



EMERGENCY SERVICES
BOROUGH of MOOSIC



STANDARD OPERATING GUIDELINE

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| TOPIC: Member/Employee Responsibilities | SOP# 1.5 |
| Approved by: Chuck Molinaro, Chief | Revised: Approved: 09/07 |

I. PURPOSE

- a. To establish responsibilities of members/employees
- b. To establish standards of conduct for members/employees.

II. GENERAL REQUIREMENTS

- a. Members/employees are expected to:
 - i. Report for duty and remain on duty the assigned time period an/or have obtained a replacement, preferably of equal training and ability and/or have notified a Line officer in the event of a "No show".
 - ii. Participate in crew duties as directed by a Line officer including:
 1. Check the ambulance for medical and mechanical readiness
 2. Wash the truck and clean interiors, weather permitting
 3. Complete assigned crew chores
 4. Restock building and ambulance items as needed
 - iii. Conform to By-laws and Standard Operating Guidelines
 - iv. Act in accordance with the Standard of Conduct set out below
 - v. Practice in accordance with the rules and regulations of the Operating Medical Director, Pennsylvania State BLS protocols and standing orders
 - vi. File a Special Incident Report in the following circumstances:
 1. Accident involving the ambulance or equipment
 2. Injury to a member
 3. Exposure to infectious disease
 4. Conflict on scene with patient, medical personnel, bystander, first responder, or police.
 5. Unusual delay in response time- document in trip sheet report
 6. Violations of SOG's by another member/employee, which a report shall be filed within five (5) days of the occurrence
 7. Any other event or situation which is in need of resolution by the Chief of Board of Directors

A copy of the Special Incident Report shall be filed at least with a member of the Board of Directors, or with such persons in the organization as appropriate given the nature of the problem. In the event a member/employee has a complaint against his/her immediate supervisor, or other supervisory personnel, the Special Incident Report may be filed with the Chief. In the event a member/employee has a complaint against the Chief, the report may be filed with the President.

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- b. Deliver any property acquired on a call to a Line officer or Chief, who shall return it to the owner or a member of law enforcement.
- c. Return all Organization issued property and identification to a Line officer or the Chief upon resignation or termination.

III. STANDARDS OF CONDUCT

- a. Whenever people gather to achieve goals, some rules of conduct are needed to help everyone work together efficiently, effectively, and harmoniously. The purpose of these rules is *not to restrict your rights*, but rather to be certain that you understand what conduct is expected and necessary.
- b. Generally speaking, we expect each person to act in a mature and responsible way at all times. However, to avoid any possible confusion, some of the more obvious unacceptable activities are noted below.
 - i. Occurrences of any of the following may result in disciplinary action and/or termination:
 - 1. Willful violation of any organization rule; any deliberate action that is in nature and is obviously detrimental to the organization's efforts to operate.
 - 2. Unsafe practices; tampering with organization equipment or safety equipment.
 - 3. Negligence or any careless actions which endanger the life or safety or another person.
 - 4. Being intoxicated or under the influence of alcohol or a controlled substance while on duty or reporting for duty like such; public consumption of alcoholic beverages while wearing clothing displaying the organization insignia.
 - 5. Unauthorized possession of firearms, weapons, or explosives while on organization property or while on duty.
 - 6. Engaging in criminal conduct or acts of violence, or making threats of violence toward anyone on organization property or when representing the organization; fighting or provoking a fight on organization property, or negligent damage to property.
 - 7. Insubordination or refusing to obey instructions properly issued by Line officers pertaining to your work; refusal to help when out when asked.
 - 8. Threatening, intimidating, or coercing fellow employees/members on or off premises-- at any time, for any purpose.
 - 9. Engaging in an act of sabotage; willful or gross negligence causing the destruction or damage of organization property, or the property of fellow employees/members or visitors to any extent.
 - 10. Theft of organization property or the property of fellow employees/members; unauthorized possession or removal of any organization property, including documents from the premises without prior permission; unauthorized use of organization equipment or property for personal reasons.
 - 11. Dishonesty; willful falsification or misrepresentation on your application for employment/membership or other organization records; alteration of organization records.
 - 12. Breach of confidentiality of personal or patient information.
 - 13. Immoral conduct or indecency on organization property.
 - 14. Any act of harassment, sexual, racial, or other.

15. Excessive lateness or absences.
16. Abusive language toward an officer, member/employee, patient or public; indifference or rudeness toward a patient; any disorderly conduct on organization property.

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17. Failure to immediately report damage to, or an accident involving, organization equipment.
18. Failure to maintain a neat and clean appearance in conformance with the dress code.