputes regarding the application of this policy will be resolved through the Ambulance's Complaint/Conflict & Incident Policy.

Consensual Relationship in the Workplace Agreement

1. Equal Employment Opportunity Workplace. The undersigned recognize and agree that it is the City of Reedsburg Ambulance's policy to provide an equal opportunity in hiring, employment, promotion, compensation, and all other employment-related decisions without regard to race, color, religion, creed, national origin or ancestry, sex, age (40 or older), being a qualified person with a physical or mental disability, veteran status, genetic information, or any other basis set forth in the applicable federal, state and local laws or regulations relating to discrimination in employment. The undersigned understands that the ambulance does not tolerate unwelcome or offensive conduct or conduct that creates a hostile work environment that is in any way based on or related to a person having any of the characteristics described above.

The undersigned agree that they have received, read, and understand the ambulance's Employment Policy and agree to adhere to all its terms.

2. All Forms of Sexual Harassment Prohibited. The undersigned also recognize and agree that the ambulance does not tolerate sexual harassment, a form of unlawful discrimination. Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when:
 - submission to such conduct is made, explicitly or implicitly, a condition of an individual's employment or advancement,
 - submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual, or
 - such unreasonable conduct interferes with an individual's work performance or creates an intimidating, hostile, or offensive working environment.

The undersigned agree that they have received, read, and understand the ambulance's Anti-Harassment Policy and agree to adhere to all its terms.

3. Consensual Relationship. We, the undersigned employees, have entered a personal relationship with each other. We agree as follows:
 - Our relationship is entirely voluntary and consensual.
 - Our relationship will not have a negative impact on our work.
 - We will not engage in any public displays of affection or other behavior that might create a hostile work environment for others or that might make others uncomfortable while in the workplace.
 - We will always act professionally toward each other, even after the relationship has ended.
 - We will not participate in any company decision-making processes that could affect each other's pay, promotional opportunities, performance reviews, hours, shifts, or careers, while in this relationship and after the relationship ends.

- We agree that, if the relationship ends, we will inform the ambulance if we believe it is necessary to protect our rights or if the Anti-Harassment Policy is violated.
- We each agree that, if the relationship ends, we will respect the other person's decision to end the relationship and will not retaliate against the other person, engage in any unprofessional or inappropriate efforts to resume the relationship or engage in any other conduct toward the other person that could violate the Anti-Harassment Policy.

IN WITNESS WHEREOF, the undersigned have executed this Agreement as of this.

_____ day of _____ (Month), _____ (Year).

Employees:

Print Name	Sign Name
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Print Name	Sign Name
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Witness:

Print Name	Sign Name
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Section ~~Fifty-two~~Forty-three – Return to Work

POLICY

- It is the policy of the city to attempt to provide modified duty assignments to employees who are recovering from a work-related injury or illness.

SCOPE

- The Return-to-Work Program is available to employees who have work restrictions due to work-related injuries or illnesses. Modified duty assignments are temporary transitional job duty arrangements intended to complement and facilitate the healing process while providing the city with temporary staff for project work, community outreach, or other duties.

GOALS

- To return the employee to their original pre-injury assignment.
- To minimize and in some cases eliminate lost workdays due to a work-related injury or illness.
- To provide valuable and meaningful work to the recovering worker, achievable within the medical restrictions placed on the employee.

ELIGIBILITY

- Employees are eligible to participate in the Return-to-Work Program upon hire. To be considered, they must:
 - Be actively employed.
 - Be unable to perform the essential duties of their position.
 - Have physician certification as to the employee's ability to return to work with specific work capabilities.
- The city attempts to provide modified job duties to all eligible employees who possess the appropriate skill level for available work, which accommodates their medical restrictions. The availability of a restricted or modified duty assignment is not guaranteed.

PROCEDURES

- An employee sustains a work-related injury or illness and immediately informs the supervisor who completes an incident report.
- If medical attention is required, the employee is immediately sent to the appropriate medical facility for evaluation. The city will provide an Attending Physician's Return to Work Recommendations Record to the injured employee, which the employee will have completed by the physician at the treating facility. A copy of the completed form will be given to the employee and faxed to the city. If required by the health care provider, the employee will complete and sign any HIPAA waiver necessary for the provider to complete and transmit the paperwork.
- The supervisor begins the accident review and reporting process.
- If the returned Attending Physician's Return to Work Recommendations Record states that the injured employee may return to work with medical

restrictions, the employee must meet with the Director to discuss a possible modified duty assignment. If work is available, the Director informs the employee of specific information (i.e., duties, schedule) concerning the assignment. Prior to returning to work, the Director and employee review specific tasks, processes, and safe work practices associated with the temporary modified duty assignment.

- The number of hours that the employee will be allowed to work will be up to the average weekly hours the employee has worked for the previous year.
- Where required, employees are expected to attend training in accordance with the training attendance policy and participate in accordance with their medical restrictions.
- If an employee who has medical restrictions due to a worker's compensation injury, does not accept the restricted duty assignment, the worker's compensation provider will be notified. **As a result, workers' compensation benefits may be discontinued.** An employee may also face discipline, up to termination, for failing to return to work.
- To ensure the employee's modified duty assignment is consistent with their medical conditions, the city provides an Attending Physician's Return to Work Recommendations Record to the injured employee for completion by the medical provider at the next visit. A copy of the completed form is given to the employee and faxed or emailed to the ambulance. The Attending Physician's Return to Work Recommendations Record must be completed at all subsequent visits and returned to the ambulance.
- The Director will meet with the employee every week to review the status of the employee's assignment and work performance, and preview assignment changes for the next week - within the designated Return-to-Work program duration.
- If medical conditions do not allow the employee to immediately return to work an Employee Return to Work Letter is sent to the employee. This notifies the employee that a Return-to-Work Program is available and that every effort will be made to develop modified duties related to their medical restrictions. When the employee's Medical Provider states that the employee may return to work with medical restrictions, the Modified Duty Assignment Letter may be sent to the injured employee. This letter notifies the employee that a modified duty assignment is available and the start date of the assignment. The employee meets with the Director for details concerning the modified duty assignment.

**Attending Physician's Return to Work
Recommendations Record**

Physician: Please fill out this form and fax it to 608-768-0907 attention: **Ambulance Director**

Employee: The completed form must be returned to you're the Director **following each examination.**

Employee name:	Claim number:
Date of injury/illness: / /	Examination/treatment date: / /
Brief diagnosis of injury (indicate the clinical manifestation of the condition to what body part or surface):	
<hr/> <hr/>	

The patient has been advised of the following regarding return to work:

Return to work immediately, with no restrictions.

No return to work until: / /

Return to work with the following temporary restrictions beginning: / / and ending: / /

Sedentary Work. Lifting 10 pounds maximum and occasionally lifting and/or carrying such articles as files, desk supplies, and small tools. Although a sedentary job is defined as one that involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally, and other sedentary criteria are met.

Light Work. Lifting 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may be only a negligible amount, a job is in this category when it requires walking or standing to a significant degree or when it involves sitting most of the time with a degree of pushing and pulling of arm and/or leg controls.

Light Medium Work. Lifting 30 pounds maximum with frequent lifting and/or carrying of objects weighing up to 20 pounds.

Medium Work. Lifting 50 pounds maximum with frequent lifting and/or carrying of objects weighing up to 25 pounds.

Light Heavy Work. Lifting 75 pounds maximum with frequent lifting and/or carrying of objects weighing up to 40 pounds.

Heavy Work. Lifting 100 pounds maximum with frequent lifting and/or carrying of objects weighing up to 50 pounds.

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Number of consecutive hours the patient can perform the specified activity during an 8-hour work period	6-8	4-5	1-3	0
Sitting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Standing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Walking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pushing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pulling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Climbing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bending	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kneeling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reaching	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Grasping	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Weight-handling frequencies per hour	15 or more	10-14	1-9	0
Lifting/carrying less than 10 pounds	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lifting/carrying 10-20 pounds	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lifting/carrying 20-50 pounds	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lifting/carrying 50-100 pounds	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Patient discharged?	<input type="checkbox"/> es	<input type="checkbox"/> o
Next scheduled examination/treatment date:	/	/

Attending physician's signature:	
Print name:	
Address:	

Section ~~Fifty-three~~Forty-four -Special Teams (ERT)

Purpose

- Some law enforcement situations present special problems that increase the potential danger to citizens, victims, and law enforcement officers attempting to resolve the incident. The Sauk County Sheriff's Office has established the Emergency Response Team (ERT) as an additional resource to assist in the management of these incidents. The team's mission is to ensure the safest possible resolution of high-risk law enforcement situations through continuous training in advanced tactical concepts and procedures. The Emergency Response Team reports to the Team Commander who has overall responsibility for the team. Positions on the team are considered a collateral duty and assignment is strictly voluntary. The team's organization and strength shall be consistent with the needs of the Sheriff's Office as determined by the Sheriff.

Tactical Emergency Medical Support/Services (TEMS)

- The use of tactical medical personnel has been utilized on many emergency response teams. The use of these individuals greatly enhances the time-sensitive response to an injured team member, or a suspect should this unfortunate situation ever occur.
- While the primary concentration of training for these individuals is medical in nature, this office has recognized the need for these individuals to have the ability to protect themselves in these potentially dangerous operations.
- Tactical paramedics will be participating in ERT operations as tactical medics on an assigned basis. The actual deployment plan is at the discretion of the ERT Commander.

Minimum Qualifications

- Two years of Paramedic experience with the ambulance.
- Must not have had any disciplinary action within one year prior to the application date.
- Must have a current annual evaluation of a satisfactory rating.

Selection Process

- Vacancies will be posted for a minimum of two weeks.
- Interested medics must submit a letter, through their chain of command, to the ERT Commander stating their desire to participate in the process and outlining their qualifications before the posted deadline.
- Only those paramedics endorsed by the Director may apply.
- To be considered for a position on the ERT, applicants must submit their request in writing. The request must include:
 - Their current supervisor's recommendation, and
 - The endorsement of the Director or their designee.
- Individuals interested in participating as a member of the ERT should recognize that participation involves an intense amount of stress, both mental and physical.

- It is the applicant’s responsibility to ensure that he or she is physically and mentally capable of completing all required training and performing all required skills.
- The selection process is governed by the Sauk County ERT Team and the ERT Medical Director

Training

- Tactical Medics will train with the ERT and are considered regular members of the team.
- Medics must annually attend classroom training on firearms safety and the use of deadly force.
- Tactical paramedics must attend and participate in all ERT training events unless prior approval for absence is obtained from the ERT Commander or his designee.
- Attend the mandatory monthly training(s) each month.

Compensation

- Tactical paramedics are not employees of the Sauk County Sheriff’s Office and therefore not eligible to receive compensation for their services from the Sheriff’s Office.
- Tactical paramedics will be compensated through the ambulance at their hourly or overtime rate for their service time for call outs. Full-time employees will receive comp time for all ERT training.
- In the case of injury, the tactical paramedic will be covered through their normal Workman’s Compensation program through the ambulance.

Standard of Care

- Tactical paramedics are required to deliver emergency medical care that is consistent with Reedsburg Ambulance’s Scope of Practice.
- Tactical Members will follow TCCC guidelines.

911 Staffing

- There will always be a Paramedic on each staffed truck for Reedsburg Ambulance.
- It will be up to the captain on duty or most senior medic to allow an ERT Medic to respond to the call and this will be dependent on staffing.
- An ERT Medic can attempt to find a temporary replacement for him/her if they are actively on shift for the ambulance at the time of the ERT call.
- Two paramedic staffed ambulances shall remain in the city if an ERT Medic is leaving for a call out.

Section ~~Fifty-four~~Forty-five - Call Rotation Policy

Purpose: The purpose of this policy is to outline how the call rotation will work between ambulances on any given day, what is determined as a 911 call, and what is determined as a transfer. The spirit of this policy is also to make sure that the workload is distributed among employees following Crew Resource Management.

Definitions:

- **911 Call** – If you leave the station, place your ambulance en route before being canceled, and generate a report this is considered a 911 call.
 - Even if there was no patient contact such as in the cases of a fire standby, refusal, accidental medical alarm activation, or no patient contact.
 - Transfers within Sauk County also count as 911 calls and do not count as a transfer.
 - 911 calls with transport to Baraboo, Mauston, Hillsboro, Richland Center, and Sauk Prairie Healthcare fall under this definition.
 - Lateral transfers between Sauk County Hospitals fall under this definition.
 - An intercept or a mutual aid call is considered a 911 call.
 - Regarding intercepts, staff should respond in an ambulance as the situation allows.
 - Backfilling for another service is considered a 911 call.
- **Transfer** – A transport from one facility to another that takes an ambulance out of the county and lasts 3 hours or more from leaving the station.
 - Transfers shall rotate separately from 911 calls between staff so that one crew isn't taking all the transfers.
 - A transfer ends when the ambulance enters the city limits and staff should call their ambulance back in service at this time.
 - 911 calls that go to Madison or Lacrosse from the scene will also count as a transfer due to the number of resources required on these types of calls and the amount of time required to restock and finish reports.
- **Non-Calls** – Fire alarms with no smoke showing, water alarms, water flow alarms, and similar calls are not considered 911 calls. Employees should stay at the station and monitor radio traffic, but this does not meet the requirements of a 911 call and does not affect rotation. A report shall still be completed.

Ambulance Staffing Configuration

- Consists of one paramedic and an EMT, AEMT, or another paramedic.
- When two medics are on the schedule, the captain will not be part of the rotation.
- When there are not two additional medics on, the captain will be a part of the rotation.

- If the captain has administrative duties that need to be completed before the end of the shift, call rotation may be altered so that duties can be completed such as:
 - Community Paramedicine
 - Training
 - Items related to the continuation of operations.
- On Kelly Days or days in which no Captain is on the schedule, the Paramedic in charge of following this policy and carrying the phone will be determined by seniority or designated by the Director, Assistant Director, or Captain.
 - This individual shall be the most senior full-time paramedic and in situations when a full-time paramedic is not working, seniority will be determined by the most years of experience at the ambulance.

EMS Command Vehicle (Fly Car) Operations

- The paramedic responding in the EMS Command Vehicle shall be a Chief, Captain, the senior full-time paramedic working (Section 12), or assigned at the discretion of the Director.
- When there is a paramedic on each ambulance, the EMS Command Vehicle will respond for emergent and non-emergent 911s at the paramedic's discretion.
 - When there is not a paramedic on each ambulance, but two crews are on the schedule, the paramedic will still respond in the EMS Command Vehicle. If a paramedic is not needed on the call, the paramedic will return to the station in the EMS Command Vehicle.
- If multiple calls occur at the same time, the paramedic will go to the higher acuity call or divert to the call that may require more resources.
- Crews with a paramedic can opt to call the EMS Command Vehicle off or divert the paramedic from their call if they do not require assistance.

Call Rotation

- If there are only 911 calls during the shift staff should switch off between calls.
- If three or more 911 calls occur for the SAME staff members while the other ambulance is taking a transfer, the transfer ambulance staff will assume 911 responsibility when they return from a Transfer.
- If you leave the station, place your ambulance en route before being canceled, and generate a report this is considered a 911 call.
 - See the definition above.
- If a call is taken out of rotation intentionally, the staff who took the call out of rotation intentionally are still up for the next 911 call.
 - This does not cover the instances in which staff respond to a call because they would be driving past, or the dispatch information indicated that it was a time-sensitive call.
- Crews may change based on the theory of Crew Resource Management, but individual staff members will not pick a staff member to take a call out of rotation to avoid their partner whom they were scheduled with.

- Crew Resource Management: The workload shall be shared among staff members. If a new staff member starts later in the day and the staff members who have been on all day have been on a transfer, then the staff member who has not been on a transfer is due to go on the next transfer.
 - The staff member who had patient care on the last call, if the patient's condition allows, will not have patient care on the next call.
 - Staff members will not “stock up” on patient care during the day to avoid patient care at night.
 - If a staff member drove during a transfer, then they may be partnered with the staff member who has not been on a transfer for the next transfer.
- Oncoming staff members should ask who their partner is and where they are in rotation from the Captain, Senior Person, or the staff member that they are taking over for.
- Not every situation can be outlined or accounted for in this policy. Employees must realize that many grey areas exist and be willing to accommodate these possibilities as situations occur. Changes to this policy may be made by the captain or senior person based on the acuity of the calls and mental health considerations for employees.

Section ~~Fifty-five~~Forty-six – Pets at the Station

Policy

- Pets make our lives better in so many ways. At work, they create a fun, happy environment, encourage interactions among people, and get us up for regular exercise breaks.
- Pets are also a responsibility and the opportunity to have them at our workplace is a privilege all participants must respect. To take part in our pets-at-work program, employees must agree to honor this workplace pet policy.

Scope

- This workplace pet policy applies to employees only. As it would be too difficult to track requirements and participation, we do not allow visitors to bring pets to our workplace.
- This policy applies to the ambulance station, and participating pets are allowed any time their owner is at work.
- The focus of our policy is dogs.

Pet Requirements

To participate, pets must be:

- At least 3 months old.
- Up to date on vaccinations required by law.
- Free of any communicable infections or parasites such as fleas.
- Clean and well-groomed.
- House-trained.
- Obedient, well-socialized, and with no history of biting, excessive barking, chasing, or aggressive behavior.
- Covered under their owner's homeowner's/renter's insurance policy, which must cover dog bites.

Pet Parent Responsibilities

- To comply with our workplace pet policy, pet parents who want to bring their pets to work must agree to:
 - Be 100% responsible for your pet's behavior, well-being, hygiene, and happiness the entire time he or she is visiting.
 - Be respectful of other employees, and their pets, to ensure everyone can be as successful and productive as possible at work.
 - Keep their pet with them and control them throughout the day. Or make arrangements with a colleague to do so if they need to step away.
 - Ensure that their pet's behavior does not interfere with other employees' comfort or ability to do their work.
 - Provide their own pet items to ensure pet safety, such as leashes, crates, or gates to keep the pet securely in the employee's work area.

- Provide their own pet wellness items, such as waste bags, toys, food, and water bowls.
- Provide adequate bathroom breaks, access to water and food, and exercise throughout the day.
- Clean up after their pet immediately if any accidents occur.
- Be legally and financially responsible for any damage caused by their pet.
- Provide annual proof of vaccination and health for their visiting pets.
- Keep pets out of pet-free areas.
- Take their pet home at any time if the pet's behavior or health makes it a distraction, nuisance, or danger to anyone else, or if asked to do so by their supervisor.
- Pets should not be left unattended to roam the station when their owner is gone, they should be kept in a bedroom.
- Pets unattended in a bedroom should be in a kennel.
- Pets should only be kept in designated pet bedrooms.

Managing Issues

- Concerns related to visiting pets or the workplace pet policy should be handled in the following way:
 - Talk with the pet parent and work to resolve issues mutually.
 - Escalate the issue to the pet owner's supervisor.

Section ~~Fifty-six~~Forty-seven – Controlled Substances

Purpose:

- The purpose of this policy is to create a system to document and control the purchase, inventory, storage, and use of all controlled substances. There can be no variations to this policy. Negligent or intentional misuse of these medications will cause you to be liable for disciplinary action by the service and possible criminal prosecution.

Acquiring Narcotics:

- Only the Director, Assistant Director, or their designee will be authorized to order or take receipt of any of the controlled substances being used by the ambulance. When controlled medications are received, they will be recorded on the back-stock log locked in the back-stock box. Two signatures will be required on the inventory sheet whenever medications are added to the storage cabinet.

Securing of Narcotics:

- Narcotics will be stored in one place within the ambulance, except Lorazepam will be stored in the ambulance cooler. Each ambulance will have a permanently mounted drug box located inside a cabinet. The lock box must always be locked, except when the narcotics are in use. All controlled substances will be inside the locked box or cooler with another plastic box that will have a plastic numbered seal. The seal must remain intact until the narcotic is removed and then replaced. Each locked narcotic box has a keypad for entry. Each paramedic has a code that is unique to them and will have to enter the code to get in the narcotic box. The boxes keep track of entries for auditing purposes.
- Each day, an on-duty Paramedic and another staff member will unlock the lockbox in each vehicle. All tagged controlled substance boxes will be inspected for tampering and for the correct seal number and an intact seal. If the seals are intact and there is no evidence of tampering the paramedic and another staff member will rewrite the seal number and the current count of each narcotic in the box on the next line of the log and sign their names to the line. This procedure will be performed on all vehicles carrying controlled substances.
- The Paramedic and staff members will also check the back-stock box each day. All the controlled substances in the back-stock box shall be counted and documented with signatures on the back-stock log.
- If the numbered seal on the controlled substance box in a vehicle appears to have been tampered with or the seal has been broken, the following procedure must be followed:
 - Contact the Director or Assistant Director and advise them of your findings.
 - Do NOT open the container until advised to do so, or until the Director or Assistant Director arrives.
 - Lock the compartment and place the vehicle out of service if possible.

- If the back-stock count is wrong, re-lock the back-stock box, contact the Director or Assistant Director, and advise them of your findings.
- On the first day of each month, an on-duty Paramedic, and another employee, will break the seal on the controlled substance boxes in each vehicle and the controlled substances in the boxes will be visually inspected, noting the expiration date. Medications with less than one day left on expiration dates should be removed from the ambulance put in a bag and marked as expired. Expired controlled substances will be replaced with non-expired controlled substances from the back-stock box. Expired controlled substances will be kept in the back-stock box and accounted for until properly disposed of by the Director or Assistant Director. The medications will be replaced in the controlled substance box and a new seal will be placed on the box.
- The new seal numbers will be recorded on the log sheet along with the Paramedic and other employee's signatures.
- Replacement of Narcotics used in the field:
 - Anytime a controlled substance is used from an ambulance, the following procedure must be followed. Any medication left in the vial, not given to the patient, must be wasted immediately after the patient is turned over to the receiving hospital. Two employees must witness the disposal of unused medications.
- Immediately upon returning to the station, restock the controlled substances from the back-stock box in the station. Remove from the back-stock box the narcotic you need to replace. Check the expiration dates on all the medications you are restocking and select the ones with the earliest expiration dates. Complete the back-stock log found inside the back-stock box, two employees must sign the log. Also, complete the log for the specific controlled substance you are replacing.
- Place the restocked medication into the location it was obtained from and place a new numbered seal on the container. Record the new numbered seal on the log and the paramedic and employee must sign the ambulance-controlled substance log.
- Fill out a half-sheet indicating the narcotic used and wasted along with the call and patient information. The half-sheet must also be signed by two employees. The half sheet will be submitted to billing with other paperwork from the call.

Section ~~Fifty-Seven~~Forty-eight - Lock Box Key Systems

Purpose:

- This provides a policy for the secure use and operation of a lockbox key retention system by the City of Reedsburg Ambulance employees.

Procedure:

- The lock box key system allows for rapid, non-destructive entry into structures without causing unnecessary damage. This reduces department liability when handling individual occupancy keys with no accountability.

Authority

- The Reedsburg Fire Chief or a designated person appointed by the Chief shall serve as the Lock Box Coordinator for the Reedsburg Fire Department. Approval for initial lockbox installation can only be granted by the lockbox Coordinator. Additional lockbox keys and other lockbox-related equipment needed must be authorized by the lockbox Coordinator.

Responsibilities

- The Reedsburg Fire Department has agreed to provide the City of Reedsburg Ambulance with keys to access these lock boxes. Therefore, it will be necessary for a City of Reedsburg Ambulance representative to be present any time access is needed into a lock box.

Key Access

- Lockbox master keys will be maintained on City of Reedsburg ambulances and secured in the narcotics cabinet. This cabinet is secure unless it is unlocked by a City of Reedsburg Paramedic.
- A personal security code assigned to designated personnel will allow the removal and re-securing of the key during emergency incidents.
- Upon arrival at an occupancy that features a lock box, the lock box key may only be utilized if there is no other means of unlocking the patient's door.
- The lock box shall only be accessed and utilized for City of Reedsburg Ambulance operations. No other person is to be given access to a lockbox key.
- When the key is used the employees on the call will notify the City of Reedsburg Dispatch Center, by radio, that a lock box key will be used to gain access to the patient. If possible, a law enforcement officer should be present during entry into a structure utilizing a lockbox key while ambulance crews are inside performing their duties.
- Once a key is removed from the lock box to gain entry, the lock box shall be re-secured and locked. The lock box shall not remain open if other keys are present in the device. After the incident, all keys shall be re-secured inside the lockbox. If possible, law enforcement or someone from the structure should witness ambulance personnel re-securing the keys in the lockbox.

Documentation

- Documentation that the lock box was utilized on the incident to gain access to a structure shall be provided on the incident report for the assignment.

Loss of Keys

- In the event of a lost lock box key, an incident report shall be sent to the City of Reedsburg Ambulance Director and the Reedsburg Fire Department lock box Coordinator immediately. Should the loss be due to theft, a police report shall be required, and notification shall be made immediately to the Director and the lock box Coordinator.

Section ~~Fifty-Eight~~Forty-nine - Safe Haven Baby Box

Purpose:

- To save the lives of abandoned newborn infants by providing a designated location to maintain a Safe Haven Baby (“Box”). The organization must maintain the security and safe function of the box to allow Emergency Personnel to respond and take the newborn into custody.

Policy:

- Reedsburg Ambulance provides a location for a Safe Haven Baby Box where a newborn infant may be dropped off by a person who wishes to relinquish custody under the Wisconsin Safe Haven Law.
- The box is designed with 3-trip switches:
 - When the door is accessed from the outside.
 - When the newborn is placed on the monitor sensor.
 - When there is a power outage.

Procedures When Box is Activated:

- Emergency personnel, including, Firefighters, Police Officers, EMTs, and Paramedics perform the act of retrieving a newborn when he or she is placed in a box.
- Emergency personnel must respond every time an alarm is activated at the box to verify whether a newborn has been dropped off.
- Emergency personnel may access the box on the inside of the building. An alarm is activated to signal 911 when the door is opened, and the newborn may be inside the door on the prepared bed area.
- Once the emergency personnel have recovered the child from the baby box, the child CANNOT be returned to the parent or guardian.
- Note: In the event, that the emergency personnel are confronted by a person who states he or she placed the baby in the Safe Haven Box and that person is now requesting the baby back, the following must occur:
 - Advise the person that the baby must be treated and transported to the most appropriate hospital. The baby will be transported to the hospital accompanied by emergency personnel only.
 - Advise the person that medical care is available to the mother. If the person agrees to treatment, they MUST be transported in a separate ambulance. (NO EXCEPTIONS).
- If the person refuses medical care, hand them a Safe Haven Baby Box Pamphlet to take with them.
- If at any time during this process, the emergency personnel feel threatened in any way, call the police for assistance.
- Newborns will be evaluated by EMS at the location and immediately transported to the most appropriate hospital for further evaluation. See the ABANDONED INFANT EMS Protocol.

- Before leaving the station, make sure the alarm is reset and the outside of the box is locked if it is not ready for reuse.
- EMS transporting the newborn to the hospital will notify the hospital personnel that this was a Safe Haven Baby Box newborn surrendered under the Wisconsin Safe Haven Law.
- The emergency personnel recovering the child should be in contact with the child until the child is transferred to medical staff at the receiving hospital and the child has that facility's ID bracelet in place. The emergency personnel will then complete the Safe Haven Surrender Process Document Form. The child ID should be Jane or John Doe and the Run Number, for example: John Doe R#20191234.
- The Hospital Supervisor will notify the appropriate state agency and have a Social Services consult order placed, this should be confirmed with the hospital.
- The Director or Assistant Director should be contacted as soon as possible and advised of the situation.
- Safe Haven Baby Box representatives are to be contacted within two (2) hours. Contact person: Monica Kelsey #1-260-750-3668 or 260-415-0789 or 888-742-2133.

Documentation to be Completed:

- EMS Run Report
- Safe Haven Surrender Process Document Form

Maintenance and Training:

- An orange bag will be kept between the door and the box with the mother's rights in it.
- The baby box will be checked daily at 6 am and 6 pm to verify
 - that the orange bag, blankets, and hats are in the box.
 - The green light is active on the object sensor.
- Alarm testing will take place weekly by opening the outside door. Alarms include:
 - Internal audible alarm.
 - A call to Reedsburg Dispatch from the alarm company.
- Weekly Testing Includes:
 - The outside door opens freely and activates the alarm.
 - When a baby is placed in the box, the outside door lock triggers.
 - Dispatch is notified of the alarm.
 - The lights are operating properly.
 - Check the inside of the box for any leaks.
 - Wipe down the inside of the box with antibacterial wipes.
 - Assure the blankets and orange bag are in place.
 - Complete the weekly testing form on EMS Manager.
- No video monitoring will be used toward the box.

- New employees will be trained in the checks and procedures of the baby box during orientation.
- Group training, including PD and FD, will be conducted annually.

Out of Service

- If any malfunctions are ever noted with the baby box, the box will be placed out of service immediately. To place the box out of service, the outside door should be locked. The do not use sign will be placed on the outside door. A supervisor should be notified immediately. The supervisor will contact Safe Haven for repairs if necessary. The repair number should be contacted at 888-742-2133