

City of Union City Emergency Medical Services

Rules and Regulations

UNION CITY
EMS
PUBLIC SAFETY

Union City Emergency Medical Services Rules and Regulations

TO: All Members/Staff of the UCEMS Department
FROM: Captain Brian Wolpert, Director of EMS
DATE: January 20, 2017

SUBJECT: Union City Emergency Medical Services Rules and Regulations

The enclosed Rules and Regulations have been formulated using Guidelines issued by the NJ Department of Health, the Civil Service Commission, and the City of Union City Employee Handbook. Much effort has been expended to make these Rules and Regulations a fair and complete set, and yet provide the strict guidance and discipline the citizens of the City of Union City both expect and deserve from their EMS Department.

Immediately upon being signed by the Director of Emergency Medical Services, these Rules and Regulations are in full force and effect. Any previous rules, regulations or orders in conflict with these Rules and Regulations are hereby rescinded.

A copy of these Rules and Regulations shall be kept within the living quarters of the UC EMS HQ. Each member of the EMS Department shall sign for and be issued a copy of the Rules and Regulations. Each member of the EMS Department shall be responsible to maintain the Rules and Regulations in an up to date condition and to be aware of its contents.

These Rules and Regulations shall remain the property of the Union City EMS Department and shall be surrendered upon termination or resignation of employment.

Capt. Brian Wolpert
Director of EMS

Date

George Fierro
Chief of EMS

Date

** Original Signed page is on file in the Administrative Office.

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CITY OF UNION CITY EMS ANNEX..... ON FILE
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HAZ-MAT ANNEX OF THE STATE DISASTER PLAN ON FILE
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UNION CITY EMERGENCY MEDICAL SERVICE'S DEPARTMENT RULES & REGULATIONS

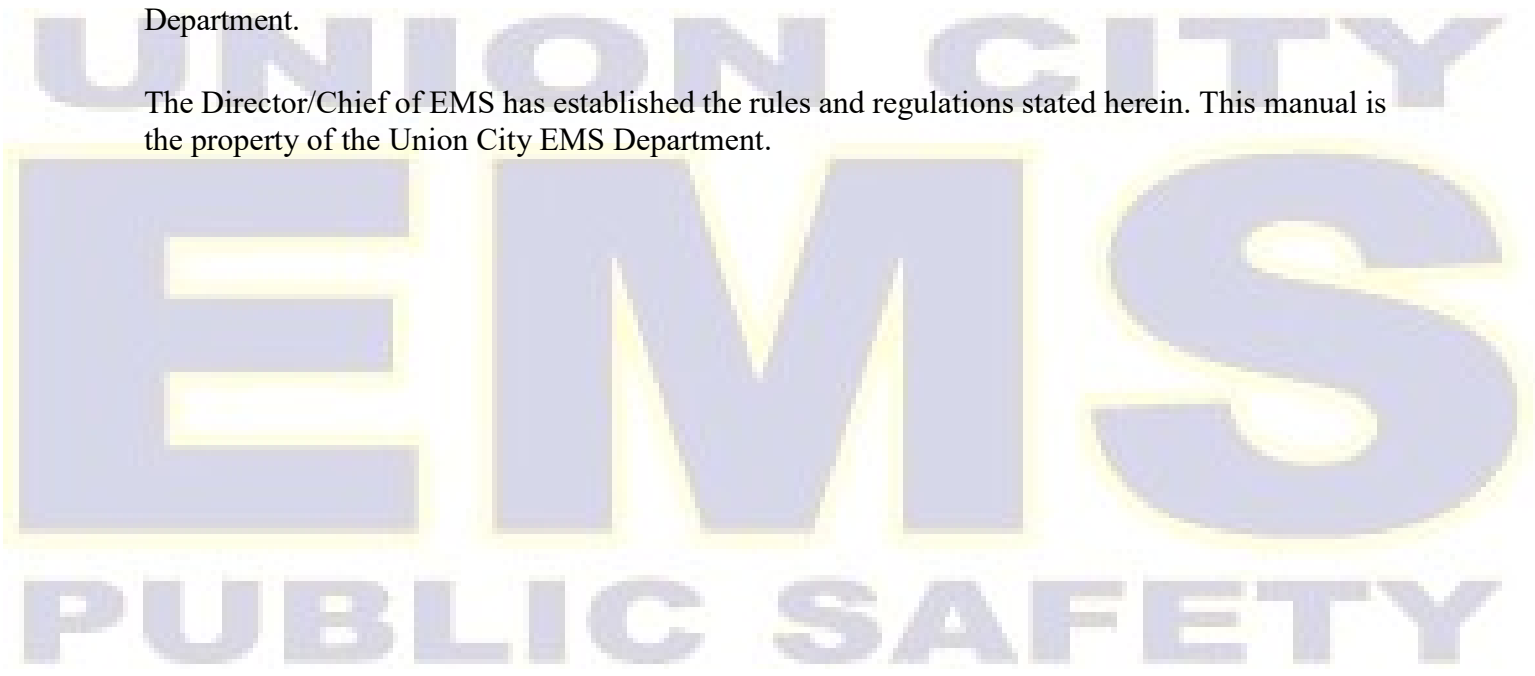
PREFACE

This manual generally states the basic duties and responsibilities of the members of the UCEMS Department. The guidelines introduced are to be used by all members in the performance of their duties.

To coordinate these duties toward a common goal, it is necessary that all members know the type of conduct expected of them in the performance of their duties.

Therefore, all EMS members have the responsibility to acquaint themselves with the contents of this manual so that they may effectively fulfill their obligation to the Union City EMS Department.

The Director/Chief of EMS has established the rules and regulations stated herein. This manual is the property of the Union City EMS Department.



CODE OF ETHICS FOR EMS PRACTITIONERS

Professional status as an Emergency Medical Services (EMS) Practitioner is maintained and enriched by the willingness of the individual practitioner to accept and fulfill obligations to society, other medical professionals, and the EMS profession. As an EMS practitioner, I solemnly pledge myself to the following code of professional ethics:

- to conserve life, alleviate suffering, promote health, do no harm, and encourage the quality and equal availability of emergency medical care.
- to provide services based on human need, with compassion and respect for human dignity, unrestricted by consideration of nationality, race, creed, color, or status; to not judge the merits of the patient's request for service, nor allow the patient's socioeconomic status to influence our demeanor or the care that we provide.
- to not use professional knowledge and skills in any enterprise detrimental to the public well-being.
- to respect and hold in confidence all information of a confidential nature obtained in the course of professional service unless required by law to divulge such information.
- to use social media in a responsible and professional manner that does not discredit, dishonor, or embarrass an EMS organization, co-workers, other health care practitioners, patients, individuals or the community at large.
- as a citizen, to understand and uphold the law and perform the duties of citizenship; as a professional, to work with concerned citizens and other health care professionals in promoting a high standard of emergency medical care to all people.
- to maintain professional competence, striving always for clinical excellence in the delivery of patient care.
- to assume responsibility in upholding standards of professional practice and education.
- to assume responsibility for individual professional actions and judgment, both in dependent and independent emergency functions, and to know and uphold the laws which affect the practice of EMS.
- to be aware of and participate in matters of legislation and regulation affecting EMS.
- to work cooperatively with EMS associates and other allied healthcare professionals in the best interest of our patients.
- To refuse participation in unethical procedures, and assume the responsibility to expose incompetence or unethical conduct of others to the appropriate authority in a proper and professional manner.

Originally written by: Charles B. Gillespie, M.D., and adopted by the National Association of Emergency Medical Technicians, 1978.

Revised and adopted by the National Association of Emergency Medical Technicians, June 14, 2013

CHAPTER I

1.0 ESTABLISHMENT OF EMERGENCY MEDICAL SERVICES DEPARTMENT RULES AND REGULATIONS

1.1 EMERGENCY MEDICAL SERVICES AUTHORITY -- POWERS -- DUTIES

There is hereby created in and for the City of Union City, an Emergency Medical Services Department which shall consist of a Director/Chief of Emergency Medical Services and such members as shall be deemed necessary by the Mayor and Board of Commissioners of the City of Union City.

The Emergency Medical Service's Department shall:

Conserve life, alleviate suffering, promote health, do no harm, and encourage the quality and equal availability of emergency medical care; provide attendance and medical care during emergencies; cooperate with all other EMS agencies; and provide training for the efficiency of its members.

The Director of Public Safety shall be designated as the Appropriate Authority. The Director shall be responsible for the overall performance of the EMS Department and shall adopt and promulgate Rules and Regulations for the government of the EMS Department and for the discipline of its members.

The Director of EMS shall be the head of the EMS Department and shall be directly responsible to the Director of Public Safety for its efficiency and day to day operations pursuant to policies established by the Director of Public Safety, the Director shall:

Administer and enforce the Rules and Regulations of the EMS Department and any special emergency directive for the disposition and discipline of the Department and its members;

Have, exercised and discharge the functions, powers and duties of the EMS Department; prescribe the duties and assignments of all members;

Delegate such authority as may be deemed necessary for the efficient operation of the EMS Department to be exercised under the Directors/Chief direction and control; and report at least monthly to the Director of Public Safety in such form as shall be prescribed on the operation of the EMS Department during the preceding month and make such other reports as may be requested by the Director.

Union City Emergency Medical Services Rules and Regulations

No member of the EMS Department shall be suspended, removed, fined or reduced in rank for any cause other than for incapacity, misconduct or disobedience as provided in the New Jersey Statutes and the EMS Department's Rules and Regulations.

No Person shall be employed to the EMS Department who is not qualified. The Director of Public Safety may also require that an applicant for employment to the EMS Department shall successfully complete a physical and psychological examination.

1.1.2 Rules and Regulations Established

The EMS Department of the City of Union City hereby establishes the Department Rules and Regulations under cover to be known as the Emergency Medical Service's Department of the City of Union City, Rules and Regulations.

1.1.3 Right to Amend or Revoke

The right is reserved by the appropriate authority to amend or revoke any of the rules contained within.

1.1.4 Previous Rules, Policies and Procedures

All rules previously issued, and policies and procedures that are contrary to the rules contained herein, are hereby revoked. All other policies and procedures shall remain in force.

1.2.0 APPLICATION

1.2.1 These rules are to be used in conjunction with the Union City Employee Association handbook and are applicable to all members of the Department.

1.2.2 All existing Departmental rules and regulations, orders and instructions in conflict with these regulations are cancelled.

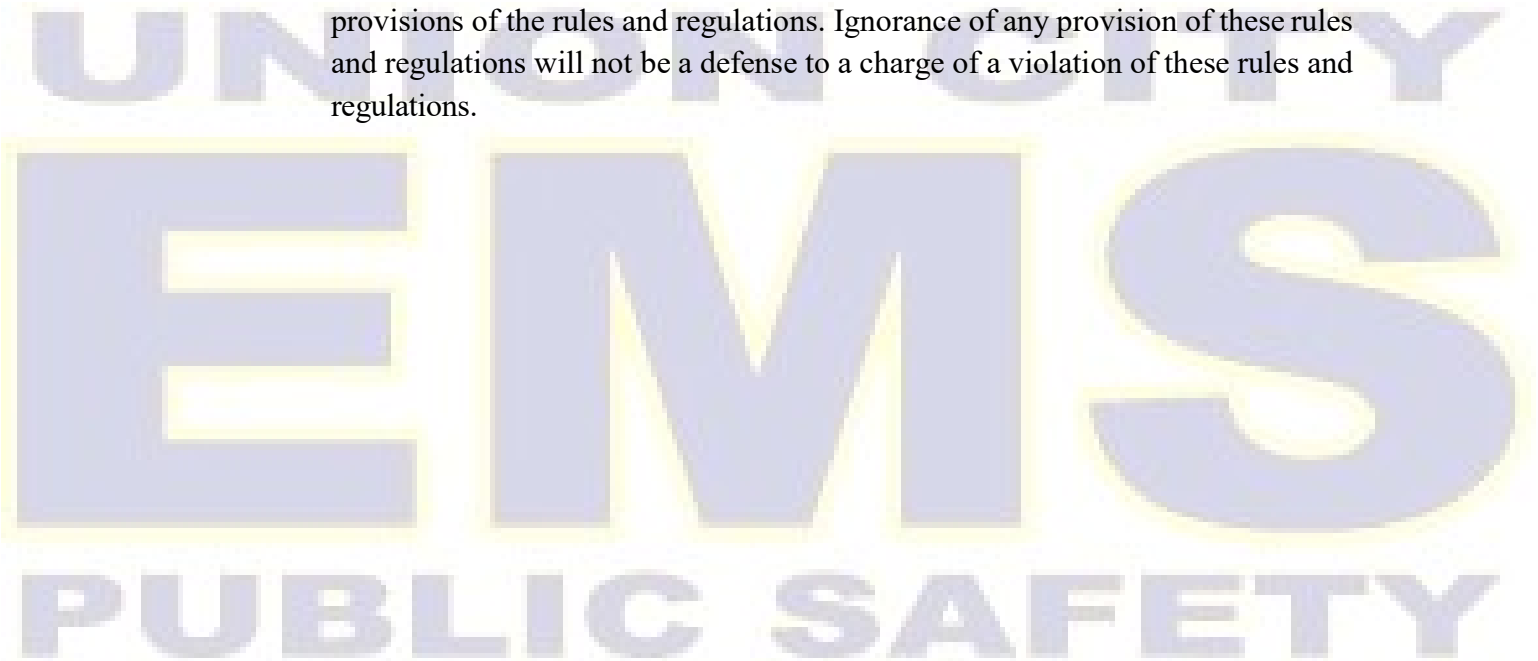
1.2.3 All general and special orders, instructions (including those on Departmental forms) and manuals not in conflict with these EMS regulations shall have the same authority as EMS regulations.

1.2.4 EMS regulations or general orders shall not be cancelled, amended, or issued without the approval and signature of the Director and Chief of EMS.

- 1.2.5 Failure of a member either willfully or through negligence or incompetence to perform the duties of his rank or assignment, or violation by a member of any EMS regulation or order may be considered sufficient cause for disciplinary action.

1.3.0 THE RULES AND REGULATIONS

- 1.3.1 Distribution of Rules and Regulations. One copy of the Rules and Regulations shall be distributed to each member of the Department.
- 1.3.2 Responsibility for Maintenance. Employees shall be responsible for maintaining a current copy of the rules and regulations, including all additions, revisions and amendments as issued.
- 1.3.3 Familiarization. Employees shall thoroughly familiarize themselves with the provisions of the rules and regulations. Ignorance of any provision of these rules and regulations will not be a defense to a charge of a violation of these rules and regulations.



CHAPTER II

2.1.0 *DEFINITIONS*

- 2.1.1 Annual Vacation - Vacation time is granted to all members annually as provided by contract.
- 2.1.2 Authority - Authority is the right to give commands, enforce obedience, initiate action and make necessary decisions granted by statute or policy. Authority may be delegated by those so designated. Acts performed without proper authority or authorization shall be considered in violation of the manual and those persons in violation shall be subject to disciplinary action.
- 2.1.3 Chain of Command - The unbroken line of authority extending from the Director/Chief of EMS through a single subordinate at each level of command down to the level of execution and vice versa.
- 2.1.4 Observance of Chain of Command - The chain of command as defined herein shall be strictly followed in all matters except as otherwise stated in these Rules and Regulations.
- 2.1.5 Commanding Superior - Any employee promoted to the rank of Supervisor or higher.
- 2.1.6 Competent Authority - Shall mean the Mayor/Director of Public Safety, Director of EMS, Chief or Supervisory EMT.
- 2.1.7 Chief - The Chief of EMS of the City of Union City, New Jersey, is the chief executive officer of the department.
- 2.1.8 Days Off - Those determined by the Director/Chief of EMS on which a given member is excused from duty.
- 2.1.9 Department - The Emergency Medical Service's Department of the City of Union City.
- 2.1.10 Department Directives - Written directives issued at department level by the Director of Public Safety, Director of EMS, or the Chief of EMS. Department directives remain in full force until amended, suspended, or cancelled by the issuing authority. Department directives deal with matters, which affect the Department. They are the most authoritative directives issued, and may be used to amend supersede, or cancel any order, policy, or procedure.

Union City Emergency Medical Services Rules and Regulations

- 2.1.11 City Physician — Licensed medical doctor responsible for determining fitness for duty, eligibility for catastrophic leave, and coordination with the personal physician(s) of the members and employees of the EMS Department in medical matters.
- 2.1.12 Detail - A temporary assignment of personnel for a specialized activity.
- 2.1.13 Director of EMS - The Director of EMS is an appointed position by the Director of Public Safety. He/she is the liaison between the police and EMS Departments.
- 2.1.14 EMS – Emergency Medical Services
- 2.1.15 EMT – Emergency Medical Technician
- 2.1.16 Equipment/Personal – See Attached Uniform Appendix for Complete Uniform Code
- 2.1.17 Gender - Use of the masculine gender herein shall also include, where applicable, the female gender.
- 2.1.15 General Orders (SOG) - General orders are written directives that pertain to the permanent policy and procedures of the EMS Department. General orders are prepared and issued under the direction of the Chief of EMS and remain in force until rescinded. .
- Examples of proper subjects of General Orders/Standard Operating Guidelines:
1. Institution of permanent procedures, rules, policies and related manuals.
 2. Permanent changes in organization.
 3. Permanent personnel policies and procedures including recruiting, hiring, training and promotion policies, but not including changes of status, such as transfers and promotions.
 4. Use of public facilities and equipment.
- 2.1.16 Headquarters - The EMS building that houses the headquarters staff and the members of the department.
- 2.1.17 Incompetence - Incapable of satisfactory performance of EMS duties.
- 2.1.18 Insubordination - Failure or deliberate refusal of any member or employee to obey all lawful orders given by the Director of EMS, Chief of EMS, EMS Supervisor, Mayor/Director of Public Safety of the City of Union City.

Union City Emergency Medical Services Rules and Regulations

- 2.1.19 Lawful Order - Any written or oral directive issued by a superior to any subordinate or group of subordinates in the course of EMS duty which is not in violation of any law, ordinance or any Department rule or regulation.
- 2.1.20 May/Should - As used herein Words "may" and "should" mean that the action indicated is permitted.
- 2.1.21 Member – Any employee of the EMS Department.
- 2.1.22 Memorandum - Written information not warranting a formal order. Used to direct any segment or all of the Department personnel in specific situations or to inform them of coming events.
- 2.1.23 Military Leave - The period of time during which a member is excused from duty by reason of serving the armed forces of the United States in an active capacity as provided by law.
- 2.1.24 Neglect of Duty - Failure to give suitable attention to the performance of one's duty.
- 2.1.25 Off Duty - The status of a member during the period he is free from the performance of specified duties. Also may be known as day off, annual vacation, time coming, extra day off, in lieu of holiday and death in family or maternity leave.
- 2.1.26 Official Channels - Advancement from one level of command to the next level immediately above or below depending upon the direction of flow.
- 2.1.27 On Duty - The status of a member during the period of day when he/she is actively engaged in the performance of his/her duties.
- 2.1.28 Order - Any written or oral directive issued by the Mayor/Director of Public Safety, Director of EMS, Chief of EMS or superior to any subordinate or group of subordinates in the course of official business which is not a violation of any law, ordinance, or Departmental rule or regulation.
- 2.1.29 Personnel Orders – Appointment, assignment, transfer, promotion, disciplinary measures, resignation or retirement, or any other status change of personnel within the department accomplished by Departmental orders.
- 2.1.30 Privilege - Employment conditions which are not “rights” but are granted at the convenience and discretion of a superior and always subject to revocation by the Department.

Union City Emergency Medical Services Rules and Regulations

- 2.1.31 Procedure - The official method of dealing with any given situation prescribed by order of the Director/Chief of EMS or procedural guide.
- 2.1.32 Promotional Probation – Ninety (90) days probation in the next highest rank.
- 2.1.33 Probationary period - Six (6) months period following the members hire date.
- 2.1.34 Right- In reference to conditions of employment the term "right" shall designate those conditions specifically provided by Federal Law, State Law, City Ordinance or Department of Personnel Rules, or by the Collective Bargaining Agreements with the Union City Employees Association.
- 2.1.35 Rules and Regulations - A manual of Department legislation consisting of detailed directives governing members and employees of all ranks in terms of authority, responsibility, and as well as the operations of the Department. Department orders will be incorporated into the rules and regulations after a provisional period of operation. This manual is issued by authority of the Director/Chief of EMS and carries the weight of a general order.
- 2.1.36 Seniority - Seniority in the Department is established first by title/rank and second by time served in title/rank. Where conflict occurs because of identical service or dates of hire, the most senior member will be picked based on alphabetical order (last name then first name).
- 2.1.37 Shall/Will - The words "shall" and "will" as used herein shall indicate that the action required is mandatory.
- 2.1.38 Shift - A shift designates one of the basic time units for assignment of personnel, usually specified in terms of twelve (12) hour periods.
- 2.1.39 Sick Leave - The period of time during which a member or employee is excused by a department superior from performing his regularly scheduled assigned duty by reason of illness or injury.
- 2.1.40 Special Orders— Those directives affecting a specific event, or circumstances of a temporary or self-cancelling nature or involving only specific segments of activities. Examples of proper subjects of Special Orders:
1. Seasonal change of uniform.
 2. Annual budget preparation and special instructions for the year completed.
 3. Assignment of in-service vehicles.

Union City Emergency Medical Services Rules and Regulations

- 2.1.41 Staff Supervision — an advisory relationship outside the regular hierarchy of command and responsibility in which a supervisor may review the work of another employee who is responsible to another supervisor.
- 2.1.42 Standby callback: A recall of off-duty members for standby duty. Used during emergency conditions of during periods of peak activities.
- 2.1.43 Subordinate - A member lower in rank than his supervisor.
- 2.1.44 Supervisor - Any promoted employee with a higher level of responsibility, over the employees of a lower rank.
- 2.1.45 Suspension - Suspension is the act of temporarily denying a member the privilege of performing his/her duties, and relieving him/her from duty with or without pay for a period of time, in consequence of alleged dereliction or violation of department regulations.
- 2.1.46 Tense of Words - The words used in the present tense includes the future.
- 2.1.47 Tour of Duty — The number of hours of work on a given shift during which an individual member is on duty.
- 2.1.48 Uniform - Prescribed or regulation clothing Worn by members of the EMS Department.
- 2.1.49 Weekend Supervisor — A member of the rank of Supervisor assigned by the Director/Chief of EMS to serve as supervisor in charge of the department in the absence of the Director/Chief on weekends.
- 2.1.50 UC EMS Administration Office: Within this manual, the words “UC EMS Administration Office” shall refer to the grouping of, The Commissioner of Public Safety, The EMS Director, The EMS Chief and/or their designee.

CHAPTER III

GENERAL RULES AND REGULATIONS

3.1.0 PROFESSIONAL CONDUCT AND RESPONSIBILITIES

3.1.1 Standards of Conduct

Employees and members shall conduct their private and professional lives in such a manner as to avoid bringing the EMS Department into disrepute or public disrespect, ridicule, or criticism. This shall include off-duty actions, which reflect negatively upon the Department or the individual's position as a public employee.

3.1.2 Loyalty

Loyalty to the department and to associates is an important factor in department morale and efficiency. Employees and members shall maintain a loyalty to the department and to their associates as is consistent with the law and personal ethics.

3.1.3 Cooperation

Cooperation between ranks of the Department is essential to efficiency of the department. Therefore, all members and employees are strictly charged with establishing and maintaining a high spirit of cooperation with the department, their fellow members and other municipal officials and employees of the City of Union City.

3.1.4 General Responsibilities

Within the City of Union City members shall at all times take appropriate action to:

1. Conserve Life
2. Alleviate suffering
3. Promote health
4. Do no harm
5. Encourage the quality and equal availability of emergency medical care

3.1.5 Duty Responsibilities

Members of the department are always subject to duty although periodically relieved of its routine performance. They shall at all times respond to the lawful orders of the supervisor and other proper authorities as well as calls for medical assistance from citizens.

3.1.6 Neglect of Duty

Members and employees shall not commit any act, nor shall they be guilty of any omission that constitutes neglect of duty.

3.1.7 Performance of Duty

All members and employees shall perform their duties as required or directed by law, Department rule, policy or order, or by order of a superior. All lawful duties required by competent authority shall be performed promptly as directed notwithstanding the general assignment of duties and responsibilities.

3.1.8 Questions Regarding Orders

Members in doubt as to the nature or detail of their order shall seek clarification from their supervisor by going through the chain of command.

3.1.9 Insubordination

Members shall not commit acts of insubordination. The following specific acts are prohibited by this section:

1. Failure or deliberate refusal to obey a lawful order given by a superior or supervisor.
2. Any disrespectful, mutinous, insolent or abusive language or action toward a superior or supervisor.

3.1.10 Knowledge of The Rules and Regulations

Every employee is required to establish and maintain a working knowledge of the rules and policies of the EMS Department and the general and special orders of the EMS Department. No plea of ignorance of the rules and regulations will be accepted as an excuse for any violation.

3.1.11 Obedience to Laws and Regulations

Members and employees shall observe and obey all laws and ordinances, all rules and regulations and orders of the Department.

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3.1.12 Criticism of Official Acts or Orders

Members and employees shall not criticize the official actions, instructions or orders of any department member in a manner which is defamatory, obscene, unlawful or which tends to impair the efficient operation of the department.

3.1.13 Conduct Toward Superior / Supervisors

Members shall treat supervisors, subordinates and associates with respect. They shall be courteous and civil at all times in their relationships with one another.

3.1.14 Manner of Issuing Orders

Orders from supervisors to subordinates shall be in a clear, understandable language, civil in tone and issued in pursuit of department business.

3.1.15 Unlawful Orders

No supervisor shall knowingly issue any order, which is in violation of any law.

3.1.16 Obedience to Unlawful Orders

Obedience to an unlawful order is never a defense of an unlawful action; therefore, no member is required to obey an order, which is contrary to Federal or State Law or Local Ordinance. Responsibility for refusal to obey rests with the member. He/she shall be required to justify his/her action.

3.1.17 Obedience To Unjust Or Improper Orders

Members or employees who are given orders, which they feel to be unjust or contrary to the rules and regulations, must first obey the order to the best of their ability and may then proceed to appeal as provided.

3.1.18 Conflicting Orders

Upon receipt of an order conflicting with any previous order or instruction, the member affected shall advise the person issuing the second order of this fact. Responsibility for countermanding the original instruction rests with the individual issuing the second order.

3.1.19 Reports and Appeals

Unlawful, Unjust, Improper Orders - A member receiving what they believe to be an unlawful, unjust or improper order shall at first opportunity report in writing to the Chief of EMS through official channels. This report shall contain the facts of the incident and the action taken. Appeals for relief from such orders will be made at the

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same time. Intra-Department action regarding such an appeal shall be conducted through the office of the Chief of EMS.

3.1.20 Soliciting Gifts, Gratuities, Fees, Rewards or Loans

Members shall not, under any circumstances solicit any gift, gratuity, loan, reward or fee where there is any direct or indirect connection between the solicitation and their department employment.

3.1.21 Acceptance of Gifts, Gratuities, Fees, Rewards, or Loans

Members shall not accept directly or indirectly any gift, gratuity, loan, fee, reward or any other thing of value arising from or offered because of EMS employment or any activity connected with said employment. Members shall not accept any gift, gratuity, loan, fee, reward or other thing of value, the acceptance of which might tend to influence the actions of said members or any other member or employee in any matter of EMS business, or which might tend to cast an adverse reflection on the department or any member or employee thereof. No member or employee of the department shall receive any gift or gratuity from other members junior in rank without the express permission of the Director/Chief of EMS.

3.1.22 Rewards

Members shall not accept any gift, gratuity, or reward in money or other compensation for services rendered in the line of duty to the community or any other person, business, or agency except lawful salary and that, which may be authorized by law.

3.1.23 Disposition of Unauthorized Gifts, Gratuities

Any unauthorized gift, gratuity, loan, fee, reward or other object coming into the possession of any member shall be forwarded to the office of the Director/Chief of EMS together with a written report explaining the circumstances connected therewith. Said written report must be filed immediately if on duty, but in no event later than one hour following the member reporting for duty for the next working tour.

3.1.24 Persons and Places of Bad Reputation

Members and employees shall not frequent places of bad reputation, nor associate with persons of bad reputation except as may be required in the course of EMS duty.

3.1.25 Reporting Violations of Laws, Rules or Orders

Members knowing of other members violating laws, or rules of the department, or disobeying orders, shall report same in writing to the Director/Chief of EMS through official channels. If the member or employee believes the information is of such gravity that it must be brought to the attention of the Director/Chief of EMS, official channels may be bypassed.

3.1.26 Business Cards

Members of the Department are prohibited from using business cards of any description unless approval is first obtained from the Director/Chief of EMS.

3.1.27 Department Roster

The roster of members of the department, or any portion thereof, shall not be given to any individual, firm, or corporation by any employee or member of the department, unless permission is obtained from the Director of Public Safety, through the Director/Chief of EMS.

3.1.28 Contagious Diseases

Members of the department who may have come in direct contact with a person having a contagious disease or who may have been exposed to a contagious disease shall at once notify the Chief of EMS through channels who will promptly inform the Department Physician. See Chapter IX

3.1.29 Leaving City

No employee of the department shall leave the City of Union City unless transporting to a nearby hospital, mutual aide call or unless permission is obtained from the on-duty Supervisor and/or Director/Chief of EMS, through the official channels.

3.1.30 Photographs

Employees and members of the department shall not allow themselves to be photographed for publication while in uniform or on duty without the permission of the Director/Chief of EMS.

3.1.31 Games of Chance

No game of chance for stakes or wagers shall be played at EMS headquarters or other City buildings. Games of amusement may be played only in such parts of headquarters as may be designated by the Director/Chief of EMS or other command authority.

3.2.0 GENERAL CONDUCT ON DUTY

3.2.1 Alcoholic Beverages and Drugs

1. Members of the Department shall not drink any kind of intoxicating beverage while on duty. Under no circumstances shall medically defined intoxication be considered justifiable.
2. Members and employees of the department shall not take any drugs that are not prescribed and necessary for their health, at any time.
3. Members shall not consume intoxicating beverages or other intoxicants while in uniform (on/off duty).
4. Intoxicating beverages shall not, at any time, be consumed in EMS Headquarters.
5. Members shall not report for duty under the influence of intoxicants. This condition shall cause the member to be unfit for duty. Supervisors shall not assign to duty any members in an unfit condition due to the use of intoxicants, and shall immediately relieve of duty any member found on duty in such condition.
6. Members or employees shall not have intoxicants on their person while on duty, or in any EMS department building or vehicle.
7. Members in uniform shall not enter any premises where intoxicants are sold or stored, except in the performance of duty.
8. Any member or employee who is under medication of a prescription drug, which may cause drowsiness or otherwise adversely affect his ability to perform his duty, shall submit notice in writing to the Director/Chief's Office immediately upon his first reporting for duty after receiving the prescription.

3.2.2 Absence from Duty

Every member, who fails to appear for duty on the date and at the time specified without the consent of competent authority, is "absent without official leave". Such absence must be reported in writing to the Director/Chief of EMS by the immediate supervisor of the absent employee.

3.2.3 Physical Fitness for Duty

Members shall maintain adequate physical condition so that they can handle the strenuous duties often required of an EMT, and shall submit to such examinations as required by the Director/Chief of EMS or any applicable law or regulation.

3.2.4 Loitering

Members on duty shall not enter theaters, places of amusement, or other public places, except to perform an EMS related task. Loitering and unnecessary conversation in such locations is forbidden. Members shall not allow or encourage civilians to visit, loiter or

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enter any EMS department areas unless on official business. Members off duty and not on any official standby shall not loiter in EMS department areas.

3.2.5 Smoking While on Duty

Members shall not smoke on duty while in direct contact with the public nor when in uniform in public view. When aloud it shall be as inconspicuous as possible. Cigars, pipes, and cigarettes shall not hang from the mouth.

3.2.6 Relief

All members are to remain on duty until properly relieved by another member or employee or until dismissed by competent authority within the EMS department.

3.2.7 Inspections

Dress Inspections:

1. From time to time the Director/Chief of EMS or his designee may call for full dress inspections of the department or any part thereof, members directed to attend such inspections shall report in the uniform and equipment prescribed. Unauthorized absence from such inspection is chargeable as "absence without leave".
2. Daily inspections of personnel for proper uniform and equipment are mandatory and must be conducted by the supervisor for each tour going on duty. Supervisors will be held accountable for personnel under their command found in noncompliance with the Uniform General Orders/SOG. In the absence of a Supervisor, the most senior EMT will be held responsible to perform the above duties.

Vehicle and Equipment Inspections:

1. All employees must cooperate fully with the Department of Health & Senior Services in regards to any inspections.
2. If a vehicle is to be placed out of service by the DOH&SS, the most senior member on that crew must contact police dispatch and the duty supervisor, and advise them of being placed out of service. Said vehicle must be parked at the designated location directed from the Chief of EMS and an out of service sign must be placed on the vehicle dashboard/windshield. Finally, a PD11 must be generated detailing the occurrences of the event.

3.2.8 Possession of Keys

No member, unless authorized by the Chief of EMS, shall possess keys to any premises, not his own. No member shall possess keys to any secured area of EMS headquarters or other department buildings or property unless authorized by the Director/Chief of EMS and necessary for the proper performance of his/her duties. Upon change of assignment all keys previously issued will be immediately returned to the Director/Chief's Office or designee.

3.2.9 Address and Telephone Numbers

Members are required to have a telephone in the place where they reside. Changes in address and/or telephone shall be reported in writing to the Chief of EMS at the start of the member's/employee's next working shift after the change takes place. However, all changes in address and/or telephone number will be reported through the proper channels immediately upon the change-taking place. The supervisor will also immediately prepare a report to the Chief of EMS advising him that said employee/member has reported a change in address and/or telephone number. The new information will also be submitted to the Director of EMS.

3.2.10 Supervisor Office & Main Supply Room - Authorized Personnel

The supervisor's office and supply room(s) shall be restricted from unauthorized personnel via a secured door. Personnel who are authorized to enter these areas shall consist of the supervisors, the EMS Chief, the Director of EMS, and/or their delegates under direct supervision. Personnel, who are not authorized, shall not enter these areas at any time.

All documents and items within the Supervisor's office shall be considered confidential in nature and shall only be viewed and/or copied from the rank of supervisor and up. Removing any item without proper authorization from the UC EMS administration office is strictly prohibited.

3.3.0 UNIFORMS AND APPEARANCE

3.3.1 Regulation Uniforms Required

1. All members of the Department shall own and maintain in good order a regulation uniform. All articles of the uniform shall conform to the Union City EMS Department uniform regulations. Uniforms shall be kept neat & clean at all times.
2. Civilian clothing shall not be worn with any distinguishable part of the uniform.
3. Members may wear the uniform or civilian clothing while traveling to or from work. However, the uniform may not be worn while outside the confines of Union City unless on official duty.
4. The wearing of the Union City EMS uniform for unauthorized off-duty employment is strictly forbidden.
5. See current departmental policy for the departments uniform code

3.3.2 Altering Style of Uniform

Uniforms shall be made of the material and style prescribed in EMS Department orders and such style shall not be altered or changed in any manner whatsoever, unless authorized by the Director/Chief of EMS.

3.3.3 Personal Appearance

Every member of the Department, while on duty, must be neat and clean in person; clothes are to be clean, and uniform in conformity with the rules and regulations. All members and employees shall conform to the following additional standards of appearance:

1. Haircuts, without reference to style, will conform to the following standard:
 - a. The hair on top of the head will be neatly groomed. The length or bulk of the hair will not be excessive or present an unkempt appearance. Hair will present a tapered appearance and, when combed, will not fall over the ears, eyes or the back of the shirt collar.
 - b. In addition to above, members may tie their hair back, fastening it close to the back of their head in a bun or similar fashion and above the collar. Long ponytails are prohibited because of safety concerns.
 - c. Sideburns will be neatly trimmed and will not extend down past the bottom of the earlobe. The base may not be flared and must be shaved horizontally.
 - d. A clean-shaven appearance is required except that mustaches are permitted. Mustaches shall be neatly trimmed and shall not extend more than 1/4 inch below the corner of the mouth. Mustache ends will not be waxed or twisted.

Handlebar mustaches, Fu Man Chu mustaches, goatees and beards are not authorized and may be considered a PEOSHA violation.

- e. Where beard growth is prescribed by appropriate medical authority, the length will not exceed one-quarter inch and must be neatly trimmed. A written statement, signed by a medical doctor, verifying such condition shall be required.

2. Wearing of Jewelry while on duty

- a. The wearing of a personal wrist watch, one wrist bracelet and not more than two rings is authorized with the uniform, provided the style is conservative and in good taste.
- b. Neck chains may be worn but may not be exposed.
- c. No jewelry, chains, watch chains or similar items will appear exposed on the uniform.
- d. Jewelry which constitutes a safety hazard is not permitted

Anyone, regardless of assignment, will be subject to the above standards when in uniform.

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3.4 DEPARTMENT PROPERTY AND EQUIPMENT

3.4.1 Maintenance - Department Property

Members are responsible for the proper care of Department property and equipment assigned to them. Damaged or lost property may subject the responsible individual to reimbursement charges and appropriate disciplinary action.

3.4.2 Damaged, Inoperative Property or Equipment

Members shall immediately report to their supervisor on designated forms, any loss of, or damage to, department property assigned to or used by them. The immediate supervisor will be notified of any defects or hazardous conditions existing in any department equipment or property.

3.4.3 Care of Department Buildings and Equipment

Members shall not alter, mark, damage or deface any surface in or on any department building, furniture or equipment. No material shall be affixed in any way to any wall in the department's buildings and equipment without specific authorization from the UC EMS Administration Office.

3.4.4 Notices

Members shall not mark, alter or deface any posted notice of the department. Notices or announcements shall not be posted on bulletin board(s) without the permission of the UC EMS Administration Office. Under no circumstances will notices, pictures, etc. be posted that are degrading, obscene or considered detrimental to the good order of the EMS Department. The Director/Chief of EMS will make final judgment of improperly posted material.

3.4.5 Surrender of Department Property

Members are required to surrender all department property in their possession upon separation or suspension from the department. Failure to return items may cause the person to reimburse the department for the fair market value of the articles(s). (See also 4.5.1 & 4.5.2 & 6.3.12)

3.4.6 Department Vehicles; Use

Members and employees shall not use any department vehicle without the permission of the on duty supervisor. Department vehicles shall never be used for personal business or pleasure. Department vehicles shall not be retained or used by members after their tour of duty without specific written permission from the Director/Chief of EMS. In emergency situations, the Director/Chief of EMS or The UC EMS Administration Office may grant permission.

All vehicles must be maintained washed (weather permitting) cleaned and fully stocked upon start of every shift.

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3.4.7 Operation of Motor Vehicles

Members when driving vehicles of any description, private or of the department shall not violate the traffic laws except in cases of absolute emergency, and then only in conformity with the laws regarding same. They shall set an example for other persons in the operation of their vehicle.

3.4.8 Emergency Calls and Use of Emergency Lights & Siren

Members driving any department vehicle when responding to emergency calls shall exercise judgment and care with due regard to the safety of life and property. They shall slow down at intersections to such a degree that, when crossing same, they will have safe control of their vehicles; especially when crossing street intersections where traffic lights are against them or where there are stop signs. They shall use the emergency lights and siren on such calls and take the utmost precaution. No member shall utilize either emergency warning lights or audible devices on any department vehicle unless required and authorized by the attending circumstances.

3.4.9 Transporting Patients

Patients will be transported in department vehicles only when necessary to accomplish an EMS purpose. Such transportation will be done in conformance with department policy or at the direction of an immediate supervisor or the UC EMS Administration Office. See Regulation 11.1.5 Patient Transport.

3.4.10 Reporting Accidents

Accidents involving city personnel, property and equipment must be reported in accordance with department procedures established by the Director/Chief of EMS.

3.4.11 Responsibility to Report Damage

All Department property and equipment shall be inspected upon the commencement of each shift by the employee charged with its use. Upon completion of his/her duty, the equipment shall be re-inspected and any damage shall be explained by a written report.

3.4.12 Department Retaining Ownership of Property

The Department may assign to its member's mail bins, lockers, desks, cabinets, etc., for the mutual convenience of the department and its personnel. Such equipment is and remains the property of the department. Personnel are reminded that storage of personal items in this property is at the employee's own risk. This property is subject to entry and inspection without notice.

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3.4.13 Lockers

All employees shall be assigned a locker, in which they are authorized to place their property. Every employee shall have his/her name on the outside of the locker and no one is authorized to remove the nameplates from the locker. Only the employees assigned to the locker is authorized to use it. Lockers will not be reassigned unless approved by the administrative office. Personnel shall place a pad lock or combination lock on their lockers. Nothing may be placed on the outside of the locker such as stickers, signs, hangers etc. Personal photos may, of course, be placed inside the lockers but in no case may stickers be used.

3.4.14 Kitchen Area, Living Room and Resting Area

A kitchen facility, living Room, and resting area have been provided for use by all members of the department. The facilities include a refrigerator, sink, table, microwave oven, Beds and televisions. Personnel are expected to maintain the facility in a neat and tidy manner. Supervisors are responsible to inspect the facility prior to the start of the tour and report any violations to the UC EMS Administration Office. Please check department orders for policies regarding cleaning duties.

3.4.15 Computer Equipment

No member of this Department shall introduce, copy, use, or share any software applications, files, or other information into (in) or from any department computer which has not first been approved by the System Administrator or his designee. No member shall install any computer parts, peripherals, or accessories to a department computer that has not first been approved by the System Administrator or his designee.

No member shall install any computer, computer parts, peripherals, or accessories not owned, leased, or contracted by the City of Union City, Department of Public Safety, EMS Department unless same has been approved by the System Administrator.

Any member found purposely or knowingly introducing any "virus", other file, or program capable of destroying or corrupting information into a computer owned by this department, thereby giving it the accessibility of entering the network system will be subject to criminal and/or departmental charges, as well as be liable for pecuniary damages for the expenses incurred in rebuilding said files. Any member, who is not authorized, who attempts or successfully tampers with any file, program, or computer equipment belonging to the Union City EMS Department shall likewise be subject to these penalties.

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3.5 COMMUNICATIONS - CORRESPONDENCE

3.5.1 Restrictions

Members and employees shall not:

1. Use Department letterhead stationary for private correspondence.
2. Send correspondence out of the EMS Department over their signature without the prior written approval of the Director/Chief of EMS or the Director of Public Safety.

3.5.2 Forwarding Communications to Higher Commands

Any member or employee receiving a written communication for transmission to a higher command shall in every case, forward such communication unless withdrawn by the member initiating the communiqué. A member receiving communication from a subordinate directed to a higher command shall endorse it indicating approval, or acknowledgment.

3.5.3 Department Address - Private Use Of

Members shall not use the Department as a mailing address for private purposes. The Department address shall not be used for any private motor vehicle registration or driver's license.

3.5.4 Telephones

Department telephone equipment may not be used for the transmission of private messages. Persons should be discouraged from calling members unnecessarily. Members and employees will always answer telephones by saying [Union City EMS, their title and name, and ask "May I help you?"]. Members will always be courteous towards all persons on the telephone and shall not harass or threaten any individuals using either a department phone or any other telephone.

3.5.4a Cell Phones

Cell phones serve as a valuable link in communications between EMS Headquarters, Police Dispatch and units in the field and are therefore, authorized to be carried under the following restrictions:

1. Whenever a member is on duty, the cell phone will be turned off or placed in silent/vibrate mode.
2. The cell phone may be carried in a shirt pocket if its size permits the proper closure of the pocket.
3. If the cell phone is worn on the exterior of the uniform, it will be carried on the waist belt or in a pants pocket only.
4. No member or employee will talk on a cell phone while operating a department vehicle. If the need arises to use the cell phone, the member or employee should first pull the vehicle to the side of the road in a stationary position.

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3.5.5 Radio Discipline

All members and employees of the department operating the police radios shall strictly observe regulations for such operation as set forth in department orders and by the Federal Communications Commission.

3.6 PUBLIC ACTIVITIES

3.6.1 Conduct toward the Public

Members shall be courteous and orderly in their dealings with the public. They shall perform their duties quietly, avoiding harsh, violent, profane or insolent language and shall always remain calm regardless of provocation. Upon request, they are required to supply their names and identification numbers in a courteous manner. They shall attend to requests from the public quickly and accurately.

3.6.2 Disparaging Nationality, or Creed

Courtesy and civility toward the public is required of all members of the department. Members shall not use words to humiliate, disparage, demean, degrade, ridicule or insult a person because of his race, creed, gender, age, mental/physical handicaps, sexual orientation, color, national origin, or ancestry.

3.6.3 Public Statements

Members of the department shall not make public statements concerning the work, plans, policies or affairs of the department which may impair or disrupt the operation of the department or which are obscene, unlawful, or defamatory. Members shall not comment to the media or any other individuals except in accordance with established procedure.

3.6.4 Subversive Organization

No member shall knowingly become a member of, or connected with, any subversive organization.

3.6.5 Affiliation with Certain Organizations Prohibited

This prohibition does not apply "to the active military or naval service of the United States or of this State, in time of war or emergency, or in connection with the operation of any system of selective service" (Source N.J.S.A.38:23.4). No member shall affiliate with any organization that constitutes or embraces illegal, immoral or unconstitutional purposes or prevents the proper and efficient functioning of the department.

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3.6.6 Affiliation with Radical Group

No member shall knowingly associate with or have dealings with any person or organization which advocates or which is instrumental in fostering hatred, prejudice, or oppression against any racial or religious group or the government of the United States of America, State of New Jersey, County of Hudson, City of Union City or any branch, division, or department thereof.

3.6.7 Commercial Testimonials

Members shall not permit their names or photographs to be used to endorse any product or service, which is in any way connected with the department without the prior written permission of the Director/Chief of EMS. They shall not without the prior written permission of the Director/Chief of EMS, allow their names or photographs to be used in any commercial testimonial or purpose which directly or indirectly alludes to their position or employment with the Union City EMS Department.

3.6.8 Public Appearance Requests

All requests for public speeches, lectures or exhibits will be routed to the office of the UC EMS Administration Office for prior written approval. Members directly approached for this purpose shall suggest that the party submit a written request to the UC EMS Administration Office.

3.7 POLITICAL ACTIVITIES

3.7.1 Participating - Political Activities

No member of the Department shall, at any time when in uniform or any part thereof, except in the performance of duty, participate in any form of political activity.

3.7.2 Election to Public Office

Members may run for public office in accordance with New Jersey State Law, but may not campaign nor engage in any activity connected with candidacy for such office during any tour of duty.

3.8 JUDICIAL INVESTIGATIONS / APPEARANCE / TESTIMONY

3.8.1 Court Appearance

Attendance at a court or quasi-judicial hearing as required by subpoena, resulting from department employment, is an official duty assignment. Permission to omit this duty must be obtained from the prosecuting attorney handling the case or other competent court official. When appearing in court, members shall do so in attire that is approved by the Director/Chief of EMS, and avoid any mannerisms, which might imply disrespect to the court. Proper attire shall be the uniform of the day.

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3.8.2 Testifying for the Defendant

Any member subpoenaed to testify for the defense against the City of Union City or department in any trial or hearing shall notify his/her immediate supervisor upon receipt of the subpoena. The supervisor shall notify the UC EMS Administration Office who, in turn, will notify the municipal attorney.

3.8.3 Duty of Member or Employee to Appear and Testify

It shall be the duty of every member to appear and testify upon matters directly related to the conduct of his office, position or employment, before any court, grand jury, or State or Federal Commission of Investigation. Any member or employee failing or refusing to so appear and to so testify shall be subject to removal from office, position or employment.

3.8.4 Department Investigations

Testifying members are required to fully and truthfully answer questions, or render material and relevant statements, in a department investigation when such questions and statements are directly related to job responsibilities, or any department matter. Employees shall be advised of, and permitted to invoke, all applicable constitutional and statutory rights, including consultation with their designated representative.

3.8.5 Truthfulness

Members are required to be truthful at all times whether under oath or not. They shall also be truthful and complete in their written reports and oral accounts of incidents or activities. Members shall not purposely neglect to include any information or details, which may change the context or interpretation of their reports or accounts.

3.8.6 Civil Action - Court Appearance - Subpoena

A member shall not volunteer to testify in civil actions and shall not testify unless legally subpoenaed. Members shall accept all subpoenas legally served, if the subpoena arises out of Department employment, or if the member or employee is informed that he is a party to a civil action arising out of department employment, he shall immediately notify the Director/Chief of EMS through official channels. Employees shall not enter into any financial understanding for appearances as witnesses prior to any trial, except in accordance with current directives.

3.8.7 Civil Cases

Members shall not serve civil process or assist in civil cases unless prior written approval of the Director/Chief of EMS is obtained. They shall avoid entering into civil disputes, particularly while performing their duties.

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3.8.8 Criminal Complaints, Domestic Violence, & Restraining Orders

Members shall contact the office of the Director/Chief of EMS in writing immediately upon receiving notification of a criminal complaint or domestic violence restraining order being issued against them.

3.9 OFF-DUTY ACTION

3.9.1 Report Required

Whenever ANY MEMBER of this department is involved with any type of police action while off duty, that member will submit a PD-11 to the Chief of EMS and the Administration Office where it will be evaluated and then forwarded to the Director of EMS for review and filing. The member will submit the PD-11 no later than 24 hours of time of occurrence.

3.9.2 Police Action - Definition

Incidents stemming from off duty activity where a member of this Department is the subject of any police action resulting in his/her being arrested, being involved in a motor vehicle accident resulting in a summons being issued to him/her, being the defendant in a criminal court action, involvement in any domestic violence or restraining orders, disputes or other incidents resulting in an official police report being taken.

3.9.3 Arrest of Department Member

Notwithstanding the reporting requirements cited in paragraph 3.9.1 above, any member of this Department who:

1. Is arrested for any reason, shall immediately notify the Chief of EMS. The Chief of EMS will then notify the Director of EMS.

3.10 MAINTENANCE OF RECORDS

3.10.1 "8:40-3.8 Personnel files"

1. The UC EMS Personnel Files policy will be adopted from the NJ Administrative Code Title 8 Department of Health and Senior Services Chapter 40 Mobility Assistance Vehicle and Basic Life Support Ambulance Service's Subchapter 3.8. As stated below:

2. "8:40-3.8 Personnel files"

"(a) A provider shall maintain a personnel file for each crewmember. Each file shall contain, at a minimum:

1. The name and home address of the crewmember;
2. A copy of the crewmember's valid driver's license;

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3. A copy of the crewmember's photo I.D. (a valid photo driver's license may be utilized);
4. A copy of the crewmember's NJ EMT-Basic certification card, as applicable; and
5. A copy of the crewmember's CPR certification card;

(b) All personnel files shall be maintained at the provider's principal place of business shall be maintained in a readily accessible manner and shall be made available to department staff upon written request.

(c) A provider shall not knowingly verify a record or document that is falsified, fraudulent or untrue. The knowing verification of such false records or documents shall be sufficient cause for refusal to issue or renew a license and/or revocation of any existing provider and/or vehicle licenses.”

3. “8:40-3.9 Maintenance of records”

(a) “The provider shall maintain full, complete and accurate records as required by this chapter. Records shall not be falsified, altered or destroyed. Records may be stored in a computer format, provided that adequate safeguards are in place to prevent unauthorized access and tampering, and adequate provisions for back-up data are in place.”

(b) “The provider shall keep a copy of each required record, including patient care reports, at its principal place of business. The records shall be made available to Department of Health staff upon demand.”

(c) “The provider shall retain and safely store all patient medical records, including patient care reports, for at least 10 years. However, in those instances where a patient is less than 18 years of age at the time of treatment, the patient medical records shall be retained and stored until the patient's 23rd birthday or for 10 years, whichever is greater. The provider shall retain and safely store all other required records for at least five years. In the event the provider ceases operation for any reason, the provider shall arrange for the safe storage of required records at a place, and in a manner, that will ensure their safety, integrity, legibility, and accessibility.”

CHAPTER IV

PERSONNEL REGULATIONS

4.0 PERSONNEL REGULATIONS

4.1 General Qualifications of Emergency Medical Technicians for Employment

Except as otherwise granted by the Mayor/Director of Public Safety, no person shall be employed as a member of the EMS Department unless he/she (They are all conditions of employment):

1. Is a citizen/resident of the United States and a resident of New Jersey;
2. Is sound in body and of good health;
3. Possesses a high school diploma or G.E.D.
4. Is able to read, write, and speak the English language well and intelligently;
5. Is of good moral character and has not been convicted of any criminal offense involving moral turpitude.
6. Valid, In Good Standing Drivers License
7. NJ EMT – Certified (2yrs), In Good Standing
8. CPR Certified (American Heart Association), In Good Standing
9. ICS 100 or Equivalent
10. ICS 200 or Equivalent
11. NIMS 700 or Equivalent
12. NIMS 800 or Equivalent
13. WMD Awareness
14. Hazmat Awareness
15. Developmental Disabilities Training Certified
16. CEVO-3

**** Numbers 9 to 16 MUST be completed and submitted proof within the first six months of employment ****

Union City Emergency Medical Services Rules and Regulations

4.2 EMT OATH

All new members, before their assignment to duty and prior to promotion to higher ranks, shall be required to take an EMT Oath as follows:

“Be it pledged as an Emergency Medical Technician, I will honor the physical and judicial laws of God and man. I will follow that regimen which, according to my ability and judgment, I consider for the benefit of patients and abstain from whatever is deleterious and mischievous, nor shall I suggest any such counsel. Into whatever homes I enter, I will go into them for the benefit of only the sick and injured, never revealing what I see or hear in the lives of men unless required by law.

I shall also share my medical knowledge with those who may benefit from what I have learned. I will serve unselfishly and continuously in order to help make a better world for all mankind.

While I continue to keep this oath un-violated, may it be granted to me to enjoy life, and the practice of the art, respected by all men, in all times. Should I trespass or violate this oath, may the reverse be my lot.

So help me God.”

*Written by: Charles B. Gillespie, M.D.
Adopted by the National Association of Emergency
Medical Technicians, 1978*

4.3 PROBATIONARY PERIOD

The hiring of an EMT to the EMS Department is for a probationary period of six months. Continuation in the service is dependent upon the conduct of the probationary employee and his fitness to perform his duties. At the termination of the probationary period, if the conduct or capacity of the probationer has not been satisfactory, he shall be notified in writing that he will not receive permanent status, and the Director/Chief of EMS shall terminate his services without a hearing.

4.4 DRIVERS LICENSE

Members operating Department motor vehicles shall possess a valid New Jersey driver license. Whenever a driver's license is revoked, suspended or lost, he shall immediately notify his/her supervisor and the Chief of EMS giving full particulars. The Director/Chief of EMS may authorize periodic checks of all member driver licenses to ensure compliance. A copy of a notice from the respective municipal court shall be sufficient to establish a reasonable belief that an individual was notified of the status of his license.

4.5 SURRENDER OF DEPARTMENT PROPERTY

4.5.1 Upon Separation from The Department

Members are required to surrender all department property in their possession upon separation from the department. If a member or employee fails to return a non-expendable item, he will be required to reimburse the department for the fair market value of the article.

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4.5.2 Under Suspension

Any member under suspension shall immediately surrender his/her I.D. Card and all other department issued equipment to his supervisor, pending disposition of the case.

4.6 COMPENSATION FOR DAMAGES OFF DUTY

Members who have sustained injury while off duty and who have received salary from the City while injured shall notify the UC EMS Administration Office in writing of any intent to seek, sue, solicit, or accept compensation as damages for such injury. This notice shall be filed before any action is taken. It shall include the facts of the claim and the name of the respondent.

4.7 DUTY HOURS, DAYS OFF AND VACATIONS

4.7.1 Hours of Duty

Members of the Department shall have hours assigned to them for active duty, and when not so employed, they shall be considered off duty. They shall, however, be subject to duty as needed.

4.7.2 Days Off

Members and employees are entitled to days off which are to be taken according to a schedule arranged by the supervisor assigned to scheduling, with the approval of the Chief of EMS.

4.7.3 Suspension of Vacation, Day Off, Or Leave of Absence

Any vacation, day off, or leave of absence may be suspended when a sudden and serious emergency arises and when, in the judgment of the Director/Chief of EMS, such action should be taken. All members so notified shall be required to report for duty at the designated time and place.

4.7.4 AWOL

Except as otherwise provided by law, any permanent member of this EMS Department who shall be absent from duty without just cause or leave of absence for a continuous period of one (1) day shall cease to be a member of this EMS Department and be considered Absent Without Official Leave.

4.7.5 Selection of Paid Vacation – Full Time and Part Time Employees

Annual vacation periods shall be approved according to seniority within the individual ranks. In the ranks above EMT, when the accrued seniority in rank is equal, the determining factor shall be the member's name in alphabetical order (last name then first name).

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4.7.6 Vacation & Time off Scheduling

Vacation & time off schedules shall be arranged by Supervisor assigned the duties of scheduling. The Director/Chief of EMS shall determine the number of members who may be granted vacation and/or time off at a given period.

4.7.7 Availability

1. All Part Time employees must submit a minimum of 24 hours per week of availability to maintain employment, unless granted an exception, in writing, to this requirement by the UC EMS Director/Chief and/or the UC EMS Administration Office.
2. Any employee who fails to meet the duty requirement in a month without a reasonable excuse (ie. Doctors note, Jury Duty, Court Requirement, Family Emergency, ETC) will be issued a written warning. If the offense is repeated, the employee will be subject to progressive discipline.
3. Part Time employees not assigned to permanent shifts on a monthly basis will have to select "OPEN SHIFTS", if available.

4.7.8 Scheduling of Shifts

1. The scheduling of shift shall be accomplished with scheduling software set forth by the UC EMS Administration Office
2. All shifts will be posted on a monthly basis on the scheduling software. The Scheduling officer will assign open Shifts.
3. The supervisor assigned to the duties of scheduling shall create the work schedule. Any changes to an employees shift must be adjusted & noted by the scheduling officer or the UC EMS Administration Office.
4. The schedule for the upcoming month is to be posted no later than the third week of the current month by the supervisor of scheduling.
5. Scheduling permitting there should be a supervisor assigned on every shift.

4.8 SICK AND INJURY LEAVE

4.8.1 Reporting Sick or Injured

Members reporting off duty because of illness or injury shall notify the supervisor in charge of call-outs. The member must notify the supervisor at least two (2) hours before his/her reporting time. Individuals calling out sick or injured shall advise the supervisor taking the call of the nature of the illness or injury.

4.8.2 Address of Confinement

Members when sick or injured shall be responsible for notifying the supervisor of scheduling as to their place of confinement, or of any subsequent change in their place of confinement.

4.8.3 Documentation

The EMS Director/Chief or designee may require a doctor's certificate to be submitted for multiple unrelated absences throughout the calendar year.

4.8.4 Sick or Injured On Duty

Members who become sick or injured on duty shall report the illness/injury to their supervisor immediately and shall remain on duty until relieved, unless excused by a superior. The only exception to this rule would be where the sickness or injury is disabling to the point of preventing compliance.

4.8.5 Unauthorized Absence

Members or employees who absent themselves in an improper manner shall be subject to disciplinary action. Unauthorized absence occurs when members:

1. Feign illness or injury;
2. Deceive the City physician in any way as to their true condition;
3. Are injured or become sick as a result of improper conduct or of intemperate, immoral, or vicious habits or practices;
4. Violate any provisions concerning reporting sickness or injury.

4.8.6 Limited, Light Duty

1. Any member who has sustained any injury while on duty and was cleared by a doctor to perform "Light Duty" tasks in a written medical report may be granted to perform such duties only approved by the Director /Chief of EMS in conjunction with the Union City Employees Association handbook.

Union City Emergency Medical Services Rules and Regulations

The employee may be assigned by the UC EMS Administration Office to perform limited, temporary assignment known as "light duty" of the type acceptable to examining or attending physician pending return of member to full duty.

2. The above "light duty" provision shall not apply where a member is physically or psychologically unable to perform all duties if and when assigned for a protracted or unlimited period of time and that member can qualify for disability retirement.

4.9 LEAVE OF ABSENCE FOR DEATH IN FAMILY

Members and employees will be allowed bereavement leave in accordance with the terms covered in the City of Union City Employee Handbook.

4.10 MILITARY LEAVE OF ABSENCE

4.10.1 Military Reserve Leave

A member who is a member of the organized reserve of the Army of the United States, the United States Naval Reserve, United States Air Force Reserve, United States Marine Corps Reserve or other affiliated organization, shall be entitled to a leave of absence from duty. Written military orders shall be provided by the service member after 30 days of military leave as provided by the Uniformed Services Employment and employment Rights Act of 1994 (USERRA).

4.10.2 Enlistment or Re-Enlistment In National Or State Military Organization

Members of the Department shall not enlist, re-enlist or accept a commission in any Federal or State military organization without having made prior notification to the Director/Chief of EMS.

4.10.3 Extended Leave - (Surrender Of Department Property)

Before reporting for extended military service, members of the Department shall surrender all requested Department property held by them to the UC EMS Administration Office.

4.10.4 Field Training Leave

Members or employees going on military leave for field training must notify the Chief of EMS or the EMS Administration Office at least thirty (30) days before the date their training period is scheduled to begin. They must also submit copies of their official military orders at least five (5) days prior to the date they are to report for military duty.

4.11 DEATH AND INJURY NOTIFICATIONS

4.11.1 Immediate Notification to Director

When a member is killed or seriously injured on or off duty, immediate verbal notification will be made to the Director of Public Safety, the Director of EMS and Chief of EMS, Administrative Supervisor, or Duty Supervisor acting in the Director's absence. This will be followed by a written report by the

Union City Emergency Medical Services Rules and Regulations

Supervisor in charge at the time of the reporting of death or injury, and submitted through channels no later than the following workday. Information shall include the date, location, cause, extent of injuries, and property damage. Serious injury in this instance means an injury that could result in death or disability.

4.11.2 Death of Member Or Employee

Any member receiving notice of the death of any member or retired member during business hours shall notify the office of the Director/Chief of EMS. At other times, the Tour Supervisor shall be notified by telephone and he shall forward such information to the Chief of EMS.

4.11.3 Non-serious Injury

In cases where the injuries are other than a serious nature, a written report shall be submitted by the injured member through channels to the Chief of EMS immediately following the incident, including all information required above. These reports are in addition to those accident and sick reports otherwise required.

4.11.4 Notification of Family

The family of a member killed or seriously injured on duty shall be notified immediately by the highest-ranking member available and another member of his selection.

4.12 INTERNAL GRIEVANCES

The Director of Public Safety shall recognize and deal with the members of the EMS Department for the adjustment of any grievances, which may arise in accordance with the appropriate contracts.

4.13 RESIGNATION

4.13.1 Resignation To Be In Writing

All resignations of members must be in writing and bear the signature of the person resigning. Members or employees shall provide the Chief of EMS not less than Fourteen (14) days written notice.

CHAPTER V

CHAIN OF COMMAND

5.0 CHAIN OF COMMAND

5.1.1 Rank Established.

Rank in the EMS Department shall descend in the following order:

- A. Director of EMS
- B. Chief of EMS
- C. EMT Supervisor
- D. Administrative Staff
- E. EMT

5.1.2 Priority of Command

Command shall be exercised by the virtue of rank, and in the cases of equal rank, by length of service in such rank, and where equal, the member's respective position will be determined by alphabetical order.

5.1.3 Temporary Absence of a Commanding Superior

During the temporary absence of a superior, when no other provision is made by competent authority, the command automatically devolves upon the subordinate present who is next in rank and seniority.

5.1.4 Exercise of Authority in Higher Rank

Members of the Department who may be placed temporarily in the position of a member of a higher rank by proper authority shall exercise the authority and perform the duties of such higher position and shall be held responsible in like manner as if regularly appointed to such higher office. They shall not alter or countermand any order issued by the member whose place they temporarily occupy, except when expediency demands.

5.1.5 Responsibility

Upon all occasions when a body of members of the Department is assembled, the ranking member present shall take command and will be held responsible for official action and conduct of those present. He shall be familiar with all that concerns his command and he shall exact from his subordinate's efficient performance of duty.

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5.1.6 Senior EMT

When two or more EMT's are present and no ranking member accompanies them, the EMT senior in length of service will have command.

5.2 SUPERVISOR'S; AUTHORITY AND RESPONSIBILITIES

Subject to direction from higher authority, a supervisor has direct control over all members and employees within his/her command. In addition to the general and individual responsibilities of all members, a supervisor is responsible for the following:

- A. **Supervision** – The direction and control of personnel under his/her command to assure the proper performance of duties and adherence to established rules, regulations, policies and procedures. Providing for continuation of supervision in his/her absence.
- B. **Loyalty and Esprit de Corps** - The development and maintenance of esprit de corps and loyalty to the Department.
- C. **Discipline and Morale** - The maintenance of discipline and morale within the command and investigation of personnel complaints not assigned elsewhere.
- D. **Interagency Action** - Maintain a harmonious relationship with other Departments of the City of Union City, allied agencies and the public.
- E. **Organization and Assignment** - Proper organization and assignment of duties within his/her unit to assure proper performance of Departmental functions and those of his/her unit.
- F. **Reports and Records** - Preparation of required correspondence and reports and maintenance of records relating to the activities of his/her command. Assurance that information is communicated up and down the chain of command as required.
- G. **Maintenance** - Assurance that quarters, equipment, supplies and material assigned to his/her command are correctly used and maintained.

5.2.1 Tour/Duty Supervisor: Authority and Responsibilities.

The Tour/Duty Supervisor shall be considered the supervisor in charge of a certain tour of duty. In the absence of the Tour/Duty Supervisor, the senior available member of the shift is in charge, unless otherwise provided. In addition to the general and individual responsibilities of all members and employees, the Tour/Duty Supervisor is specifically responsible for the following:

- A. **Good Order** - The general good order of his command during his/her tour of duty to include proper discipline, conduct, welfare, field training and efficiency.
- B. **Shift Start Duty** - communication of all orders or other information at shift start and inspection and correction of his/her tour as necessary.
- C. **Reporting** - Reporting as required by a superior.
- D. Personnel Complaints and employees under manual.
- E. Inquiry into personnel complaints against members of his/her tour in accordance with the provisions of this manual

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5.2.2 EMT Supervisors- Authority and Responsibility

Supervisors are members, promoted, in charge of one or more members and/or employees. In addition to the general and individual responsibilities of all members, each supervisor is specifically responsible for the following:

- A. **Supervision.** A supervisor may be assigned to field or office duties. During his/her tour of duty he/she must closely supervise the activities of his subordinates, making corrections where necessary and commending where appropriate.
- B. **Leadership.** Effective supervision demands leadership. Provision of leadership shall include on-the-job training as needed for efficient operation and coordination of effort when more than one member is involved.
- C. **Direction.** Supervisors must exercise direct supervision in a manner that assures the subordinates. Exercise of command may extend to subordinates outside his/her usual sphere of supervision if the EMS objective or reputation of the Department so requires; or if no other provision is made for personnel temporarily unsupervised.
- D. **Enforcement of Rules, Etc.** Supervisor must enforce Department rules and regulations and insure compliance with Departmental policies and procedures.
- E. **Inspection.** Supervisor are responsible for inspection of activities, personnel and equipment under their supervision and initiation of suitable action in the event of failure, error, violation, misconduct, or neglect of duty by a subordinate.
- F. **Assisting Subordinates.** A supervisor shall have a working knowledge of the duties and responsibilities of his/her subordinates. He/she shall be available for assistance or instruction as may be required. A tour/duty supervisor shall respond to calls of serious emergencies and other serious incidents unless actively engaged on an incident. He/she should observe the conduct of the assigned personnel and take active charge when necessary.

CHAPTER VI

DISCIPLINE

6.1 DISCIPLINE

6.1.1 Disciplinary Action

Department members, regardless of rank, shall be subject to disciplinary action according to the nature or aggravation of the offense, for:

- A. committing an offense punishable under the laws or statutes of the United States, the State of New Jersey or any other State, or municipal ordinances;
- B. failure, either willfully or through negligence or incompetence, to perform the duties of their rank or assignment;
- C. violation of any rule, policy, procedure, or directive of the Department; or
- D. failure to obey any lawful instruction, order, or command of a supervisor.

6.1.2 Establishing Elements of Violation

Existence of facts establishing a violation of law, policy or rule is all that is necessary to support any allegation of such violation as a basis for disciplinary action.

6.2 PENALTIES

The following penalties may be assessed against any member or employee of the Department as disciplinary action:

- A. Counseling
- B. Oral reprimand or performance-notice
- C. Letter of reprimand
- D. Loss of vacation time
- E. Monetary fine
- F. Suspension without pay
- G. Demotion
- H. Discharge from employment

6.3 DEPARTMENT AUTHORITY TO DISCIPLINE

6.3.1 Authority to Discipline

Within the limitations set forth by the Department of Personnel law and the NJ Civil Service Commission the Department's disciplinary authority and responsibility rests with the Director of Public Safety. With the exception of oral reprimands, written reprimands and emergency suspensions, Department discipline must be taken or approved by the Director/Chief of EMS.

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6.3.2 Disciplinary Action by Other Supervisors

Other supervisory personnel may take the following disciplinary measures:

1. ORAL REPRIMAND - A verbal admonishment given to a subordinate by a superior.
2. WRITTEN REPRIMAND - A written notice of misconduct given to a subordinate by a superior. It is to be written on official EMS Department letterhead and issued with the approval of the Chief of EMS.
3. EMERGENCY SUSPENSION - A supervisor may immediately suspend an EMT from duty if they determine that one of the following conditions exists:
 - a) the employee is unfit for duty; or
 - b) the employee is a hazard to any person if permitted to remain on the job; or
 - c) an immediate suspension is necessary to maintain safety, health, order or effective direction of public services; or
 - d) the employee has been formally charged with a crime of the first, second or third degree, or a crime of the fourth degree on the job or directly related to the job.

6.3.4 Follow-up to Emergency Suspension

A member or employee receiving an emergency suspension shall be required to report to the UC EMS Administration Office at 0900hrs the morning after the suspension or as soon after the suspension as the Chief of EMS is available.

6.3.5 Reports of Disciplinary Action Taken or Recommended

Whenever disciplinary action is taken or recommended a written report must be submitted immediately. The report should contain the following:

1. The name, rank, and employee # of the person being disciplined.
2. The date, time and location of the misconduct.
3. The section number of the violated rule and common name of the infraction.
4. A complete statement of the facts of misconduct.
5. The punishment imposed or recommended.
6. The written signature, name, and employee #, of the preparing supervisor.

6.3.6 Distribution of Reports of Disciplinary Action

Reports shall be distributed as follows by the supervisor imposing or recommending the disciplinary action:

1. Original to the office of the Chief of EMS.
2. Copy retained by the supervisor imposing or recommending action.

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6.3.7 Endorsement and Forwarding Of Disciplinary Reports

Each level in the chain of command must endorse and forward reports bearing on disciplinary matters. Such endorsement may be one of approval, disapproval or modification. No member or employee shall alter or cause to be altered or withdraw any disciplinary report. Disciplinary reports in transit, through the chain of command shall not be delayed, but must be reviewed, endorsed and forwarded as soon as possible. Disciplinary reports shall be filed in accordance with current Department directives.

6.3.8 Informing the Person Being Disciplined

The member or employee being disciplined shall be informed of the charges, in writing. The Department shall also notify the New Jersey Department of Personnel of the charges against the member or employee, in writing.

6.3.9 Appeals from Penalties

Appeals from penalties imposed on disciplinary measures, may be taken as provided in Department of Personnel Law.

6.3.10 Misconduct Observed By EMS Personnel

Whenever any Supervisor or other superior observes or is informed of the misconduct of another member, which indicates the need for disciplinary action, he/she shall take authorized and necessary action in compliance with procedures.

6.3.11 Members on Suspension

Members on suspension are still subject to the Rules and Regulations of the EMS Department and subject to the direction of the Chief of EMS. Members under suspension for more than five (5) days are required to surrender all EMS Department property in their possession (See also 4.5.1 & 4.5.2). Such property will be surrendered immediately upon such suspension and will include, but not be limited to the following items:

1. Communications equipment
2. Keys
3. Identification credentials

Suspended members and employees will also be prohibited from the following:

1. Wearing the uniform of the UCEMS Department
2. Entering the EMS Headquarters without proper authorization from the UC EMS Administration Office

6.4 DEPARTMENT DISCIPLINARY HEARINGS

6.4.1 Internal Investigations

Whenever an internal investigation establishes probable cause that a member is guilty of violating a Departmental rule or regulation, the penalty for which is to be permanently reflected on the member's personnel record, the supervisor initiating such action shall complete a PD-11 with his/her recommendation for an internal investigation.

6.4.2 Disciplinary Hearings

All disciplinary hearings shall be held in accordance with the current agreement between the City of Union City and the Union City Employee's Association.



Chapter VII

EMPLOYEE DRUG SCREENING GUIDELINES

7.1 EMPLOYEE DRUG SCREENING GUIDELINES

1. This policy shall be used in conjunction with the current policy and procedures established by the Union City EMS Department and the City of Union City Employee Handbook.

7.2 Applicability

This policy applies to:

1. Applicants for a position as a Union City Emergency Medical Technician.
2. Employed Union City Emergency Medical Technicians.
3. All members shall be subject to random drug testing

7.3 Types of drug testing

7.2.1 Emergency Medical Technician Applicants

- a. Applicants may be required to submit a urine specimen during the routine medical background screening prior to employment.

7.2.2 Emergency Medical Technician Employee's

1. Urine specimens shall be ordered from any member employed by the City of Union City when there exists reasonable suspicion to believe that the member is illegally using drugs. Urine specimens shall not be ordered without the approval of the Chief/Director of EMS.
 - a. The underlying facts, which provide the reasonable suspicion, shall be properly documented in writing and submitted to the Chief/Director of EMS prior to approval requiring the submission of any urine specimen.
2. Urine specimens may be ordered from Emergency Medical Technicians who have been randomly selected to submit to a drug test.
 - a. **Random selection shall be defined as a method of selection in which each member of the EMS Department, regardless of rank or assignment, has an equal chance to be selected for drug testing each and every time a selection is conducted.**
3. Urine specimens may be collected from members employed by the City of Union City during a regularly scheduled and announced medical examination or a fitness for duty examination. However, the collection and analysis of these specimens are not governed by this policy.

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7.3 Notification of drug testing procedures

7.3.1 Applicants

Applicants for Union City Emergency Medical Technician positions shall be notified that the pre-employment process may include drug testing. The notification shall be part of the application for employment and will also indicate that a negative result is a condition of employment and that a positive result will:

1. result in the applicant being dropped from consideration for employment;
2. cause the applicant's name to be reported to the Department of health and the appropriate authorities; and
3. preclude the applicant from being considered for future employment for a period of five years.

7.3.2 Employed Emergency Medical Technicians: Reasonable Suspicion Testing

1. Urine samples shall be ordered from a member of this Department when there exists facts that provide individualized reasonable suspicion to believe that the member is illegally using drugs.
2. Before a member may be ordered to submit to a drug test based on reasonable suspicion, the agency shall prepare a written report, which documents the basis for the individualized reasonable suspicion. The Director of EMS shall review the report before a reasonable suspicion test may be ordered. Under emergent circumstances, approval may be given for a reasonable suspicion test on the basis of a verbal report.
3. A negative result is a condition of employment as an Emergency Medical Technician and a positive result will result in:
 1. the members termination from employment;
 2. cause the member's name to be reported to the Department of health and the appropriate authorities; and
 3. the member being permanently barred for future employment for the City of Union City.
4. Members who refuse to submit to a drug test based on reasonable suspicion after being lawfully ordered to do so are subject to the same penalties as those members who test positive for the illegal use of drugs. A member who resigns or retires after receiving a lawful order to submit a urine specimen for drug testing and who does not provide the specimen shall be deemed to have refused to submit to the drug test.
5. Members involved in a Motor Vehicle Accident may be required to submit to a drug test.

7.4 Specimen acquisition procedures

1. See the Current Union City Police Department and City of Union City Employee Handbook policy and procedures.

7.4.1 Required Documentation

1. Prior to the submission of a specimen, an applicant for the Emergency Medical Technician shall execute a form consenting to the collection and analysis of their urine for illegal drugs.

Union City Emergency Medical Services Rules and Regulations

2. The form shall include the notifications required in section 7.3 above.
3. Applicants shall not complete a medical questionnaire prior to the submission of a specimen unless they have already received a conditional offer of employment. However, applicants who have not received a conditional offer of employment may be required to complete a medical questionnaire if, following the submission of their specimen to the laboratory for analysis, the department receives a report indicating that the specimen tested positive for a controlled substance.
4. Prior to the submission of a urine specimen, employed Emergency Medical Technicians shall complete a medical questionnaire, which clearly describes all medications, both prescription, and over-the-counter (non-prescription), which were ingested in the past 14 days.

7.5 Random Testing Election Process

1. See the Current Union City Employee Handbook.

7.6 Drug Test Results

1. They will notify this agency of any positive test results from the specimens submitted for analysis. All reports of positive test results shall be in writing and sent to this agency.
2. The laboratory shall not report a specimen as having tested positive for a controlled substance until the specimen has undergone a confirmatory test and the Director of EMS and/or his designee has reviewed the results of that test with the medical questionnaire pertinent to that specimen.
3. The Department shall notify the applicant or member of the results of a positive test result as soon as practical after receipt of the report from the laboratory. Upon request, the individual may receive a copy of the laboratory report.
4. The laboratory will not accept any resubmission of a specimen for testing or request that a particular specimen within their possession be re-tested under any circumstances

7.7 Consequences of a Positive Test Result

1. Employed Emergency Medical Technicians:
 1. A negative result is a condition of employment as an Emergency Medical Technician and a positive result will result in:
 - i. the members termination from employment;
 - ii. cause the members name to be reported to the Department of health and the appropriate authorities; and
 - iii. the member being permanently barred for future employment for the City of Union City.
 2. Members who refuse to submit to a drug test based on reasonable suspicion after being lawfully ordered to do so are subject to the same penalties as those members who test positive for the illegal use of drugs. A member who resigns or retires after receiving a lawful order to submit a urine specimen for drug testing and who does not provide the specimen shall be deemed to have refused to submit to the drug test.
2. Applicants:

Union City Emergency Medical Services Rules and Regulations

1. Applicants for Union City Emergency Medical Technician positions shall be notified that the pre-employment process may include drug testing. The notification shall be part of the application for employment and will also indicate that a negative result is a condition of employment and that a positive result will:
 - i. result in the applicant being dropped from consideration for employment;
 - ii. cause the applicant's name to be reported to the Department of health and the appropriate authorities; and
 - iii. preclude the applicant from being considered for future employment for a period of five years.
2. Applicants who refuse to submit to a drug test based on reasonable suspicion after being lawfully ordered to do so are subject to the same penalties as those applicants who test positive for the illegal use of drugs.

7.8 Record Keeping

The Director/Chief of EMS shall maintain all records relating to the drug testing of applicants and employed Emergency Medical Technicians.

This agency's drug testing records shall include but not be limited to:

1. For all drug testing:
 - a. the identity of those ordered to submit urine samples;
 - b. the reason for that order;
 - c. the date the urine was collected;
 - d. the monitor(s) of the collection process;
 - e. the chain of custody of the urine sample from the time it was collected until the time it was received by the laboratory;
 - f. the results of the drug testing;
 - g. copies of notifications to the subject; and
 - h. for any positive result or refusal, appropriate documentation of disciplinary action.
2. For random drug testing, the records will also include the following information:
 - a. a description of the process used to randomly select members for drug testing;
 - b. the date selection was made;
 - c. a copy of the document listing the identities of those selected for drug testing;
 - d. a list of those who were actually tested; and
 - e. the date(s) those members were tested.
3. Drug testing records shall be maintained with the utmost level of confidentiality.

ATTACHMENT A - 7.9

DRUG TESTING – BACKGROUND CHECK **APPLICANT NOTICE AND ACKNOWLEDGMENT**

I, _____, understand that as part of the pre-employment process,

The _____ will conduct a comprehensive background investigation to determine my suitability for the position for which I have applied. I understand that as part of this process, I will undergo drug testing through urinalysis. I understand that a negative drug test result is a condition of employment.

I understand that if I refuse to undergo the testing, I will be rejected for employment.

I understand that if I produce a positive test result for illegal drug use, I will be rejected for employment.

I have read and understand the information contained on this "Applicant Notice and Acknowledgment" form. I agree to undergo drug testing through urinalysis as part of the pre-employment process.

Signature of Applicant

Date

Signature of Witness

Date

ATTACHMENT B – 7.10

DRUG TESTING MEDICATION INFORMATION

As part of the drug testing process, it is essential that you inform us of all medications you have taken in the last fourteen (14) days. Please carefully complete the information below. Complete all that apply:

A. During the past 14 days I have taken the following medication(s) prescribed by a physician:

Name of Medication	Prescribing Physician	Date Last Taken
1. _____	_____	_____
2. _____	_____	_____
3. _____	_____	_____
4. _____	_____	_____
5. _____	_____	_____

B. During the past 14 days, I have taken the following non-prescription medication(s) (cough medicine, cold tablets, aspirin, diet medication, nutritional supplements, etc.)

Non-Prescription Medication	Date Last Taken
1. _____	_____
2. _____	_____
3. _____	_____
4. _____	_____
5. _____	_____

C. During the past 30 days, I have taken NO prescription or non-prescription medications.

_____ Social Security Number	_____ Initials	_____ Date
_____ Signature of Witness	_____ Date	

Chapter VIII

Patients Relations

8.0 PATIENT RELATIONS

8.1.1 Establishment

This policy was made to maintain a positive image and maintain good standing with our patients and the community that we serve.

8.1.2 Patient Relations

All personnel will be good ambassadors for the goodwill of The City of Union City Department of EMS and treat others with respect and dignity at all times.

8.1.1-A Procedure:

1. Standards:

- a. Employees must act competently and deal with patients and their families in a professional, courteous, and respectful manner. The way we perform our individual jobs presents an image reflective of our entire organization.
- b. Employees will communicate pleasantly and respectfully with other employees, patients, family members, vendors, health care associates and business partners at all times.
- c. Employees are expected to follow-up on orders and questions promptly, provide professional replies to inquiries and requests, and perform all duties in an orderly manner.

2. Patient Care:

- a. Employees must treat all patients equally and without respect to race, color, national origin, ancestry, religion, sex, age, disability, political belief, military service, or any other protected class.
- b. Employees must provide patients, family members, and others with the highest degree of care they are certified to provide and as appropriate to the situation. At no time shall any employee be expected to perform a service that he or she is not qualified to perform.
- c. Employees will follow all relevant patient care procedures. Following these standards helps to assure that the highest level of patient care is provided.

3. Patient Requests and Complaints:

- a. Patient requests and complaints must be handled in a professional and courteous manner.
- b. Patient requests for information should be handled in accordance with HIPAA release of information policies.
- c. Patient requests (or refusals) during care and/or transport shall be made in accordance with relevant patient care policies and applicable protocols.
- d. In all cases, HIPAA considerations must be evaluated. When possible, a Supervisor should be contacted, who should file the request or complaint. To the extent that a Supervisor is not available, the staff member should

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record the information from the requester, and make sure that the appropriate personnel is notified (i.e. The UC EMS Administration Office, ETC)

- e. Efforts must be made to make The UC EMS Administration Office aware of such a complaint as soon as possible, so that quick resolution may be made.

8.1.3 Patient Bill of Rights:

1. In dealing with patients and in rendering care, all employees are expected to respect the patient's rights, and to provide medical care and transportation at all times in accordance with certain rights. Failure to do so is a basis for progressive discipline, up to and including dismissal.
2. Patients have the following rights:
 - a. To receive respectful care given by competent employees.
 - b. To receive every consideration of his or her privacy concerning medical care. Case discussion, examination and treatment are considered confidential and should be conducted as discretely as possible.
 - c. To have all records pertaining to medical care treated as confidential, except as otherwise provided by law.
 - d. To receive quality care and high professional standards that are continually maintained and reviewed.
 - e. To expect emergency procedures be implemented without delay.
 - f. To refuse treatment or procedures offered to the extent permitted by law, and to be informed of the medical consequences of the refusal of any drugs, treatment, or procedure.
 - g. To receive medically appropriate services without discrimination based upon race, color, national origin, ancestry, religion, sex, age, disability, political belief, military service, or any other protected class.
 - h. 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.
 - i. To be served with state of the art, strictly maintained, and properly functioning emergency medical equipment, including the ambulance, litters, and portable equipment.
 - j. To receive professional and attentive service throughout the course of the transport.

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8.1.4 Privacy and Security of Patient Information

1. This policy was made to remain in compliance with all state and federal laws designed to protect the privacy, confidentiality, and security of patient information.
2. All employees will maintain the confidentiality of patient and other confidential information in accordance with applicable legal and ethical standards and all The City of Union City Department of EMS Article 16 Privacy and Security of Patient Information.
3. Procedure:
 - a. The UC EMS Department and its employees 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 The UC EMS Department itself.
 - b. All employees 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.
 - c. All employees have an obligation to conduct themselves in accordance with the Health Insurance Portability and Accountability Act (HIPAA), and the UC EMS Policies that have been enacted to address patient confidentiality. Employees are advised to consult appropriate HIPAA Policies or the UC EMS Administration Office for additional information.
 - d. There shall be periodic training on patient privacy issues and all employees are expected to become familiar with all patient privacy policies in addition to those contained in this Manual.
4. Privacy:
 - a. Information pertaining to a patient's medical situation may generally only be shared with other health care professionals involved with the treatment of the patient. Information may also be shared for other limited purposes, such as payment activities and health care operations, or other purposes specifically permitted by law, in accordance with The UC EMS policies regarding the privacy of patient information.
5. Security:
 - a. Much of the patient information that we collect is maintained on computers, and stored and transmitted electronically. In order to preserve the integrity of that data, and protect the confidentiality and security of this patient information, employees must follow all applicable computer use and data security policies.

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8.1.4 Patient Restraint Policy

4. The UC EMS Patient Restraint policy will be adopted from the NJ Administrative Code Title 8 Department of Health and Senior Services Chapter 40 Mobility Assistance Vehicle and Basic Life Support Ambulance Service's Subchapter 4.10. As stated below:
 - a. "8:40-4.10 Physical behavioral restraints
 - i. Patients shall not be placed and/or transported in physical behavioral restraints unless:
 1. A physician or court has authorized the placement of the restraints;
 2. The patient is in the custody of a law enforcement officer; or
 3. The medical condition of the patient mandates transportation to, and treatment at, a health care facility, and the patient manifests such a degree of behavior that he or she:
 - a. Poses serious physical danger to himself or herself or to others; or
 - b. Causes serious disruption to ongoing medical treatment that is necessary to sustain his or her life or to prevent disability.
 4. A patient placed in physical behavioral restraints shall not remain restrained for a period greater than one hour unless:
 - a. A physician or court has authorized the utilization of the restraints for longer than one hour; or
 - b. The patient is personally accompanied by a law enforcement officer.
 5. Physical behavioral restraints shall not be of a type, or utilized in a manner, that causes undue physical discomfort, harm or pain to a patient. Hard restraints, such as handcuffs, are specifically prohibited unless the law enforcement officer who applied the hard restraints or handcuffs personally accompanies the patient. A patient placed in any type of restraint shall be closely monitored to ensure that his or her airway is not compromised in any way. In no circumstance shall a patient be placed prone (that is, face-down) on a stretcher while in restraints.
 6. The rationale for placing and/or transporting a patient in physical behavioral restraints, and the type of restraints utilized, shall be clearly stated in the patient care report."

Chapter IX

Infection Control Policy

9.1 INFECTION CONTROL POLICY

9.1.1 Infection Control Policy of this Department

1. Provide employees with the best available protection from exposure to communicable diseases in the course of their duties.
2. Provide emergency medical services to the community in a confidential manner without regard to known or suspected communicable diseases in any patient.
3. Provide all employees with the necessary immunizations and personal protective equipment to ensure adequate protection from communicable diseases.
4. Regard all patient contacts as potentially infectious and require the use of personal protective equipment for all patient contacts.
5. Regard all medical information as strictly confidential. No employee or patient health information will be released outside of the course of employees or patient care without the consent of the employee or patient.
6. Provide training regularly regarding the most up to date infection control procedures and practices, and information about specific infectious diseases.
7. Allow employees to ensure their own safety and health.
8. Provide an infection control officer as stated in the Ryan white comprehensive aids resource emergency act of 1990. The supervisor on duty, will act as the infection control officer, or may appoint an infection control officer as he or she sees fit.

9.1.2 Exposure control plan

1. Exposure shall be defined as any contact or potential contact with another individual's body fluids or substances, or objects contaminated or believed to be contaminated with an individual's body substances, which occurs without or despite personal protective equipment (ppe). This includes contact with patients', bystanders', and UC EMS employees' body substances, regardless of the substance's perceived or known communicability.
2. When on duty, employees will carry non-latex gloves and a CPR protective barrier at all times. Gowns, masks, goggles, oxygen masks, bag valve masks, disinfectant wipes, and additional gloves will be available in all vehicles.
3. Employees will wear non-latex gloves at all times when the potential for contact with body substances exists. Employees will wear gowns, masks, and goggles at all times when the potential for being sprayed with body substances exists. Employees will wear masks and

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goggles or will have the patient wear a mask or oxygen mask at all times when the patient is suspected of having a disease or infection transmittable via aerosol particles.

4. Employees will wash their hands as soon as possible after all calls, either at the closest facility, or with disinfectant wipes available in the vehicles.
5. All employees are encouraged to receive the hepatitis-b vaccine and a tuberculosis test from the department of health, or their private physician.
6. All disposable equipment that has come into contact with body substances or is suspected of being contaminated with body substances will be disposed of in red biohazard bag(s) (left with patient at receiving medical facility). Biohazard bags will be available in all vehicles and within the filler closet. There are no sharps containers at the UC EMS HQ to facilitate safe disposal of sharps, the MICU/ALS unit must discard them.
7. All crew members are responsible for ensuring the cleaning and sterilizing of all non-disposable equipment that has come in contact with body fluids or is suspected of being contaminated with aerosol particles.
8. In the event that an employee suspects exposure to a body substance, he or she should immediately take steps to control the exposure, including washing and disinfecting the affected areas. He or she must notify the supervisor on duty as soon as possible.
9. Any employee who suspects that he or she has been exposed to a body substance must file an incident report form documenting the exposure. The employee will then seek definitive medical care at a nearby medical facility referred by the supervisor on duty or the Union City EMS administration office. The UC EMS administration office will contact the receiving facility for the patient and determine if the patient was infected with an infectious disease within 24 hours of receiving the incident report form. The member will be notified of any exposure to communicable diseases by the UC EMS administration office. If the administration office is not available, a supervisor will perform the above listed duties in their place.

9.2 EXPOSURE REPORTING

9.2.1 Scope

1. This Standard shall apply to any employee who has been exposed to or has been in contact with any hazardous material contagious disease while on duty. It was promulgated to:
 - a. Provide a history of each employee's exposure to a hazardous material or contagious disease while on duty.
 - b. Identify the long – term health problems associated with these exposures.

9.2.2 Procedure

1. Whenever an employee is exposed to or comes in contact with a hazardous material or contagious disease while on duty, he/she shall complete a record of the incident on the Hazardous Material

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Exposures Form. The completed form shall be forwarded to the Chief of EMS within 24 hours of the exposure.

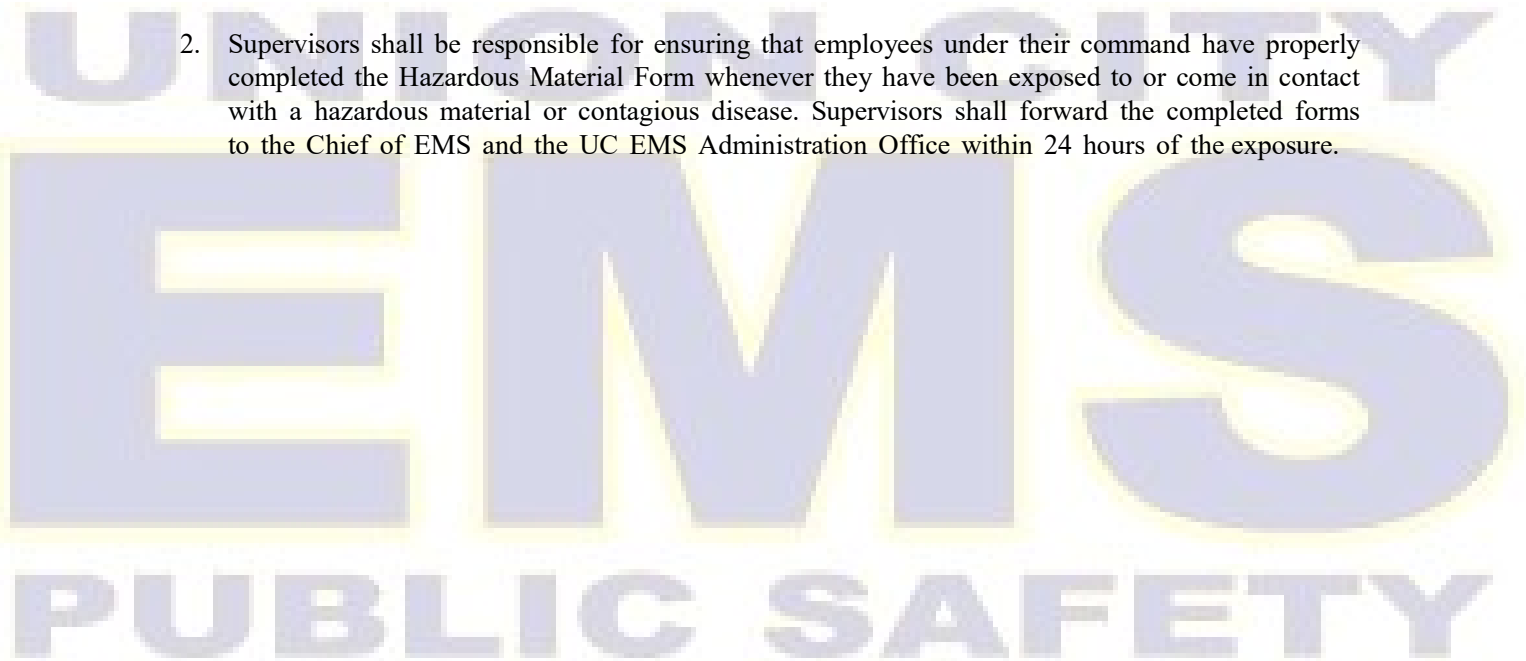
2. A copy of the completed form shall be placed in the employee's permanent medical file.
3. Coding instructions:
 - a. Insert the employees name and SSN, the incident number, and the date of exposure.
 - b. List the type of incident:
 - i. Chemical Reaction
 - ii. Spill or Leak
 - iii. Fire
 - iv. Explosion
 - v. Vapor Release
 - vi. Medical Call
 - vii. Any combination of the above
 - c. Level of protection used:
 - i. Full structural protective clothing, SCBA, and duct tape for all exposed areas.
 - ii. Full face cartridge respirator with the appropriate cartridge, hardhat, appropriate splash clothing, gloves, and boots.
 - iii. Fully encapsulated suit and SCBA
 - iv. Thermal protection ensemble and SCBA
 - v. N95 mask, protective gown, and gloves
 - d. Insert the time and location of the incident.
 - e. Vital signs taken on the initial medical survey. Each employee who is directly involved in the operation shall have vitals taken
 - f. Length of the exposure in minutes.
 - g. Medical Action
 - h. On – Scene activity performed
 - i. Hazard Class

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- j. United Nations Identification Number (DOT book)
- k. Shipping name if known
- l. Trade name if known
- m. Biomedical name: enter the biological, medical name of the disease exposed to if known; attach a copy of the patient form to the Hazardous Materials Exposure Form.
- n. Enter Other Patient Information at the Bottom of the Page or on the Back.

9.2.3 Responsibilities

1. Each employee shall be responsible for completing the Hazardous Materials Exposure Form whenever he/she is exposed to or comes in contact with a hazardous materials exposure.
2. Supervisors shall be responsible for ensuring that employees under their command have properly completed the Hazardous Material Form whenever they have been exposed to or come in contact with a hazardous material or contagious disease. Supervisors shall forward the completed forms to the Chief of EMS and the UC EMS Administration Office within 24 hours of the exposure.



CHAPTER X

DECONTAMINATION GUIDELINES

10.0 DECONTAMINATION

10.1 Scope

1. This standard establishes guidelines for the decontamination of personnel and equipment. It was promulgated to:
 - a. Prevent the illness or death of employees who come in contact with a contagious disease due to exposure to a bodily fluid or any other hazardous substance.
 - b. Establish procedures for the decontamination of humans, vehicles, and non-disposable equipment that has been exposed to a bodily fluid or any other hazardous substance.

10.2 General

1. The blood, body fluids, and tissues of all patients shall be considered potentially infectious. Portions of a vehicle, items of non-disposable equipment, areas of a caregiver's body, and articles of clothing I come in contact with these substances shall be considered contaminated.
2. Body fluids include saliva, sputum, gastric secretions, urine, feces, cerebrospinal fluid, breast milk, serosanguinous fluid, semen, or any other drainage.

10.3 Decontamination Procedure

1. Non-disposable equipment shall be properly decontaminated after every patient use. Any item that cannot readily be decontaminated shall be labeled as being contaminated it shall be quarantined.
2. In most instances, the decontamination of personnel to be accomplished by simply removing contaminated gloves and other protective devices, and by washing the hands and other exposed body parts with soap and water. Gloves and other disposable protective devices shall be properly disposed of as specified in the section below.
3. Uniforms and articles of clothing that are contaminated should be removed as soon as possible. The employee should shower and dress a clean uniform.
4. Vehicles and non-disposable equipment shall be thoroughly washed with soap and water in some instances, it may be necessary to use a disinfectant a bleach solution. Always follow the manufacturer's recommendations when using a cleaning product. When decontaminating items, be sure to wear gloves and other protective clothing as may be required.

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5. The decontamination process shall be conducted in a maintenance area designated for this process and shall not take place in the kitchen or other living area. Exceptions: Restrooms may be used to shower and change clothes. Exercise caution, however, to prevent contaminating the restroom.

10.4 Disposal of Contaminated Items

1. Items that cannot be properly decontaminated shall be disposed of as follows:
 - a. Contaminated waste items shall be placed in a biohazard bag or other container and properly sealed and labeled as contaminated waste.
 - b. The bags of contaminated waste shall be transported to the hospital or other designated waste handler for disposal.
 - c. Contaminated waste shall not be disposed of in dumpsters or other containers designated for the disposal of normal household waste.
2. Reusable bins and containers used to store contaminated waste shall be inspected, cleaned, and disinfected at least weekly. If the outside of the container becomes contaminated decontaminate it immediately.
3. Infectious or contaminated waste shall not be stored in the kitchen or living area of the headquarters prior to disposal.

10.5 Responsibilities

1. It should be the responsibility of each employee to strictly adhere to the provisions of this standard.
2. Employees shall clean in decontaminate their assigned vehicles and equipment as soon as practical after exposure to blood, body fluids, or other hazardous or infectious material.
3. Supervisors shall monitor all employees under their command to ensure strict compliance with the standard.
4. The training supervisor shall conduct classes periodically on decontamination procedures and shall be responsible for updating the standard as new practices and information become available.

CHAPTER XI

PATIENT CARE GUIDELINES

11.0 PATIENT CARE GUIDELINES

11.1.1 Patient Care and Medical/Traumatic Emergency Guidelines

1. General Patient Care:

a. Scope:

This standard shall apply to all employees who provide pre hospital care, treatment, or transportation for the sick and injured. It was promulgated to establish guidelines for employees to follow when in contact with a patient.

b. General:

- i. The general guiding principle of the department is to do no harm. Therefore, employees shall always render whatever treatment is necessary, appropriate, and consistent with their level of training.
- ii. All patients shall be treated with care and respect regardless of their age, gender, race, sexual orientation, medical condition, or ability to pay for the services provided.
- iii. Each patient shall receive a thorough evaluation his/her condition.
- iv. Of immediate concern are:
 1. Airway and respiratory maintenance.
 2. Circulation
 3. Control of Bleeding
 4. Stabilization of fractures
- v. The primary evaluation and stabilization shall be performed where the patient is found unless circumstances present an immediate threat to the patient or caregiver.
- vi. The patient shall then be stabilized and packaged for transportation to a medical facility if the patient's condition warrants. The patient's condition shall be continuously monitored until he/she is delivered to the medical facility.
- vii. Transportation will be offered to every patient regardless of his ability to pay. A patient may refuse transportation, however, and will not be transported against his/her will unless he/she is incapable of making decision due to his/her mental status, age, or medical condition. See Section 11.1.5, Patient Transport.

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- viii. The department will recognize a “Do Not Resuscitate” order if the patient’s physician is present or a Directive to Physicians form has been properly executed as provided for in section 11.1.4, Terminally Ill Patients.
- ix. Clothing and personal property shall not be removed from the patient unless it interferes with proper treatment. The patient’s modesty and right to privacy shall be strictly observed. Any search for identity shall be witnessed preferably by a law enforcement officer. All valuables removed from the patient shall be turned over to a family member, police, or hospital staff.

11.1.2 Deceased Persons

1. Scope: This standard contains guidelines for members to follow when a patient is obviously deceased or has been legally declared to be deceased by a competent authority. It was promulgated to:
 - a. Establish guidelines to assist employees in determining whether resuscitation efforts should be undertaken.
 - b. Provide a guideline to follow when a patient is obviously deceased or has been legally declared to be deceased by a competent authority.
2. General:
 - a. A competent authority shall mean a paramedic, physician or an official from the medical examinations office.
 - b. Employees shall treat the body of a deceased patient with care and dignity regardless of the patient’s age, gender, race, or sexual orientation or the circumstances surrounding the death.
 - c. The friends and family of the deceased shall be treated with the utmost tact and sensitivity. Employees shall be of assistance to them whenever possible.
 - d. On determination that a patient is deceased in accordance with the provisions of section (iii), below, the body shall not be disturbed and the scene shall be preserved until the arrival of a law enforcement officer or other competent authority.
 - e. Employees shall properly document the call for service and clear the scene as soon as possible.
 - f. It shall be general policy of the department to decline transporting the body as a deceased individual unless special circumstances warrant.

11.1.3 Resuscitation Guidelines:

1. The decision to begin resuscitation efforts shall be based on the department of health’s protocol for therapy. As a general rule, resuscitation efforts shall begin unless one or more of the following conditions exist:
 - a. The person is declared to be deceased by a competent medical authority.

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- b. Law enforcement official(s) declares the incident to be a crime scene and is willing to take full responsibility for preventing the resuscitation effort (based on no signs of life).
2. An evaluation of the patient's condition reveals one or more of the following:
 - a. Decapitation
 - b. Decomposition
 - c. Rigor mortis
 - d. Dependent lividity
 - e. Visual massive trauma to the brain or heart conclusively incompatible with life.
3. Additionally, resuscitation efforts shall be undertaken at incidents involving mass casualties, hazardous materials, or terrorist's activity of so warranted by a patient's condition, a lack of resources, or if the level of risk is unacceptable.
4. Should there be any doubt as to whether or not resuscitate, begin CPR immediately.
5. Once begun, do not discontinue resuscitation efforts unless:
 - a. CPR was initiated prior to the arrival of an ambulance and the patient's condition is obviously incompatible with life and would fit into one of the categories listed above
 - b. Ordered to discontinue by a competent medical authority.
 - c. A living will or an original "Do Not Resuscitate" order is present and satisfies the requirements stated below under, "Terminally Ill Patients".

11.1.4 Terminally Ill Patients

1. Scope: This standard applies to the treatment of a patient who has legally executed a Directive to Physicians form. It was Promulgated to:
 - a. Honor the wishes of a terminally ill patient who does not wish to have life sustaining measures performed on him/her.
 - b. Provide employees with guidelines to follow when dealing with a terminally ill patient who has legally executed a Directive to Physicians form.
2. General:
 - a. The law allows individuals who are at least 18 years of age, of sound mind, and acting by their own free will to instruct their physicians not to use artificial methods to extend the natural process of dying by executing a Directive to Physicians form (living will).
 - b. For the Directive to Physicians form to be honored, at least one of the following conditions must be met:

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- i. The patient must be under the care of a hospice or similar organization.
- ii. The patient must be under the care of a nursing home or other extended healthcare facility and must properly executed a “Do Not Resuscitate” order.
- iii. The apparent cause of death shall be directly attributable to the patient’s illness and not result from any other cause such as choking, suicide, etc.

3. Guidelines:

- a. When called to aid a terminally ill patient, employees shall:
 - i. Attempt to resuscitate any patient who is pregnant or whose death appears to have resulted from other than natural causes.
 - ii. Confirm that the patient has properly executed a Directive to Physicians form and has not issued a revocation.
 - iii. Perform all necessary assessments to determine the level of consciousness and the degree of circulatory and respiratory function.
- b. If the patient has expired, every effort shall be made to comfort and assist the patient’s family. The patient’s body should then be turned over to the hospice, the police, or the medical examiner.
- c. Follow normal procedures if the patient has not yet to expire but is transported to a medical facility.
- d. If the patient expires en route to a medical facility, no attempt should be made to resuscitate him. Curtail all fluids and medication. Leave all tubing, .ETC, in place and do not remove it until so ordered by the attending physician or the medical examiner.

11.1.5 Patient transport:

- 1. Scope :
 - a. This standard regulates the transportation of the sick and injured to and from hospitals and other healthcare facilities.
- 2. General:
 - a. It is the policy of the department to offer every patient the opportunity to be transported to a hospital or other appropriate healthcare facility regardless of the patient’s age, gender, race, medical condition, sexual orientation, or ability to pay.
 - b. Exception: An employee may decline to transported patient if the employee reasonably believes that in doing so he will place himself or his crew in immediate danger. In this circumstance, the employee shall immediately notify a supervisor of his decision to decline transportation.

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- c. Any patient who declines treatment or transportation to medical facility will be required to sign a statement or refusal on the agency's Emergency Medical Report.
- d. No patient shall be forcefully transported unless he is incapable of granting consent because of unconsciousness, mental status, or age. When in doubt, enlist the assistance of a law enforcement officer, child/adult protective services.
- e. In the even that a law enforcement official request a patient be transported because of legal circumstances or if a patient is combative or must be restrained, a law enforcement officer shall ride with the patient in the ambulance to the nearest appropriate medical facility for the safety of all.
- f. Transportation will be provided to the nearest appropriate medical facility unless otherwise directed by medical control. Any other requests may be honored upon approval of an EMS Supervisor.
- g. Routine decisions to transport patients to a medical facility will be based on the assessment conducted by the crew on scene or direction from medical control. A patient's request will require an EMS supervisor approval.



CHAPTER XII

HELICOPTER TRANSPORTATION GUIDELINES

12.0 HELICOPTER TRANSPORTATION GUIDELINES

12.1 Scope:

1. This standard regulates the transportation of patients by helicopter. It was promulgated to:
 - a. Identify those situations that dictate using a helicopter to transport patients.
 - b. Establish guidelines for the safe landing, loading, and liftoff of a helicopter used for medical transport purposes.

12.2 When to Request a Helicopter

1. A helicopter may be called to transport a patient whenever:
 - a. Instructed to do so by Medical Control.
 - b. A patient's condition exceeds the capabilities of a local medical facility.
 - c. Terrain or other conditions prevent access to the patient by any means other than air.
 - d. A mass – casualty incident occurs and there are multiple critical patients, or the magnitude of the incident exceeds local capabilities.
2. Additionally, call a helicopter if the transport time to a medical facility would cause a detriment of the patient.
 - a. Traffic congestion would significantly increase the transport time to a medical facility to the detriment of the patient.
 - b. The time to extricate a critically injured patient suggests transportation by an alternate means.

12.3 Who May Request a Helicopter

1. All requests to transport a patient by helicopter shall be channeled through the UCPD dispatcher and shall not be made directly to a helicopter service.
2. The following individuals are authorized to request a helicopter:
 - a. The Incident Commander.
 - b. The EMS Supervisor on scene

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c. The on scene MICU/ALS.

3. A helicopter may also be placed on standby by the individuals listed above.

12.4 General Procedures

1. Whenever conditions exist to warrant requesting a helicopter, the incident commander shall notify dispatch to make the request.
2. The helicopter should have the ability to establish communications via radio with the units on scene as soon as possible (i.e.: JEMS-3 or SPEN).
3. Relay patient information to the helicopter as well as landing instructions.
4. A helicopter may also be placed on standby if there is a potential need for transportation by air due to insufficient information being available to warrant an immediate liftoff. The standby mode directs the flight crew to respond to the helipad and remain in the helicopter for further instructions. The crew can be airborne within two minutes from her standby position.
 - a. The incident commander should request that the UCPD dispatch contact the helicopter service dispatcher and have the helicopter placed on standby.
 - b. The helicopter service dispatcher will confirm whether a crew is available and has been placed on standby. Dispatch should relay this information to the incident commander.
 - c. If a helicopter is subsequently needed, the incident commander may request the helicopter to respond. If the helicopter is not needed, the incident commander should notify dispatch to have the helicopter stand – down. Give this notification as soon as possible due to the limited availability of the aircraft.

12.5 Establish a Landing Zone

1. Dispatch shall identify the landing zone, shall be as level as possible, open and away from trees and overhead wires, and free of other debris that might endanger the helicopter.
2. A clear zone of at least 100 feet in diameter shall be established and maintained. If possible, mark the four corners with flares. Placing a fifth flare on the upwind side of the landing area to indicate the wind directions.
3. An alternative for nighttime operations is to mark the perimeter with emergency vehicles with all warning lights operating. Using headlights and/or emergency lights may interfere with the pilots vision. Personnel should stand by their vehicles to shut off lights if so directed by the pilot.

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4. The final decision to land shall be the pilots. The pilot may also designate an alternate landing site if so desired.
5. Be sure to contact the fire department to be present whenever a helicopter lands or lifts off.

12.6 Safety Guidelines

1. Whenever the helicopter is landing or taking off, establish a clear zone that has at least 100 feet diameter. This zone shall be off-limits to everyone.
2. Personnel shall not approach a helicopter until signaled to do so by the pilot or member of the flight crew.
3. Always approach a helicopter from the front, never the rear. The tail rotor moves so fast that it may not be visible.
4. Walk, do not run. Always remain in view of the pilot.
5. Personnel should always wear a helmet and eye protection near the helicopter and should avoid wearing hats or other loose articles of clothing.
6. When approaching a helicopter, bend at the waist and be aware that the main rotor blades complex down as much as 4 feet. If the helicopter is on an incline, always approach from the dental side.
7. Do not smoke within 50 feet of the helicopter.
8. Prior to and during flight, all seatbelts shall be fastened it shall be secured.

12.7 Responsibilities

1. The pilot is always in command of the helicopter and is the final authority of the transport. The pilot's decision shall be strictly followed and not be questioned.
2. All personnel shall be responsible for complying with the provisions of this standard and shall not commit an act that compromises the safety of the patient, the aircraft and crew, or any other employee of this department.