

History of Pulaski County Ambulance District

The Pulaski County Ambulance District (PCAD) was established in October of 1987 after the closing of the Pulaski County Memorial Hospital. The citizens of Pulaski County voted for and passed a property tax to fund PCAD as a stand-alone Political Subdivision. The original PCAD coverage areas included the municipalities of Waynesville, St. Robert, and Crocker, and included all rural areas within their respective school districts. Some years later, the citizens of Richland, Missouri also annexed into the district. In 2005, citizens of the Pulaski County Ambulance District passed a sales tax and did away with the property tax.

PCAD is responsible for providing EMS coverage to all residents of Pulaski County, with the exception of those in the Dixon Ambulance District and those that live on Ft. Leonard Wood; although mutual aid assistance is provided by PCAD in these areas.

The District is governed by a Board of Directors. Past and present board members are Floyd Mooney, Keith Pritchard, Floyd Barlow, Dale Tallant, Darold Wieners Sr., Larry Salveter, Richard Ernst, James Fincher, Jack Fincher, Cindy Walters, Richard Ledbetter, Nathan Day, Steve Davis, Ronnie Layman, Mark Shelden, Larry Lercher, Josh Hall, Jim Phillips, Layne Lercher, Jess Grizzell, Rick Hobbs, Gary Porter, and Chris Hendrix.

PCAD houses ALS crews in Richland, Crocker, Laquey and Waynesville 24/365 and provides mutual aid service to all surrounding counties in addition to our local services. PCAD receives fire support and first responder services from every fire district in Pulaski County and air assets from Mercy Life Line and Staff for Life.

*This handbook replaces all previous handbooks and supersedes all earlier oral and written materials regarding Pulaski County Ambulance District policies and procedures. Pulaski County Ambulance District reserves the right to change, add or delete benefits and policies as necessary.

Date of revision: October 2018

Dear Employee,

It is with great pleasure for me that I welcome you as a new employee to Pulaski County Ambulance District. I am very pleased that you have chosen to accept our offer of employment and know that this is the beginning of a mutually beneficial association.

The citizens and guests of Pulaski County expect and deserve to receive the very best pre-hospital patient care available to them, and your role here at Pulaski County Ambulance District is vital to fulfilling that mission.

Should you have any questions concerning this handbook, your employment or benefits, please feel free to discuss them with a member of your leadership team.

Welcome to our PCAD Family,

Chief Hartness

Expectations

The successful operation of PCAD depends on the professionalism, courtesy, and competency of all personnel. It is our intent to rely on the best personnel to fulfill our mission of public service. In return for your contribution to the success of PCAD, we will make a concerted effort to provide you with a meaningful and rewarding experience here. You can further expect respect of your individual rights, honest and fair treatment by management, high quality equipment, a safe and pleasant work environment, and conditions that are consistent with a state-of-the-art EMS organization.

At all times, we expect high quality performance along with cooperation and respect for the patient, the public, fellow staff members, and management. Professional appearance and behavior are crucial to our success and all personnel are expected to be courteous, loyal, honest, and to respect and comply with PCAD rules, regulations, and policies. The strength of PCAD is its personnel, and we invite you to provide input and suggestions for continued enhancement of our activities.

We are in the “people” business. That means we all must do our very best to effectively communicate with others, especially the patients who rely so much on our service. Most of the calls we respond to, do not involve “life or death” situations. The most frequent attribute you will need to rely upon is your interpersonal communication skills and your compassion for others. Many of our patients will be elderly and may need the emotional and psychological support that comes from a caring attitude in all that you do. We expect that all patients will be treated with utmost dignity. Please remember our overriding philosophy – treat others in the same way that you would want to be treated. If you follow this simple philosophy in every encounter with a patient, family member, the public, or fellow staff members, you will feel good about yourself and the service you provide, and you will enhance our position and reputation within the community.

Mission Statement

The mission of the Pulaski County Ambulance District is to provide emergency medical services to the citizens and guests of Pulaski County Missouri with integrity, compassion and accountability.

The district will strive to provide the best possible care and transportation of the sick and injured by providing quality equipment and facilities to render these vital services.

Continuous efforts will be made to provide a work environment which encourages the development, education and growth of our professional staff.

Pulaski County Ambulance District, as a not-for-profit organization, will further this effort through responsible stewardship of the community's human and financial resources.

Vision Statement

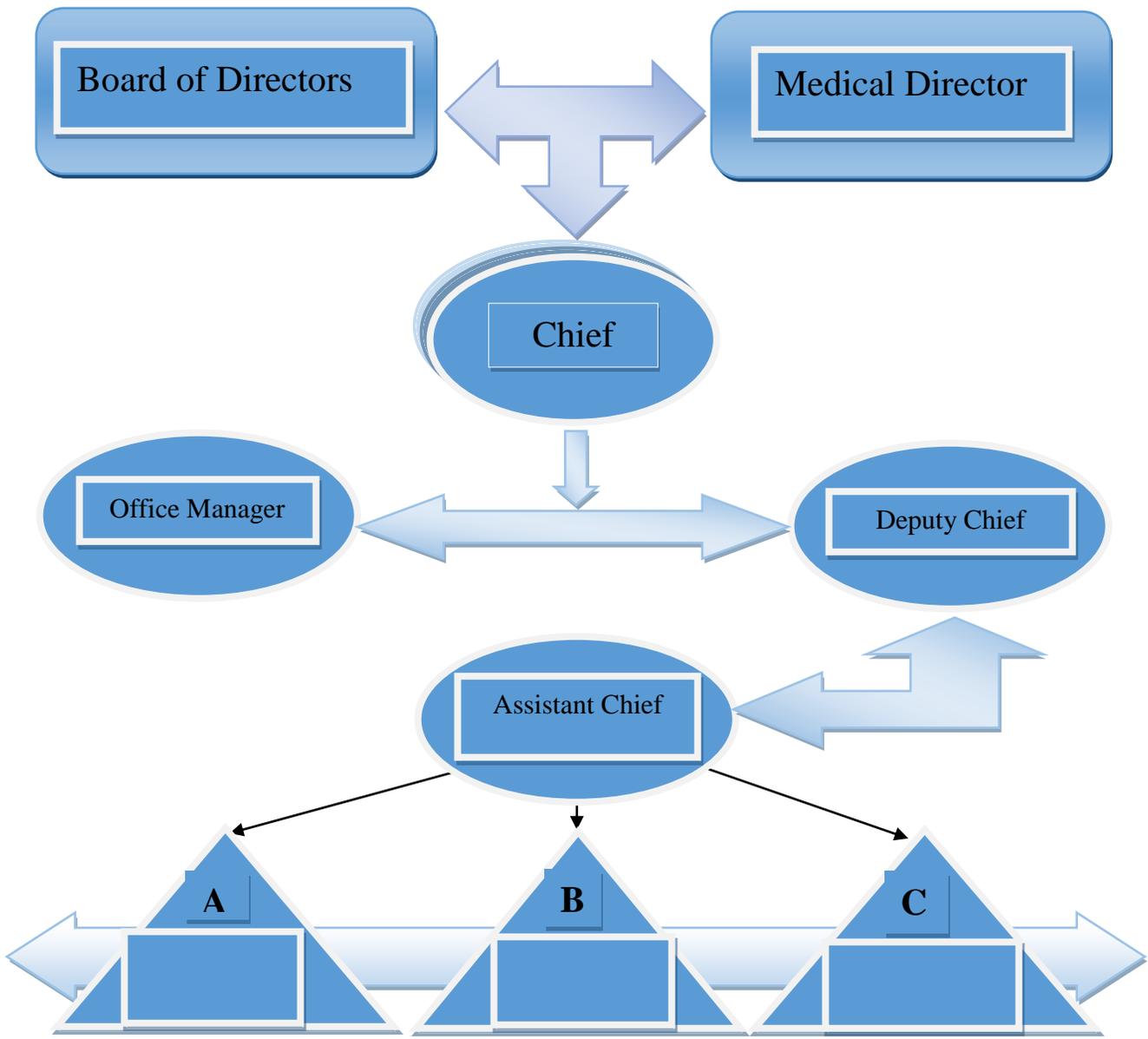
To be exemplified as an industry leader for our professional and compassionate care of the sick and injured while remaining diligent in the advancements of EMS safety.

The Role of Your Supervisor

Your supervisor is a very vital part of our management team. Your supervisor will be your main “go to” person when you have questions or concerns. Your supervisor is directly responsible for overseeing daily operations, monitoring the quality of your work, and providing you with whatever assistance you may need. Your supervisor will introduce you to your fellow personnel, show you where things are, and advise you on where you can improve your performance.

An important part of your supervisor’s responsibilities is to answer questions, listen to your concerns, and help you explore alternatives for resolving those problems, and take action where appropriate. Your supervisor is there not only to supervise, but also to make your concerns known to upper management. Feel free to discuss any issues with him or her and give your supervisor your cooperation.

Any employee that has an idea, suggestion, problem or question should utilize the chain of command approach and present the issue with their immediate supervisor first.



Communications

Open communication is essential to the overall success of the organization. We encourage open and positive communication between management and staff. Regular management staff meetings as well as general staff meetings will be held in order to maintain our strong lines of communication throughout the organization.

Experience has shown that concerns can very often be resolved by getting them out in the open as quickly as possible. You should communicate any problem situations or concerns you have directly to your immediate supervisor. We encourage the management team to be effective problem solvers. They should be able to answer most of your questions or resolve any issues or concerns that you raise in a prompt fashion, in most cases. If the problem is of a personal nature, feel free to voluntarily schedule an appointment with a senior manager. We will make every effort to keep these discussions confidential if they involve sensitive issues.

PCAD has a strong focus on compliance. We must comply with all applicable laws and regulations that govern the highly regulated EMS and medical transportation field. We strive to meet the expectations of the regulatory bodies, our patients and customers. If at any time you feel that we are not being fully compliant with the law or regulations, we encourage you to express your concerns to a member of the management team. In addition, all employees will be held to the same standard.

Statement of At-Will Employment

Employment or membership with PCAD is “at will,” meaning that both you and the organization remain free to terminate the relationship at any time, for any reason, with or without advance notice. Nothing in this handbook shall be construed to alter the at-will nature of employment or membership status within the organization, and nothing in this handbook shall be construed to create a contractual relationship between PCAD and any employee or member where such a relationship does not otherwise exist.

More specifically, none of the following alter the at-will nature of employment or membership status within the PCAD:

1. Oral or written statements or representations, whether before or after your hiring, except an express written contract that is signed by you and an authorized representative of the PCAD.
2. Practices or procedures of the PCAD or its supervisory personnel.
3. Any written materials including recruitment materials, employment applications, policies, rules, guidelines, descriptions of benefits, and this employment handbook.
4. Completion of an “Introductory Period,” “Orientation or FTO program”, or conferral of “regular” employee status for which benefits begin to accrue.

Regardless of your status as an employee, our goal is to ensure fairness in all decisions related to your employment or membership with the PCAD. In the event there is need for corrective or disciplinary action, you can expect fair and consistent treatment by our Supervisory staff with a focus on fully investigating any workplace issue before corrective action is taken.

Personnel File & Updating Personal Information

It is important that PCAD maintain complete and accurate personnel records for all employees. It is equally important to have certain information about all personnel on file. In order to keep these records up-to-date for operational, emergency and insurance purposes, it is essential that you notify the Office Manager and update the EMS Toolkit as soon as possible if there are changes to any of the following items:

- a. Legal name.
- b. Home address.
- c. Home telephone number.
- d. Person to contact in an emergency.
- e. Number of dependents.
- f. Marital status.
- g. Change of beneficiary.
- h. Driving record or status of driver's license (if you operate any Service vehicle).
- i. Military status.
- j. Exemptions on your W-4 tax form (*employees only*).
- k. Certifications, recognitions, expiration dates, identification numbers, etc.
- l. I-9 immigration forms (*employees only*).

Since we refer to your personnel file when making decisions in connection with promotions, transfers, corrective counseling and other important events, it is to your benefit (and at times required of you) to be sure your personnel file includes all relevant information about you. Completion of educational or training courses, outside civic activities, and documentation of areas of interest and skills that may not be part of your current position requirements may have an impact on future assignments, promotions, etc. The personnel file will also retain work and volunteer related information gathered about you during your involvement with our organization, including both positive and negative occurrences.

PCAD reserves the right to keep records related to investigations of possible criminal offenses, reference letters, documents prepared for criminal, civil, or grievance procedures, and materials used for other operations. This includes the results of criminal background checks, driving history, and medical examinations performed as part of your employment. To the extent possible, these records will be kept confidential.

Confidentiality Agreement

Information that pertains to PCAD's business, including all non-public information concerning the PCAD, its patients, vendors, and suppliers, is strictly confidential and must not be given to people who are not employed by PCAD.

Please help protect confidential information which may include for example, trade secrets, patient lists and Protected Health Information (PHI) by taking the following precautionary measures:

- Discuss work matters only with other PCAD employees who have a specific business reason to know or have access to such information.
- Do not discuss work matters in public places.
- Monitor and supervise visitors to PCAD in order to ensure that they do not have access to confidential information.
- Destroy hard copies of documents containing confidential information that are not filed or archived.
- Secure PHI in supplied lock boxes, narcotic cabinets, desk drawers or cabinets at the end of every business day.

Your cooperation is particularly important because of our obligation to protect the security of our patients and our own information. Use your own sound judgment and common sense, but if at any time you are uncertain as to whether you can properly divulge information or answer questions, please consult a PCAD supervisor.

Anti-Discrimination & Harassment:

Americans with Disabilities Act

PCAD will not discriminate against qualified individuals with disabilities with regard to any aspect of their employment. PCAD is committed to complying with the Americans with Disabilities Act of 1990 and its related Section 504 of the Rehabilitation Act of 1973. PCAD recognizes that some individuals with disabilities may require accommodations at work. If you are currently disabled or become disabled during your employment, you should contact your supervisor to discuss reasonable accommodations that may enable you to perform the essential functions of your job.

Sexual Harassment

PCAD does not tolerate harassment of any kind. For full policy details, please refer to the Workplace Practices: Harassment Policy, located in your PCAD Policy Manual.

Equal Employment Opportunity

PCAD provides equal employment opportunity to its employees and applicants for employment. For full policy details, please refer to the Employment: EEO Policy, located in your PCAD Policy Manual.

Introductory / Probationary Period

The first six months of employment with PCAD are an introductory/probationary period for both the employee and the employer. However, during and after this period, the work relationship will remain at-will.

This time period allows you to determine if you have made the right career decision and for PCAD to determine whether your initial work performance meets our needs. Your supervisor will monitor your work performance, attitude, and attendance during this time and will be available to answer any questions or concerns you may have about your new job.

The introductory/probationary period may be extended or terminated, based on your performance.

Reference and Background Checks

PCAD conducts reference and background checks on all prospective new employees. Current employees who have falsified information on their employment applications will be disciplined, which could include termination. Applicants who have provided false information may be eliminated from further consideration for employment. A criminal background check by the Missouri State Highway Patrol is done on all prospective new employees.

Drug and Alcohol Testing

All employees of PCAD and all prospective employees shall be subject to drug and alcohol testing to the extent of the PCAD Drug and Alcohol Policy. For full policy details, please refer to the Workplace Practices: Drug and Alcohol Policy located in your PCAD Policy Manual.

FTO/Orientation

PCAD utilizes a Field Training Officer (FTO) program in order to orient new employees. PCAD feels that this method of orientation provides the new employee with the advantage of one on one time with experienced PCAD personnel and ensures that policies, procedures, and protocols are adequately ingrained in the new employee. For full policy details, please refer to the Workplace Practices: FTO/Orientation Policy, located in your PCAD Policy Manual.

Termination, Resignation and Discharge

Unless expressly proscribed by statute or contract, your employment is “at will”. All PCAD employees are at-will, which means they may be terminated at any time and for any reason, with or without advance notice. Employees are also free to resign at any time. If at any time it is necessary for an employee to resign his or her employment, PCAD requests at least two weeks’ notice.

Any employee who is discharged by PCAD shall be paid the wages accrued to the effective date of the separation, in addition any accrued vacation hours that the employee has will be paid but only after the employee has returned all issued equipment, uniforms and signed a hand receipt.

PCAD also requests that should an employee resign his/her employment with PCAD, that they allow an exit interview with the Chief.

Pulaski County Ambulance District
Personnel: Job description
Chief/Administrator

Date approved: May 18, 2015

Approved by: PCAD Board of Directors

Date to be reviewed: January, 2016

Reviewed by:

Date revised: None

Revision number: 1

Compliance

Committee: As Scheduled

1.0 PURPOSE

The purpose of this job is to align the District, internally and externally, with the strategic mission and vision through a consistently high-level of personal interaction that encourages excellence and growth.

2.0 DESCRIPTION

A full-time, exempt and salaried employee, who reports directly to the Board of Directors and the District's Medical Director. Under general direction of the Board of Directors, he/she coordinates all activities related to the completion of the organization's mission.

3.0 ESSENTIAL DUTIES AND RESPONSIBILITIES

- Coordinates the planning and implementation of the PCAD's short and long range goals, as approved by the Board of Directors.
- Makes recommendations to the Board of Directors for originating or revising PCAD Policy.
- Oversees the overall financial planning of PCAD, including coordination of requests for bids, contracts and service agreements.
- Monitors expenditures and approves purchase requests within spending authority.

- Coordinates and finalizes budget preparations and presents to the Board of Directors for approval.
- Ensures that PCAD is in compliance with all State and Federal laws.
- Oversees the recruitment, selection and hiring of all personnel.
- Oversees the maintenance and repair of all PCAD facilities.
- Oversees the quality improvement (QI) program and ensures the QI Policy is adhered to.
- Reviews disciplinary actions taken by supervisors and makes final decisions on all suspensions and terminations.
- Reviews grievances and renders decisions.
- Ensures PCAD maintains a positive, progressive public relations program.
- Represents PCAD at appropriate state, regional and local functions.
- Performs other duties as directed or assigned by the Board of Directors.

4.1 QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

4.2 Formal Education

- BS/BA in related field of management, or ten (10) years industry experience

4.3 Work Experience

- Five (5) years previous experience as an administrator or administrative staff member preferred
- Five (5) years previous experience in an EMS supervisory role
- Ten (10) years previous experience as field Paramedic

4.4 Certification and Licensure

- Valid Missouri State Paramedic license
- National Registry Paramedic Certification is desired
- Valid Missouri Driver's license
- Provider certification in BLS, ACLS, PHTLS and PALS
- Instructor certification in BLS, ACLS, PHTLS and PALS is preferred

4.5 Knowledge

- Comprehensive knowledge and understanding of all components of an EMS system, as well as laws, regulations and requirements related to EMS
- Personnel management, supervision and employment law
- Organizational technique
- Budgeting, purchasing and bid procurement
- Computer operations and data analysis
- Leadership and management styles

4.6 Critical Skills

- Communicate effectively in a diverse range of audiences and settings
- Maintain order in an environment of changing priorities
- Assess operational, personnel and administrative needs
- Effectively manage time
- Ability to negotiate solutions to conflicts and problems
- Achieve results through delegation
- Identify and resolve problems
- Maintains an effective working relationship with representatives from outside agencies, fellow employees, subordinate personnel and the general public
- Independently plan, organize, schedule, coordinate and make decisions and judgments relating to assigned projects and other responsibilities

4.7 Physical Requirements

Work requires some physical effort. Lifting or performing work requiring physical exertion (up to 125 pounds) is intermittent (not a routine part of the job). The job may require sitting for long periods of time, with an occasional need to stoop, kneel or crouch; occasional need to work in confined spaces and unusual positions to perform the task of emergency care and rescue.

4.8 Work Environment

The majority of work is performed under normal working conditions as in a standard office environment. Work involves intermittent to occasional exposure to unpleasant working conditions or undesirable elements. An occasional potential for cuts, bruises, muscle strains and exposure to blood borne pathogens, and contagious diseases; may be exposed to hazardous materials.

5.0 AUTHORIZATION

All policies must be approved in writing by the Board of Directors. The official copy of each policy will be retained in the Office Manager's office and the Administrator's office. All subsequent revisions must be approved by the Board of Directors and updated versions of the policies will also be retained in the Office Manager's office and the Administrator's office.

6.0 ATTACHMENTS

1) Disclaimer and Acknowledgment Form

**PCAD Personnel: Job Description
Deputy Chief of Operations**

Date approved:	May 18, 2015	Approved by: PCAD Board of Directors
Date to be reviewed:	Sept. 2018	Reviewed by: Administrator
Date revised:	Sept. 26, 2017	Revision number: 2
		Compliance Committee: As Scheduled

1.0 PURPOSE

The purpose of this job is to align the company, internally and externally, with the District’s strategic mission and vision through a consistently high-level of personal interaction that encourages excellence and growth.

2.0 DESCRIPTION

A full-time, non-exempt and hourly employee who reports directly to the Chief Administrative Officer. The Deputy Chief of Operations is tasked with providing management, leadership, direction and administration of all aspects of operations for P C A D .

The position works in collaboration with other administrative team members. Position will work primarily during normal business hours. Incumbent is required to take administrative call. Position may be subject to emergency shift coverage.

3.0 ESSENTIAL DUTIES AND RESPONSIBILITIES

- Participates in the selection, employment and management of all field employees.
- Oversees and manages the PCAD work schedule.
- Provides counseling, coaching, evaluates performance, recommends promotions and disciplinary actions.
- Ensures that all PCAD employees are fully informed and have reasonable access to all PCAD protocols, policy and procedure, and other information pertinent to perform their assigned job duties.
- Oversees and manages daily operations, which includes ensuring appropriate resource allocation. Monitors radio traffic and field activity to ensure operational adequacy.
- Coordinate and schedule long distance and routine transfers.
- Continually evaluates EMS operational readiness and effectiveness of our service, keeping the Chief Administrative Officer informed of important developments or recommendations for improvement, and participates in regular staff meetings and provides input relative to EMS Operations.
- Oversees the orientation of new employees assigned to Operations, keeping the Chief Administrative Officer informed of the new employees performance, progress and readiness for duty.
- Oversees and coordinates employee evaluations and competency testing.
- Responds to EMS calls and assists with coordination of patient care and manage on scene EMS operations. Observes the performance of EMT's and Paramedics, documenting and addressing areas of concern or in need of improvement with the individual as needed.
- Inspects assigned bases, crews and vehicles on a frequent basis and assigns work in areas needing improvement to ensure operational readiness.
- Coordinates with other members of the Command Staff to provide employees with educational opportunities.
- Ensures that the weekly inventory of all controlled substances issued to PCAD mobile units and stored on PCAD properties is performed.
- Participates in the organizational strategic planning process of developing both short term and long term objectives.
- Required to work diligently at establishing and maintaining strong professional relationships with team members, customers, government agencies and the public.

- Primary component in the management, security, and maintenance of all PCAD Information Technology (IT) and systems to include but not limited to servers, desktop computers, laptops, software and other essential pieces that comprise the IT system.
- Serves as Chief Administrative Officer in his/her absence.
- Performs other duties as directed or assigned.

4.1 QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

4.2 Formal Education

- High school diploma or equivalency
- A degree in management is desired however, equivalent industry experience may substitute

4.3 Work Experience

- Five (5) years of fulltime experience as a field Paramedic is required
- Three (3) years of experience as a supervisory Paramedic
- Five (5) years of full-time employment with PCAD

4.4 Certification and Licensure

- Valid Missouri State Paramedic license
- National Registry Paramedic Certification is desired
- Valid Missouri Driver's license
- Provider certification in BLS, ACLS, PHTLS and PALS
- Instructor certification in BLS, ACLS, PHTLS and PALS is preferred

4.5 Knowledge

- Understands the evaluation process
- Knowledge of all operation duty requirements
- Understands all operational processes
- Knowledge of State of Missouri, EMS and Federal regulations
- Knowledge of clinical protocols

- Strategic planning knowledge
- Working knowledge of local and state government
- Knowledge of PCAD policy and procedures

4.6 Critical Skills

- Organizational skills
- Time management skills
- Interviewing skills
- Planning skills
- Communication skills
- Interpersonal skills
- Flexibility
- Good attitude
- Decision making skills
- Counseling skills
- Coaching skills
- Ability to objectively and accurately evaluate performance
- Basic computer skills
- Policy writing skills
- Delegation skills
- Fleet and equipment management
- Documentation skills
- Clinical skills
- Basic math skills
- Writing skills
- Customer service skills

4.7 Physical Requirements

Work requires some physical effort. Lifting or performing work requiring physical exertion (up to 125 pounds) is intermittent (not a routine part of the job). The job may require sitting for long periods of time, with an occasional need to stoop, kneel or crouch; occasional need to work in confined spaces and unusual positions to perform the task of emergency care and rescue.

4.8 Work Environment

The majority of work is performed under normal working conditions as in a standard office environment. Work involves intermittent to occasional exposure to unpleasant working conditions or undesirable elements. An occasional potential for cuts, bruises, muscle strains and exposure to blood borne pathogens, and contagious diseases; may be exposed to hazardous materials.

5.0 AUTHORIZATION

All policies must be approved in writing by the Board of Directors. The official copy of each policy will be retained in the Office Manager's office and the Administrator's office. All subsequent revisions must be approved by the Board of Directors and updated versions of the policies will also be retained in the Office Manger's office and the Administrator's office.

6.0 ATTACHMENTS

1) Disclaimer and Acknowledgment Form

**PCAD Personnel: Job description
Assistant Chief of Operations**

Date approved:	May 18, 2015	Approved by:	PCAD Board of Directors
Date to be reviewed:	January, 2016	Reviewed by:	Administrator
Date revised:	None	Revision number:	1
		Compliance Committee:	As Scheduled

1.0 PURPOSE

The purpose of this job is to align the company, internally and externally, with the District's strategic mission and vision through a consistently high-level of personal interaction that encourages excellence and growth.

2.0 DESCRIPTION

A full-time, non-exempt and hourly employee who reports directly to the Deputy Chief of Operations. The Assistant Chief of Operations is tasked with providing management, leadership, direction and administration of all aspects of operations for PCAD.

3.0 ESSENTIAL DUTIES AND RESPONSIBILITIES

- Participates in the selection, employment and management of all field employees.
- Assists in the management of PCAD work schedule.
- Provides mentorship, coaching, evaluates performance and disciplinary actions.
- Ensures that all PCAD employees are fully informed and have reasonable access to all PCAD protocols, policy and procedure, and other information pertinent to perform their assigned job duties.
- Assists in the management of daily operations, which includes ensuring appropriate resource allocation. Monitors radio traffic and field activity to ensure operational adequacy.
- Coordinate and schedule long distance and routine transfers.
- Continually evaluates EMS operational readiness and effectiveness of our service, keeping the Deputy Chief informed of important developments or recommendations for improvement, and participates in regular staff meetings and provides input relative to EMS Operations.
- Assists with the orientation of new employees assigned to Operations, keeping the Deputy Chief informed of the new employees' performance, progress and readiness for duty.
- Assists with employee evaluations and competency testing.
- Responds to EMS calls and assists with coordination of patient care and manage on scene EMS operations. Observes the performance of EMT's and Paramedics, documenting and addressing areas of concern or in need of improvement with the individual as needed.
- Inspects assigned bases, crews and vehicles on a frequent basis and assigns work in areas needing improvement to ensure operational readiness.
- Coordinates with other members of the Command Staff to provide employees with educational opportunities.
- Assists with the weekly inventory of all controlled substances issued to PCAD mobile units and stored on PCAD properties.
- Participates in the organizational strategic planning process of developing both short term and long term objectives.
- Responsible for establishing and maintaining strong professional relationships with team members, customers, government agencies and the public.

- Coordinates Fleet maintenance program.
- Coordinates all aspects of PCAD education program, to include online certification for NREMT.
- Performs other duties as directed or assigned.

4.1 QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

4.2 Formal Education

- High school diploma or equivalency
- A degree in management is desired however, equivalent industry experience may substitute

4.3 Work Experience

- Five (5) years of fulltime experience as a field Paramedic is required
- One (1) year of experience as a supervisory Paramedic
- Five (5) years of full-time employment with PCAD

4.4 Certification and Licensure

- Valid Missouri State Paramedic license
- National Registry Paramedic Certification is desired
- Valid Missouri Driver's license
- Provider certification in BLS, ACLS, PHTLS and PALS
- Instructor certification in ACLS, PHTLS and PALS

4.5 Knowledge

- Understands the evaluation process
- Knowledge of all operation duty requirements
- Understands all operational processes
- Knowledge of State of Missouri, EMS and Federal regulations
- Knowledge of clinical protocols
- Familiar with strategic planning process
- Working knowledge of local and state government
- Knowledge of PCAD policy and procedures

4.6 Critical Skills

- Organizational skills
- Time management skills
- Interviewing skills
- Planning skills
- Communication skills
- Interpersonal skills
- Flexibility
- Good attitude
- Decision making skills
- Counseling skills
- Coaching skills
- Ability to objectively and accurately evaluate performance
- Basic computer skills
- Policy writing skills
- Delegation skills
- Fleet and equipment management
- Documentation skills
- Clinical skills
- Basic math skills
- Writing skills
- Customer service skills

4.7 Physical Requirements

Work requires some physical effort. Lifting or performing work requiring physical exertion (up to 125 pounds) is intermittent (not a routine part of the job). The job may require sitting for long periods of time, with an occasional need to stoop, kneel or crouch; occasional need to work in confined spaces and unusual positions to perform the task of emergency care and rescue.

4.8 Work Environment

The majority of work is performed under normal working conditions as in a standard office environment. Work involves intermittent to occasional exposure to unpleasant working conditions or undesirable elements. An occasional potential for cuts, bruises, muscle strains and exposure to blood borne pathogens, and contagious diseases; may be exposed to hazardous materials.

5.0 AUTHORIZATION

All policies must be approved in writing by the Board of Directors. The official copy of each policy will be retained in the Office Manager's office and the Administrator's office. All subsequent revisions must be approved by the Board of Directors and updated versions of the policies will also be retained in the Office Manager's office and the Administrator's office.

6.0 ATTACHMENTS

1) Disclaimer and Acknowledgment Form

PCAD Personnel: Job Description Office Manager

Date approved:	May 18, 2015	Approved by: PCAD Board of Directors
Date to be reviewed:	January, 2016	Reviewed by : Administrator
Date revised: None		Revision number: 1
		Compliance Committee: As Scheduled

1.0 PURPOSE

The purpose of this job is to align the company, internally and externally, with the District's strategic mission and vision through a consistently high-level of personal interaction that encourages excellence and growth.

2.0 DESCRIPTION

A full-time, non-exempt and hourly employee, who reports directly to the Chief Administrative Officer. The Office Manager is responsible for managing financial, human resource, and administrative functions. This includes assisting the Chief Administrative Officer with budget preparation; conducting financial analysis and preparing financial reports; developing and maintaining an effective system of accounting; managing the payroll system and maintaining accurate financial records for audit. The position is also responsible for the day to day operations of Human Resources, which includes responsibilities in functional areas such as, employee relations, training and development, benefits, Human Resource Information System (HRIS), executive administration, and compensation.

The position works in collaboration with other administrative team members and works primarily during normal business hours.

3.0 ESSENTIAL DUTIES AND RESPONSIBILITIES

- Prepares invoices, checks, account statements, payroll reports, and general ledger accounts with various registers; extracts general ledgers information; compiles cost revenue reports, budget and balance sheets; reconciles bank statements.
- Verifies and posts details of business transactions, such as; funds received and disbursed; totals accounts to ledgers or computer spreadsheets and databases.
- Monitors accounts payable and receivables to ensure that payments are up to date.
- Develop and maintain regular accounting reports through the Districts accounting system.
- Development and management of the Human Resource Department.
- Maintains the PCAD Human Resource Information System (HRIS).
- Manages and administers PCAD employee benefits.
- Ensures PCAD billing practices follow the billing regulations for payors such as Medicare, Medicaid, HMO's, PPO's and other commercial carriers.
- Monitors and manages all aspects of patient billing and accounts receivable.
- Assists with development and periodic updates of written policy and procedure for billing.
- Ensures all Protected Health Information (PHI) is gathered, utilized, stored, and destroyed in accordance with Federal regulations and that all HIPPA requirements are met and adhered to.
- Participates in the organizational strategic planning process of developing both short term and long term objectives.
- Participates in regular staff meetings.
- Oversees and manages the distribution and replacement of employee uniforms.
- Ensures all PCAD employees are conducting business in accordance with all CMS regulations.
- Performs periodic and as needed inventory of office equipment and supplies to include daily cleaning supplies for crew quarters.
- Provides mentorship, training and supervision of assigned employees.
- Assists in performance appraisal of employees.
- Performs other duties as directed or assigned.

4.1 QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

4.2 Formal Education

- High school diploma or equivalency
- A degree in accounting is preferred however, equivalent industry experience may substitute.

4.3 Work Experience

- Five (5) years of experience with ambulance coding/billing required
- Two (2) years of general business experience required
- Experience in accounting and human resource functions required
- Previous experience in EMS preferred

4.4 Certification and Licensure

- Ambulance Coder certification
- Valid Missouri Driver's license
- CACO certification
- CAPO certification

4.5 Knowledge

- Comprehensive knowledge and understanding of accounting practices and principles
- Comprehensive knowledge and understanding of District billing software
- Advanced knowledge of Zoll and other applicable software
- Extensive knowledge of PHI and HIPPA regulations
- General knowledge of external audit procedures
- Personnel management, supervision and employment law
- Computer operations and data analysis
- Working knowledge of benefits plans

4.6 Critical Skills

- Excellent customer service skills
- Time management skills
- Organizational skills
- Maintain order in an environment of changing priorities
- Multi-task and work under time constraints
- Planning skills
- Excellent communication skills
- Advanced computer skills
- Excellent analytical and problem solving skills
- Ability to negotiate solutions to conflicts and problems
- Achieve results through delegation
- Identify and resolve problems
- Maintains an effective working relationship with representatives from outside agencies, fellow employees, subordinate personnel and the general public
- Independently plan, organize, schedule, coordinate and make decisions and judgments relating to assigned projects and other responsibilities

4.7 Physical Requirements

Work requires little physical effort. Lifting or performing other work requiring light physical exertion (up to 50 pounds) is intermittent (not a routine part of the job) and secondary to the job. The job requires sitting for long periods of time, with an occasional need to stoop, kneel or crouch.

4.8 Work Environment

The majority of work is performed under normal working conditions as in a standard office environment. Work involves intermittent to occasional exposure to unpleasant working conditions or undesirable elements.

5.0 AUTHORIZATION

All policies must be approved in writing by the Board of Directors. The official copy of each policy will be retained in the Office Manager's office and the Administrator's office. All subsequent revisions must be approved by the Board of Directors and updated versions of the policies will also be retained in the Office Manager's office and the Administrator's office.

**PCAD Personnel: Job description
Paramedic**

Date approved:	May 18, 2015	Approved by: PCAD Board of Directors
Date to be reviewed:	Sept. 2018	Reviewed by: Administrator
Date revised:	Sept. 26,2017	Revision number: 2
		Compliance Committee: As Scheduled

1.0 PURPOSE

To provide emergency medical care at the Advanced Life Support (ALS) level in accordance with Pulaski County ambulance District protocols and/or online medical control. The position of Paramedic is critical towards the Mission and Vision of the Pulaski County Ambulance District.

2.0 DESCRIPTION

A full-time, non-exempt, hourly employee who reports directly to the Shift Leader he/she is assigned, further reporting will occur following the PCAD chain of command. The Paramedic (EMT-P) is responsible for providing direct patient care in accordance with Pulaski County Ambulance District protocols and /or online medical direction. T h e E M T - P i s t o complete daily base and ambulance duties as required by administration and/or as described in the PCAD: Policy and Procedure Manual, Employee Handbook or other approved publication.

3.0 ESSENTIAL DUTIES AND RESPONSIBILITIES

- Responsible for the correct Advanced Life Support (ALS) treatment or Basic Life Support (BLS) treatment, and safe efficient transportation of ill or injured persons to appropriate destinations by ambulance.
- Perform a daily check of assigned ambulance and appropriate ALS equipment and shall document vehicle stock on appropriate forms.
- Respond to emergency and non-emergency transports as directed.
- Operate communications equipment in their assigned ambulance as prescribed by policy, and all applicable ordinances or laws.
- Complete and submit all reports, documentation and company I-forms in accordance with policy and procedures, and all applicable ordinances or laws.
- Complete or assist in completing a full medical assessment of each patient under their care and record such findings on the appropriate documentation.
- Comply with all Pulaski County Ambulance District policies and procedures and all applicable ordinances or laws.
- Operate all Pulaski County Ambulance District vehicles and equipment in a safe prudent manner and adhere to all policies or procedures and applicable ordinances or laws governing such operation.
- Maintain current certifications as required by the State of Missouri.
- Perform other duties or tasks as directed by Supervisors or Command Staff of Pulaski County Ambulance District.

4.1 QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

4.2 Formal Education

- High school diploma or equivalency

4.3 Certification and Licensure

- Valid Missouri State Paramedic license
- National Registry Paramedic Certification is desired
- Valid Missouri Driver's license
- Provider certification in BLS and ACLS
- Provider certification in PHTLS, AMLS, EVOC, GEMS, EPC, RSI and PALS preferred.

4.4 Knowledge

- Have an understanding of all Federal, State, and Local EMS regulations and reporting requirements
- Understanding of all rules, regulations, policies and procedures that apply to Pulaski County Ambulance District (By end of FTO period)
- Core Paramedic knowledge
- Medical equipment knowledge
- Basic motor vehicle knowledge
- Emergency Vehicle Operations
- Knowledge of County and City roads (By end of FTO period)
- GPS function
- Emergency warning device function
- Mobile radio operations
- Portable radio operations
- EKG transmission
- Proficient with S.O.A.P. format documentation
- Grammar
- Spelling
- Knowledge of EPCR reporting procedures
- Ability to maintain familiarization with PCAD policies, procedures, employee handbook, and other federal or state mandated publications
- Knowledge of traffic and safety laws and ordinances
- Knowledge of training in areas of additional assigned duties

4.5 Critical Skills

- Good interpersonal communication skills
- Decision making skills
- Communication skills
- Proficient technical skills (IV, airway etc.)
- Team work
- Interpersonal skills
- Planning
- Good attitude
- Time Management
- Basic math skills
- Basic computer skills
- Map reading and navigation ability
- Advanced training skills (12 lead, I/O etc.)
- Critical thinking ability
- Clear speech radio etiquette
- Organization
- Documentation skills
- Reading comprehension
- Ability to operate all PCAD vehicles
- Safe driving habits and backing ability
- Practical EMS skills
- Maintain state requirements for re-licensure
- Ability to follow direction
- Ability to operate all PCAD equipment
- Ability to meet deadlines

4.6 Physical Requirements

Work requires continuous physical effort. Lifting or performing work requiring physical exertion, lifting (up to 125 pounds or half of 250 pounds) is a requirement for the job. The job requires the employee to work in confined spaces and unusual positions to perform the task of emergency care and rescue.

4.7 Work Environment

Work involves constant exposure to unpleasant working conditions or undesirable elements. The job exposes the employee to the potential for cuts, bruises, muscle strains and exposure to blood borne pathogens, and contagious diseases; may be exposed to hazardous materials.

5.0 AUTHORIZATION

All policies must be approved in writing by the Board of Directors. The official copy of each policy will be retained in the Office Manager's office and the Administrator's office. All subsequent revisions must be approved by the Board of Directors and updated versions of the policies will also be retained in the Office Manager's office and the Administrator's office.

6.0 ATTACHMENTS

1) Disclaimer and Acknowledgment Form

PCAD Personnel: Job description

EMT Basic

Date approved:	May 18, 2015	Approved by: PCAD Board of Directors
Date to be reviewed:	Sept. 2018	Reviewed by: Administrator
Date revised:	Sept. 26, 2017	Revision number: 2
		Compliance Committee: As Scheduled

1.0 PURPOSE

To provide emergency medical care at the Basic Life Support (BLS) level in accordance with PCAD protocols and/or online medical control. The position of EMT Basic (EMT-B) is critical towards the Mission and Vision of P C A D.

2.0 DESCRIPTION

A full-time, non-exempt, hourly employee who reports directly to the Paramedic he/she is scheduled with, further reporting will occur following the PCAD chain of command. The EMT-B is responsible for providing direct patient care in accordance with PCAD protocols and/or online medical direction. The EMT-B is to complete daily base and ambulance duties as required by command staff and/or as described in the PCAD: Policy and Procedure Manual, Employee Handbook or other approved publication.

3.0 ESSENTIAL DUTIES AND RESPONSIBILITIES

- Responsible for the correct Basic Life Support (BLS) treatment, and safe efficient transportation of ill or injured persons to appropriate destinations by ambulance.
- Perform a daily check of assigned ambulance and appropriate equipment and shall document vehicle stock on appropriate forms.
- Respond to emergency and non-emergency transports as directed.
- Operate communications equipment in their assigned ambulance as prescribed by policy, and all applicable ordinances or laws.
- Complete and submit all reports, documentation and company I-forms in accordance with policy and procedures, and all applicable ordinances or laws.
- Complete or assist in completing a full medical assessment of each patient under their care and record such findings on the appropriate documentation.
- Comply with all PCAD policies and procedures and all applicable ordinances or laws.
- Operate all PCAD vehicles and equipment in a safe prudent manner and adhere to all policies or procedures and applicable ordinances or laws governing such operation.
- Maintain current certifications as required. These certifications shall include, but may not be limited to the following: Missouri EMT Basic License, CPR Certificate, and Missouri Driver's License with clean driving record.
- Perform other duties or tasks as directed by Supervisors or Command Staff of PCAD.

4.1 QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

4.2 Formal Education

- High school diploma or equivalency

4.3 Certification and Licensure

- Valid Missouri State EMT Basic license
- National Registry EMT Basic Certification is desired
- Valid Missouri Driver's license
- Provider certification in BLS
- Provider certification in EMS Safety, EVOC, PEARS, PHTLS, and RSI preferred.

4.4 Knowledge

- Have an understanding of all Federal, State, and Local EMS regulations and reporting requirements
- Understanding of all rules, regulations, policies and procedures that apply to Pulaski County Ambulance District (By end of FTO period)
- Core EMT Basic knowledge
- Medical equipment knowledge
- Basic motor vehicle knowledge
- Emergency Vehicle Operations
- Knowledge of County and City roads (By end of FTO period)
- GPS function
- Emergency warning device function
- Mobile radio operations
- Portable radio operations
- Proficient with S.O.A.P. format documentation
- Grammar
- Spelling
- Knowledge of EPCR reporting procedures
- Ability to maintain familiarization with PCAD policies, procedures, employee handbook, and other federal or state mandated publications
- Knowledge of traffic and safety laws and ordinances
- Knowledge of training in areas of additional assigned duties

4.5 Critical Skills

- Good interpersonal communication skills
- Decision making skills
- Communication skills
- Proficient technical skills (Airwayskills etc.)
- Team work
- Interpersonal skills
- Planning
- Good attitude
- Time Management
- Basic math skills
- Basic computer skills
- Map reading and navigation ability
- Critical thinking ability
- Clear speech radio etiquette
- Organization
- Documentation skills
- Reading comprehension
- Ability to operate all PCAD vehicles
- Safe driving habits and backing ability
- Practical EMS skills
- Maintain state requirements for re-licensure
- Ability to follow direction
- Ability to operate all PCAD equipment
- Ability to meet deadlines

4.6 Physical Requirements

Work requires continuous physical effort. Lifting or performing work requiring physical exertion, lifting (up to 125 pounds or half of 250 pounds) is a requirement for the job. The job requires the employee to work in confine spaces and unusual positions to perform the task of emergency care and rescue.

4.7 Work Environment

Work involves constant exposure to unpleasant working conditions or undesirable elements. The job exposes the employee to the potential for cuts, bruises, muscle strains and exposure to blood borne pathogens, and contagious diseases; may be exposed to hazardous materials.

5.0 AUTHORIZATION

All policies must be approved in writing by the Board of Directors. The official copy of each policy will be retained in the Office Manager's office and the Administrator's office. All subsequent revisions must be approved by the Board of Directors and updated versions of the policies will also be retained in the Office Manager's office and the Administrator's office.

6.0 ATTACHMENTS

1) Disclaimer and Acknowledgment Form

Attendance & Punctuality

Every employee is expected to attend work regularly and report to work on time. If you are unable to report to work on time for any reason, telephone a PCAD officer as far in advance as possible. If you do not call in an absence in advance, it will be considered unexcused.

Unsatisfactory attendance, including frequent calling in, reporting late or going home early, may be cause for disciplinary action, up to and including discharge.

For full policy details, please refer to the Workplace Practices: Tardiness and Absenteeism Policy, located in your PCAD Policy Manual.

Schedule, Overtime, and Time Cards:

The work schedule is located on the EMS Toolkit. Overtime will be paid for any employee that works more than 40 hours during any single pay-week. Time cards are utilized for keeping track of the employees time worked. For full policy details please refer to the Workplace Practices: Scheduling, Overtime and Timecards Policy located in your PCAD Policy Manual.

Lectures, Meetings, and Training:

Whenever attendance to a scheduled staff meeting is **not** mandatory, the time is not counted as work time. If however, the meeting has been deemed mandatory, the employee shall be paid as work time. For further details please refer to the PCAD Compensation policy.

Anytime an employee signs up for, or attends independent training, and does not have the training approved, in writing by the CHIEF, PCAD is not responsible for and will not pay for the training.

Mandatory training or Instruction will be paid at the employees' regular rate of pay. For full policy details, please refer to the Workplace Practices: Compensation Policy located in your PCAD Policy Manual.

Trading and Bidding Shifts

Shift trades between employees of equal licensure are permitted. Shift trades are the preferred means for employees to adjust their schedule for personal matters. Shift

Bidding is the method utilized by employees to volunteer for overtime shifts. For full policy details, please refer to the Workplace Practices: Scheduling, Overtime and Timecards Policy located in your PCAD Policy Manual.

Outside Employment, and Moonlighting:

While outside employment is not prohibited for FT employees, there are policies in place that govern this topic. For full policy details, please refer to the Organization: Moonlighting Policy located in your PCAD Policy Manual.

Reporting to Work Well Rested

Because we provide emergency patient care, keen judgment, skill, and safe performance of job duties are required at all times. To do this, all personnel must report to work well-rested at the start of his/her scheduled shift.

In situations where personnel appear overtired or otherwise exhausted due to insufficient rest, for any reason whatsoever, and where patient care may be affected, the personnel may be requested to return home, and be denied pay for the shift. Any member of the PCAD command staff may send an employee home.

Symptoms and side effects of exhaustion can affect the ability to perform job duties, and may jeopardize the well-being of patients and co-workers. In the interest of maintaining a safe work environment, and our commitment to the highest level of patient care, we mandate the cooperation of all PCAD staff members with this issue.

A staff member who routinely arrives to work not well rested, or who shows signs of exhaustion such that patient care may be jeopardized may also face disciplinary action, up to and including termination.

Dress Code and Appearance

All employees are issued and required to wear the official PCAD uniform and must maintain a professional appearance. For full policy details, please refer to the Workplace Practices: Uniform and Appearance Policy located in your PCAD Policy Manual.

Exposure Control

PCAD expects all personnel to follow the “Exposure Control Plan” that has been developed, as well as all other safety reporting and training standards to minimize or eliminate instances of exposure to bloodborne pathogens and other contaminants or diseases and to otherwise prevent injury in the workplace.

For full policy details, please refer to the Workplace Practices: Exposure Control Policy located in your PCAD Policy Manual.

Patient Relations

PCAD will strive to maintain a positive image and maintain good standing with our patients and the community we serve. All personnel will be ambassadors for the goodwill of PCAD and treat others with respect and dignity at all times.

PCAD employees, command staff, and office staff must act competently and deal with patients and their families in a professional, courteous, and respectful manner. The way we perform our individual jobs presents an image reflective of our entire organization.

All PCAD personnel shall communicate pleasantly and respectfully with other personnel, patients, family members, vendors, health care associates and business partners at all times. Positive relations not only enhance the public’s perception or image of PCAD, but also pay off in loyalty and future service requests.

PCAD must strive to follow-up on orders and questions promptly, provide professional replies to inquiries and requests, and perform all duties in an orderly manner. Serving the best interests and needs of all patients is our ultimate goal.

In addition, personnel should take great pride in the work they do; our profession is a noble and well respected one, and the public looks to us in their time of need. How we respond and represent during those times will define who we are as a group.

With regard to patient care, PCAD will treat all patients equally regardless of race, color, national origin, ancestry, religion, sex, age, disability, political affiliation, military service, ability to pay for services or any protected class.

PCAD team members will provide patients, family members, and others with the highest degree of care they are certified to provide and as appropriate for the situation. At no time will personnel be expected to perform a service that he/she is not qualified, certified or licensed to perform.

PCAD providers shall follow all relevant patient care protocols and procedures. Following these standards helps to assure that the highest level of patient care is provided.

Patient requests and complaints shall be handled in a professional and courteous manner. In most cases these requests or complaints should be fielded by a member of the command staff.

Patient requests for information should be handled in accordance with HIPAA release of information policies.

Patient requests (or refusals) during care and/or transport shall be made in accordance with relevant patient care policies and applicable protocols.

Patient Bill of Rights

During any interaction with a patient, whether rendering care or not, all PCAD personnel are expected to respect the patient's rights. Failure to do so may result in disciplinary action, up to and including termination.

Patients have the following rights:

1. To receive respectful care given by competent personnel.
2. To receive every consideration of his/her privacy concerning medical care. Case discussion, examination and treatment are considered confidential and should be conducted as discretely as possible.
3. To have all records pertaining to medical care treated as confidential, except as otherwise provided by law.
4. To receive quality care and high professional standards that are continually maintained and reviewed.
5. To expect emergency procedures be implemented without delay.
6. To refuse medications, treatment or procedures offered to the extent permitted by law, and to be informed of the medical consequences of the refusal of any medications, treatment, or procedure.
7. To receive medically appropriate services without discrimination based upon race, color, national origin, ancestry, religion, sex, age, disability, political belief, military service, ability to pay for services, or any protected class.
8. To receive appropriate pre-transport assessment, evaluation and treatment; careful handling, preparation, and monitoring of conditions, including thoughtful regard for those individuals associated with the patient; attention to all medical needs during transport; and a comfortable, safe ride to the acute care facility of their choice and/or the most medically appropriate facility.
9. To be served with state of the art, strictly maintained, and properly functioning emergency medical equipment, including the ambulance, litters, and portable equipment.
10. To receive professional, cheerful and attentive service throughout the course of the transport.

Privacy and Security of Patient Information

PCAD and its personnel are in possession of, and have access to, a broad variety of confidential, sensitive, and proprietary information. Inappropriate release of this information could be injurious to individuals, business associates, and PCAD itself. All personnel have an obligation to actively protect and safeguard confidential, sensitive, and proprietary information in a manner designed to prevent the unauthorized disclosure of such information.

All personnel have an obligation to conduct themselves in accordance with the Health Insurance Portability and Accountability Act (HIPAA), and PCAD Policies that have been enacted to address patient confidentiality. Personnel are advised to consult appropriate HIPAA Policies or the Privacy Officer for additional information.

For full policy details, please refer to the Workplace Practices: Information Security/Release of Information Policy and the Workplace Practices: HIPAA Policy located in your PCAD Policy Manual.

Release of Information to Media

To prevent the inappropriate release of confidential patient information and other confidential information to the media, and to ensure a consistent approach to media relations, as a general rule, only designated personnel may contact and/or speak with the media or release information to members of the media. All employees shall refer any media requests for information to a member of the PCAD command staff.

Refrain from giving an “off the record” comment. Never consider any comment as “off the record.”

The following types of information should NEVER be released:

Patient-specific information, including names, addresses, assessment of injuries, treatment provided, and history/diagnosis. As a covered entity, we are bound by HIPAA to preserve patient confidentiality. Release of patient-specific information to the media is not permitted.

Information that may be prejudicial to law enforcement investigations (e.g. “I think the driver that caused the accident was drinking alcohol”).

Information that is not known for certain such as subjective or your “opinion” (e.g. “The car must have been speeding at the time of the accident”).

Information that may be an invasion of privacy, such as suicide information, AIDS status, overdose, psychiatric transport, cause of death.

Personnel are encouraged to respond to requests for media interviews to discuss your job, your role as an EMT, and your experiences at PCAD. As long as patient information is not discussed, the name of PCAD is not placed in a negative light, and confidential business information is not released, such interviews will generally be approved and permitted.

In any situation where an interview becomes uncomfortable, you are free to stop it at any time. You are not required to talk to members of the media. You are also free to completely refrain from speaking to the media about any topic at all.

We must balance providing the public with information about the services we provide against the individual rights of the patient to keep their medical information confidential. We fully respect the right of the public to know about our activities as we are a public agency subject to public scrutiny. But we can provide information to the public only to the extent that the law allows us.

District Equipment & Vehicles

Exercise care when using PCAD property, including computer equipment or hardware. Implement required maintenance, follow all operating instructions, safety standards and guidelines.

Notify your supervisor if any equipment, vehicles or facilities appear to be damaged, defective or in need of repair. This prompt reporting could prevent the equipment’s deterioration and could also help prevent injury to you or others. Should you have questions about the maintenance and care of any workplace equipment, ask your supervisor.

If you use or operate equipment or vehicles improperly, carelessly, negligently or in an unsafe manner, you may face disciplinary action up to and including termination. In addition, you may be held financially responsible for any loss to PCAD because of such mistreatment.

For full policy details regarding equipment or vehicle maintenance, please refer to the Workplace Practices: Vehicle and Equipment Maintenance and Cleaning Policy located in your PCAD Policy Manual.

For full policy details regarding use of district vehicles, please refer to the Workplace Practices: Vehicle Usage Policy located in your PCAD Policy Manual.

Conduct & Discipline

PCAD expects every employee to adhere to the highest standards of job performance and of personal conduct, including individual involvement with PCAD personnel and outside business contacts.

PCAD reserves the right to discipline or discharge any employee for violating any company policy, practice or rule of conduct. Be aware that PCAD retains the discretion to determine the nature and extent of any discipline based upon the circumstances of each individual case.

For full policy details, please refer to the Workplace Practices: Corrective Action Procedures Policy located in your PCAD Policy Manual.

Grievances

Employees are encouraged to bring concerns, problems and grievances to the attention of PCAD command staff. PCAD employees are also obligated to report violations of policies, protocols, and safe work practices.

For full policy details, please refer to the Workplace Practices: Dispute Resolution Procedures Policy located in your PCAD Policy Manual.

Performance Counseling

Pulaski County Ambulance District (PCAD) evaluates the performance of its employees regularly to improve communications and to reinforce mutual understanding between supervisor and employee regarding performance expectations, job requirements priorities, and future goals.

Performance should be discussed informally as frequently as possible during the year with a formal evaluation meeting scheduled at least annually. For full policy details, please refer to the Workplace Practices: Performance Counseling Policy located in your PCAD Policy Manual.

Tobacco Usage

PCAD has a vital interest in maintaining a healthy and safe environment for its students, employees, staff and visitors while respecting individual choice. Toward those goals, PCAD has designated both tobacco usage, and smoke free areas.

Tobacco usage is prohibited in all PCAD facilities and vehicles. For full policy details, please refer to the Workplace Practices: Tobacco Usage Policy located in your PCAD Policy Manual.

Zero Tolerance for Workplace Violence

PCAD has zero-tolerance concerning threats, intimidation and violence of any kind in the workplace either committed by or directed to our employees. Employees who engage in such conduct will be disciplined, up to and including immediate termination of employment.

If an employee feels that he/she has been subjected to threats or threatening conduct by a co-worker, vendor, or customer, the employee should notify a member of the PCAD command staff immediately. Employees will not be penalized for reporting such concerns.

Public Image

All PCAD employees must ensure that a positive public image be on display at all times. PCAD is publicly funded through tax revenue and fees for service which brings with it a certain amount of public scrutiny. Being viewed in a positive light by the citizens of Pulaski County helps to instill the confidence, and trust that PCAD will deliver the highest level of emergency care available to them.

For full policy details, please refer to the Organization: Public Image Policy located in your PCAD Policy Manual.

Employee Benefits

Vacation

All FT PCAD employees are eligible for vacation benefits. Benefits are based on a 2,496 hour work year for staff level employees and 2,080 hour work year for Admin/support level employees. For full policy details. Please refer to the Workplace Practices: Vacation Policy located in your PCAD Policy Manual.

Paid Holidays

Employee's that work on any of the seven (7) paid holidays listed below will be paid at a rate of one and one-half times their regular hourly rate plus the accrued PTO. For full details please refer to the PCAD Compensation Policy.

1. New Year's Day
2. Veterans Day
3. Memorial Day
4. Independence Day
5. Labor Day
6. Thanksgiving
7. Christmas

Sick Leave

Full time employees will accrue forty-eight (48) hours of sick time per year. These hours are accumulated in PTO. Please refer to the PCAD Compensation policy for full details.

Funeral/Bereavement Leave

For full details please refer to the PCAD Compensation policy.

Maternity Leave

PCAD complies with the Pregnancy Discrimination Act (PDA). Please refer to the PCAD Compensation policy for full details.

Jury Duty

It is the duty of every citizen to accept jury duty when mandated by the court system. Leave for jury duty shall be granted. For full details please refer to the PCAD Compensation policy.

Time Off For Voting:

Any person entitled to vote at any election held within this state shall, on the day of election, be entitled to go vote and will be granted three (3) hours between the opening and closing of the polls, for the purpose of voting. The employee shall not have any deduction made to his/her normal rate of compensation for the shift affected.

Military Leave

It is the goal of PCAD to recognize and support the need for certain employees to be away from their regular duties, from time to time, to participate in authorized military activities.

Please refer to the PCAD Compensation policy for full details.

Family Medical Leave Act (FMLA)

PCAD is currently exempt from the FMLA due to the Federal requirement that a business have fifty (50) or more employees before being required to comply with the FMLA.

Medical Benefits

All FT employees and their dependents are eligible to receive health insurance coverage through the PCAD group health plan.

PCAD pays 100% of the employees' premium and 50% of any dependents that are enrolled.

PCAD requires a payroll deduction for all insurance. All employee benefits are managed by the Office Manager.

COBRA

PCAD is compliant with all regulations spelled out in the Consolidated Omnibus Budget Reconciliation Act of 1985 (COBRA).

For any questions or information regarding COBRA coverage upon change in employment status, please see the PCAD Office Manager.

Long and/or Short Term Disability

All PT and FT PCAD employees are eligible, at their own expense, to enroll in a long term or short term disability plan.

For any questions or information regarding these plans, please see the PCAD Office Manager.

Reporting Workplace Injury/Workers Compensation

Reporting an Injury/Illness

PCAD requires all employees that suffer a work related illness or injury, to report the illness or injury to a member of the supervisory staff AND the Office Manager immediately. If the injury/illness is of such an emergent nature and the employee is physically incapable of making the notification, then the employees' partner may make the initial verbal notification required.

Workers Compensation Insurance covers the employee when an on the job illness or injury occurs however, prompt reporting is necessary to ensure that benefits are not delayed or denied. For full policy details, please refer to the PCAD Policy manual.

Workers Compensation Insurance.

PCAD carries Workers' Compensation Insurance to provide payment of medical expenses and lost wages in the event of a work related injury/illness. To qualify, the injury/illness must occur within the course and scope of employment.

The amount of benefits payable and the duration of payment depend on the nature and severity of the injury/illness, amount of lost work time, and ability to physically perform essential job functions. All medical and wage loss benefits will be provided in accordance with state and federal laws.

Failure to immediately report work related injuries may delay benefits or even result in the claim being denied by Workers Compensation.

Workers' Compensation benefits will apply only to injuries sustained on-duty, and under no circumstances will apply to injuries sustained by voluntary, non-work activities.

An injury/illness must cause the employee to miss three days of work (including the date of the injury) before lost wages will be covered by Workers Compensation.

PCAD command staff will be involved in your Workers Compensation claim. After the injury/illness is reported, command staff will review the Incident/Injury report and any witness statements provided and will complete an investigation into the nature and scope of the incident.

In cases where work must be missed, the treating medical professional or physician must authorize the absence. Your treating physician should provide a note indicating the extent of the injury, the treatment date(s), the amount of time that must be taken off work, an anticipated return date (if any), and any restrictions upon your return to work, based on a review of the essential functions of the job.

Modified or light duty assignments may be available where a physician indicates that you are able to perform some, but not all work duties. Whether light duties will be available will have to be made on a case by case basis, depending upon the work functions that can be performed, the "light duty" that may be available, and the recommendations of the treating physician.

Following a full written release back to work by your assigned health care provider, the employee will be required to complete and pass a return to work physical assessment (fit test) performed by a contracted vendor chosen by PCAD.

Any and all Workers' Compensation claims, benefits, and injuries are subject to investigation by your PCAD command staff, as well as insurance adjusters, and other relevant parties. Fraudulent injury reports in an attempt to obtain improper Workers Compensation benefits are a crime. Full cooperation in any insurance investigation is expected.

All decisions regarding liability, insurance coverage, and payments will be made by the insurance carrier, and will be subject to insurance review and appeal processes. Based upon the degree of the injury you may become eligible for short or long term disability coverage.

PCAD will not retaliate against any employee who makes a good faith report of a work-related injury.

Retirement Savings

PCAD provides a retirement savings program to eligible employees as business conditions permit.

The retirement savings is in the form of a 457(b) deferred compensation plan.

Both FT and PT employees are eligible for participation.

PCAD provides up to a 6% match of the employees gross annual salary that is deposited into the employees 457(b). The benefit of the employer match contribution is at the discretion of PCAD and may vary from year to year. The matching contribution is evaluated annually and the continuation of this benefit is dependent upon the financial stability of PCAD.

For any questions or information regarding the 457(b) deferred compensation plan, please see the PCAD Office Manager.

Gym Reimbursement

PCAD offers a once monthly gym reimbursement of up to \$35.00 for all FT employees. In order to be eligible, the employee must provide the Office Manager with a copy of the gym contract that shows the monthly rate paid by the employee. In addition, the employee must provide a usage receipt that verifies the employee attended at least 4 sessions during the month. All usage receipts must be turned in **BEFORE** the final pay period of the following month.

Cellular Telephone Use

The use of personal cellular telephones while on duty and/or during PCAD sanctioned events is permitted under strict guidelines. For full policy details, please refer to the Workplace Practices: Bring Your Own Device (BYOD) Policy located in your PCAD Policy Manual.

Computer and Internet Use

PCAD employees are authorized to utilize personally owned electronic devices in addition to those provided by PCAD. However, this usage is strictly monitored and policies set down must be adhered to protect the integrity and security parameters of PCAD's data and technology infrastructure.

PCAD also recognizes that the internet may provide access to valuable research and, when used correctly, is a valuable tool for research and networking of ideas. PCAD utilizes the internet for the gathering, storage, and dissemination of a wide variety of information. With that said, the policies in place regarding internet access and usage must

be followed without exception in order to protect the integrity the PCAD network and the information within.

For full policy details, please refer to the Workplace Practices: Bring Your Own Device (BYOD) Policy and the Communications: Internet Usage and Security Policy.

Security

Ambulance Bases

Perimeter lighting on all PCAD facilities are a vital component of the security for our employees. Perimeter lighting must be turned on at dusk each day and any faulty lights should be reported to command staff or maintenance supervisor immediately for repair.

Exterior doors and all windows are to remain locked unless PCAD staff are present.

Bay doors are to remain closed unless PCAD staff are present. Malfunctioning doors or openers must be reported to command staff or maintenance supervisor immediately for repair.

PCAD personnel are required to perform a security walk through each night to ensure all doors and windows are secure.

Parking Areas

For the safety of employees and the security of privately owned and district owned vehicles, employees should report the presence of any suspicious activities for example, unusual vehicles and/or people during hours of darkness and on weekends.

Should a safety concern arise, contact appropriate law enforcement agency. Do not attempt to intervene.

Visitors

PCAD employees are permitted to have visitors at the station however, please be courteous to your co-workers. No visitors are permitted after 2200.

Due to PHI, visitors are not permitted in the Office Managers office during business hours and employees must ensure PHI is not visible or accessible to visitors at any time.

Any unknown visitor or person seeking medical assistance shall be attended by one team member while the other maintains security by the radio or telephone until it is clear that the person is not a safety concern.

Vehicles

PCAD vehicles shall be secured any time they are to be left unattended.

When out in public park the vehicle in plain view and appropriately secure the vehicle. Never leave the keys in the vehicle.

Do not park in secluded, unattended areas. Do not leave badges, ID, uniforms etc. in vehicles

PCAD is not responsible for personal property that is damaged or stolen from a POV.

Ambulance Calls

Respond as usual, however be alert and if any call seems unusual request police support.

Should the crew have a safety concern while on ambulance calls, one team member with a radio should size up the scene while the other remains in the vehicle, with the doors locked until it is determined that the scene is safe.

The team shall keep a radio with them at all times when outside of the vehicle.

PCAD personnel shall wear name badges at all times.

Maintenance, Safety and Cleaning

All PCAD ambulances and required patient care equipment will have a DAILY safety and maintenance inspection, performed by the on duty crews as part of their normal daily inspection procedures.

PCAD has established a routine maintenance program for all fleet vehicles and medical equipment.

All vehicles, equipment and facilities will be cleaned following a set schedule.

For full policy details, refer to the Workplace Practices: Vehicle and Equipment Maintenance and Cleaning Policy and the Workplace Practices: General Housekeeping Policy located in your PCAD Policy Manual.

Performance Feedback & Goal Setting

PCAD evaluates the performance of its employees regularly to improve communications and to reinforce mutual understanding between supervisor and employee regarding performance expectations, job requirement priorities, and future goals. Performance evaluations also play a key role in the distribution of merit increases.

For full policy details, please refer to Workplace Practices: Performance Counseling Policy located in your PCAD Policy Manual.

MEDICARE AND MEDICAID EMPLOYEE OR CONTRACTOR CODE OF CONDUCT

WHEREAS, the positive public image of PCAD is dependent on ethical behavior of its employees, and

WHEREAS, the public confidence in the PCAD is essential if the public is to willingly use the services of the PCAD when necessary, and

WHEREAS, allegations of fraudulent Medicare or Medicaid claims could lead to considerable embarrassing adverse publicity for the PCAD and possibly even, if proven to be true, heavy fines, imprisonment, and exclusion from federal health care programs, and qui tam law suits by third parties;

WHEREFORE, as a PCAD employee or contractor I hereby agree never to engage in any of the following types of behavior which are listed by way of example only and are not intended to be an all-inclusive list of prohibited conduct:

1. Create a record that gives the false impression that services were rendered that in fact were not provided.
2. Participate in the creation of claims for reimbursement that result in either artificially splitting or in the alternative bunching of services in a manner that varies from the actual manner and timing of the rendition of those services.
3. Intentionally fail to provide medically necessary services to either Medicare or Medicaid eligible patients.
4. Deliberately render additional but medically unnecessary services merely to increase Medicare or Medicaid reimbursement.
5. Intentionally participate in the “coding up” of a claim for service beyond what was actually provided (Example: coding a routine ambulance run as an emergency).
6. Artificially inflate the billable mileage for an ambulance run.
7. Accept from a medical facility a gratuity of any kind, either personally or on behalf of the PCAD, for having brought a patient or patients to that facility.

8. Deliberately withhold information or in any other way obstruct any legitimate by the Carrier, the Health Care Financing Administration (HCFA), or the State Medicaid Plan.
9. Deliberately withhold from either the Carrier, HCFA, or the State Medicaid Plan either requested patient care or patient payment information.
10. Deliberately refuse to supply or to grant expeditious access to requested documentation to the Carrier, HCFA, or the State Medicaid Plan when requested or needed.
11. Deliberately obstruct or fail to take corrective action ordered by the Carrier, HCFA, or the State Medicaid Plan.

I hereby further agree to do the following:

1. Make timely reports to supervisors or PCAD command staff of possible problems or suspected irregularities relating to Medicare or Medicaid billing practices.
2. Endeavor to make medical records and or trip reports prepared or reviewed by me as complete and as accurate as possible.
3. Actively participate in the PCAD training and education programs on record preparation and claims processing.

I further understand the intent and purposes of this Code of Conduct and that failure on my part to comply with either the letter or spirit of this Code can lead to disciplinary action up to and including termination or in the case of a contractor cancellation of the contract.

Employee's Signature

Date

Witness

Hepatitis B Vaccination Declination Form

Sign and return this form only if you DO NOT want a hepatitis B vaccination.

I understand that due to my occupational exposure to blood or other potentially infectious materials I may be at risk of acquiring the hepatitis B virus (HBV) infection. I have been given the opportunity to be vaccinated with hepatitis B vaccine, at no charge to myself.

However, I decline the hepatitis B vaccination at this time. I understand that by declining this vaccine, I continue to be at risk of acquiring hepatitis B, a serious disease. If in the future I continue to have occupational exposure to blood or other potentially infectious materials and I want to be vaccinated with hepatitis B vaccine, I can receive the vaccination series at no charge to me.

Signature

Date

Printed Name

Handbook Acknowledgment

This Employee Handbook describes important information about PCAD, and I understand that I should consult with PCAD command staff regarding any questions not answered in the handbook. This handbook in conjunction with the PCAD Policy Manual and the PCAD Protocol Book are in a constant state of revision. PCAD command staff will ensure that all employees receive revisions as soon as they are approved and made available. I understand that revised information may supersede, modify or eliminate existing policies at any time.

As an employee, I have entered into my relationship with PCAD voluntarily and acknowledge that there is no guarantee of employment. Accordingly, either PCAD or I can terminate the relationship at any time. I understand that this handbook is not a contract of employment or membership, and does not alter the “at-will” nature of my employment or membership where the “at-will” relationship already exists.

I have received the handbook and I understand that it is my responsibility to read and comply with the information contained in this handbook and any revisions made to it.

EMPLOYEE SIGNATURE

DATE

EMPLOYEE NAME (Printed)

Confidentiality and Non-Disclosure Statement

The protection of confidential business information and trade secrets is vital to the interests and the success of PCAD. There are laws in place that regulate and allow the dissemination of such information (Sunshine Laws etc.) from the PCAD. Such confidential information includes, but is not limited to:

1. Patient Information
2. Compensation Data
3. Patient and Customer Lists
4. Financial and Billing Information
5. Marketing Strategies
6. Pending Projects and Proposals

All personnel are required to respect the confidentiality of all proprietary or confidential information and are expected to not disclose such information to individuals outside of PCAD. All employees are required to sign a non-disclosure agreement as a condition of membership or employment. Employees who improperly use or disclose confidential information (including confidential business information or patient information) will be subject to disciplinary action, up to and including termination.

EMPLOYEE SIGNATURE

DATE

EMPLOYEE NAME (Printed)

Authorization for Reference Checks, Criminal History and Background Checks and Drug and Alcohol Testing

I have applied for employment/membership with the PCAD. As a part of the application process, I understand that PCAD will conduct a background and reference check which may include a review of public records, criminal history check, and inquiries of my former employers and references which I have provided regarding my qualifications and suitability for employment, as well as verification of any information I have provided in this application. As part of this inquiry, I understand that PCAD will obtain a report of criminal history information and driver's license history, from applicable law enforcement agencies, or, in some cases, the Federal Bureau of Investigation, and that applicable state law may prohibit the employment of persons convicted of certain crimes. I also understand that the application process includes a Drug and Alcohol test, which may also be conducted at various times throughout my employment.

I hereby give my permission to any of my listed references to release to PCAD any information regarding my work and volunteer experience, including, but not limited to performance of expected duties and disciplinary information, to PCAD.

I hereby authorize PCAD to conduct this background and reference check, as well as a Drug and Alcohol screen as part of the application process, and I release from liability PCAD and its representatives for seeking, gathering, and using such information. I also release any individual or entity from any liability whatsoever for providing PCAD with any information concerning my qualifications and suitability for employment or membership, including the former employers and personal references I have identified on the application.

I authorize PCAD to send a copy of this authorization to my listed references or anyone else contacted by the PCAD to provide information about me.

EMPLOYEE SIGNATURE

DATE

EMPLOYEE NAME (Printed)

Positive Public Image Acknowledgment Form

Whereas, the PCAD is publicly supported by tax revenues and fees charged to the public, and the payment of the these taxes and fees is dependent on a positive evaluation by the public of the PCAD, and

Whereas, public confidence in the quantity and quality of emergency medical services is essential if the public is to quickly access the PCAD’s emergency medical services, and

Wherefore, the PCAD’s employees are hereby required at all times to project to the patrons of PCAD a warm, cordial, friendly, and sympathetic demeanor, and

Wherefore, neither discourteous nor rude behavior, nor abusive language, epithets, nor profanity, nor exaggeratedly optimistic nor pessimistic patient outcome prognoses shall be shown or be expressed to any of the PCAD’s patrons by any PCAD employee, and such conduct shall not be tolerated and may result in disciplinary action, up to and including termination.

Adopted by Board Resolution on February 20th, 2012.

I hereby acknowledge that I have received this policy and I understand its purposes and consequences.

EMPLOYEE SIGNATURE

DATE

EMPLOYEE NAME (Printed)

