

WAYLAND AREA EMERGENCY MEDICAL SERVICES

Employee Handbook



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Revised 11/01/2023

Welcome To WAEMS

As members of Wayland Area Emergency Medical Services (WAEMS), we are part of an organization that is a leader in rural pre-hospital care.

WAEMS is a dedicated group of men and women who give of themselves to perform a vital service for our collective communities. Our commitment to the service is twofold: excellence in pre-hospital care and effective community service. We constantly seek to improve and enhance our effectiveness and are glad to have you involved.

The people at WAEMS make a difference. You are our most valuable resource. The best equipment is no substitute for your focus on excellence in skills, compassion, patient relations, and teamwork.

We are grateful for the enthusiasm, skill, and energy you constantly express. It is through your dedication that we are able to continue providing compassionate, quality pre-hospital care to our communities.

About the Handbook

The following information was reviewed and revised as of September 29, 2023. It was developed to serve as a guide for equitable and fair treatment to all employees. This handbook supersedes any previous handbooks and should be used in conjunction with the policy and procedure manual. It is the intention of WAEMS, that through the use of these policies, qualified individuals will find WAEMS a good place to work.

The contents of this handbook are presented as a matter of information only. Although WAEMS stands by the information in the following pages, it is not intended that any statements in this handbook will create any contract of employment other than a contract for at-will employment. WAEMS reserves the right to modify, revoke, suspend, terminate, or change any or all policies at any time without notice to the employee. For complete description of any topics please refer to the proper policy and procedure.

Philosophy and Purpose

MISSION

To provide exceptional pre-hospital care and education for the rural communities we serve through the formal cooperation of local governments and dedicated employees.

PREHOSPITAL CARE

Our organization provides emergency care and medical transport using advanced treatment techniques and sophisticated patient care equipment. Clinical and non-clinical services are evaluated through an internal quality assurance program to maintain and improve the quality of care provided and to assure patient satisfaction.

PATIENT CARE TEAM

Must be exceptional individuals who are dedicated to emergency medical care and their role in its provision. Must be team players who are motivated to achieve, have high standards of quality and integrity, be supportive of new concepts, and be interested in being contributors.

ORGANIZATIONAL STABILITY

Wayland Area EMS is a governmental authority that is operated and ultimately responsible to the communities it serves. In order to provide quality services, WAEMS must be financially viable. Financial stability ensures our ability, on a long-term basis, to continue serving the emergency care needs of the citizens who reside in the communities that we serve.

EDUCATIONAL FOCUS

The delivery of pre-hospital care is constantly changing and improving. Our organization must always learn new and improved methods, which benefit our patients and ourselves. As our knowledge increases, our ability to assess and treat patients' needs will increase. We will actively promote EMS education and training for the public and staff.

LEADERSHIP

Well-maintained and amply supplied units will be provided for our patients and staff. Continuous thought and attention will be given to promote growth and commitments. Wayland Area EMS will take a leadership role in the development of this area's pre-hospital care system.

Wayland Area EMS is run by the Board of Directors. The General Manager is in charge of daily operations and reports to the Board at bi-monthly meetings. The Medical Officer reports to the General Manager and oversees the Supervisors. The Supervisors report to the Medical Officer and oversee the crews and daily duties.

Wayland Area EMS Organizational Chart



WAEMS History

Wayland Area Emergency Medical Services (WAEMS) began operation in February of 1976. The city of Wayland along with the townships of Dorr, Hopkins, Leighton, and Wayland decided to operate their own ambulance service since the Archer-Hampel funeral home was discontinuing its ambulance service as a result of increased government regulations. Initially WAEMS was licensed to provide care at the basic life support level and responded to more than 300 requests in the first year.

Today the organization serves northeast Allegan County and the surrounding areas with four ambulances and a staff more than 100 dedicated employees. WAEMS was a service that pioneered the use of the EMT Specialist and was the first advanced life support provider in Allegan County. We respond to more than 4000 requests annually.

MILESTONES

Mid	1976	Monterey Township joins the corporation.
	1980	Salem Township joins the corporation.
April	1981	WAEMS licensed to provide care at the
	1981	Limited advanced life support level.
	1983	Martin Township joins the corporation.
Oct	1987	WAEMS licensed to provide care at the
	1987	Advanced life support level.
	1990	Watson and Orangeville townships join the corporation.
	1993	Addition of first response unit in Orangeville.
Aug	1994	Addition of basic unit.
	1994	Addition of third advanced unit.
	1994	Addition of first response unit in Salem Township
	1997	Wayland Facility final payment.
	1997	Became Certified Education Facility by the State of Michigan.
	1997	Became Governmental Authority
	2009	Medical First Response in Hopkins and Watson Townships
	2011	Medical First Response in Leighton Township
	2014	Addition of full-time supervisors
	2015	Yankee Springs Township joins
	2015	Medical First Response in Yankee Springs
	2019	Medical First Response in Wayland City and Township
	2021	Medical First Response in Martin Township

Coverage Area

Wayland Area Emergency Medical Service is a community owned non-profit service, which operates under the direction of a volunteer Board of Directors. The board members are citizens appointed from the townships or cities served by the Authority. WAEMS currently serves twelve governmental units. They are:

1. Dorr Township
2. Hopkins Township
3. Leighton Township
4. Martin Township
5. Monterey Township
6. Orangeville Township
7. Salem Township
8. Watson Township
9. Wayland Township
10. Wayland City
11. Yankee Springs Township
12. Match-Ebe-nash-she-wish(Gun Lake Tribe)Casino and Tribal Land

Services Provided

The primary focus of WAEMS is to provide emergency medical care to the communities we serve. Services are offered at the paramedic, basic and Medical First Response levels, with staffing and coverage dependent on availability.

The Employee

The operating philosophy of WAEMS is centered on the motto "people helping people." In joining us, you have made a conscious decision to provide patient care to others in need. The challenges and responsibilities you have accepted will provide you with rewards and a sense of satisfaction you may never have thought possible.

As a licensed EMS provider, you will be providing professional emergency care.

As an employee you have a responsibility for the delivery of health services to the victims of acute illness or injury and therefore must be trained and held accountable for the administration of specialized care. Every time you go out on a call you have accepted the challenge of providing the best emergency care possible. Attached to these challenges come certain responsibilities that cannot be separated. These responsibilities include being familiar with the use and care of the equipment, being able to provide appropriate medical care to the level of your licensure as well as providing both the patient and family members with the support needed.

Office Hours

The business office is staffed from 9:00 a.m. to 5:00 p.m. Monday through Friday. The office is closed on New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and the day after Thanksgiving, Christmas Eve Day, Christmas Day, New Year's Eve and New Year's Eve Day.

We do provide a supervisory staff 24 hours a day that is available by phone or through the office or email. Although they provide some staffing, they are available to support the employee when needed.

On occasion you may find the office is closed during normal business hours because of office personnel being required to staff an ambulance. During these times please either leave a note at the office or a message on the answering machine and you will be contacted when they return.

On Call Administrators

The Authority maintains an administrator (supervisor) at all times. This person is available by phone or radio twenty-four hours per day and should be contacted whenever something occurs that affects the ability of WAEMS to respond to a request for service as well as any incident that requires attention prior to the next business day. The on-call administrator and contact numbers are listed on each monthly schedule.

Specific instances in which the administrator on call should be contacted include:

Employee injury

Employee unexpectedly unable to cover shift and reasonable attempts to find coverage have been made.

Major vehicle accident involving on duty WAEMS personnel and either personal or Authority vehicles.

Failure of system to respond to a request for service.

Critical incident involving buildings owned or used by the Authority.

Lack of power or heat, damage that does not allow the building to be secured.

Suspected theft of property or unauthorized entry.

Employee Classifications

Employees are grouped in several categories based on their level of activity. Active groups are identified as follows:

Static Scheduled – Personnel that submit regular schedules for ambulance coverage.

Active – Personnel that first respond on average once a month.

Affiliated – Non-Licensed personnel that assist with teaching CPR, First-aid, and continuing ed.

Probation – Personnel that are new hires during their probationary period (generally 90 days).

Inactive personnel are identified as follows:

Expired – Personnel that have not maintained an active EMS license but qualify for reactivation of their license by the state.

Terminated – Personnel who no longer hold an EMS license.

Leave – Personnel that have requested a leave of absence.

Inactive – Personnel that no longer are active in the service.

Suspended – Licensed personnel that no longer meet the requirements of the service, medical control or the State of Michigan

Orientation

New employees will start with an orientation class. After which, all new employees will be scheduled as a third rider for the first 72 hours in an effort to "learn the ropes". Their progress will be monitored. The mentors will also be a resource for the new employee. As a third rider the employee will have the greatest choice in scheduling and every effort should be made to take advantage of this. During the orientation period the new employee will be required to demonstrate proficiency in the skills found on the orientation worksheet, complete the drive book, and pass the emergency drive course.

Probationary Period

All Authority employees will have a probationary period of 90 days. New ambulance personnel may have restricted scheduling times or minimum commitments at the discretion of management. This probationary period is not related to the employee's orientation period.

At the end of 90 days management may elect, based on performance, to extend the probationary period as needed to allow for the development of skills and/or attitudes particular to your position.

Service Date

The date of hire is used to determine service awards.

Active Employee Status

Any person who staffs an ambulance or first responds on three occasions during a three-month period will be considered active. Employees who do not meet the above criteria will be placed on inactive status. Inactive employees will be asked to re-orientate before returning to service. Re-orientation will be limited to one time only or upon employer discretion. They may also be dismissed for lack of activity. See the section labeled Leaving WAEMS.

In order to avoid dismissal for inactivity, employees may:

1. Increase their activity and regain active status.
2. Ask for a leave of absence.
3. Resign.

Name Badges

All employees staffing an ambulance are required to wear an approved name badge while uniformed or representing WAEMS in public. Name badges assist patients, visitors, public safety personnel, and may consist of first name only.

Identification Card

The Authority will issue an employee identification card to you shortly after you begin employment. This card must be carried with you if you first respond, respond to an MCI, or in a situation with an incident command. The ID card can be used as a nametag when you first respond and may be required when reporting to the scene of a community designated disaster or accident scene. If you need to update your card please contact the office.

First Responding

A WAEMS employee may choose to respond to the scene of an emergency if they feel that they can arrive before the ambulance crew, or if the dispatched information gives the responder reason to believe that the regular crew will need additional professional help. A mass casualty incident or a cardiac arrest may require multiple first responders, however most calls require, at most, two responders. If possible, responders should check in with Dispatch to allow everyone to know how many are responding. The first responder is required to obey all traffic laws. After arriving on the scene, it is important for the first responder to indicate their affiliation with WAEMS by showing their identification.

Hazards of Responding

There is always a risk when responding and functioning on a call. As providers, we understand those risks exist and we have been trained to mitigate these to provide as much safety as possible. WAEMS expects that all employees comply with their training and orientation and would not expect them to place themselves or their crewmembers in harm's way. We do expect that everyone be aware of the surrounding situation and if a hazard is identified we need to communicate it to all those on scene and to take action when needed.

Professionalism

As an organization we try to impress on each employee that their actions do reflect on the agency and other employees. This includes action while on duty as well as those while off duty. Our members are proud of the history and personal standards, and we would encourage all employees to continue this tradition.

Emergency Vehicle Authorization

State law allows for a personal vehicle of an employee to be authorized as an emergency vehicle. Regulations state the vehicle must be in good mechanical condition and equipped with:

- An oscillating red light visible from 360 degrees
- An audible warning device of some type (siren) heard at least 500 feet away

WAEMS requires that any personal vehicle that is used as an emergency vehicle be registered with WAEMS. It will be insured by the employee and maintained in good condition. It is the responsibility of the employee to inform the office of any changes in this information. Additionally, employees must have reliable means of receiving communication and two-way communication capability is encouraged. Pagers and radios may be checked out from the stations for use while on shift.

Professional Licensure

All employees who provide patient care are required to have a valid State of Michigan driver's license, Basic Life Support certificate, and a DHHS EMR/EMT/Paramedic license.

You must notify the manager if your license lapses without renewal. Notification must also be given if your driver's license has been restricted or revoked by the State of Michigan.

Personal Appearance

While on duty, you will be required to present a clean, well-groomed appearance. Uniforms are worn to present a professional image and should be worn while on duty. They will be clean and kept zipped, snapped, or buttoned with insignia in proper condition. Uniform parts provided by the employee must comply with the uniform standards established by the Manager. Uniforms should only be worn while on duty or traveling directly to and from duty. Uniform jackets may be worn with street clothing only when a employee is first responding to identify themselves as a member of WAEMS. Employees are not to wear uniforms in any establishment serving liquor unless approved in advance by the manager.

Scheduling Ambulance Shifts

Static employees will be the first to fill the schedule. Available hours after static employees are scheduled will be filled by seniority, availability and need. Schedules should be to Kathy by the 20th of the month preceding. The schedule is produced and distributed by the last day of the month. The schedule is also available on the website-the website is updated as changes are made.

Failure to Respond

If a crewmember fails to respond, it is expected that an incident report be completed addressing the identified reason why the failure occurred. There are backup systems in place that allow for system failures, but each needs to be evaluated for improvement.

Compensation

Employees are reimbursed at an hourly rate biweekly via direct deposit.

Compensation Deductions

WAEMS will deduct from your pay those amounts required by law and any you have authorized. Deductions are listed on your compensation check stub. Deductions include State and Federal withholding, social security (FICA) contributions and authorized uniform, equipment, or training amounts. You are required to complete a W-4 form prior to receiving any compensation.

Uniforms

Uniforms are worn to present a unified and professional image of WAEMS to the public as well as to provide protection and safety. The traditional is white dress shirt and blue pants. Nametags and EMT collar brass are expected for the uniforms. A blue tie may also be worn. Jackets are also available to purchase on account. Complete uniform guidelines are contained at the end of this handbook.

The above uniform items must be purchased from a WAEMS approved source. Other items may be worn during restricted times or seasons. See either the general manager or the supervisor for information and specifications.

Equal Opportunity

It is WAEMS's policy to provide equal opportunity for all qualified employees, volunteers, and applicants regardless of an individual's race, color, national origin, ancestry, religion, sex,

age, height, weight, veteran status, marital status, non-disqualifying handicap, or other characteristics protected by law. This policy applies to all practices and personal actions, including hiring, recruiting, termination, and compensation.

In addition, it is the policy of WAEMS to provide accommodation to persons who have protected handicaps to the extent that such accommodation is required by law and can be provided without undue hardship. The Authority must receive timely notice of the need for accommodation no later than 182 days after the date the applicant or employee knows or reasonably should know that accommodation is needed.

All employees and volunteers are expected to comply with both the letter and the spirit of this policy. Individuals who feel that they have been the victim of unlawful discrimination should contact the manager or any Board member.

Discriminatory Action and Sexual Harassment

WAEMS is committed to offering employment opportunities based on ability and performance in a productive climate, free from unlawful discrimination. Accordingly, WAEMS will not tolerate any form of harassment in the workplace based on a person's race, sex, color, national origin, age, marital status, handicap, religion, height, weight, or veteran status.

All WAEMS employees and volunteers are responsible for assuring that the workplace is free from harassment based on an individual's sex, race, national origin, weight, or other protected characteristic listed in the equal opportunity policy.

SEXUAL HARASSMENT

Sexual harassment includes unwanted repeated sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature by supervisors or others in the workplace where:

1. Submission to such conduct is made either an explicit or implicit term or condition or employment;
2. Submission to or rejection of such conduct is used as the basis for employment related decisions such as hiring, promotion, performance evaluation, pay adjustment, discipline, work assignments, etc.; or
3. Such conduct creates an offensive, intimidating, or hostile environment so that it unreasonably interferes with work performance.

Sexual harassment also includes unwelcome repeated sexual advances or propositions, verbal abuse of a sexual nature, requests for sexual activities, unnecessary touching of an individual's body, sexually degrading words used to describe an individual, a display in the workplace of sexually suggestive objects or pictures, sexually explicit or offensive jokes, or physical assault.

OTHER DISCRIMINATORY HARASSMENT

In general, ethnic or racial slurs and other verbal or physical conduct relating to a person's race, color, national origin, age, marital status, handicap, religion, height, weight, or veteran status constitute harassment when they unreasonably interfere with the person's work performance or create an intimidating work environment.

If you are witness to or subject to any form of harassment, please notify the manager or any board member immediately. All claims of harassment will be thoroughly investigated on a case-by-case basis, as promptly as practical, and the Authority will take appropriate corrective action, if warranted by such investigation. All complaints will be handled in as confidential a manner as possible consistent with resolution of the problem.

Any employee or volunteer who is determined, after an investigation, to have engaged in unlawful discrimination or unlawful harassment in violation of this policy will be subject to discipline, up to and including termination of the harassing individual.

Under no circumstances will WAEMS threaten or retaliate against an individual who alleges unlawful harassment.

Work Rules

WAEMS employees must abide by certain rules and regulations. They have been established to protect both employees and WAEMS from possible harm and to promote effective, productive working conditions. Failure to observe established guidelines can lead to disciplinary action including formal warnings, suspensions, probation, and discharge. WAEMS's goal is to help you identify problems and improve your performance or behavior. Disciplinary action will normally be based on an assessment of the offense, the circumstances, and your previous record. WAEMS reserves the right to take whatever disciplinary measures it feels are appropriate, including discharge, if in the manager's judgment the employee's conduct cannot be corrected, or it seriously threatens the wellbeing of WAEMS, any patient, or other employees. Among the offenses for which you could be disciplined are:

- Excessive absences or tardiness-over
- Neglect, abuse, or deliberate misuse of company property
- Falsification of documents
- Use of abusive language
- Being under the influence of alcohol, illegal drugs, or misusing prescription or non-prescription drugs while on duty
- Possession of alcohol or illegal drugs while on duty
- Conduct which disrupts business activities
- Theft of Authority, volunteer, visitor, or patient property
- Insubordination or refusing to follow instructions
- Unauthorized or unlawful possession of firearms, knives, or any other type of weapon on premises
- Deliberate injury to another person
- Unauthorized release of confidential information
- Unprofessional behavior or comments on social media

If you feel a disciplinary action has been unfair, you may contest it through the dispute resolution program.

Dispute Resolution Program

Our continuing goal is to maintain a work environment where problems and misunderstandings concerning your role will be minimal. When an occasion does arise where you believe a problem or misunderstanding has developed, you are urged to follow the following steps in the prescribed order. This procedure will allow you to communicate the exact nature of the problem or misunderstanding, so that it may be appropriately resolved. Your use of the dispute resolution procedure will not prejudice or damage your continued ability to act as a WAEMS employee.

STEP 1

Discuss the problem with your immediate supervisor. (assuming you have already expressed your concern directly to the parties involved)

STEP 2

If you are not satisfied with the progress of your complaint or if there is a valid reason for omitting step 1, you have the right to discuss the problem with the manager. The manager will discuss the problem with you and assist you in resolving the matter.

STEP 3

If you are not satisfied at the conclusion of step 2, within ten days you may request in writing that the Employee Relations Advisory Committee (ERAC) hear the matter made up of both volunteers and board members. The ERAC will hear both sides of the problem and report their findings and recommendations to the manager and board.

Falsification of Information

WAEMS considers the falsification of work-related and application information by employees to be grievous matter that may result in disciplinary action. This information includes, but is not limited to:

Medical or patient charts or treatment records.

Response documentation.

Employee application or physical medical history forms, omitting requested information or failure to inform WAEMS at the time of changes in previously supplied information.

An official WAEMS non-medical record, report, or another document.

Use of Alcohol and Drugs

Our organization's operations involve the safety and well-being of the many people who depend upon its services. It is, therefore, essential that all employees be alert and in full possession of their faculties when on-duty. All employees must be free of the effects of drugs or alcohol at all times as a condition of working with WAEMS. Drinking alcoholic beverages or using drugs during working hours, breaks, between shifts, at lunch, or at work (or reporting to work) when ability to perform is impaired by such is strictly prohibited and will result in termination.

WAEMS recommends that employees refrain from the use of alcoholic beverages within eight-hour period prior to the start of their shift, due to the residual effects of alcohol. The employee may not use or be under the influence of any substance that impairs reasoning, thought, or function while on duty.

An employee may be required to submit to a blood or chemical test as part of an initial medical examination, or when a reasonable suspicion of impairment exists. Testing may also be required when the employee suffers an occupational on-the-job injury, traffic accident, or when any prohibited substances or related paraphernalia found in an area controlled or used by the employee.

Solicitation

Employees are not permitted to solicit for the sale of merchandise or distribute materials of any nature on WAEMS premises or in WAEMS vehicles, except in situations where prior management approval has been obtained.

Package Inspection

Managers and supervisors are authorized to, in the presence of the employee, examine the contents of personal storage areas and other areas on company premises. Packages being removed from the WAEMS facilities, property, or vehicles may also be subject to inspection.

To prevent misunderstandings, employees are required to have written permission of their supervisor to remove a package from a WAEMS facility, property, or vehicle.

Accepting Gifts

Occasionally, patients, individuals, or firms doing business with WAEMS may extend a personal gift in appreciation of your kindness and care. WAEMS requires that you decline inappropriate or unusual personal gifts, including cash. You are encouraged to suggest that these individuals contribute to WAEMS through the use of a donation envelope. Donations can be mailed or dropped off at the office.

Smoking

Smoking (and use of electronic cigarettes) is prohibited in all crew, office, and meeting places as well as in the ambulance and its garage. The Authority recognizes that employees should have a smoke free work environment. Employees who feel this is not being respected should discuss it with the manager.

Safety

WAEMS promotes safety among our employees. You are expected to prevent accidents and mishaps by reporting unsafe conditions. If you become ill while at work, you should report to your supervisor before going home. If you are injured while at work, no matter the severity, report it immediately to your supervisor. An incident form must be completed.

In an emergency situation, an employee that is injured at work will be examined at the nearest hospital emergency department. In non-emergency situations, the employee will be directed to a designated facility for examination. Any injury of an employee requires that supervisory personnel be notified.

Infection Control

All equipment items are required to be decontaminated before they are placed into service. All linen should be considered contaminated and must be washed in hot water (no other decontamination is needed) and not pre-sorted.

Employee Assistance Program (EAP)

During your involvement with Wayland Area Emergency Medical Service, there will be events and situations that may overwhelm an individual's usual coping skills. It is our wish to retain each person as a resource that can function effectively both at home and at work. The EAP program includes but is not limited to:

CRITICAL INCIDENT STRESS DEBRIEFINGS

Recognizing the impact of "Critical Incidents" on each emergency care provider's ability to process their personal reactions in a one-on-one or group basis.

"Critical Incidents" includes but are not limited to:

- Line of duty death
- Serious injury to emergency personnel
- Serious multiple casualty incident
- Suicide of emergency personnel
- Traumatic deaths of children
- Serious injuries to children
- Events with excessive media coverage or interest
- Victims known to emergency personnel.
- An event that has an unusual powerful impact on the personnel

Communications

An informed employee is an effective employee. Changes frequently occur at WAEMS, and employees must be able to obtain reliable information about policy and procedure changes, operational changes, or special events.

Official information may be found/obtained at the following:

Manager and administration/supervisory personnel.

The WAEMS Website: WAEMS.homestead.com

EMT meetings - are usually held the fourth Wednesday of each month at 7:00 p.m. The meetings are held in an open forum, and they provide new and updated information regarding patient care, equipment, practices, and procedures. The meetings also provide for a time to share some of your feelings and experiences with your fellow employees. WAEMS feels every effort should be made to attend these meetings. The meetings are presented via Zoom.

Meeting minutes - While it is certainly no substitute for attending meetings, a copy of the minutes will be available online for those who were unable to attend.

Mailings - Occasionally important issues and changes are provided to each employee through email.

Memo books - found in each station and will contain information about changes in the service.

Operational documents - including policies and procedures as well as this handbook.

Recreational Events

A Christmas party is planned each year. The employee and their spouse and children or a guest are welcome to attend.

Your Personnel Files

Employees are requested to immediately notify the business office of changes in their address or telephone number to permit establishing contact during emergencies or a community wide disaster, and for mailing important letters and documents such as W-2 statements.

Your personnel file contains your original application, copies of all licenses and certifications as well as copies of congratulatory or disciplinary action. You may review your file at any time by making an appointment with the general manager.

Insurance Benefits

ACCIDENTAL DEATH AND DISABILITY

WAEMS supplies accidental death and disability insurance to all employees. This is designed to assist the employee should a work-related covered event occur.

LOSS WAGE

WAEMS supplies insurance to protect all employees from income loss in the unlikely event of a work-related injury or illness. The benefit provides limited income protection if the employee is unable to work at their primary, non-WAEMS job.

LIABILITY

WAEMS supplies liability insurance for all employees. Employees are covered when acting in an official capacity on behalf of the Authority. Please contact the general manager for current coverage information on all insurance be

Training

WAEMS recognizes it is difficult to achieve and maintain the emergency medical certification necessary to be a employee. The Authority makes an attempt to offer a complete offering of courses during the year. These credits are available free of charge.

WAEMS also recognizes the need for outside education among our employees. Outside education encourages the introduction of new and progressive techniques and closer scrutiny of our current methods. WAEMS will offer reimbursement for major continuing education programs such as ACLS, PALS, EPC, BTLS, PHTLS. Reimbursement amounts are at the discretion of the general manager and may vary depending on the current financial status of the Authority. All programs must receive approval in advance in order to receive reimbursement.

Hepatitis B Immunization

Employees who are at risk of blood or body fluid exposure are eligible to receive the Hepatitis B immunization. This immunization greatly reduces the possibility of contracting the Hepatitis B virus. The immunization is optional, and all employees should learn about the immunization series so they can make an informed decision.

Leaving WAEMS

Employees that are unable or unwilling to continue to work at WAEMS should inform the office of their intent to leave the service. This will allow us to collect equipment issued to the employee and to change their status. We would ask them to also return any uniforms and a review will be made of their account. If they are moving, we will also be able to get their new address to be able to forward their last paycheck and other paperwork to them.

WAEMS UNIFORM GUIDELINES

Sept. 2023

Assumptions:

1. The purpose of any uniform is twofold: identification (i.e. to identify you as a WAEMS employee on any scene, especially those with multiple agencies, at hospitals, and in the community) and safety.
2. When one is hired for any position, they are to perform the duties and meet the requirements of that position, including the uniform requirements.
3. Financial situation should not prohibit someone from meeting the WAEMS uniform requirements. Arrangements can be made with the office.
4. These guidelines are intended to apply only to on-duty personnel, not first responders of any license level going to a scene.
5. First responders of any license level should have ID badge clearly displayed whenever possible.
6. Any item of clothing not mentioned in these guidelines should not be considered part of a uniform.

Shirts:

White uniform shirts - Clean, white short-sleeved or long-sleeved, from Nye.

Both patches on sleeves (WAEMS on right. Allegan Co. on left)

No printed t-shirts underneath, only white t-shirts or turtlenecks

Maximum of one button undone

WAEMS polo – may be worn year-round, must be tucked in with at least two buttons buttoned.

Only white t-shirt or WAEMS T-shirt to be worn underneath. Grey, black or white long sleeved shirt permissible to be worn underneath in colder months.

WAEMS t-shirt-these may be worn only between the hours of 1700 and 0600 from May 1 to Sept 31 each year. They may be worn under the polo year-round.

Pants:

Should be Navy blue, plain or EMT-style. Clean, not torn or faded.

Must wear belt, black or navy blue. Unadorned. Woven or stamped are acceptable. Small, plain, standard belt-buckle (i.e., no “rodeo-style” EMS insignia)

Brass:

Minimum expectation is “EMT” collar bars, nametag on right chest, level pin (red/white or red/white/blue) on left chest on whites.

Nametag should have first name (last name optional) and license level. Nametags without license level can be grandfathered.

Level pin is worn so red-white-blue appears in that order from inside out.

Other WAEMS-issued pins worn on left chest, along with others limited to EMS and ancillary professions, and patriotic pins

Footwear:

Industry standard and safety dictate black leather, leather-like, or mostly leather shoes or boots.

Commercial (i.e. retail) brands OK.

Good tread and no heel required for safety.

Black or navy socks

Turtlenecks:

Plain, no prints. WAEMS, star of life, or similar insignia OK on neck

Worn under white uniform shirts: white only (applies to short and long sleeved t-shirts as well)

Sweaters:

Navy blue or maroon police-style V-neck.
Nametag and level bars worn in appropriate places.
White uniform shirt or turtleneck worn underneath.

Jackets:

Ordered from the office.

Hats:

For winter, knit or fleece plain navy, white, black hat or headband (EMS insignia OK)
In severe cold weather, warmer styles OK.
Baseball-style caps: approved WAEMS style only-Dark blue with Star of Life as only adornment.

Vest/Fleece Jacket:

Over regular uniform which is worn correctly (i.e., turtleneck alone underneath not acceptable)
Is considered outerwear, therefore no brass.
Extra EMS-related or patriotic pins OK on collars

Casual Wear for (summer) standby functions:

Only applies when not part of on-duty crew.
Regular uniform pants.
WAEMS polo.
Appropriate footwear as described above.
Hats OK under the above guidelines.

Reminder: Jewelry that is excessive and/or dangling can interfere with the job and be a potential danger and/or infection issue.

The General Manager can make exceptions to the above guidelines on a case-by-case basis.

HIPAA POLICY

In order to comply with all applicable laws and regulatory requirements and to ensure the privacy and protection of our patients all employees will receive HIPAA training during their new hire orientation. All employees are required to ensure the privacy of all protected health information of our patients. If an employee is found to be in violation of HIPAA or to have breached patient privacy in anyway, disciplinary actions in conjunction with retraining will be required as determined by the appropriate supervisor.

Computer, email, internet, and social media usage

This Internet Usage Policy applies to all employees. Use of the Internet is permitted and encouraged where such use supports the goals and objectives of the business. However, access to the Internet is a privilege and all employees must adhere to the policies concerning Computer, Email and Internet usage. Violation of these policies could result in disciplinary and/or legal action leading up to and including termination of employment. Employees may also be held personally liable for damages caused by any violations of this policy. All employees are required to acknowledge receipt and confirm that they have understood and agree to abide by the rules hereunder.

Company employees are expected to use the Internet responsibly and productively. Internet access is limited to job-related activities only and personal use is not permitted on WAEMS computers.

Job-related activities include research and educational tasks that may be found via the Internet that would help in an employee's role.

All Internet data that is composed, transmitted and/or received by computer systems is considered to belong to WAEMS and is recognized as part of its official data. It is therefore subject to disclosure for legal reasons or to other appropriate third parties.

The equipment, services and technology used to access the Internet are the property of WAEMS and the company reserves the right to monitor Internet traffic and monitor and access data that is composed, sent or received through its online connections.

Emails and social media should not contain content that is deemed to be offensive. This includes, though is not restricted to, the use of vulgar or harassing language/images.

All sites and downloads may be monitored and/or blocked by WAEMS if they are deemed to be harmful and/or not productive to business.

The installation of software such as instant messaging technology is strictly prohibited.

Unacceptable use of the internet by employees includes, but is not limited to:

Sending or posting discriminatory, harassing, HIPAA related or threatening messages or images on the Internet or via email service.

Using computers to perpetrate any form of fraud, and/or software, film or music piracy.

Stealing, using, or disclosing someone else's password without authorization.

Downloading, copying or pirating software and electronic files that are copyrighted or without authorization.

Sharing confidential material, trade secrets, or proprietary information outside of the organization.

Hacking into unauthorized websites.

Sending or posting information that is defamatory to the company, its products/services, colleagues and/or customers.

Introducing malicious software onto the company network and/or jeopardizing the security of the organization's electronic communications systems.

Sending or posting chain letters, solicitations, or advertisements not related to business purposes or activities.

Passing off personal views as representing those of the organization.

If an employee is unsure about what constituted acceptable Internet usage, then he/she should ask his/her supervisor for further guidance and clarification.

All terms and conditions as stated in this document are applicable to all users of WAEMS network and Internet connection. All terms and conditions as stated in this document reflect an agreement of all parties and should be governed and interpreted in accordance with the policies and procedures mentioned above. Any user violating these policies is subject to disciplinary actions deemed appropriate by WAEMS.

The employee handbook describes important information about Wayland Area EMS, and I understand that I should consult human resources regarding any questions not answered in the handbook. I have entered into my employment relationship with Wayland Area EMS voluntarily and acknowledge that there is no specified length of employment. **Accordingly, either I or Wayland Area EMS can terminate the relationship at will, with or without cause, at any time, so long as there is not violation of applicable federal or state law.**

This manual and the policies and procedures contained herein supersede any and all prior practices, oral or written representations, or statements regarding the terms and conditions of your employment with Wayland Area EMS. By distributing this handbook, Wayland Area EMS expressly revokes any and all previous policies and procedures which are inconsistent with those contained herein.

I understand that, except for employment at-will status, any and all policies and practices may be changed at any time by Wayland Area EMS and the company reserves the right to change my hours, wages and working conditions at any time. All such changes will be communicated through official notices, and I understand that revised information may supersede, modify, or eliminate existing policies.

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

_____ Date _____

Employee's signature

Printed Name