

Washington Hose Company No. 1
376 East Lincoln Highway
Coatesville, PA 19320



WHC EMS and Volunteer Handbook
Updated July 2025

**WASHINGTON HOSE COMPANY NO. 1
EMPLOYEE and VOLUNTEER HANDBOOK**

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I. MISSION

To provide quality EMS services to the citizens of the City of Coatesville, PA and the surrounding communities, along with a high standard of customer service provided by the Washington Hose Company No. 1.

II. OVERVIEW

The Washington Hose Company No. 1 (“Washington Hose”) Employee and Volunteer Handbook (the “Handbook”) has been developed to provide general guidelines about Washington Hose policies and procedures for EMS Employees and Volunteers. It is a guide to assist you in becoming familiar with some of the privileges and obligations of your employment, including Washington Hose’s policy of voluntary at-will employment. None of the policies or guidelines in the Handbook are intended to give rise to contractual rights or obligations, or to be construed as a guarantee of employment for any specific period of time, or any specific type of work. Additionally, with the exception of the at-will employment policy, these guidelines are subject to modification, amendment or revocation by Washington Hose at any time, without advance notice.

The policies of Washington Hose that are set forth in this Handbook, and otherwise, are established by the Executive Board of the Washington Hose Company No. 1 (President, vice president and/or officers of the Washington Hose Company, “Executive board”), which has delegated the authority and responsibility for their administration to the EMS Officers. The EMS Officers may, in turn, delegate authority for administering specific policies to EMS line officers or other members of the Washington Hose Executive Board. Employees and Volunteers are encouraged to consult the EMS Officers for additional information regarding the policies, procedures, and privileges described in this Handbook.

All Employees and Volunteers must abide by the Handbook and will be given digital access to it. A copy of the Handbook is also always available for reference on the premises. The highest standards of personal and professional ethics and behavior are expected of all Washington Hose Employees and Volunteers. Further, Washington Hose expects each Employee and Volunteer to display good judgment, diplomacy and courtesy in their professional relationships with members of the Washington Hose, Executive Board, EMS Line Officers, committees, membership, staff, and the general public. Terms used in this Handbook that are not defined are defined in the Washington Hose Bylaws.

III. VOLUNTARY AT-WILL EMPLOYMENT

All employment at Washington Hose is “at-will, which means that Employees may be terminated at any time from employment with Washington Hose with or without cause, and Employees are free to leave the employment of Washington Hose at any time.

IV. I-9 IMMIGRATION REFORM

Washington Hose complies with the Immigration Reform and Control Act, employing only persons who are legally eligible to work in the United States. Washington Hose participates and complies with the United States Department of Homeland Security and the Social Security

Administration's E-Verify program. This program ensures that Employees and Volunteers are authorized to work in the United States and that names, social security numbers and date of birth match government records. All persons are asked on or by their first day to provide original documents verifying the right to work in the United States and to sign a verification form required by federal law (USCIS Form I-9). If an individual cannot verify his or her right to work within three days of hire, Washington Hose must terminate his or her employment or volunteer VIP status.

V. EQUAL OPPORTUNITY AND ANTI-DISCRIMINATION & ANTI-HARASSMENT

Each person is evaluated on the basis of personal skill and merit. This policy applies to all aspects of employment, including recruitment, hiring, job assignments, promotions, working conditions, scheduling, benefits, wage and salary administration, disciplinary action, termination, and social, educational and recreational programs. The Executive Board shall act as the responsible agent in the full implementation of the Equal Employment Opportunity policy.

A. Discrimination Is Prohibited

Washington Hose is an equal opportunity employer and makes all employment decisions without regard to race, religion, color, sex (including pregnancy, sexual orientation, and gender identity), national origin, disability, age, genetic information, or any other status protected under applicable federal, state, or local laws. This policy applies to all terms and conditions of employment, including but not limited to, hiring, placement, promotion, termination, layoff, recall, and transfer, leaves of absence, benefits, compensation and training. Each person is evaluated on the basis of personal skill and merit. This policy applies to all aspects of employment, including recruitment, hiring, job assignments, promotions, working conditions, scheduling, benefits, wage and salary administration, disciplinary action, termination, and social, educational and recreational programs. Washington Hose seeks to comply with all applicable federal, state, and local laws related to unlawful discrimination and will not tolerate interference with the ability of any Washington Hose Employee or Volunteer to perform their job duties.

Washington Hose makes decisions based on an individual's qualifications and ability to perform the job under consideration, the comparative qualifications and abilities of other applicants or Employees, and the individual's past performance within the organization.

If you believe that an employment or Volunteer decision has been made that does not conform to Washington Hose's commitment to equal opportunity, you should promptly bring the matter to the attention of the Executive Board. Your complaint will be promptly, thoroughly, and impartially investigated. There will be no retaliation against any Employee or Volunteer who files a complaint in good faith, even if the result of the investigation produces insufficient evidence to support the complaint.

B. Americans with Disabilities Act

The federal Americans with Disabilities Act (ADA) prohibits unlawful discrimination against qualified individuals with disabilities in job application procedures, hiring, firing, advancement, compensation, fringe benefits, job training, and other terms, conditions and

privileges of employment. The ADA does not alter Washington Hose's right to hire the best-qualified applicant. Washington Hose prohibits unlawful discrimination of any kind against people with disabilities.

C. Disabled Defined

An applicant or Employee is considered disabled if he or she (1) has a physical or mental impairment that substantially limits one or more major life activities; (2) has a record or history of such an impairment; or (3) is regarded or perceived (correctly or incorrectly) as having such impairment.

A qualified Employee or applicant with a disability is an individual who satisfies the requisite skill, experience, education, and other job-related requirements of the position held or desired, and who, with or without reasonable accommodation, can perform the essential functions of that position.

D. Reasonable Accommodation

A reasonable accommodation is any change in the work environment (or in the way things are usually done) to help a person with a disability apply for a job, perform the duties of a job, or enjoy the benefits and privileges of employment.

Qualified applicants or Employees who are disabled should request reasonable accommodation from Washington Hose to allow them to perform a particular job. If you are disabled and you desire such reasonable accommodation, contact the EMS Officers. On receipt of your request, the EMS Officers will meet with you to discuss your disability. He may ask for information from your or your health care provider(s) regarding the nature of your disability and the nature of your limitations or take other steps necessary to help us determine viable options for reasonable accommodation. Washington Hose will then work with you to determine whether your disability can be reasonably accommodated, and if it cannot reasonably be accommodated, we will explore alternatives with you and endeavor to implement a mutually agreeable accommodation.

Reasonable accommodation may take many forms, and it will vary from one employee to another. Please note that according to the ADA, Washington Hose does not have to provide the exact accommodation you want, and if more than one accommodation works, Washington Hose may choose which one to provide. Furthermore, any accommodation that will impose undue hardship on Washington Hose is not considered reasonable.

E. Workplace Harassment

Washington Hose is committed to providing a work environment that is free of illegal discrimination and harassment. It is a violation of Washington Hose policy, as well as applicable federal and state laws, for any Employee or Volunteer to discriminate or harass a fellow Employee, Volunteer or applicant for employment on the basis of race, color, sex, national origin, religion, age, disability, or other protected status. Any Employee or

Volunteer who engages in discrimination or harassment prohibited by this policy will be subject to discipline up to and including termination and separation.

This policy applies to all terms and conditions of employment. Harassment of any other person, including, without limitation, co-workers, visitors, or vendors, whether at work or outside of work, is grounds for immediate termination. Washington Hose will make every reasonable effort to ensure that its entire community is familiar with this policy and that all Employees and Volunteers are aware that every complaint received will be promptly, thoroughly and impartially investigated and resolved appropriately. Washington Hose will not tolerate retaliation against anyone who complains of harassment in good faith or who participates in an investigation.

F. Prohibited Behavior

Prohibited harassment includes, but is not limited to, the following:

- Verbal harassment (oral or written), such as making a joke or comment that refers to a certain ethnic group, race, sex, nationality, age, disability, sexual preference, religion, or belief; epithets; derogatory comments; vulgar or profane words and expressions; or slurs
- Physical harassment, such as unwelcome touching, assaulting, blocking, impairing, or otherwise physically interfering with an individual's normal work or movement
- Visual harassment, such as derogatory gestures, posters, cartoons, e-mails, or drawings
- Sexual harassment, which is discussed separately in the immediately following section. Please refer to that section and read that section with care.

G. Sexual Harassment

Sexual harassment is prohibited by federal, state, and local laws, and applies equally to men and women. Federal law defines sexual harassment as unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature when the conduct: (1) explicitly or implicitly affects a term or condition of an Employee's employment; (2) is used as the basis for employment decisions affecting the Employee; or (3) unreasonably interferes with an Employee's work performance or creates an intimidating, hostile, or offensive working environment.

Such conduct may include conduct by any person, but is not limited to:

- (a) subtle or overt pressure for sexual favors;
- (b) inappropriate touching; lewd, sexually oriented comments or jokes;
- (c) foul or obscene language; posting of suggestive or sexually explicit posters, calendars, photographs, graffiti, or cartoons; and repeated requests for dates.

Washington Hose policy further prohibits harassment and discrimination based on sex stereotyping. (Sex stereotyping occurs when one person perceives a man to be unduly

effeminate or a woman to be unduly masculine and harasses or discriminates against that person because he or she does not fit the stereotype of being male or female.) Employees are not permitted to date their subordinates, and the violation of this policy is grounds for disciplinary action unless both parties in the relationship obtain written permission.

H. Complaint Procedures for Reporting and Investigating Allegations of Harassment

Employees and Volunteers must report allegations or incidents of inappropriate behavior or sexual harassment as soon as possible after the occurrence to any EMS officer that will refer to the executive board. Any Employee or Volunteer who witnesses harassment is also expected to report the incident. Employees and Volunteers who fail to report an observed incident of sexual harassment may be considered to be an accessory to the harassment. Every claim of harassment will be treated seriously. All complaints of harassment, sexual harassment, or other inappropriate sexual conduct will be promptly, thoroughly and impartially investigated by Washington Hose.

To the extent practical, all complaints and related information will remain confidential except to those individuals who need the information to investigate, educate, or take action in response to the complaint. In addition, Washington Hose considers gossip and rumor mongering regarding allegations of harassment as a violation of this policy and as grounds for disciplinary action.

All Employees and Volunteers are expected to cooperate fully with any ongoing investigation regarding a harassment incident. If an individual believes they have been unjustly charged with harassment, they can defend themselves in writing at any stage of the investigation. Investigations may include interviews with the parties involved, and where necessary, individuals who may have observed the alleged conduct or who may have relevant knowledge. At the conclusion of a harassment investigation, the complainant and the “alleged harasser” shall be informed of the determination.

I. Penalties for Violation of Anti-Harassment Policy

If it is determined that inappropriate conduct has occurred, Washington Hose will act promptly to eliminate the offending conduct, and take such action as is appropriate under the circumstances. Such action may range from unpaid temporary suspension of duties to termination of employment or cessation of volunteer status and may include such other forms of Corrective Action as Washington Hose deems appropriate under the circumstances and in accordance with applicable law.

J. Workplace Violence

It is Washington Hose’s policy to provide a workplace that is safe and free from all threatening and intimidating conduct.

Violence/Threats/Bullying - Washington Hose will not tolerate violence, threats of violence or bullying of any form in the workplace, in a Washington Hose vehicle, in any of its owned or leased parking areas, or at the site of a call for assistance. Bullying is defined

as unwelcome or unreasonable behavior that demeans, intimidates or humiliates an individual or a group of individuals. This policy applies to all individuals affiliated with Washington Hose.

Weapons - Washington Hose prohibits the possession of firearms or any other lethal weapon on its property, in a Washington Hose vehicle or at the site of a call for assistance. This policy applies to all individuals affiliated with Washington Hose.

If you witness any of the above behavior, report it to an EMS Officer immediately. All suspected incidents will be thoroughly investigated, and disciplinary measures will be taken accordingly.

VI. SOLICITATION

Employees and Volunteers are prohibited from soliciting (personally or via electronic mail) for membership, pledges, subscriptions, and the collection of money or for any other unauthorized purpose anywhere on Washington Hose property during work time. They are also prohibited from distributing, circulating or posting (on bulletin boards, refrigerators, walls, etc.) literature, petitions or other materials at any time for any purpose without the prior approval of the EMS Officers. "Work time" includes time spent in actual performance of job duties but does not include lunch periods or breaks. Off duty Employees and Volunteers may not solicit or distribute to working employees. Persons who are not employed by Washington Hose may not solicit or distribute literature on Washington Hose's premises at any time for any reason unless approved by an EMS Officer.

VII. HOURS OF WORK, ATTENDANCE AND PUNCTUALITY

A. Hours of Work

The normal work week for Washington Hose runs from Sunday through Saturday. Work hours are 24/7, 365 days a year. Shifts range from four or ten or twelve hours or longer and can include overnights, weekends and holidays. Employees are paid during mealtimes, within reasonable timeframes, if they are working at that time. The EMS Officers shall determine the hours of employment / operations that best suits the needs of the work to be done by the individual Employees or volunteers. Employees will be required to submit availability for the **monthly EMS schedule when requested by the EMS Officers or Scheduling Coordinator** within the defined communicated timeframe. Employees and volunteers are to submit the availability currently via the Aladtec scheduling system one month in advance and two months in advance for the months of May through August. Employees may request the opportunity to vary their work schedules (within employer-defined limits) to better accommodate personal responsibilities, subject to Washington Hose work assignments and the approval from the scheduling coordinator.

B. Attendance and Punctuality

Attendance is a key factor in your job performance. Punctuality and regular attendance are expected of all Employees. Excessive absences (whether excused or unexcused), tardiness

and leaving early are unacceptable. If you plan either to be absent or to arrive late or leave early for any reason, you must notify an FTO and EMS Supervisor and/or the schedule coordinator as far in advance as possible, and no later than two hours before the start of your scheduled workday. In the event of an emergency, you must notify the FTO and EMS Supervisor and the schedule coordinator ASAP.

For extended absences of more than one day, you must telephone your schedule coordinator prior to the start of each scheduled workday. When reporting an absence, you should indicate the nature of the problem causing your absence and your expected return-to work date. A physician's statement ~~may~~ will be required as proof of the need for any illness-related absence that exceeds three days. Except as provided in other policies, an Employee who is absent from work for two consecutive days without notification will be considered to have voluntarily terminated his or her employment. Excessive absences, tardiness or leaving early will be grounds for Corrective Action up to and including termination. Depending on the circumstances, including the employee's length of employment, Washington Hose may counsel employees prior to termination for excessive absences, tardiness or leaving early. Refer to the EMS Corrective Action Policy in the appendix of this handbook.

All Employees and Volunteers should arrive ten minutes before the shift starts to ensure proper relief is on station and any shift report/communications that need to be passed along including duty pagers and driver radio straps/setups and rig checks.

Employees and Volunteers must complete written time sheets. They must accurately record their time. Tampering, altering, or falsifying time records may result in Corrective Action, up to and including termination.

C. **Overtime**

Only an EMS Officer can authorize overtime. It is Washington Hose's normal practice to avoid having any hourly, Non-Exempt Employee scheduled to work more than forty hours in a week. However, if you are a Non-Exempt Employee and you work in excess of 40 hours in a work week, you will be paid the overtime rate of one and one-half time (1½) the employee straight time rate. A shift differential of \$1.50 an hour will be paid for shifts between 1800 Friday until 0600 Monday.

VIII. EMPLOYMENT DEFINITIONS

A. Definition of Terms

1. **Electronic System:** Washington Hose's computer and communications system, which includes the centralized computer equipment, all associated software, and Washington Hose's telephone, voice mail and electronic mail systems.
2. **Employer.** The Washington Hose Company No. 1 is the employer. Washington Hose shall be referenced as "Washington Hose".
3. **EMS Staff:** Employees and Volunteers referenced collectively.
4. **Exempt Employee:** An Exempt Employee is an employee who is paid on a salary basis and meets the qualifications for exemption from the overtime requirements of the Fair Labor Standards Act ("FLSA").
5. **Non-Exempt Employee:** A Non-Exempt Employee is an employee who is paid an hourly rate and does not meet the qualifications for exemption from the overtime requirements of the Fair Labor Standards Act ("FLSA"). For Non-Exempt Employees, an accurate record of hours worked must be maintained. Washington Hose will compensate non-exempt employees in accordance with applicable federal and state law and regulations.
6. **Temporary Employee:** An individual employed, either on a full-time or part-time basis, for a specific period of time less than six months. Temporary employees are entitled only to those benefits required by statute or as otherwise stated in the Washington Hose Employee Handbook. All Employees are classified as Exempt or Non-Exempt in accordance with federal and state law and regulations. Each employee is notified at the time of hire of his or her specific compensation category and exempt or non-exempt status.
7. **Volunteer:** A "Volunteer" is a person who donates service with no promise, expectation of compensation for the services rendered.

IX. POSITION DESCRIPTION AND SALARY ADMINISTRATION

Each position shall have a written job description. In general, the description will include the: purpose of the position, areas of responsibilities, the names of the immediate supervisor(s), qualifications required, and working conditions affecting the job, e.g., working hours. The executive board shall have discretion to modify job description(s) at any time.

Timesheets must be completed, signed, or verified at the bottom by EMS employee or EMS volunteer, and turned into the scheduling coordinator (time book) before the end of the second week of the pay period which is Sunday morning at 6AM. If a timesheet is not properly completed

and, signed, or verified, or not submitted, the pay will be processed and paid in the following pay period, if the timesheet has been corrected and resubmitted.

Your paycheck will come with a stub that itemizes the deductions. Approved salary deductions generally include local, state and federal income taxes; social security, Medicare, federal unemployment and state disability insurance for Employees and Volunteers receiving a VIP. These taxes will be automatically withdrawn from each of your paychecks at a rate that is determined by the number of deductions you claim, and or filing status. Volunteers who participate in the VIP will receive a 1099 and are responsible for all reporting and tax payments.

X. WORK REVIEW

The work of each Employee and Volunteer is reviewed on an ongoing basis by the EMS Officers. In addition, Washington Hose performs a formal annual performance review (“Performance Review”) for each Employee and Volunteer. This Performance Review is a formal opportunity for the EMS Officers and the Employees and Volunteers to exchange ideas that will strengthen their working relationship, review the past year, create positive change, and anticipate Washington Hose’s needs in the coming year. To that end, it is incumbent upon both parties to have an open and honest discussion concerning performance. During the Performance Review, the EMS Officers will review evaluation reports and input for the employee or volunteer. At the close of the Performance Review, the EMS Officers shall document objectives for the Employee or Volunteer and each of the EMS Officers and the Employee or Volunteer shall sign the Performance Review form, which will be kept in the Personnel File and used as a guide during the course of the year to monitor progress relative to the agreed upon objectives and/or goals.

XI. EMPLOYMENT BENEFITS AND INSURANCE

Health/Life Insurance

Washington Hose currently provides individual health and dental insurance benefits for Full Time Employees who enroll for these benefits and who make the required monthly premium payments under the applicable health and dental plans.

Social Security/Medicare/Medicaid

Washington Hose makes all mandatory employer payments for Social Security, Medicare and Medicaid programs.

Workers Compensation and Unemployment Benefits

Employees are covered for benefits under the Workers’ Compensation Law. To assure proper protection for Employees any accident that occurs on the job must be reported, even if there are no injuries apparent at the time and within no more than two hours after the incident. Forms for this purpose are available from Washington Hose in the forms folder on the EMS Office PC’s.

Washington Hose reserves the right to modify or terminate any Employee benefits at any time.

XII. VACATION, EXCUSED ABSENCES AND LEAVE

A. Holidays

New Year's Day
Memorial Day
Independence Day
Labor Day
Thanksgiving Day
Christmas Day

Employees wishing to take religious holidays may substitute a religious holiday for one of those listed above with advance approval from the scheduling coordinator.

B. Vacation

Washington Hose provides PTO/ETO for Full Time Employees.

C. Sick Leave

Washington Hose provides PTO/ETO for Full Time Employees.

D. Personal Leave

Washington Hose Company No. 1 provides PTO/ETO for Full-Time employees.

E. Military Leave

Employees who are inducted into or enlist in the Armed Forces of the United States or are called to duty as a member of a reserve unit may take an unpaid leave in accordance with applicable law. The Employee must provide (A) two weeks advance notice of his or her requested military leave; and (B) a copy of the employee's orders, which will be kept in the Personnel File. The time an employee spends on military leave will be counted as continuous service for the Washington Hose. Upon return from military leave, Employees will be reinstated as required by law with no waiting periods.

F. Jury Duty and Subpoenas

Upon provision of written documentation to an EMS Officer or Scheduling Coordinator, Employees are granted time off without pay to serve jury duty. If an employee is required to serve more than ten days of jury duty, Washington Hose Company No. 1 will provide the employee with unpaid leave. Employees who fail to provide written documentation after taking time off for jury duty will be subject to Corrective Action.

Employees who are subpoenaed to testify in court must promptly present a copy of the subpoena to an EMS Officer and, if they are a Non-Exempt Employee, shall be compensated for their time in Court.

Volunteers who are subpoenaed to testify in court must promptly present a copy of the subpoena to an EMS Officer and will be expected to use the VIP program.

G. Family and Medical Leave

If such time arises that the federal Family and Medical Leave Act (FMLA) applies to Employees of Washington Hose, it will comply with the requirements of the law.

H. Break Time for Nursing Mothers

Washington Hose will provide a place for nursing mothers to express breast milk, other than a bathroom, such as the EMS Office, that is shielded from view and free from intrusion from co-workers and the public for up to one (1) year after the birth of a child. Employees will not be discharged or in any other manner discriminated against in exercising their rights under this policy.

I. Bereavement Leave

Employees shall be entitled to unpaid bereavement of up to five (5) days in the event of a death in the Employee's immediate family (spouse/life partner, child or parent) and three (3) days for grandparent, sister or brother, father-in-law, mother-in-law, or grandchildren. Employees seeking to take bereavement leave must notify the Scheduling Coordinator.

J. Personal Leave

Employees who have been employed by Washington Hose for at least one year may apply for unpaid personal leaves of absence for up to eight weeks. Personal leaves are granted at the discretion of the executive board. When considering a request for a personal leave, Washington Hose will consider factors such as the employee's: (a) position; (b) length of service; and (c) performance record including attendance. The executive board will also consider: (a) the purpose of the leave; (b) the needs of the department; (c) the effect of the leave on other employees; and (d) Washington Hose's general business needs.

If you take Personnel Leave, Washington Hose cannot guarantee reinstatement upon your return. Washington Hose will, however, make a reasonable effort to place you in an available position for which you are qualified. If such a position is not available, your employment ~~will~~ may be terminated, but you may reapply for your position. You may also apply for an extension of your Personnel Leave.

Employees who fail to report to work after an approved leave of absence are deemed to have voluntarily resigned.

K. Severe Weather Conditions

Washington Hose is a 24/7 365 emergent service and will not close due to severe weather. If you cannot reach the Washington Hose due to severe weather conditions, you must contact the FTO or Scheduling Coordinator. Employees and Volunteer crews may be held over in the event that a relieving crew or crew member is unable to make it to the station due to current weather conditions. All attempts will be made to utilize other Employees/Volunteers and crew members when appropriate to reduce mandatory shift coverage for severe weather issues.

L. Meetings and Conferences

Employees and Volunteers may be able to attend certain meetings and conferences on a case-by-case situation and only after approval in writing by the Executive Board.

M. Drug Testing/MVR Checks

At the discretion of the executive board or his designee, any Employee or Volunteer may be required to take a drug test at any time. The refusal to submit to the drug test is grounds for Corrective Action, resulting in termination of employment or cessation of Volunteer status. Employees and Volunteers are required to have a MVR pulled by Washington Hose on a yearly basis or other timeframe by the executive board or current insurance carrier as condition of employment or Volunteer status. If your MVR shows driving offenses, you may face Corrective Action as deemed appropriate by the executive board. Any chargeable driving offense, whether on or off duty, or change in driver status, must be reported in writing within 24 hours to an EMS-Officer.

N. Dress Code

Employees and Volunteers are required to wear appropriate attire when on duty. This includes black work boots/shoes, long black or dark blue EMT pants or professional work shorts (to the knee), WHC EMT t-shirts or WHC polo shirts and/or other provided WHC gear. Non-WHC logo shirts or jackets or other apparel are not permitted to be worn while on duty or at calls. Shorts must be professional and in the color of black or dark blue and can be worn year-round as long as the exposed skin is not broken and there are no apparent cuts or scrapes. In any hazardous situation appropriate garb should be worn. Failure to follow the dress code may result in Corrective Action.

XIII. SEPARATION

Either Washington Hose or the Employee or Volunteer may initiate separation. Washington Hose encourages employees or volunteers to provide at least two weeks (14 days) written notice prior to intended separation. If you give notice of intent to separate, EMS officer may ordinarily schedule an exit interview with you.

Your employment or ability to Volunteer may be terminated by the EMS Officers at any time, for any reason and with or without notice. Some of the circumstances which may lead to termination

are listed below, but this list does not limit the circumstances under which your employment or ability to Volunteer may be terminated:

- Falsifying or withholding information requested by your employment application.
- Falsifying or withholding information in other personnel records including personnel questionnaires, performance evaluations or any other records.
- Performance at work below a level acceptable to Washington Hose or the failure to perform assigned duties;
- Failure to complete required patient care reports by the end of your shift. A 24 – 72 Hour extension can be granted by an EMS Officer;
- Insubordination;
- Refusing to work scheduled shifts;
- Negligence in the performance of duties likely to cause or actually causing personal injury or property damage;
- Fighting, arguing or attempting to injure another;
- taking, destroying or willfully damaging the personal property of another, including Washington Hose's property;
- Breach of HIPPA or PIAA;
- Using or appearing to use for personal gain any information obtained on the job, which is not readily available to the general public or disclosing such information that damages the interests of Washington Hose or its customers or vendors (does it have vendors?);
- Placing oneself in a position in which personal interests and those of Washington Hose are or appear to be in conflict or might interfere with the ability of the employee to perform the job as well as possible;
- Using Washington Hose property or services for personal gain or taking, removing or disposing of Washington Hose material, supplies or equipment without proper authority;
- Dishonesty;
- The possession, use, sale or being under the influence of drugs or other controlled substances or alcoholic beverages during working hours and either on the Washington Hose premises or in Washington Hose vehicles at any time.
- Possession of firearms or weapons either on Washington Hose property or in Washington Hose vehicles;
- Excessive tardiness or absenteeism;

- Unauthorized absence from work without proper notice; and
- Violation of the sexual harassment or discrimination policies.

XIV. RETURN OF PROPERTY

Employees and Volunteers are responsible for Washington Hose equipment and property that either are issued to them or are in their possession or control, including but not limited to:

- Pagers
- Portable radios
- Identification badges,
- Office/building keys,
- EMS PPE, VESTs
- Computers, computerized diskettes, electronic/voice mail codes, and
- Intellectual property (e.g., written materials, work products).

In the event of separation from employment or as a Volunteer, or immediately upon request by the Executive Board, all Washington Hose property must be returned. Where permitted by applicable law(s), Washington Hose may withhold from the employee's final paycheck or Volunteer's VIP Stipend the cost of any property which is not returned when required. Washington Hose also may take reasonable action to recover or protect its property.

XV. PERSONNEL RECORDS

Washington Hose shall maintain a Personnel File for every employee and Volunteer. These Personnel Files will include the application, copy of the letter of employment if applicable, relevant position description(s), performance reviews, disciplinary records, records of salary and salary increase, if applicable, and any other relevant personal information. These Personnel Files are the property of Washington Hose and access to the information they contain is restricted and confidential. It is the responsibility of each Employee and Volunteer to promptly notify an EMS Officer of any changes in personnel data, including personal mailing addresses, telephone numbers, names of dependents, and emergency contacts, certifications, and payroll changes. Staff may schedule a time to review the contents of their Personnel File upon request to an EMS Officer.

XVI. OUTSIDE EMPLOYMENT

Employees may hold outside jobs as long as they meet the performance standards of their job with Washington Hose.

XVII. NON-DISCLOSURE OF CONFIDENTIAL INFORMATION

Any information that an Employee or Volunteer learns about Washington Hose, its members or donors, or patients, that is not otherwise publicly available constitutes confidential information (“Confidential Information”). Employees and Volunteers may not disclose Confidential Information to anyone who is not employed by Washington Hose Company No. 1 or to other persons employed by Washington Hose Company No. 1 who do not need to know such information to assist in rendering services. Such information includes, but is not limited to the following examples:

- Patient personal and medical information.
- Program and financial information, including information related to donors, and pending projects and proposals.

Any employee who discloses confidential Washington Hose Company No. 1 information will be subject to Corrective Action (including possible separation), even if he or she does not benefit from the disclosure of such information. Discussions involving sensitive information should always be held in confidential settings to safeguard the confidentiality of the information.

XVIII. COMPUTER AND INFORMATION SECURITY

A. Personal Use of Electronic Systems

This section sets forth some important rules relating to the use of Washington Hose’s computer and communications systems. These systems include centralized computer equipment, all associated software, and Washington Hose’s telephone, voice mail and electronic mail systems. Washington Hose has provided these systems to support its mission (“Electronic Systems”).

Although limited personal use of Washington Hose Company No. 1’s Electronic Systems is allowed, subject to the restrictions outlined below, use of these Electronic Systems may not conflict with the primary purpose for which they have been provided, Washington Hose Company No. 1’s ethical responsibilities, or with applicable laws and regulations. Each user is personally responsible to ensure that these guidelines are followed. All data in Washington Hose Electronic Systems is the property of Washington Hose Company No. 1.

Security procedures in the form of unique user sign-on identification and passwords are used to control access to Washington Hose’s host computer system, networks and voice mail system. In addition, security facilities have been provided to restrict access to certain documents and files for the purpose of safeguarding information. Do not:

- Attempt to bypass or render ineffective, security facilities.
- Share your password.

- Make changes or modifications to the hardware or software configurations of computer equipment. Requests for such changes should be directed to the IT Network admin.
- Load any software, computer games or programs (including outside email services) for any reason onto company computers at any time. This practice risks the introduction of a computer virus into the system. Requests for loading any software or program should be directed to the IT Network admin.
- Download programs from bulletin board systems or other computers outside the company onto company computers. Downloading or copying such programs also risks the introduction of a computer virus. If there is a need for such programs, a request for assistance should be directed to the IT Network admin.

In addition, do not:

- Boot PCs from floppy diskettes or thumb drives. This practice also risks the introduction of a computer virus.
- Attempt unauthorized access to or use of other organizations' computer systems and data.
- Copy or remove any Washington Hose software (copies or otherwise onto floppy diskettes or other media other than for the purpose of backing up your hard drive.
- Change the location or installation of computer equipment in offices and work areas. Requests for such changes should be directed to IT Network admin.

XIX. INTERNET ACCEPTABLE USE POLICY

Washington Hose Employees have access to the Internet on Washington Hose equipment for authorized use for activities in support of its mission. You may not use the Internet on Washington Hose property for any reason that may conflict with the primary purpose of Washington Hose, its ethical responsibilities, or with applicable laws and regulations. Each user is personally responsible to ensure that these guidelines are followed.

Washington Hose Company No. 1's connection to the Internet may not be used for any of the following activities:

- To access, create, transmit, print or download material that is derogatory, defamatory, obscene, or offensive, such as slurs, epithets, or anything that may be construed as harassment or disparagement based on race, color, national origin, sex, sexual orientation, age, disability, medical condition, marital status, or religious or political beliefs.
- To access, send, receive or solicit sexually oriented messages or images.
- Download or disseminate copyrighted material. Permission to copy the material must be obtained from the publisher. For assistance with copyrighted material, contact the IT Network admin.
- Download software.
- Posting or transmittal of personal comments or statements through e-mail or news groups that may be mistaken as the position of Washington Hose.
- Disclosure of confidential information through the use of Internet e-mail, social media sites or news groups.
- Downloading personal e-mail or Instant Messaging software or sending personal emails or instant messages.
- Sending or participate in chain letters, pyramid schemes or other illegal schemes.
- The Internet should not be used to solicit or proselytize others for commercial purposes, causes, outside organizations, chain messages or other non-job-related purposes.
- Political activity of any kind.

In addition, Washington Hose may restrict access to certain sites that it deems are not necessary for business purposes.

XX. MONITORING

Washington Hose may inspect and monitor the use of the Electronic System and the data of its Electronic System at any time. No individual should have any expectation of privacy for any data in the Washington Hose's Electronic Systems, even if you believe that you deleted the data or file.

XXI. Active and Non-Active, Self-Resignation, Status for EMS Scheduling and Call Responses

EMS Employees and Volunteers who have not been staffed on the schedule or have not submitted availability for scheduling for two months in a row, or more, will be treated as "Inactive" and will not be scheduled or permitted to act as the Primary EMT, EMT driver, or have the ability to respond directly to EMS calls. Employees will be considered as Self-Resignation. If you are placed on Inactive status, you may regain your Primary EMT and/or driver status by working "running as a third" for retraining to reacquaint you to the rig, patient care and the charting system. You will also be required to provide current certifications such as EMT, and CPR PRO, background clearances, before being placed back on the schedule. The EMS Officers will work with you and the schedule to determine appropriate times for retraining and the timeframe required before you can be reinstated to Active status. . Any active employee can request an exception to the two month policy by contacting an EMS Officer. This policy is to help us to provide better patient care, scheduling, transport and maintain PA DOH certification and compliance.

XXII. EMS Policies and Operational Guidelines – See Appendix

APPENDIX

If you have any questions regarding any of the policy guidelines listed above or below, please contact a member of the executive board.

All contents were approved by the Executive Board of the Washington Hose Company No. 1.

WHC Corrective Action Policy

Corrective Actions (“CA”) Policy for EMS Employees and Volunteers

The purpose of the policy is to provide guidance and structure to the EMS department if: (a) Employee or Volunteer has an issue with any other Employee or Volunteer; or (b) an Employee or Volunteer has failed to adhere to the rules, policies, regulatory and /or directives of the EMS Officers/Executive board.

All "Corrective Action" notices for Employee and Volunteers will be generated in writing and sent via email to the said person or persons. Provided below are the three levels of Corrective Actions to which Employees and Volunteers normally are subject. Washington Hose reserves the right to alter, vary, or bypass these Corrective Actions, depending upon the circumstances.

Corrective Actions:

1st level Corrective Action are appropriate for non-serious infractions such as excessive lateness or failing to perform and document a rig check and/or first-time offenses. First level CAs are **"Verbal"** warnings that are documented and signed by the Employee or and an EMS Officer. First level documentation will be maintained in the Personnel File for one year. After one year this infraction will be considered a closed issue. After the close of this one-year period, you may request that First level document be purged from your Personnel file.

2nd level Correct Action will result in a **"Written"** warning of the issue. A Written warning can be given depending on the findings and impact the infraction or issue has on the department and other various factors or previous "Verbal" on file for the same or similar issue. At this time the "Written" warning could prompt an action of suspension from running on any EMS calls and or working /covering shifts for a period of time to be decided by an EMS Officer along with sign off approval by the the executive board. All "Written" warnings will be reviewed by the EMS Chief. All "Written" warnings will be considered active in the Employee or Volunteer's Personnel File for a period of one year. The "Written" warning will be signed by the Employee or Volunteer along with the an EMS Officer. An example of what could prompt a "Written" warning could be outstanding patient care reports.

3rd level Correct Action are appropriate for serious infractions such as violation of the sexual harassment policy, unreported damage to an ambulance, and failing to appear for a scheduled shift. These Third level CA's, may result in **"Suspension and or Termination"**. Employees and Volunteers who are the subject of Third level CA will receive written notification signed by an EMS Officer, who will require signature by the Employee or Volunteer. The duration of the "Suspension" is subject to the discretion of an EMS Officer, who will consider all of the circumstances relevant to the determination. If it is determined that an Employee or Volunteer will be subject to a Third level CA when there is active CAs in the Personnel File, the Employee or Volunteer may be subject to "Termination". "Suspension" notices will be permanently maintained in Personnel Files.

REVIEW OF CORRECTIVE ACTION

Employees and Volunteers may request a further review of Corrective action or an unsatisfactory performance review (“Review”). Requests for Review must be in writing to the EMS committee. Following Review and a decision by the EMS committee, employees may make written requests to the Executive Board for further Review. The decision of the Executive Board is final.

EMT JOB DESCRIPTION

The following is the Job Description for the Emergency Medical Technician (EMT). This document identifies the minimum qualifications, expectations, competencies and tasks expected of the EMT. ALL new EMT/Drivers will complete ~~a four-week~~ up to four weeks of orientation on the ambulances, followed by a 90-day probation/review period.

Employee Classifications

Full Time:

Must be scheduled and work 36 hours per week up to 40 hours regular pay. Overtime afterward.

May include days/nights/weekends or fixed shifts.

Eligible for benefits and PTO

Part time employees:

Employees who are guaranteed shifts depending on need and availability.

May be regularly scheduled days/times.

Eligible for PTO time accrual for every 40 hours worked in a month.

Must give 4 shift options per month. Preferably 12 hours or parts thereof and give availability for off hour shifts including weekend.

Casual employees:

Must work at least 2 shifts per month.

Must give availability of 4 shifts/periods per month including off hours and weekends.

Volunteer active:

Must give an hour period 1 time per month. 12 hour or any part thereof.

May run as third

Volunteer or other employee non active/non 911.

May be considered a social member or other member who is active in the organization and not necessarily 911.

Must show activity monthly.

Employees or volunteers who do not honor time commitment each month will need to complete active scheduled time the next month.

After two months of inability to perform time the employee or volunteer will be placed on inactive status as outlined in the handbook.

After three-month absence (unless approved IE; school, requested time away, Active duty status) the employee or volunteer will be contacted in regards to continued service or separation.

Applicants must meet the following minimum qualifications for hiring:

1. Meet minimum PA State EMT requirements.
2. Emergency Vehicle Operator Certification (“EVOC”) and Emergency Service Vehicle Operator (“ESVO”) certification. (if driver is 18 years of age or older)
3. Current CPR PRO certification.
4. 18 Years of age or older 16 Years of age as a non-primary volunteer.
5. EMT Certification for PA.
6. NIMS 100,200,700,800
7. HazMat awareness
8. CPL Clearances FBI, PA State, PA Child Abuse

Applicants must demonstrate the following competencies at the close of the 90-day probationary period to achieve Active status:

The EMT must demonstrate competency in handling emergencies utilizing basic life support equipment in accordance with the objectives in the U.S. Department of Transportation (“USDOT”) National Standard Curriculum for EMT and other objectives identified by the USDOT, including having the ability to:

Strength and Lifting:

Lifting: EMTs must be able to lift and carry patients, equipment, and gurneys, often from awkward positions.

- **Weight:** Most units expect EMTs to be able to lift at least 100 pounds.
- **Stretcher Loading:** EMTs will need to lift and carry, with one team member, adult patients from various positions onto patient movement devices, such as an ambulance stretcher, a stair chair, long back boards, etc., and then efficiently move them into an ambulance. [
- **Other Heavy Objects:** This includes 5-foot tall, 10-inch diameter oxygen cylinders, and medical equipment boxes.]

Mobility and Endurance:

- **Bending, Kneeling, and Crouching:** EMTs frequently need to bend, kneel, and crouch while working with patients.
- **Climbing:** They may need to climb stairs with heavy equipment.
- **Stamina:** EMTs need good physical stamina to keep up during long shifts, which can sometimes be 12 hours or more.

Balance and Coordination:

- **Navigating Uneven Terrain:** EMTs may need to navigate uneven terrain in emergency situations.
- **Dexterity:** They need dexterity to perform complex medical procedures.
- **Coordination:** Wrapping bandages and operating medical controls requires steady hands.
- **Communication:** EMTs must be able to speak clearly and concisely to report on patient conditions.
- **Sensory:** Good vision and hearing are essential for assessing situations, treating patients, and safely transporting them.
- **Overall Health:** Besides being up-to-date on immunizations, EMTs are expected to pass a basic physical to ensure they have no health issues that could prevent them from doing their job.
- **Fitness Tests:** Some EMS agencies may require applicants to pass a physical agility test.
- **Cardiovascular Fitness:** Some agencies may require a one-mile brisk walk test.
- **Specific Requirements Vary:** Requirements can differ from state to state.

Competence in English

- Verbally communicate in person and via telephone and telecommunications using the English language.
- Hear spoken information from co-workers, patients, physicians and dispatchers and sounds common to the emergency scene.
- Read and comprehend written materials under stressful conditions.
- Verbally interview patient, family members, and bystanders and hear? their responses.
- Document in writing all relevant information in prescribed format.
- Demonstrate manual dexterity and fine motor skills, with ability to perform all tasks related to quality patient care.
- Meet minimum vision and hearing requirements to operate a motor vehicle within the state.

- Function in varied environmental conditions such as lighted or darkened work areas, extreme heat, cold and moisture.

DESCRIPTION OF TASKS /DUTIES

- May function alone or as a member of a multi-member team.
- Receives calls from dispatcher, verbally acknowledges the call, reads road maps, GPS, identifies the most expeditious route to the scene, and observes traffic ordinances and regulations.
- Upon arrival at the scene, ensures the vehicle is parked in a safe location; performs size-up to determine scene safety including the presence of hazardous materials, mechanism of injury or illness, determines total number of patients.
- Performs triage and requests additional help if necessary.
- In the absence of public safety personnel, takes safety precautions to protect the injured and those assisting in the care of the patient(s).
- Using body substance isolation techniques protects the patient(s) and providers from possible contamination.
- Inspects patients for medical identification, emblems, bracelets or cards that provide emergency care information.
- Determines nature and extent of illness or injury, checks respiration, auscultates breath sounds, takes pulse, blood pressure by auscultation and palpation, (including proper placement of the cuff), visually observes changes in skin color, establishes priority for emergency care. Based on assessment findings, renders emergency care to adults, infants and children.
- Skills performed include but are not limited to: establishing and maintaining an airway, ventilating patients, cardiac resuscitation, use of automated external defibrillators where applicable. In addition, provides prehospital emergency care of single and multiple system trauma such as controlling hemorrhage, treatment of shock (hypo-perfusion), bandaging wounds, spinal immobilization and splinting of painful swollen or deformed extremities.
- Manages medical patients to include but are not limited to: assisting in childbirth, management of respiratory, cardiac, diabetic, allergic, behavioral, and environmental emergencies and suspected poisonings.
- Performs interventions and assists patients with prescribed medications, including sublingual nitroglycerin, epinephrine auto injectors, and metered dose aerosol inhalers.
- Responsible for the administration of oxygen, oral glucose ~~and activated charcoal~~.

- Reassures patients and bystanders by working in a confident, efficient manner.
- Performs in situations that create stress and tension on a regular basis.
- Where extrication is required, assesses extent of entrapment and provides all possible emergency care and protection to the patient. Uses recognized techniques and equipment for removing patients safely (to include proper strap placement).

Following extrication provides additional medical care and triaging the injured in accordance with standard emergency procedures.

- Complies with regulations for the handling of crime scenes and prehospital deaths by notifying the appropriate authorities and arranging for the protection of property and evidence at the scene.
- Carries and places patient in the ambulance and assures that the patient and stretcher are secured and continues emergency medical care en route in accordance with local protocols.

Determines most appropriate facility for patient transport. Reports to the receiving facility ahead of arrival the nature and extent of injuries and the number of patients being transported

- Observes patient en route and administers care as directed by medical control or local protocol. Able to maneuver to all points in the patient compartment while transporting with a stretchered patient. Assists in lifting and carrying patients, and appropriate equipment from ambulance and into receiving facility.
- Reports verbally and in writing to the receiving staff observations and emergency care given to the patient for record keeping and diagnostic purposes. Upon requests, provides assistance to the receiving facility staff.
- Disposes of contaminated supplies in accordance with local, state and federal guidelines, decontaminates vehicle interior, sends used supplies for sterilization.
- Maintains ambulance in operable condition, which includes cleanliness, orderliness and restocking of equipment and supplies. Determines vehicle readiness by checking items required by the rig check sheets and notifies an EMS Officer if any issues are found or occur.
- Checks all medical equipment for future readiness. Maintains familiarity with all specialized equipment.
- Attends continuing education and refresher training programs as required by EMS agency, medical direction, certifying agency or annual skills review.
- Complete PCRs by the end of your shift unless a 24–72-hour extension has been allowed by an EMS Officer. DOA, cardiac arrests and trauma calls must be completed ASAP.

- Driver education training and or requirements by state and local regional EMS or agency.
- Other duties as assigned by the EMS Chief Officers.

Salary:

Starting wages will be determined at hire by the EMS Officers and re-reviewed-periodically-.

Driver Training Policy for EMS

All Employees and Volunteers who are not authorized “Ambulance Drivers” for Washington Hose and wish or need to become an authorized “Ambulance Driver” need to be trained under this "Driver Training Policy". All driver training will be conducted only by authorized personnel.

All drivers need the following certifications prior to requesting driver Training:

- CPR PRO
- EVOC
- Valid PA Driver’s License
- 18 years of age or older
- EMR or higher provider of care certification (First Aid / Advance First Aid will be allowed until 12/31/13)
- Good MVR report.

All new *non-experienced* EMS driver trainees will be required to perform and complete the following driving skills and tasks before being an authorized EV Operator:-

Driving Skills/Task Requirements: All of the below will be documented along with a written evaluation by the EMS Chief performing the training and skill/task review.

- Drive to the scene for four BLS calls in non-L&S mode.
- Drive from scene with PT on board in BLS transport mode to the hospital for four calls.
- Drive to the scene for four ALS calls in L&S mode.
- Drive from the scene with PT on board in ALS transport mode to the hospital for four calls.
- Driver will be able to perform and verbalize proper use and basic codes / status for MDC usage as a driver.
- Ability to logon an ambulance via the MDC.

- Ability to perform a rig check and complete the rig check sheets properly along with restocking of the needed / required supplies.
- Pass a knowledge test of what and where equipment is located on the ambulance.
- Knowledge of portable and mobile radio functions.
- Pass a driving skills test by the EMS Officer ~~Chief~~.

Upon completion of the driving skills and task requirements all driver evaluation forms will be reviewed by an EMS Officer-

Authorized driver approval will be accomplished by final sign off from the EMS Officers ~~Chief~~.

All driver evaluations will be kept in the Personnel Files.

Each year this policy will be reviewed and modified as needed to comply with any federal, state, regional EMS council regulations, and or educational requirements deemed by PA DOH and or the Washington Hose EMS.

EMS Response and L&S Policy

This policy is to ensure proper EMS Response procedures are in place along for the use of Lights and Sirens by the Washington Hose EMS crews to comply with the PA DOH Protocols, PA Department of Motor Vehicle Code and the Washington Hose EMS policies.

Driver Response:

The driver is responsible for getting the ambulance to the scene in a safe manner and ensuring the safety of the crew and patient when transporting to the hospital. The driver is responsible to observe all traffic signs, signals, and speed limits in accordance with the Pennsylvania Motor Vehicle Code. Emergency vehicles are permitted to exceed some legal restraints of the law but do so at their own risk. Nothing in this policy precludes the driver from utilizing due diligence when it relates to safe ambulance operation. The driver will be responsible to ensure all members of the crew, when not rendering patient care are wearing seat belts at all times. The driver must also use good judgment with regard to response factors such as speed due to current weather, road, highway conditions that may alter the rate of response for the safety of all. The driver is also responsible to keep a "Sterile Cockpit" when responding or transporting with Lights and Sirens. The driver must not view or use any digital pagers, cell phones, text messages, or enter any data into a GPS or MDT while the ambulance is in response mode or motion. The Primary EMT who is to be in the front passenger seat of the ambulance will assist the driver in responding back to CCDES via the MDT and or radio when driving in response mode.

EMS Responses:

For all EMS dispatches from the Chester County Department of Emergency Services (CCDES) requesting a Basic Life Support (BLS) response, ambulances will respond initially with no Lights and Sirens pursuant to PA DOH BLS Protocol 123. Judicious use of L&S can be used when responding to mutual aid districts. The EMT primarily responsible for patient care during transportation will advise the EMSVO of the appropriate mode of transportation based upon the medical condition of the patient. Emergent transport should be used in any situation in which the most highly trained EMS practitioner believes that the patient's condition will be worsened by a delay equivalent to the time that can be gained by emergent transport. The justification for using this criterion must be documented on the patient care report.

Some conditions/situations that could modify the BLS response/transport to the use of Light and Siren are provided below:

- Unable to maintain airway
- Law Enforcement request expedited response to the scene
- EMS Officer or Fire Officer requests expedited response to the scene
- CCDES upgrades response requested via MDC and or Radio
- Primary EMT has requested L&S usage to the driver due to life threat
- Medical Command has provided authorization for L&S usage due to patient conditions
- Uncontrollable bleeding
- Critically unstable patient with impending cardiac arrest

For all EMS dispatches from the Chester County Department of Emergency Services requesting an Advance Life Support (ALS) response, ambulances ~~must~~ respond with Lights and Sirens. The Primary ALS caregiver will advise the EMSVO if Lights and Siren is required during transport to the hospital and must be documented in the PCR report as such.

The EMS Response and Lights and Siren Policy can and will be modified as needed and or required by PA DOH Protocol, PA Motor Vehicle Code, Washington Hose Company EMS, Federal, State, and or local laws.

Volunteer Incentive Program (“VIP”)

Volunteer Incentive Program Policy: In the interest of obtaining and maintaining volunteer services, the Washington Hose Company has adopted a Volunteer Incentive Program (“VIP”) to offer a nominal stipend (“VIP Stipend”) to volunteers who meet specific requirements and who wish to participate in the program.

Purpose: To reward volunteer members for their services by offering expense reimbursement and nominal benefits.

1) Scope.

- a. The VIP applies to Volunteers. Employees are not eligible to receive the VIP stipend.
- b. A “Volunteer” is one who donates service with no promise, expectation or receipt of compensation for the services rendered. As thanks for the offering of gratuitous services, the Washington Hose Company offers a VIP to extend a nominal stipend to members wishing to participate in the program.
- c. Participation in the VIP program is voluntary. Volunteers are not required to accept the VIP Stipend.

2) Conditions of Participation:

- a. The VIP is subject to modification or discontinuation at any time without advance notice. If the VIP is modified or discontinued, written notice will be provided posted and distributed to all Volunteers. Any modification or discontinuation would be effective on the first day of the next work week following notification of the modification or discontinuation.
- b. The VIP does not create any rights to continued participation with the Washington Hose Company or any contractual obligations on the part of the Washington Hose Company towards any Volunteer.
- c. The VIP does not create an employment relationship between the Washington Hose Company and any participant in the VIP. The payment of a stipend to any volunteer under the VIP is not intended to alter the relationship between the Washington Hose Company and its members, and members participating in the program will be considered volunteer in all respects.
- d. Volunteers participating in the VIP are urged to consult with their accountant or tax advisor. The Washington Hose Company may be obligated to report all VIP Stipends to federal, state and/or local taxing authorities. All VIP participants must report any VIP Stipend received from the Washington Hose Company to the extent required by local, state or federal law. Portions of the expenses incurred by volunteers for their activities on behalf of the Washington Hose Company may be tax deductible.
- e. Only Active Volunteers are allowed to participate in the VIP.

3) Plan:

- a. Volunteers who participate in the VIP will be rewarded with ~~\$40.00~~ \$50.00 for every four hours of service, sacrifice, covering EMS shift as a driver, or a primary EMT, or other company needs, and not to exceed 40 hours per week / \$600.00 per week under the VIP yearly plan.
- b. If a VIP participant signs up for a “Special Event” for which an ambulance is required or requested, the VIP participant will be awarded \$60.00 for the entire event, regardless of its length of time, as long as this \$60.00 payment does not cause the VIP participant to exceed the weekly or VIP yearly maximum plan amount.
- c. Volunteers who participate in an unscheduled event will be rewarded \$60.00
- d. VIP bonuses can be rewarded based on performance and special considerations.
- e. The VIP plan will run from January 1st to December 31st of each year.

Acknowledgement/Signature Page for Receipt of:
1) EMS Employee and Volunteer Handbook

1) I acknowledge receipt of a copy of Washington Hose Company No. 1 (“Washington Hose”) Employee and Volunteer Handbook (“Handbook”). I understand that I am responsible for reading and abiding by all policies and procedures in this Handbook, as well as other policies and procedures applicable to my employment with Washington Hose. I also have read, understand, and acknowledge the Anti-Harassment Policy.

_____(employee/volunteer initials)

2) I also understand that the purpose of this Handbook is to inform me of Washington Hose’s policies and procedures. I understand that the Handbook is not a contract of employment and that it does not create any contractual obligation for Washington Hose. Nothing in this Handbook provides any entitlement to me. I understand that Washington Hose has the right to change any provision of this Handbook at any time and that I will be notified of and bound by any such changes.

_____(employee/volunteer initials)

Employee/Volunteer Signature

Date _____