California Tahoe Emergency Services Operations Authority (CAL TAHOE)

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### DEFINITIONS

**CTESOA, CAL TAHOE, JPA**: California Tahoe Emergency Services Operations Authority

**Executive Director**: The California Tahoe Emergency Services Operations Authority Executive Director

**JPA Board, the Board**: The California Tahoe Emergency Services Operations Authority Board of Directors

Member Agency, : An Agency that has contracted with the California Tahoe Emergency Services Operations Authority for the purpose of providing Emergency Services on behalf of the JPA. The Member Agencies of the JPA are the City of South Lake Tahoe Fire Department and the Lake Valley Fire Protection District, and are subject to change based on Board approval.

**Member Agency Fire Chief**: the duly appointed Fire Chief of a Member Agency fire department or fire district.

### ADMINISTRATIVE POLICIES

**POLICY TITLE: Administration of the JPA**

**POLICY NUMBER: 1010**

I. POLICY

The Executive Director position shall function in conformance with the procedures outlined herein.

II. PURPOSE

The purpose of this policy is to describe the essential functions of the Executive Director/Deputy Director.

III. PROCEDURE

**A. Executive Director Position Summary**

The Executive Director, organizes, directs, coordinates, and evaluates the operations of the JPA. Under the direction of and in collaboration with the Board of Directors, the Executive Director conducts on-going opportunity analysis to determine key performance management issues and to provide sound financial management. The Executive Director Director utilizes theory-based program design, implementation, and evaluation strategies and provides data to guide ongoing short and long term system development.

**B. Position Duties:**

1. The Executive Director shall report to the CAL TAHOE Board
2. The Executive Director will be responsible for overseeing member agencies’ contract compliance, agreements and operations as they relate to the JPA.
3. The Executive Director shall be the contact person between the El Dorado County Emergency Services Operations Authority and CAL TAHOE and available as required the by contract*.*
4. Develops annual budgets and monitors expenses for all cost centers with the JPA. Works with county auditor to complete annual audit of CTESOA Annual Budget.
5. Plans, organizes, implements, and evaluates all operations /activities relative to the provision of emergency medical treatment and transport within the jurisdiction of the JPA.
6. Prepares strategic plans and system reports to include recommendations relative to revisions, implementation or discontinuation of specific system elements.
7. Participates in internal and external committees, task forces, advisory groups and professional organizations.
8. Develops and maintains collaborative professional relationships with member agency Fire Chiefs and Board Members, JPA Board of Directors, and other members of the EMS community.
9. Develops and submits draft JPA policies and procedures to the CTESOA Board for approval. Implements board approved policies and procedures to member agencies.
10. Successfully manages projects to their timely conclusion within budgetary guidelines.
11. Establishes and monitors quality improvement indicators and measurements for JPA operations.
12. Demonstrates behaviors that model the JPA’s mission and philosophy.
13. The Executive Director will attempt to utilize where appropriate throughout this policy and the operation of the JPA’s mission

#### POLICY TITLE: JPA Board and Committee Meetings

#### POLICY NUMBER: 1020

I. POLICY

Board and Committee meetings of the JPA shall be conducted in conformance with organizational bylaws, the Brown Act, and other applicable requirements.

II. PURPOSE

The purpose if this policy is to establish the structure, processes, and schedules of Board and Committee meetings, and provide guidance on the use of electronic data communications devices by Board and Committee members during public meetings of the JPA.

III. PROCEDURE

JPA Governing Board

1. The JPA shall be administered by its Governing Board (hereinafter the “Board”). The Board shall be made up of elected representatives of the member agencies. When a Board member is unable to attend a meeting that Board member shall designate an alternate from his or her respective Member Agency to act in his or her place. The Board may do and perform all acts which are necessary to accomplish the purposes set forth above. Each Board member, shall have one (1) vote.
2. The Board shall meet, at minimum, each quarter.
3. The Board shall be made up of two (2) Fire District Board, two (2) City Council members, one (1) Community Service District Board.
4. All meetings of the Board, including regular, adjourned regular and special meetings shall be called, noticed, held and conducted in accordance with the provisions of the Ralph M. Brown Act (Government Code sections 54950, et seq.)
5. The presence of a majority of the representatives to the Board shall constitute a quorum of the Board for the transaction of business. Approval of motions presented to the Board for action shall require approval of a majority of the entire Board in accordance with the power described in this document.
6. Each year, the Board shall elect a Chairperson, a Vice Chairperson, and a Secretary/Treasurer at its last meeting of the year for assumption of office at the beginning of each calendar year. In the event of a mid-term vacancy, the Board shall fill the vacancy at the next meeting of the Board held after such vacancy occurs. In the absence or inability of the Chairperson to act, the Vice Chairperson shall act as Chairperson.
7. Each Board member shall file all required conflict of interest forms as required by law, Board policy, or Board Bylaws.
8. JPA Standing Committees

The Board can establish standing committees with a majority vote. A standing committee has continuing subject matter responsibility and is comprised solely of less than a quorum of members of the Board. When a committee is established, the Board shall:

1. State the scope of the work
2. Define the mission
3. Identify membership representation
4. Appoint voting members
5. Discontinue the Committee when the majority of the Board finds there is no longer a need for its existence

The Board Chair after receiving a recommendation from the committee membership shall appoint the Committee Chair and Vice Chair. These appointments shall be made at the Board’s first meeting of the year for assumption of the position at the beginning of each calendar year. The Chair and Vice Chair will serve in this capacity for one (1) year. The term of service may be shortened if the Committee is discontinued by the Board, and/or the Board Chair elects to appoint a new Chair and Vice Chair.

Committees shall:

1. Conduct the meetings in compliance with the Brown Act
2. Report on activities at the JPA Board meetings
3. Work Towards achieving the committees mission
4. Identify quorum requirements
5. Act only when there is a quorum of committee members

#### POLICY TITLE: JPA Organizational Chart

**POLICY NUMBER: 1030**

JPA Board

Executive Director/

Training

Logistics

CQI

**POLICY TITLE: Policy Development Implementation**

**POLICY NUMBER: 1040**

I. POLICY

JPA policies shall be developed, approved, and implemented in accordance with the Brown Act and applicable JPA bylaws, policies, and procedures.

II. PURPOSE

This section outlines the process by which policies are developed and implemented and provides for regular review and revision of previously developed policies.

III. PROCEDURE

A. Policy Development/Approval

1. Properly agendized Board meeting in accordance with the Brown Act. Consideration by the Board to adopt a new policy or to amend an existing policy may be initiated by any Trustee, and the Executive Director. The proposed adoption or amendment is initiated by submitting the proposed adoption or amendment to each Trustee and the Executive Director, and requesting the item be included for consideration on the agenda of the appropriate regular meeting of the Board of Trustees.

a. Adoption of a new policy or amendment of an existing policy shall be accomplished at a regular meeting of the Board of Trustees and shall require a majority vote of a quorum of the Board of Trustees.

B. Policy Implementation

1. The effective implementation date for policies approved by the JPA Board of Directors shall be the first day of the following month unless otherwise specified by the Board.

2. JPA member agencies and districts shall be responsible to ensure that approved policies are implemented within their jurisdictions.

C. Policy Distribution

1. The Executive Director shall ensure that all Member Agencies are promptly notified when policies are approved for implementation.

2. The Executive Director shall provide policy manual changes/updates periodically to ensure that all appropriate agencies/individuals have access to current policies.

D. Policy Review/Revision

1. All approved policies shall be reviewed by the Executive Director at a minimum of every two (2) years from the date of implementation to ensure that policies reflect current procedure/practice.

2. Policies revisions shall be developed following the policy development procedure described above.

**POLICY TITLE: Records Management Policy**

**POLICY NUMBER: 1050**

I. POLICY

Access to District records are promulgated and adopted in accordance with the provisions of the California Public Records Act, Government Code Section 6250 et seq.

II. PURPOSE

The purpose of this policy is to set forth the JPA’s policy regarding the maintenance, inspection, and copying of its records.

III. PROCEDURE

A. The Executive Director shall maintain all records and documentation as required by El Dorado County Emergency Medical Services Agency (“EMSA”) and applicable public agency law, including, but not limited to, the following:

* + - 1. JPA Board meeting minutes
      2. Annual budget and expenditure reports
      3. Payroll records of personnel funded by the JPA
      4. Annual audits

B**.** Public records of the JPA may be inspected at the JPA’s office located at 2211 Keetak Street, South Lake Tahoe, California, during normal work days and office hours. JPA personnel shall ensure the proper care and maintenance of these records during inspection and public records shall not be transported from the office except by JPA personnel as required.

C. Copies of public records of the JPA shall be made available for inspection and/or copying in accordance with the provisions of the Public Records Act of California, Government Code Section 6250 et seq. Requests for inspection and copying of public records shall be made in writing.

D. Copying of Records

1. Individuals requesting copies of public documents shall be charged a reasonable fee based upon the cost to produce the copy ($.25 per sheet) to defray expenses associated with the copying process. This rate is subject to change by action of the Board, when copying costs increase. The JPA’s capacity to copy Public Records is limited, and, therefore, if the copying task is substantial or exceeds the capacity of the JPA’s copier or there are not sufficient personnel available, the JPA shall notify the requestor that such coping shall take place at a commercial copy service, and copies will be made available at the copy service billed rate.

2. Copies of agendas and other writings (except for privileged documents) distributed to a majority of the Board at open Board meetings shall be made available to the public. A limited quantity of such documents (based on normal audience attendance) shall be copied in advance of each meeting and made available to the public in attendance at no charge. Individuals requesting copies of such documents prior to the Board meeting will be charged $.25 per sheet. The copy charge may be levied at Board meetings for copies of documents if more are needed and/or requested in addition to those normally prepared for the public at Board meetings.

### EQUIPMENT/SUPPLIES/VEHICLES POLICIES

**POLICY TITLE: Equipment Failure**

**POLICY NUMBER: 2010**

I. POLICY

The JPA and its member agencies and employees shall promptly identify and track any equipment and/or vehicle failures.

II. PURPOSE

The purpose of the policy is to ensure that failure of equipment and/or vehicles is reported promptly and that a tracking process exists to assist in identifying trends/problems.

III. PROCEDURE

A. Written documentation of all equipment and/or vehicle failure shall be completed by the JPA or appropriate member agency within 24 hours using the Unit/Equipment Failure Report.

B. If the equipment failure affected patient care or resulted in a delay in patient care, the appropriate EMS Agency incident reporting shall be completed in addition to the JPA’s Unit/Equipment Failure Report.

C. Broken or non-functioning equipment shall be clearly marked and removed from service. Arrangements for immediate repair of broken or non-functioning equipment shall be made as soon as possible under the appropriate maintenance contract and/or warranty if applicable

D. Information regarding the equipment failure shall be shared as soon as possible with the other JPA member agency.

**Inventory Control**:

1. JPA equipment and supplies shall be monitored by the logistics officer
2. The logistics officer for each member agency shall maintain narcotic log records and accountability.
3. The logistics officer for each agency shall maintain a secure location for all JPA supplies

**Medical Equipment Supply/Resupply**

* 1. The logistics officer shall be responsible for purchasing supplies with an approved vendor.
  2. The logistics officer shall be responsible for maintaining a record of purchases and remaining within the budget.
  3. The medic units will resupply in accordance with county and department inventory requirements.

**Medic Unit Inventory**

1. The minimum inventory is established by EL Dorado County EMSA. The JPA shall maintain inventory at or above this established minimum.

**Medic Unit Vehicle Maintenance**

1. Vehicle maintenance will be maintained per the CSA 3 service area contract, Section VI, Articles I-VI.

### FINANCIAL POLICIES

**POLICY TITLE: Budget Development and Approval**

**POLICY NUMBER: 3010**

I. POLICY

Budget development and approval process shall be conducted in compliance with the Brown Act and include input from all JPA member agencies, County Health Services, and the public. Preliminary and final budgets will be completed within set time lines to meet the budgeting requirements that are outlined in the JPA’s Master Contract with El Dorado County.

II. PURPOSE

The purpose of this policy is to describe the process and timelines by which JPA budgets are developed and approved in order to ensure that adequate resources are provided for pre-hospital advanced life support care and related JPA business.

III. PROCEDURE

* 1. The Executive Director shall meet with the El Dorado County Auditor’s office and the billing services contractor twice annually.
  2. The Member Agencies shall provide the Executive Director with a summary of expenses for the current fiscal year.
  3. The Executive Director shall prepare a preliminary budget indicating anticipated expenses in each class and sub-object line item that is included in the operating budget.
  4. Dispatch shall provide an estimate of the anticipated costs for the next fiscal year.
  5. The Executive Director shall prepare a recommended overall annual operating and capital budget for the JPA based on projected needs of the member agencies and our dispatch contract.
  6. All preliminary and final budget recommendations shall be reviewed by the member agencies’ fire chiefs prior to submission to the JPA Board.
  7. Once the preliminary budget and budget recommendations are approved by the JPA Board, the Executive Director shall submit the budget request as required in the Master Contract.
  8. The Executive Director shall ensure that all phases of the annual budget process are completed by the timelines listed as follows:

July 1st of every year: Preliminary budget

November 1st of every year: Approved budget

January 30th  Mid-year budget review

**POLICY TITLE: Budget Preparation and Management**

**POLICY NUMBER: 3020**

I. POLICY

On a monthly basis, the JPA receives funds for the purpose of the provision of fire-based ambulance service. Personnel funds are appropriated to each member agency and include the maximum amount of money that Provider Agencies are authorized to spend for personnel on behalf of the JPA. If the member agency exceeds its authorized appropriations level they either must fund the overage from their fire district/city budget or request authorization, prior to exceeding their cap, from the JPA Board for extraordinary circumstances. The JPA may exceed its appropriations within a line item, but may not exceed its appropriations for each Class without prior approval of the Board.

II. PURPOSE

The purpose of this policy is to establish the procedures for each of the Provider Agencies to prepare their budgets and bill the JPA for no fixed expenses.

III. PROCEDURE

1. Budget Process

The budget process shall begin in March of each year. A preliminary budget will be finalized by the July JPA Board meeting. The JPA’s final approved budget will be submitted to the El Dorado County Health Department on or before November 1stst. The Executive Director should receive budget appropriation requests from the member agency Fire Chiefs. The Fire Chiefs should use historical data and operating experience to arrive at a line item budget for expenses for the fiscal year.

In preparing budgets, the terms and conditions of any Employer – Employee Memorandum of Understandings in effect for the fiscal period will be used for the purposes of estimating personnel related costs.

1. Billing Procedures

) Member Agencies are allocated Salaries and Benefits funds to provide staffing for JPA ambulances. Each agency shall submit an invoice for personnel costs as determined by the approved budget. These invoices should be submitted monthly.

The following policy shall be followed when billing or charging expenditures to the JPA for these services:

1. Oversight by JPA Staff

There will be formal reviews of expenses by the Executive Director at least twice during the fiscal year to revise budget appropriations when necessary.

1. The JPA staff shall review all submitted payroll reports to insure:

a. Compliance with JPA policies and contractual agreements with the County of El Dorado and contracting fire agency.

b. Overtime hours worked by employees are appropriate for maintaining ambulance operations.

2. When errors are found, JPA staff and any Member Agencies shall without delay make mutual notifications, correct the error and implement procedures so a reoccurrence can be prevented.

3. JPA Staff and any Member Agencies shall aid the County of El Dorado with its annual audit of the JPA, and provide all legally allowed and applicable financial data requested.

E. Financial Transaction Reporting and Accountability

1. JPA Revenue
   1. All accounts receivable are currently administered by El Dorado County, including but not limited to patient billing and receipt of CSA 3 county assessment tax.
   2. The El Dorado County shall provide all funds available to the JPA monthly as agreed upon in the Master Agreement.
2. Audits
   1. To be performed annually by El Dorado County appointed accountant.
3. Expenditures

The JPA submits invoices to the JPA accountant (Dave Olivo and payments are dispersed from there.

#### POLICY TITLE: Purchasing

**POLICY NUMBER: 3030**

I. POLICY

All purchasing on behalf of the JPA must fully comply with the procedures set forth in this policy.

II. PURPOSE

To provide for a uniform and systematic method of purchasing the goods and services required by the University, to define the responsibilities and authority of the Purchasing Director, and to advise regarding purchasing requirements and limitations imposed by state law.

III. PROCEDURE

**A. PROCUREMENT - GENERAL**

**1. Definitions**

“Blanket purchase order”means the contract form used to authorize purchases of goods or services required on an as-needed basis over an extended period.

“Competitive process”means a procurement process whereby the JPA solicits bids or proposals from multiple vendors for the provision of products or services.

“Confirming purchase order” means a purchase order issued as confirmation of an order previously placed with a vendor.

“Cumulative Purchases”means the total of all purchases of a single commodity or group of like commodities by the JPA within a fiscal year.

“Emergency purchase”means a purchase which is immediately necessary for the preservation of life or property or for the continued operation of the JPA where undue delay would cause substantial loss to the JPA.

“Fixed asset”means any item of equipment belonging to one of the general classes of property considered a fixed asset in accordance with generally accepted accounting principles.

“Formal bid” means the competitive process in which the request for bid for a particular commodity or service is circulated and posted publicly, and received sealed and in writing by a stated deadline.

“Informal bid”means the process in which the request for bid for a particular commodity or service is solicited from a minimum of three vendors and is received by a stated deadline in writing, by fax, or by email.

“Purchase order” means the contract form used for a one-time purchase of goods or certain designated services.

“Request for proposal”means the competitive selection process in which vendors are requested to submit proposals when factors in addition to price may be considered, such as varying product specifications or methodology of service.

“Services”means work or services, inclusive of the services, advice, education and training enumerated in Government Code section 31000, and exclusive of public works as defined in the Public Contract Code. For the purposes of this chapter, services shall not mean monthly usage agreements for refuse, wireless and other telephone services, or utility usage agreements.

“Supplies, materials, goods, furnishings, equipment and other personal property**”** means any and all items furnished to or used by the JPA, but excluding services, and excluding services or materials furnished “in kind” in lieu of cash expenditure.

“Surplus property”means any item of personal property that is no longer needed by the office, department or institution in possession thereof.

“Vendor Request for Quote” means the process whereby a verbal or written quote for a purchase transaction is solicited from at least three vendors.

**2. Objectives for Procurement**

It is the intent of the JPA to reduce the total costs associated with the acquisition and management of materials, supplies, equipment, and services by purchasing carefully and wisely, in order to:

(a) Provide increased economy in JPA procurement activities and to maximize to the fullest extent practicable the purchasing value of public funds.

(b) Seek values that offer the best combination of price, quality and service.

(c) Enact a procurement system of quality and integrity.

(d) Ensure the fair and equitable treatment of all persons who deal with the procurement system of the JPA.

(e) Buy the right material of the right quality in proper quantity at the right time from the proper source.

(f) Reduce the overhead cost of buying, reduce the volume and streamline the flow of paperwork.

**3. Code of Ethics for Procurement**

The JPA shall uphold and adhere to all applicable federal, state, and local laws, ordinances and regulations, and to the highest ideals of honesty and integrity in the procurement process. The JPA is a public trust, and each purchase shall be treated in a manner that will not in any way be adverse to the interest of the JPA. Employees shall discourage any inappropriate contact or attempt by others to influence a decision.

Each purchase shall be impartial, fair and without benefit or hint of benefit to the JPA representative making the purchase. All vendors shall be dealt with in a fair, courteous and honest manner.

No JPA employee participating in a procurement process shall:

(a) Accept or demand any fee, compensation, gift, gratuity or payment of expenses which results in private gain in return for preferential treatment.

(b) Grant any special consideration, treatment, or advantage to any person beyond that which is available to every other person in similar circumstance.

**4. Budgetary Control / Purchases over Budget**

Except as otherwise provided by state law, no purchase of supplies, materials, goods, furnishings, equipment, other personal property or services shall be made by the JPA in excess of the JPA’s appropriations for that class of expenditure in the JPA budget. The Executive Director shall have approval to authorize purchases up to $500 for non-budgeted items without JPA Board of Directors approval.

**5. Splitting Purchase Orders or Contracts**

The JPA is committed to a program of purchasing competitively and wisely. Orders and contract may not be artificially divided to circumvent any provision of this policy.

**6. Contract Term**

The Executive Director shall determine the appropriate term for contracts for goods or services based on the anticipated needs of the JPA and on the characteristics of the market. Board approval shall be required for any contract term exceeding one year, inclusive of any amendments and regardless of dollar amount.

Authorization from the Board is required initially, and on an annual basis, to utilize any contract that does not have a stated contract term.

**7. Business License Requirement**

The Executive Director, or designee, must confirm the contractor’s compliance with County business license requirements as specified in County Ordinance Chapter 5.04 General Provisions of Title 5 Business Taxes, Licenses, and Regulations, prior to executing any contract for services or any purchase order.

##### B. PURCHASE of SUPPLIES, EQUIPMENT and other PERSONAL PROPERTY

The Executive Director is responsible for the procurement of supplies, materials, goods, furnishings, equipment and other personal property for the JPA and its offices unless otherwise excluded by ordinance or these policies.

**1. Authority and Process**

**Amount Process Authority Document**

**$0-$10,000**  None Exec. Director Purchase Order/Contract

**$10,000.01-$50,000** Vendor Request for Quote Board Purchase Order/Contract

>$**50,000**  Informal Bid Board Purchase Order/Contract

**2. Delegation of Authority**

The Executive Director may delegate authority to make purchases within the limits set forth herein. All purchases made under delegated authority shall comply with the Purchasing Policy. The Executive Director may also rescind such authority. The Executive Director shall retain documentation of any authority delegated or rescinded under this section.

**3. Authority for Blanket Purchase Orders**

The Executive Director may issue a blanket purchase order to authorize purchases of goods required on an as-needed basis over an extended period. Individual purchase orders must be issued to confirm and document purchases made under the authority provided by a blanket purchase order.

**4. Specifications**

The Executive Director is responsible for ensuring that specifications are non- restrictive (i.e., allow competition), clearly describe the item to be purchased in terms of function and performance, and reference existing industrial or governmental specifications, if available. Drawings or samples should clearly describe the required item.

**5. Emergency Purchases**

Emergency purchases may be made by the Executive Director. Emergency purchases that exceed the Executive Director’s authority shall be reported to the Board of Directors by the Executive Director as soon as possible, and no later than ten (10) days from the date the Executive Director makes such a purchase.

**6. Competitive Process**

(a) Purchases Not Exceeding $10,000

No competitive process is required for purchases of supplies, goods, materials, furnishings, equipment and other personal property not exceeding $10,000. A purchase order is required for the purpose of placing the order with the vendor and should accurately reflect all terms and conditions of the purchase. A copy of the purchase order shall be retained on file in the JPA office.

(b) Purchases Greater Than $10,000 and Not Exceeding $50,000

A Vendor Request for Quote from three vendors is required for purchases of supplies, goods, materials, furnishings, equipment and other personal property greater than $10,000 and not exceeding $50,000. Purchases shall be made from the responsible vendor offering the best value to the JPA as determined by the Board of Directors. A purchase order is required for the purpose of placing the order with the vendor and should accurately reflect all terms and conditions of the purchase. A copy of the purchase order shall be retained on file in the JPA office.

(c) Purchases Greater Than $50,000

Informal bids are required for purchases of supplies, materials, goods, furnishings, equipment and other personal property greater than $50,000. The bid is solicited from a minimum of three vendors for a particular commodity and the bid is received by a stated deadline in writing, by fax, or by email. Verbal quotes are not acceptable. Nothing herein shall preclude the Executive Director from soliciting formalbids if deemed in the best interest of the JPA to do so.

(1) Call for Bids

The Executive Director shall solicit bids from prospective vendors either verbally, by email, by fax or US mail, providing uniform specifications for the articles to be purchased and stating the deadline for receipt of bids, and shall document the solicitations.

The Executive Director shall document all bids on quotation forms used for that purpose. Any bids received after the deadline shall be documented as late bids and shall not be considered.

(2) Evaluating Bids

The Board of Directors shall review and evaluate the bids to determine the responsible bidder offering the best value to the JPA, considering the quality of the items offered and their conformity to the specifications, delivery and discount terms, freight charges, any applicable JPA preferences, any conditions attached to the bid, and any other information the Board considers pertinent.

(3) Awarding or Rejecting Bids

The Board may:

(a) Award the bid to the responsible bidder offering the best value to the JPA;

(b) Waive minor bid irregularities and accept a bid;

(c) Reject any bid in the event of omissions, irregularities, or errors;

(d) Reject any bid if the Board determines that the bidder is not responsible;

(e) Reject all bids and determine whether or not to repeat the bid process.

**C. DISPOSAL OF SUPPLIES, GOODS, MATERIALS, FURNISHINGS AND OTHER PERSONAL PROPERTY**

**1. Surplus Property of Value**

The Board will determine and certify if surplus equipment, materials and supplies are obsolete and no longer needed or of use to the JPA. The Executive Director shall sell, transfer, donate, or exchange the surplus property as directed by the Board of Directors.

**2. Surplus Property of No Value**

Items of surplus property inspected by appropriate qualified staff and found to be beyond economical repair or of little or no value shall, at the discretion of the Executive Director, be disposed of in any manner the Executive Director deems appropriate.

**D. CONTRACTS for SPECIAL SERVICES**

Public Contract Code §§ 20810 et seq. authorizes the JPA to contract for special services with persons specially trained, experienced, expert, and competent to perform special services in the fields of accounting, administration, ambulance, architecture, custodial, economics, engineering, finance, insurance, labor relations, law, maintenance, mechanics, medicine, planning, science, technology, and other services which are incidental to the operation of the JPA. Such special services do not include contracts for public work.

The JPA is authorized to use either of two alternatives. Under § 20812(b), the JPA may follow the contracting procedures used by El Dorado County, which are set forth below as section 1. Alternatively, the JPA may use the procedures under § 20810(c), which are set forth below as section 2.

**1. Alternative #1, contracting procedures followed by the government of El Dorado County; Public Contract Code § 20812(b):**

(a) Authority

The Board and the Executive Director have authority to engage independent contractors to perform services for the JPA and its offices and enter into facility rental agreements for meeting rooms, storage space, and parking spaces for the JPA and its offices.

The Executive Director may enter into contracts without prior Board approval for services approved under the annual budget, provided the total contract amount does not exceed $5,000, and may enter into contracts for services that do not exceed $50,000 or the amount allowed by Government Code 25502.3, whichever is greater, with prior Board approval. Contracts in excess of the Executive Director’s authority shall be executed and amended by the Board.

(b) Authority for Blanket Purchase Order Releases

A blanket purchase order may be used to authorize purchases of services required on an as-needed basis over an extended period. Individual purchase orders must be issued to confirm and document purchases made under the authority provided by a blanket purchase order.

(c) Emergency Purchase of Services

Emergency purchases of services may be made by the Executive Director, or when the Executive Director is not immediately available, by his or her designee. Emergency purchases that exceed the Executive Director’s authority shall be reported to the Board by the Executive Director as soon as possible and no later than ten (10) days from the date of the purchase.

(d) Written Contract Required

All services provided to the JPA shall be pursuant to a written contract meeting all legal requirements of the JPA. Written contracts for services, including purchase orders and blanket purchase orders, must be signed by the Executive Director or the Board President, as applicable, and the contractor.

(e) Competitive Process Not Required

The Board and the Executive Director may contract for services without advertising for bids or seeking proposals.

State and federal selection criteria often apply to agreements using state or federal funds. Where state or federal funding is involved, state and federal regulations must be consulted for competitive bidding requirements and for specific contract provisions that may be required.

The contractor selection method used may depend on such factors as the nature of the services, when the services are needed, estimated cost of the services, whether it is an emergency situation, or the availability of an already existing contracting source.

The contractor selection may be made by a formal process (Request for Proposals, Invitation for Bids, Request for Qualifications), by an informal process (advertising, telephone bids, quotes, interviews) or by considering only one provider.

Competitive processes are initiated by the Executive Director when deemed in the best interest of the JPA to do so.

(f) Request for Bid

A request for bid may be used for the procurement of services when the service is clearly defined by technical specification, description, or mechanical skill, such as janitorial services. The guideline is “Here is exactly what we want, how much will you charge us?” The process may be formal or informal and award is made to the lowest responsive responsible bidder. The processes for calling for and opening formal and informal bids are defined and outlined above.

(g) Evaluating Bids for Services

The Executive Director shall review and evaluate the bids for the purpose of determining the lowest responsive responsible bidder, considering the conformity of services offered to the specifications, discount terms, any conditions attached to the bid, and any other information considered pertinent to the decision-making process.

(h) Awarding or Rejecting Bids for Services

After evaluating the bids, the Executive Director (for bids not exceeding $50,000 or the amount allowed by Government Code 25502.3, whichever is greater), or the Board (for bids exceeding $50,000 or the amount allowed by Government Code 25502.3) may:

(1) Award the bid to the lowest responsive responsible bidder;

(2) Waive minor bid irregularities and accept any bid;

(3)Reject any bid in the event of omissions, irregularities, or errors;

(4) Reject all bids and determine whether to repeat the bid process until a lowest responsive responsible bidder can be determined.

For formal bids, the Executive Director shall notify the bidders of the bid results in the manner indicated on the bid solicitation and shall post the bid results for public viewing. The notice shall include the apparent low qualified bidder, a description of the services to be provided, other pertinent bid information, and the date on which the award will be made.

(i) Executing Contract

After awarding the bid, the Executive Director may thereafter execute a contract with the successful bidder that meets all JPA contracting requirements.

(j) Request for Proposal

A Request for Proposal (RFP) may be used for the procurement of systems and professional services when the award may be based upon criteria other than price alone.

(k) Initial Meeting

The Executive Director shall conduct an initial planning session to:

* + - identify what the consultant is to accomplish
    - identify specific questions to be answered
    - designate a proposal evaluation team
    - develop evaluation criteria
    - develop a list of prospective consultants

(l) Draft RFP

The Executive Director will produce a draft RFP for the Board’s review and approval.

(m) Release of RFP

The Executive Director shall solicit sealed proposals from a list of prospective vendors identified in the planning process, and any other interested vendors, and publish a notice of request for proposals in a newspaper of general circulation in the County. The notice shall include a general description of the project or services requested, shall state the deadline for receipt of proposals, and shall state the time and place for the opening of proposals.

(n) Evaluating Proposals

Proposals must be received by the advertised deadline. Late proposals will be returned unopened to the respondent.

Proposals received by the advertised deadline will be initially reviewed by staff to make sure the minimum, mandatory and administrative requirements of the RFP are met. Those proposals not meeting the minimum, mandatory and administrative requirements are rejected by formal letter from the Executive Director and are not further reviewed in the evaluation process.

Those proposals remaining after the initial review are then presented by the Executive Director to the evaluation team for in-depth evaluation as set forth in the request for proposal.

(o) Awarding Proposal

Upon completion of the evaluation of the proposals by the evaluation team, the Executive Director shall notify the proposers of the evaluation results in the manner indicated on the request for proposal and post the results for public viewing. The notice shall include the date on which the award will be made by the Executive Director or the Board of Directors, as appropriate.

The awarding authority may:

a. Award the proposal in accordance with the evaluation team’s recommendation;

b. Waive minor proposal irregularities and accept any proposal;

c. Reject all proposals and determine whether to repeat the process.

(p) Executing Contract

After awarding the bid, the Executive Director may thereafter execute a contract with the successful bidder that meets all JPA contracting requirements.

(q) Request for Qualifications

A Request for Qualification (RFQ) may be used to identify potential contractors when the JPA requires services where the Request for Bid or Request for Proposal process is either not appropriate or not practical.

The Executive Director shall conduct an initial planning session to:

* + - identify the nature of the services to be provided;
    - identify the desired qualifications;
    - designate an evaluation team;
    - develop evaluation criteria;
    - develop a list of prospective consultants.

The Executive Director shall solicit written statements of qualifications from prospective vendors identified in the planning session or any other interested vendors, and cause a notice of request for statements of qualifications to be published in a newspaper of general circulation in the County. The notice shall include a general description of the desired qualifications and services requested, and shall state the deadline for receipt of the statements of qualifications.

The Executive Director shall provide statements of qualifications received by the advertised deadline to a designated evaluation team for review. Responses received after the deadline shall be returned unopened to the respondent with notice that the response was not received by the stated deadline. Under no condition will late responses be accepted.

The evaluation team shall conduct a review of the statements of qualifications received. The team may interview the most qualified prospective vendors. Criteria such as relevant experience, qualifications of personnel assigned, and availability should be used to evaluate the statements of qualifications.

Upon completion of the evaluation of the statements of qualifications, the evaluation team may recommend one or more vendors to the requesting department(s). Requesting department(s) shall work with the Executive Director to negotiate desired contract(s) with the most qualified vendor(s).

(r) Contracts over $100,000

Except as provided herein, for any contract over $100,000 the contractor selection process must include a review of the scope of services and the contractor’s professional qualifications. This review shall be performed by a group of individuals uniquely qualified to judge the contractor’s ability to perform the services. The group must include at least one representative from the Board or from outside the JPA.

When a contract amendment is contemplated for an original contract under $100,000 that will cause the contract to exceed $100,000, the Executive Director or designee shall review the selection process used for the original contract and when appropriate shall require a review of the scope of services and the contractor’s professional qualifications by a qualified individual from the Board or from outside the JPA. Such review shall occur prior to the execution of the amendment and performance of any work by the contractor.

Any process used for the selection of a contractor(s) for contracts in excess of $100,000 must have occurred within three years of the date of the proposed contract or contract amendment.

When appropriate, and with concurrence from the Board, the Executive Director may waive the requirements set forth in this section.

This section is not applicable to contracts for legal services.

(s) Bidders List

The Executive Director shall maintain a list of vendors by commodity and service category. This list shall be updated on an on-going basis and utilized to notify vendors of invitations for bids and requests for proposals on various goods and services.

All vendors desiring to provide goods or services to the JPA shall complete and submit a bidder’s list application as provided by the Executive Director.

In those categories in which there are no vendors on the bid list or a very limited number, the Executive Director shall be responsible for researching and creating a list of potential sources.

(t) Removal from Bidders List

Removal of a vendor from the bidders list may be for:

* + failure to respond to more than three consecutive formal invitations to bid;
  + failure to respond responsibly to more than three notices to bid;
  + failure to perform after an award of a bid; or
  + other reasons that show the bidder to be non-responsive or non-responsible.

The Executive Director must review and approve the removal of a vendor from the bidders list. The Executive Director shall notify the vendor in writing that said vendor has been removed from the bidders list.

Vendors removed from the bidders list shall have an opportunity to request reinstatement at any time, and may submit a bid notwithstanding if they have been removed from the list. The request for reinstatement must be submitted to the Executive Director on such forms as provided by the Executive Director.

(u) Reporting and Records Requirements

(1) Reporting Requirements

The Executive Director shall submit to the Board a report of procurement and contracting activity annually. The content of the report shall be as directed by the Board.

(2) Records Requirements

The Executive Director shall maintain all records developed pursuant to the provisions of the JPA purchasing policy.

**2. Alternative #2, contracting procedures under Public Contract Code § 20812(c):**

(a) When the expenditure required for the service contract exceeds twenty-five thousand dollars ($25,000), it shall be contracted for and let to the lowest responsible bidder. If two or more bids are the same and the lowest, the Board may accept the one it chooses.

(b) The notice inviting bids shall set a date for the opening of bids. The first publication or posting of the notice shall be at least ten (10) days before the date of opening the bids. Notice shall be published at least twice, at least five days apart, in a newspaper of general circulation in the JPA Service Area, or if there is none, it shall be posted in at least three public places in the JPA Service Area. The notice shall distinctly state the services to be performed.

(c) The Board may reject any bids. If the Board rejects all bids, it may either re-advertise or adopt a resolution, by majority vote, declaring that the services can be performed more economically by the JPA’s employees or obtained at a lower price in the open market. Upon adoption of the resolution, the Board may undertake the services contract without further complying with this section.

(d) If no bids are received, the Board may undertake the services contract without further complying with this section.

(e) In case of an emergency, the Board may, by majority vote, take action to repair or replace a facility, take any directly related and immediate action required by that emergency, and procure necessary equipment, services, and supplies for those purposes, without giving notice for bids.

The Board may, by majority vote, by resolution or ordinance, delegate to the Executive Director the authority to order any necessary action set forth in the paragraph above.

Before the Board takes action, it shall make a finding, based on substantial evidence set forth in the minutes of its meeting, that the emergency will not permit a delay resulting from a competitive solicitation for bids, and that the action is necessary to respond to the emergency.

**E. RECORDS**

The location of purchasing records developed pursuant to the provisions of this policy shall be in the office of the JPA. All such records including, but not restricted to, bid documents and purchase orders shall be open and available for perusal by all members of the public and government.

**ReportingPOLICY NUMBER: 3040**

I. POLICY

A. The Executive Director shall develop a report to summarize incurred expenses to date for each member agency and JPA administration as well as an overall summary. At a minimum, these reports shall be provided to the JPA Board on a semi-annual basis.

B. The Executive Director shall be responsible to analyze significant budget variances to determine causes. Significant variances from anticipated expenses shall be reported to the JPA Board of Directors.

C. Appropriate action(s) shall be taken by the Executive Director , and/or the JPA Board of Directors to monitor and control expenses. Every effort will be made to maintain expenditures to within budgeted amounts.

II. PURPOSE

The purpose of this policy is to provide a mechanism for monitoring actual expenses in relation to approved annual budgets on a regular periodic basis in order to remain cost effective and efficient.

III. PROCEDURE

**POLICY TITLE: FINANCIAL TRANSACTION REPORTING AND ACCOUNTABILITY**

**POLICY NUMBER: 3050**

I. POLICY

All financial transactions shall contain detailed information that is accurately documented and processed through a multi-tiered review and approval process that will result in clear and verifiable accountability for ambulance expenditures and reimbursements.

II. PURPOSE

To establish procedures that the JPA and its contracting fire agencies shall follow to insure ambulance expenditures and reimbursements are thoroughly examined, correctly documented and reviewed for accurate financial transactions to be achieved.

III. PROCEDURE

JPA Member Agencies shall maintain a financial transaction system that includes:

1. Supervisor and management review and approvals of time cards.
2. Accurate payroll tracking, coding, accounting and billing of employee wages, operating expenses and JPA reimbursement requests.
3. Management oversight of expenditures and accounting procedures for internal auditing controls.

In July of each new fiscal year (FY), JPA Member Agencies shall report to the Executive Director:

1. The salary and benefit package costs for a total straight-time hourly rate as well as a total overtime rate of pay for the named employees they will be seeking to have reimbursed for services rendered for the JPA.
2. Anticipated raises, step increases and added benefit package costs that are to occur over the course of the FY shall also be included in the report.
3. When seeking reimbursement for training courses, contracting fire agencies shall provide the Executive Director upon request, the name(s) of the firefighter- paramedics/EMTs who received the training, the employee’s over-time rate of pay, and copies of their course completion certificates.

**OPERATIONAL POLICIES**

**POLICY TITLE: Emergency Vehicle Driver Operator**

**POLICY NUMBER: 4010**

I. POLICY

The JPA shall operate its ambulances with firefighter paramedics/EMTs who are selected based on their maturity, appreciation of public safety, their ability to satisfactorily complete an emergency vehicle operations course and have a desire for continued professional development. It is the expectation that employees of Member Agencies that provide services to the JPA will be held to the same standards.

II. PURPOSE

To establish guidelines for the selection of ambulance drivers, the design of emergency vehicles, operations, training, curriculum, and ongoing professional development.

III. PROCEDURE

A comprehensive emergency vehicle operations program includes several key elements and those include driver selection criteria, health, experience, education and continued professional development. To achieve these key elements the following guidelines for JPA employees have been established.

1. Driver selection criteria:
   1. Drivers must be over the age of 18.
   2. Have demonstrated experience and maturity through a driving record that is free of significant and repeated traffic violations.
   3. Are in sound physical health.

B. Driver training and education:

1. JPA Employees must successfully complete a recognized emergency vehicle operations program which includes, but is not limited to, the following:

a. A minimum of four hours of classroom training concentrating on defensive driving, legal aspects of emergency vehicle operations, physical dynamics and review of departmental emergency vehicle response guidelines.

b. Four hours on an emergency vehicle operations course which may include, but is not limited to, a skid pan exercise, lane changing, parking, left and right emergency turns, backing and vehicle/object avoidance.

C. Professional development:

1. Annual review of driver training performance and DMV record check per each member agencies’ policy.

2. Annual legal update of additions and changes to the California Vehicle Code and other applicable codes.

3. As deemed appropriate, taking corrective action of an employee found “at fault “for an on-duty traffic collision per the employee’s agency policy.

**POLICY TITLE: Medic Unit Radio Designation**

**POLICY NUMBER: 4020**

I. POLICY

JPA member agencies shall utilize the following criteria to assign numbering designations for their medic units.

II. PURPOSE

The purpose of this policy is to describe the method utilized to determine the radio number designation of medic units within the JPA.

III. PROCEDURE

A. Each medic unit shall be assigned a unique number radio designation. The number designation shall be utilized in all radio communications.

B. The number designation of each primary medic unit shall be determined by the unit’s primary location.

C. The number designation of a reserve unit shall be determined by the unit’s primary location.

D. The reserve unit number designation shall only be utilized when the reserve unit is activated in addition to the regular medic unit. When the reserve medic unit is utilized as the primary unit, the reserve unit shall be designated by the primary unit’s designated number.

E. Medic units will be fitted with aluminum slide in plates on all four sides of the vehicle identifying their medic unit number.

F. When a medic unit is out of service, an “Out of Service” sign shall be displayed on all four sides of the vehicle. Criteria for an Out of Service designation include the following:

1. The medic unit is not in a mechanical response ready condition as outlined in JPA policy it shall be placed “OUT OF SERVICE”

2. The medic unit is currently not staffed with the minimum requirements of personnel as outlined in policy

3. The medic unit is being moved between stations, and/or to and from maintenance shops.

**POLICY TITLE: Medic Unit Staffing Requirements**

**POLICY NUMBER: 4030**

I. POLICY

All JPA medic units must maintain appropriate staffing levels at all times, per the procedures outlined in this policy.

II. PURPOSE

The purpose of this policy is to ensure that all medic units are staffed appropriately with personnel capable of responding to requests for medical assistance.

III. PROCEDURE

A. A minimum of two (2) prehospital care personnel shall be assigned to an ambulance at all times.

B. A paramedic ambulance shall be capable of providing advanced life support (ALS) care and shall be staffed at all times with, at a minimum:

* + - * + One (1) state licensed and locally accredited paramedic at all times
        + One (1) certified and locally accredited EMT-1

C. A basic life support (BLS) ambulance shall be staffed at all times with, at a minimum two (2) certified and locally accredited EMT-1s.

D. A critical care transport (CCT) ambulance shall be staffed at all times with, at a minimum, a registered nurse competent in emergency and/or critical care, a state licensed and locally accredited paramedic, and an approved driver.

E. Non-medical Ambulance Response

The JPA maintains three (3) Paramedic ambulances. Each ambulance is staffed with two people. One person is funded with JPA funds and one person is funded with Member Agency funds. Each unit is assigned to a Member Agency fire station, and functions as part of that crew for all calls per the Member Agency policies and procedures.

**POLICY TITLE: Security**

**POLICY NUMBER: 4040**

I. POLICY

JPA member agencies and their employees shall utilize the security measures that have been implemented to secure vehicles and equipment.

II. PURPOSE

To provide direction on the use of security measures that will enhance the ability to safeguard vehicles and equipment from theft and vandalism.

III. PROCEDURE

Effective security measures begin with each employee being aware of their surroundings, practicing good crime prevention techniques, and utilizing the security systems the JPA has implemented.

A. Situational Awareness

Because crimes of theft and vandalism can occur in any setting and under a multitude of circumstances, it is important to never let your guard down. While on duty:

1. Be aware of your surroundings and consider the history of criminal activity in the area.

2. Be on alert for indicators that a threat exists.

3. React to eliminate those threats by reporting suspicious people to law enforcement, utilizing the medic units locking systems and when possible park in illuminated area.

B. Crime Prevention Techniques

Criminals are often drawn to those favorable opportunities and situations where they can commit a crime and avoid detection and capture. Some proven strategies for deterring crime include:

1. Do not leave vehicle doors unlocked and open with expensive equipment visible.

2. Avoid leaving vehicles and equipment unattended.

3. Call for assistance (Fire-Police-Sheriff) when needed to stand guard.

4. Safeguard vehicle ignition keys and cabinet key

**POLICY TITLE: System Status Management Plan**

**POLICY NUMBER: 4050**

I. POLICY

The JPA will continually make improvements to our System Status Management Plan for enhanced delivery of high quality, advanced life support services.

II. PURPOSE

The EMS System Status Management Plan was created to facilitate communication and coordination between varying agencies and disciplines, identify roles and responsibilities of each contributing agency, and provide guidance on medic unit operations that will achieve superior performance through timely and effective deployments.

III. PROCEDURE

Advanced Life Support (ALS): A ground ambulance staffed by at least one paramedic (Medic) and equipped to provide advanced life support consistent with county, state, and federal laws, ordinances, regulations, policies and procedures.

At Scene: For the purposes of this policy and procedure, “At Scene” denotes the medic unit has arrived and the wheels of the vehicle have come to a stop. This description meets our contractual agreement with the County for response time requirements.

Basic Life Support: A ground based ambulance staffed with Emergency Medical Technicians (EMT-1) and equipped to provide basic life support in compliance with all local, state, and federal laws, ordinances, regulations, policies and procedures.

Emergency Medical Services Agency (EMSA): A county agency that oversees emergency medical services in the county.

Geographic Service Area (GSA): A specific area within the JPA Response Area where medic units are assigned to provide ambulance service.

Joint Power Authority (JPA) Response Area: Those areas within the County of El Dorado where direct responsibility for ambulance service is defined by contract with the County of El Dorado.

Move-up: A term used to denote the strategic movement of a medic unit to a specific location, and/or GSA for continued service and required response time capability.

Peak Demand: The required number of medic units needed for a given period of time to meet call demands 90% of the time. Peak demand is based on the time standard of one hour from the moment of dispatch, through service delivery to the point the time the medic unit is once again available for service in its geographic service area (GSA). Rural systems will have larger GSA’s and with that more medic units are needed to meet Peak Demands.

System Status Management: The art and science of matching the production capacity of the EMS system to the ever changing patterns of demand placed on the system.

System Status Plan: An algorithm for the online management of system deployment and re-deployment of medic units.

Unit Demands: Peak demand on a particular medic unit working a GSA.

A. Resources:

1. JPA resources consist of approximately 37 licensed paramedics, public safety-medical Communication Operators, a Dispatch Center, and 6 medic units that are equipped with a variety of advanced medical equipment.

2. Serving our region, air ambulance helicopter service is provided by CALSTAR and CARE FLIGHT. The California Highway Patrol staffs one rescue helicopter with hoist capability.

B. Training and Apparatus Maintenance:

An effective and efficient system begins with highly trained and experienced personnel who are equipped with well-maintained and reliable vehicles and equipment. The JPA is dedicated to providing a robust training program that expands the knowledge, experience and skills of its employees. Vehicles and equipment shall be regularly inspected and maintained for optimal performance and reliability. Maintenance procedures are outlined in member agency policy.

C. Medic Unit Staffing Requirements:

By contractual agreement with the El Dorado County Public Health Department – Emergency Medical Services Agency, we must satisfy certain ALS ambulance response time requirements for defined areas of the county.

Exceptions to these time requirements are allowed for unavoidable situations such as disaster events, communication failure, adverse traffic conditions, and severe weather conditions, to name a few. The time requirements and exception waivers can be found in the Master Contract between the County of El Dorado and the JPA.

D. System Status Levels:

System status levels have been established to provide guidance on the management of JPA resources to maximize effectiveness for GSA coverage and response times. The Dispatch Center or the Duty Officer has the authority to deviate from this guidance depending on the circumstances. The JPA deploys three (3) medic units, 24/7/365 to cover CSA 3.

The system has the capacity to staff additional medic units for disaster events, long distance transfers, system draw down, and to stand-by at special events. The system is very fluid and medic unit status can run the spectrum of medic unit availability.

As the system is drawn down of available medic units, it is essential that strategic move-ups be considered to maintain coverage of those GSAs that, historically, have the highest probability of calls for service, and from which medic units can be deployed for a timely and efficient response. Calls for service and GSA data have been analyzed to determine the priority in which each GSA should be maintained with coverage. That analysis is depicted below.

The system status shall be defined as follows:

I. POSTING ASSIGNMENTS

A. Normal posting assignments of medic units

1. Medic 1 at SLT Fire Station #1

2. Medic 3 at SLT Fire Station #3

3. Medic 7 at LV Fire Station #7

4. Medic 2 (Reserve) at SLT Fire Station #2

5. Medic 6 (Reserve) at LV Fire Station #6

6. Medic 5 (Reserve) at LV Fire Station #7

II. FIRST-IN RESPONSE ZONES

A. Medic 1

• All of District 1

• The East portion of District 2 from Trout Creek to the West boundary of District 1

• District 6 from the boundary of District 1 up to and including Golden Bear

B. Medic 3

• All of District 3

• The West portion of District 2 from Trout Creek to the Eastern boundary of District 3

• All of District 73

• All of District 9 (Fallen Leaf)

• East along Lake Tahoe Blvd. up to and including Angora Highlands and Boulder Mountain

• South along Hwy 50 (Emerald Bay Road) up to and including Jewel Road

C. Medic 7

• All of District 7

• All of District 8

• Alpine County and Kirkwood

• District 5 North up to but not including Boulder Mountain

III. SECOND-IN RESPONSE ZONES

A. Medic 3

• Whenever Medic 1 is unavailable within its first-in area, Medic 3 responds to all medical emergencies in Medic 1’s area

• Whenever Medic 7 is unavailable within its first-in area, Medic 3 responds to all medical emergencies in Medic 7’s area

B. Medic 1 and Medic 7

• Whenever Medic 3 is unavailable within its primary response zone, Medic 1 shall respond to all medical emergencies within the South Lake Tahoe City limits up to the East side of the “Y” and Medic 7 shall respond to all medical emergencies within the County portions of CSA #3 and the City limits up to the west side of the “Y”

III. Third in Response Plan:

Whenever two of the three medic units (1, 3, and 7) are committed, the available medic unit will proceed to or remain in CSA area 3 for coverage of all response areas.

Whenever all three medic units (1, 3, 7) are committed, contract agencies will notify dispatch if Medic-2 and/or Medic-6 is staffed and available for response. (Article XIV-Backup Unit Coverage Requirement page 28 of contract).

If all units are unavailable dispatch will notify Tahoe Douglas and request a medic unit move to SLTFD Sta. #2 for CSA 3 coverage.

IV. Strategic Move-ups and Assignments:

System Status Management is an on-going planning process that involves not only a reaction to what is taking place, but also an intuitive examination of what future needs might include. As drawdowns occur, planning for current and future ALS service needs can be accomplished by taking into consideration the following factors:

• Numbers of units committed at any given time • Call volume (below, at, and/or above normal for that period) • The nature of the ALS calls (traffic collisions, MCI’s, and major injury patients) • Turn-around time for units to return to service (out-of-county transports) • Remoteness of current calls (rural and wilderness settings) • Time , day of the week , holiday periods • Weather conditions (rain ,snow) • Special events that are taking place (New year’s eve) • Emergencies such as fires, crime scenes, hazmat spills, etc.

Dispatch or the Duty Officer may deviate from the normal Post assignments when extenuating circumstances occur (i.e. MCIs, disaster events, and etc.).

Move-up assignments should be given to the closest available medic unit to minimize any delay in achieving a higher system status level.

V. Patient Transfers:

The JPA provides ALS services for patient transfers between a variety of facilities and destinations in our region.

A. Specific Instructions to dispatch:

1. Emergency Transfer requests are to be considered “Priority-3 urgent” with a 15 minute response time. Emergency Transfer requests will not be delayed due to unavailability of the “up” agency or commitment of resources to other incidents or IFT’s.

2. Code 2 IFT requests, regardless of destination, shall be filled with the medic unit that is up in rotation for IFT response.

VI. Mutual Aid:

Occasionally a request will come from Tahoe Douglas or Alpine county.

A. Specific instructions for Medic Unit personnel responding to mutual aid in Tahoe Douglas or Alpine County:

1. Upon leaving El Dorado County advise dispatch that the unit will be switching over to the appropriate frequency.

2. Come up on the Douglas or Alpine frequency respectively and advise the availability for assignment and proceed as directed.

VII. Call-Backs:

The provider agency chiefs have the discretion to call-back employees to staff additional medic units, as deemed necessary, to maintain System Status levels.

A. Triggers for initiating a call-back:

Pending IFT’s with greater than a 2 hour mission response time may be staffed with a call back unit.

B. Procedures for call-backs:

The on duty officer of the effected agency will page out to staff reserve medic units.

XIII. Operational Overview:

Requests for an ALS ambulance usually begin with a 911 call (either by landline or cellular phone) to a Public Safety Answering Point (PSAP). There are three PSAPs in El Dorado County: the El Dorado County Sheriff’s Communication Center (Central Dispatch), Placerville Police Department Dispatch Center, and the South Lake Tahoe Police Department Dispatch Center. ALS requests can also been received over a public safety radio frequency from a public safety agency.

Dispatched medic unit(s) and fire agency resources respond to the scene and provide ALS services to stabilize the patient for transport. The System Status Management plan is designed to make strategic movements of medic units to respond to ALS calls within defined response times.

It is not uncommon for patients to refuse treatment from medics and fire personnel. If the patient appears to be able to make a competent decision on his-her medical care, the patient shall be asked to sign a release waiver. If the patient is incompetent to make such a decision because of a mental illness or dysfunction and/or substance abuse, the local law enforcement agency with jurisdiction will be summoned to the scene to evaluate the patient for a 5150 Welfare and Institutions Code (W&I) mental health commitment. If the patient is placed under a 5150 W&I hold by a law enforcement officer, the officer may direct medics to provide ALS services and transport the patient to a medical hospital for further treatment.

Patients will be evaluated for transportation to the most appropriate receiving medical facility. In some instances, the patient’s injuries or medical condition may require use of an air ambulance helicopter.

XIV. Operational procedures:

The following procedures were developed utilizing many years of past experiences and should be used to help guide personnel actions to achieve optimum performance.

A. Dispatch Procedures: Upon receiving an ALS request, the following guidelines shall be followed;

1. The Call Taker will initially question the Reporting Party (RP) for basic call information: verification of emergency location, verification of RP call back phone number, and basic type of emergency. The Call Taker will then enter the call into the Computer Aided Dispatch (CAD) Pending Events for the Initial Dispatcher.

2. The Initial Dispatcher will dispatch the appropriate resources to the emergency, based on the predetermined response plan.

3. While the Initial Dispatcher is dispatching resources to the emergency, the Call Taker continues to question the RP using the Medical Priority Dispatch System (EMD) Protocols

4. Upon confirmation of responding resources, the dispatcher will give the responding resources additional pertinent information about the call, and reduce the resources to Code 2, if appropriate.

5. All further radio traffic, such as resource status changes and transport status, shall be conducted on the appropriate command channel if utilized.

B. Medic Unit Procedures: To meet contractual response time requirements between El Dorado County and the JPA, the below listed guidelines shall be followed by all medic units.

1. Posting: When dispatch requests a medic unit to move up and cover a geographic response area (GSA) the medic unit shall be en route immediately to their posting location and notify dispatch.

2. Locations: Medic units shall remain within 5 minutes of the dispatched move-up and cover locations at the discretion of the duty chief. Station 3 will be the posting location for move-up when there is one medic unit available. When two units are available they will post at their assigned stations.

3. Hospital: Medic units shall be available for dispatch within 10 minutes of arrival at the hospital. All medics shall clear the destination hospital within 30 minutes after arrival. Exception: Circumstances dictate a longer period at the hospital and the medic unit has informed dispatch.

4. Medic units shall maintain communication with dispatch and monitor their radio (appropriate local net and command frequencies) at all times.

5. Dispatch will indicate the response time for the GSA that the medic unit responded to. All medic unit personnel shall be aware of and report any exceptions to the maximum response time standards as established by the County and the JPA. Medic personnel shall use “exception” forms to complete their reports.

**POLICY TITLE: Technology**

**POLICY NUMBER: 4060**

I. POLICY

JPA employees and JPA Member Agencies and their employees shall utilize electronic devices and technologies to their fullest extent possible, given the circumstances, to improve efficiencies and effectiveness in delivering state-of-the-art advanced life support (ALS) medical care to patients.

II. PURPOSE

To achieve success with new and existing technologies it is essential that JPA employees and JPA Member Agencies and their employees:

* + 1. Receive training on their operation;
    2. Maintain the equipment in good working order and safeguard them from damage; and
    3. Utilize the technology to achieve maximum performance and capability.

III. PROCEDURE

1. Training: As new technologies are acquired, a training plan shall be developed that addresses the initial instruction, as well as on-going training that may be necessary. Following the training, employees shall be required to demonstrate proficiency with the new electronic device – technology for maximum operational capability. Such electronic device technology may include, but not be limited to, the following:
   * 1. Defibrillator monitors
     2. Cellular phones
     3. EPCR hardware (iPad and printer)
     4. Radios (mobile and portable), chargers and microphones
     5. Stryker gurney
     6. Suction devices
     7. Glucose testing
     8. Medical equipment installed in the medic unit
     9. Automated CPR devices
2. Maintenance: Electronic devices shall be maintained as required in product warranties and as directed by the Chief of the Fire Department or Executive Director. These devices shall be handled with care to reduce the potential for damage. Requests for service, and/or repair shall be made without delay, and in accordance with current service maintenance agreements and/or warranties and the Member Agency’s chain of command policy on such matters.

C. Utilization:

Electronic devices and technologies will be utilized as follows:

1. The iPad should be left in an inconspicuous place and easily accessible within the medic unit.

2. While operating the medic unit, the cellular phone and radios shall remain on.

4. Other electronic devices shall be operated as needed for patient care.

D. Internet

Instructions for the use of JPA funded internet and electronic devices are as follows:

1. JPA funded internet and computer systems are provided for official work related purposes. The JPA recognizes that employees may make incidental use of these systems for personal use. These uses will be treated no differently and may be accessed by management for a variety of reasons.

2. All information and data that is sent, received, viewed or stored on any JPA provided or approved system is not private and may be read, listened to or copied by an authorized agency administrator.

3. Employees accessing the internet using a JPA computer or personal computer shall not view, download or e-mail any material that may be considered as inappropriate, discriminatory, harassing, or offensive in nature.

**POLICY TITLE: Utilization of Medic Units at Special Events**

**POLICY NUMBER: 4070**

I. POLICY

Special events can attract large numbers of people and, depending on the nature and activities involved in the event, participants and attendees may be exposed to higher levels of risk for harm. When requested, and within our capability, the JPA will assign a medic unit(s) to special events on either a committed or stand-by status. A standard fee will be assigned to “for-profit,” committed, resource assignments.

II. PURPOSE

The purpose of this policy is to clearly define the conditions under which JPA funded medic units may be provided for special events held within the JPA’s service areas.

III. PROCEDURE

A. Request for Service

1. A medic unit may be provided upon submission of a written request for service by the event’s sponsor for a special event held within the JPA’s service area.

2. A written request for provision of a medic unit at a special event shall include:

a. Brief description of the event

b. Date(s) and hours when service is requested

c. Indication of for-profit or not-for-profit status

d. Indication of whether the request is for a medic unit assigned as a committed or non-committed resource

e. Name and phone number of contact person

B. Staffing

1. A medic unit provided for a special event will be staffed in compliance with medic unit staffing requirements (refer to System Status Management policy). Additional resources may be utilized for special events as determined according to operational and system needs.

2. Overtime personnel shall be utilized for a medic unit assigned to special events as a committed resource.

3. A medic unit assigned to a special event as a non-committed resource will be utilized in accordance with the System Status Management policy, to include appropriate move-ups.

C. Reimbursement

1. The JPA shall invoice the event sponsor of a “for-profit” for actual personnel costs incurred for a medic unit assigned to a special event as a committed resource.

2. There will be no reimbursement required for medic units assigned to special events as a non-committed resource.

3. An event sponsor of a “for Profit” event can appeal the assigned fee to the JPA Board, prior to the event taking place**.**

4**.** The JPA Invoice Fee may be waived by the contract agency after the contract has been completed, signed by both parties and approved by El Dorado County. A letter stating that “all costs associated with this contract will be the sole responsibility of the contract agency waiving the fee”, must be signed by the contract agency and attached to the original contract. Any transports incurred will be submitted for billing and collection by El Dorado County, regardless of the waiver of fees.

**POLICY TITLE: Inter Facility Transfers**

**POLICY NUMBER: 4080**

I. POLICY

The JPA will provide interfacilty transfer, (IFT) services under the following expectations

II. PURPOSE

To ensure the highest possible level of safety for both the member agency employees and the patients being transported between facilities, the following procedures have been established.

III. PROCEDURE

Inter-facility Transfers shall occur according to the following procedures.

1. The Member Agencies will take turns, one each, for inter-facility transfers. Only one staffed ambulance will be committed to an IFT at a time. The exception is an “Emergency IFT” which is treated as a 911 call, “Priority-3 Urgent” with a 15 minute response time. The “Emergency IFT” will not be delayed due to system status issues or which agency is “up” for the next transfer. A JPA ambulance will respond and facilitate the transfer.
2. In the event there are multiple IFT’s, the Battalion Chief or Shift Commander (whichever agency is up for the second IFT) will coordinate with Barton Memorial Hospital and the partner agency Battalion Chief/Shift Commander to facilitate the second transfer in a timely manner. This coordination may consist of calling back off-duty personnel, waiting for the original IFT ambulance to return or cross-staffing a reserve ambulance. There is no “one-size fits all” answer. The BC/Shift Commander, dispatch and E.R. Physician should work together to facilitate the second IFT.
3. Issues involving crew rest, meals, supervisor contact and other post-transfer details will be handled internally by the agency performing the IFT.
4. Other stipulations for IFT’s as noted in contract under Section II-General Service Provisions, Article I – General A. Scope of Service, and Section V-Standards of Service for Prehospital ALS, Article XI – Response Time Standards.

### PERSONNEL POLICIES

#### POLICY TITLE: Communicable Disease and Prevention Policy

**POLICY NUMBER: 5010**

I. POLICY

JPA member agencies shall maintain an injury and illness prevention policy that includes provisions that will insure compliance with Cal/OSHA’s Bloodborne Pathogens Standards 5193 and Aerosol Transmissible Disease Standard 5199.

II. PURPOSE

To implement universal precautions for all patient contacts to minimize potential risk of transmission of a communicable disease from patient to healthcare worker or vice versa.

III. PROCEDURE

The JPA and each of its member Agencies shall establish, implement and maintain an Injury and Illness Prevention Program that is compliant with Cal/OSHA (8 CCR 3203). In addition, the plan will include the provisions of Cal/OSHA’s Bloodborne Pathogens Standards 5193 and Aerosol Transmissible Disease Standard 5199 to prevent or minimize an employee’s occupational exposure to potentially infectious materials (OPIM).

**POLICY TITLE: Field Internships**

**POLICY NUMBER: 5020**

I. POLICY

Field internships may be made available to paramedic students sponsored by JPA member agencies, where such students have a reasonable expectation of working within El Dorado County upon completion of field internship. Field internships may be made available for paramedic students from outside El Dorado County on a case-by-case basis, at the discretion of each sponsoring member agency.

II. PURPOSE

To implement a consistent process for providing field internship and accreditation experiences to paramedic students within JPA member districts.

III. PROCEDURE

A. A field internship may be made available to a paramedic student who is sponsored by a JPA member department and who has a reasonable expectation of working within El Dorado County upon completion of field internship.

1. Only paramedic students from a primary training program approved by the State EMS Authority will be accepted for field internship.

2. Field internships will be arranged through the Member Agency Fire Department in coordination.

B. A field internship may be requested by a JPA member Fire Department for a paramedic student who is from outside El Dorado County at the discretion of the Fire Department. Consideration of such requests will be on a case-by-case basis.

1. In such circumstances, the student and/or the primary training program shall be responsible to reimburse the JPA for provision of the field internship experience (refer to Policy #503).

2. A paramedic intern from outside El Dorado County may perform only those skills and procedures included in the State scope of practice (refer to Policy #102).

3. Only paramedic students from a primary training program approved by the State EMS Authority will be accepted for field internship.

4. The interning fire department will be responsible to notify the local EMS Agency of the field internship in writing. Notification shall include:

a. Student’s name

b. Name of primary training program

c. Internship assignment

C. A field internship shall consist of a minimum of 480 hours and a maximum of 960 hours.

1. Performance evaluations shall be completed by the FTO as required by the primary training program using state approved field internship evaluation forms and criteria.

2. The interning agency shall be responsible to promptly report any difficulties during field internship to the primary training program.

D. A paramedic internship may perform only those skills and procedures included in the State Scope of practice (refer to policy #102) and the El Dorado County expanded scope of practice.

E. Only designated field training officer(s) may be utilized as field internship preceptors (refer to policy #503). The field preceptors shall be responsible for all patient care performed by a field intern under his/her supervision and to ensure compliance with all applicable policies and protocols.

**POLICY TITLE: Field Training Officers**

**POLICY NUMBER: 5030**

I. POLICY

The JPA shall maintain, as a whole, a designated minimum number of Field Training Officers (FTOs). Each member agency shall be responsible to maintain a minimum designated number of FTOs, in order to contribute to the JPA’s overall number of FTOs. FTOs shall be charged with orienting, educating, and evaluating field interns within the JPA Field Internship program.

II. PURPOSE

The purpose of this policy is to ensure that a mechanism is in place by which individuals can be provided with accreditation and/or field internship experiences by the most qualified field personnel and to provide financial support to those individuals supervising field experiences.

III. PROCEDURE

A. Designation

1. The JPA shall maintain, at a minimum, six (6) FTOs at all times. Of this number, each member agency shall maintain at least three (3) FTOs.

2. The JPA shall periodically request the Fire Departments to recommend individuals for FTO designation.

3. The JPA shall forward the names of recommended individuals provided by the Fire Departments to the Medical Director of the El Dorado County EMS Agency for approval.

4. The Medical Director of the EMS Agency shall officially notify the JPA and the respective employer when an individual has been approved as an FTO. Notification shall include the date the approval is effective and any requirements for renewal.

B. Upon receiving notification from the EMS Agency, the JPA shall officially designate an approved individual as an FTO.

C. The JPA and the respective employer(s) shall maintain a list of all designated FTOs.

D. Requirements to Maintain FTO Designation

1. Requirements to maintain status as an FTO shall be those contained in the El Dorado County EMS Agency Guidelines (Index 300).

2. Continuous FTO status shall be contingent upon the approval of the respective employer and the JPA.

E. Reimbursement

1. Field Internship

a. A standard stipend shall be paid to the JPA by the primary training program in the amount of $1000 for each field Internship prior to beginning the internship.

b. The $1000 is to be paid to the FTO upon completion of the field internship through the payroll process.

c. The Fire Department shall request reimbursement of the field internship stipend upon satisfactory submission by the FTOs of all required evaluations and/or additional documentation relative to the field internship.

d. The stipend for field internship may be waived upon agreement by all parties involved for those individuals employ

2. Local Accreditation

a. A standard stipend shall be paid to the FTO in the amount of $300 upon completion of the local accreditation process.

b. If the accreditation is abbreviated for any reason, the amount paid to the FTO is prorated based on the percentage of completion.

c. The Fire Department shall request reimbursement of the local accreditation stipend upon satisfactory submission by the FTOs of all required evaluations and/or additional documentation relative to local accreditation.

d. The stipend for local accreditation may be waived upon agreement by all parties involved for those individuals employed by JPA Departments.

3. Probationary Paramedic Preceptorship

a. A standard stipend shall be paid to the Preceptor in the amount of $300 upon completion of the Probationary Paramedic program.

b. The Fire Department shall request reimbursement of the Probation Paramedic program stipend upon satisfactory submission by the Preceptor of all required evaluations and/or additional documentation relative to the program.

**POLICY TITLE: Equal Employment Opportunity**

**POLICY NUMBER: 5040**

I. POLICY

CTESOA provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, the JPA complies with applicable state and local laws governing nondiscrimination in employment in every location in which the JPA has facilities. This policy applies to all terms and conditions of employment, including, but not limited to, recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

II. PURPOSE

CTESOA is an equal opportunity employer. CTESOA conforms to the spirit as well as to the letter of all applicable laws and regulations. In accordance with anti-discrimination laws, it is the purpose of this policy to effectuate all such principles and mandates.

III. PROCEDURE

1. CTESOA administers our EEO policy fairly and consistently by:
   * + 1. Posting all required notices regarding employee rights under EEO laws in areas highly visible to employees.
       2. Advertising for job openings with the statement “An Equal Opportunity Employer.”
       3. Posting all required job openings with the appropriate state agencies.
       4. Forbidding retaliation against any individual who files a charge of discrimination, opposes a practice believed to be unlawful discrimination, reports harassment, or assists, testifies or participates in an EEO agency proceeding.
       5. Encourages employees to report to a member of management, or a supervisor, any apparent discrimination or harassment.
2. As the means to achieve the goal of equal employment opportunity and to ensure that current practices do not have an undesired discriminatory effect, CTESOA will take steps to:
   * + 1. Ensure equal employment opportunity to all persons regardless of race, color, religion, ancestry, sex, genetic information, pregnancy, marital status, creed, national guard or reserve unit obligations, gender identity/expression, age, national origin, and disabilities, including but not limited to employee selection, promotion, training and development, compensation, termination, and disciplinary action.
       2. Ensure that all pre-employment inquiries and qualifying factors do not disproportionately screen members of one sex and that applicants will be judged fairly on their ability to perform the job.
       3. Ensure that promotion decisions are in accordance with principles of equal employment opportunity by imposing only valid requirements for promotional opportunities.
       4. Ensure that no such individual be denied participation in, benefits of or be subject to discrimination under any program or activity authorized by CTESOA.

**POLICY TITLE: Medical Examinations**

**POLICY NUMBER: 5050**

I. POLICY

In accordance with CTESOA’s employment procedures, each applicant is required to undergo a post-offer, pre-employment medical examination, physical test, and alcohol and drug screening. Any offer of employment from CTESOA is contingent upon, among other things, an applicant’s satisfactory completion of this examination and screening and a determination by CTESOA and its examining physician that the applicant is capable of performing the essential functions of the position that has been offered, with or without a reasonable accommodation.

As a condition of continued employment, employees are also required to undergo periodic medical examinations, physical tests, and alcohol and drug screening at times specified by CTESOA.

II. PURPOSE

CTESOA requires current employees and applicants to whom a conditional offer of employment has been extended to undergo medical examinations. Such examinations are necessary to ensure the safe operations of the CTESOA and to ensure that all applicants and employees are capable of safely performing their job duties and the essential functions of the position.

III. PROCEDURE

All individuals offered employment may be required to submit to a pre-employment medical examination and controlled substance test at CTESOA expense. The examining medical provider will be provided a description of the job involved to assist in a determination of the individual’s fitness to work.

Employment will not occur if a positive controlled substance test result is certified or if a qualified physician does not certify the individual as fit to perform the type of work required by the position applied for. Employment will not occur if the individual refuses to cooperate in the examination and testing.

Employees are also required, as a condition of continued employment to undergo periodic medical examinations, physical tests, and alcohol and drug screening at times specified by CTESOA, and as required pursuant to CTESOA drug and alcohol testing policies and procedures. Employees may also be required to have a medical examination on other occasions when the examination is job-related and consistent with business necessity. For example, a medical examination may be required when an employee is exposed to toxic or unhealthful conditions, requests an accommodation for a particular disability, or has a questionable ability to perform essential job functions due to a medical condition.

Medical examinations required by CTESOA will be paid for by CTESOA and will be performed by a physician or licensed medical facility designated or approved by the CTESOA. It should be understood that CTESOA receives a full medical report from its examining medical providers regarding the applicant’s or employee’s state of health. Medical examinations paid for by CTESOA are the property of the CTESOA, and the examination records will be treated as confidential and kept in separate medical files. However, records of specific examinations, if required by law or regulation, will be made available to the employee, persons designated and authorized by the employee, public agencies, relevant insurance companies or the employee’s doctor.

**POLICY TITLE: Probationary Period**

**POLICY NUMBER: 5060**

I. POLICY

The Probationary Period serves as an extension of the recruitment and examination process. During the probationary period, the supervisor and appropriate District Manager will review, examine and monitor the conduct, capacity, efficiency, skill, responsibility, integrity, and effectiveness of an employee to determine whether the employee is fully qualified for employment in the appointed classification and position.

II. PURPOSE

The Probationary Period serves as a period of time established by CTESOA after the hire or promotion of an employee, during which CTESOA and the employee evaluate whether a successful employment relationship can be created.

III. PROCEDURE

The length of the probationary period is 90 days.

Probationary period progress reports will be made by the supervisor and reviewed by the Executive Director on the appropriate form and may be made in increments of 30 days of performance. Probationary period progress reports are required on the following schedule: 30 days of employment, 60 days of employment.

A supervisor may extend an employee’s probationary period for up to 30 additional days, with the approval of the Executive Director. An extension of a probationary period must be made, and the employee notified in writing of the intent to extend the probationary period and the reason(s) for the extension, before the end of the initial 90 day probationary period.

If the work or conduct of a probationary employee is found to be below the standards acceptable to the Supervisor, the Supervisor will make a recommendation to the Executive Director to reject the employee from probation. The Executive Director will make the final determination. A decision to reject an employee from probation concludes the individual’s employment with the CTESOA, and is not subject to review or appeal, unless otherwise required by law.

A promoted employee who has attained regular status in a previous classification of CTESOA employment, who does not successfully complete the probationary period in the promoted class, will be returned to the former classification or a comparable classification, without right to appeal.

The effected employee will be granted an opportunity to informally discuss the decision to reject his/her probation, however, there will be no right to a formal review, appeal or hearing process. Part-time, trainee and provisional appointments are probationary throughout the term of employment.

**POLICY TITLE: Hours of Work, Overtime, and Scheduling**

**POLICY NUMBER: 5070**

I. POLICY

CTESOA establishes the time and duration of working hours as required by workload and workflow, CTESOA needs, the efficient management of employees, and any applicable law or bargaining agreement. As an ambulance service, CTESOA’s employee work hours may be any time twenty four (24) hours per day, seven (7) days per week.

II. PURPOSE

CTESOA is committed to observing all of its obligations under the Fair Labor Standards Act (“FLSA”) and other applicable law. These Policies, as well as all applicable provisions in MOUs and all CTESOA pay practices, shall comport with the FLSA, and shall be interpreted to ensure that the FLSA’s minimum requirements are met.

III. PROCEDURE

Hours of Work and Overtime

* + - 1. The minimum regular work week for all full-time employees is forty (40) hours in a seven (7) day period. CTESOA’s work week begins at 12:01 a.m. on Monday morning and ends at 12:00 midnight on Sunday night each week, unless otherwise determined by the Executive Director.
      2. Full time employees may be regularly scheduled for more than forty (40) hour per week. Overtime is defined as hours actually worked in excess of forty (40) hours in a week. Earned time off (“ETO”) taken shall not be computed as work performed for the purposes of determining overtime. Employees will be compensated for overtime only if such overtime was authorized by the Executive Director or Executive Director’s designee, and actually worked by the employee.
      3. CTESOA supervisory staff shall establish and may modify regular working hours for its employees. CTESOA may require employees to work overtime and to perform standby responsibilities. CTESOA will attempt to provide employees with reasonable notice when the need for overtime work arises. Due to the nature of CTESOA’s work, however, such advance notice may not always be possible.
      4. Employee daily and weekly work schedules may be changed from time to time at the discretion of CTESOA to meet the varying needs of the JPA. This includes, but is not limited to, reporting for work or being required to stay later than the end of your scheduled shift.
      5. Crews coming off shift must not leave unless there is adequate coverage available in the service area.
      6. As an ambulance service, CTESOA must maintain adequate staffing levels. Changes in work schedules will sometimes be necessary. Such changes will be announced as far in advance as practicable. CTESOA will strive to provide flexible scheduling to all employees within the requirements of staffing parameters.

1. Breaks
   * + 1. Breaks should be taken during time when in quarters and as calls permit.
2. Recording Work Hours
   * + 1. It is the policy of CTESOA to comply with applicable laws governing recordkeeping requirements for employee timekeeping records.
       2. Employees must accurately record all actual hours worked, overtime hours worked, and paid time off. If an employee neglects to record hours by the Wednesday before payday at 8am, or other designated time, the payroll administrator will put in for the employee’s scheduled hours. If an employee becomes aware of an inaccuracy regarding recorded hours, the employee must immediately notify the Executive Director or Executive Director’s designee, in writing, indicating requested changes to the timesheet.
       3. Falsifying a time record or completing time records for another employee is a breach of JPA policy and is grounds for disciplinary action, up to and including discharge.
       4. 4. In the event that a mistake to the employee’s timecard is made as a result of CTESOA designated personnel, the mistake shall be fixed immediately upon notification. However, in the event that the employee makes a mistake, the mistake shall be mended on the next scheduled pay period as laid out in California Labor Code 204, shown below.

**LABOR CODE – LAB DIVISION 2. EMPLOYMENT REGULATION AND SUPERVISION [200 - 2699.5]**

*( Division 2 enacted by Stats. 1937, Ch. 90. )*

**PART 1. COMPENSATION [200 - 452]** *( Part 1 enacted by Stats. 1937, Ch. 90. )*

**CHAPTER 1. Payment of Wages [200 - 273]** *( Chapter 1 enacted by Stats. 1937, Ch. 90. )*

**ARTICLE 1. General Occupations [200 - 244]***( Article 1 enacted by Stats. 1937, Ch. 90. )*

**204.**

(a) All wages, other than those mentioned in Section 201, 201.3, 202, 204.1, or 204.2, earned by any person in any employment are due and payable twice during each calendar month, on days designated in advance by the employer as the regular paydays. Labor performed between the 1st and 15th days, inclusive, of any calendar month shall be paid for between the 16th and the 26th day of the month during which the labor was performed, and labor performed between the 16th and the last day, inclusive, of any calendar month, shall be paid for between the 1st and 10th day of the following month. However, salaries of executive, administrative, and professional employees of employers covered by the Fair Labor Standards Act, as set forth pursuant to Section 13(a)(1) of the Fair Labor Standards Act, as amended through March 1, 1969, in Part 541 of Title 29 of the Code of Federal Regulations, as that part now reads or may be amended to read at any time hereafter, may be paid once a month on or before the 26th day of the month during which the labor was performed if the entire month’s salaries, including the unearned portion between the date of payment and the last day of the month, are paid at that time.

(b) (1) Notwithstanding any other provision of this section, all wages earned for labor in excess of the normal work period shall be paid no later than the payday for the next regular payroll period.

(2) An employer is in compliance with the requirements of subdivision (a) of Section 226 relating to total hours worked by the employee, if hours worked in excess of the normal work period during the current pay period are itemized as corrections on the paystub for the next regular pay period. Any corrections set out in a subsequently issued paystub shall state the inclusive dates of the pay period for which the employer is correcting its initial report of hours worked.

(c) However, when employees are covered by a collective bargaining agreement that provides different pay arrangements, those arrangements shall apply to the covered employees.

(d) The requirements of this section shall be deemed satisfied by the payment of wages for weekly, biweekly, or semimonthly payroll if the wages are paid not more than seven calendar days following the close of the payroll period.

1. Shift Trades and Coverage
   * + 1. CTESOA strives to maintain flexibility in allowing personnel to swap shifts and obtain coverage for their own shifts. The following rules apply regarding trades and coverage.
          1. Trades and coverage must be completed with another staff member who is qualified to fill the shift(s).
          2. Trades and coverage of straight time for overtime are not permitted.
          3. Management must be notified of all swaps as soon as possible. Management reserves the right to void any trade based on scheduling and staffing needs.
          4. Trades must be documented in writing and signed on the Trade form.
2. Force Hire Procedure
   * + 1. CTESOA must maintain adequate staffing levels at all times. Consequently, personnel may occasionally be required to stay for one (1) additional shift (up to 24 hours) in order to maintain adequate staffing.
       2. Emergency Overtime is defined as being paid at one and a half (1.5) times regular hourly rate.
       3. “Force hire” lists are maintained as a guide used to assign personnel to fill needed shifts in as fair and equitable way as possible.
       4. Force lists will be maintained based on the number of overtime hours voluntarily worked in the previous pay period.
       5. The Operations Manager will follow the following steps in filling an open shift:
          1. Page or call all appropriate part time members.
          2. If no response, offer open shift to all appropriate members currently on-duty
          3. If no response, page/call any and all appropriate members.
          4. If no response, contact supervisor for approval of force hire list.
          5. Offer shift to force hire list.
          6. If refused, offer shift to member agencies at their fully burdened rates.
       6. An appropriate member is one who meets the following criteria whenever possible, in the following order of consideration. Shifts will be assigned within the respective EMT or Paramedic roles as follows:
          1. Individuals not currently on a 24 hour shift.
          2. So as not to interfere with staffing levels for the next two shifts (e.g., staying overnight when assigned to a shift the next day.)
       7. If an appropriate member other than the employee at the top of the force hire list is willing to serve voluntarily as a designated member, volunteers may be accepted at the Operations Manager’s discretion.

**POLICY TITLE: Sexual Harassment and Non-Discrimination Policy**

**POLICY NUMBER: 5080**

I. POLICY:

CTESOA prohibits harassment of one employee by another employee, supervisor or third party for any reason based upon an individual’s race; color; religion; genetic information; national origin; sex (including same sex); pregnancy, childbirth, or related medical conditions; age; disability; or any other category protected under federal, state, or local law (“protected class”).

There shall be no discrimination based upon race, national origin, religion, sex, physical handicap, veteran’s status, or age in any personnel action, including recruitment, appointment, performance evaluation, promotion, the granting of leaves, and any disciplinary or grievance action.

II. PURPOSE:

CTESOA is committed to providing a work environment that is free of unlawful sexual harassment. In furtherance of this commitment, the JPA strictly prohibits all forms of unlawful harassment.

III. PROCEDURE:

1. Violation of this policy will result in disciplinary action, up to and including immediate discharge. If you have any questions about what constitutes harassing behavior or what conduct is prohibited by this policy, please discuss the questions with a member of management or one of the contacts listed in this policy.

1. At a minimum, the term “harassment” as used in this policy includes any of the following activities pertaining to an individual’s protected class:
   * + 1. Offensive remarks, comments, jokes, slurs, threats, or verbal conduct.
       2. Offensive pictures, drawings, photographs, figurines, writings, or other graphic images, conduct, or communications, including text messages, instant messages, websites, voicemails, social media postings, e-mails, faxes, and copies.
       3. Offensive sexual remarks, sexual advances, or requests for sexual favors regardless of the gender of the individuals involved; and
       4. Offensive physical conduct, including touching and gestures, regardless of the gender of the individuals involved.
2. CTESOA absolutely prohibits retaliation, which includes: threatening an individual or taking any adverse action against an individual for (1) reporting a possible violation of this policy, or (2) participating in an investigation conducted under this policy.
3. All members of management are covered by this policy and are prohibited from engaging in any form of harassing, discriminatory, or retaliatory conduct. No member of management has the authority to suggest to any applicant or employee that employment or advancement will be affected by the individual entering into (or refusing to enter into) a personal relationship with any member of management, or for tolerating (or refusing to tolerate) conduct or communication that might violate this policy. Such conduct is a direct violation of this policy.
4. Non-employees are covered by this policy. CTESOA prohibits harassment, discrimination, or retaliation of its employees in connection with their work by non-employees. Immediately report any harassing or discriminating behavior by non-employees, including vendors, clients, and employees of contractors or subcontractors.
5. Any employee who experiences or observes harassment, discrimination, or retaliation should report his or her concern. The steps below will be used.
   * + 1. If an employee has any concern that CTESOA’s sexual harassment policy may have been violated, the employee should immediately report the matter to the Executive Director. Any actions that may violate the policy should be reported, even if seemingly minor.
       2. CTESOA will investigate the report and then take prompt, appropriate remedial action. CTESOA will protect the confidentiality of employees reporting suspected violations to the extent possible consistent with its investigation.
       3. Employees will not be penalized or retaliated against for reporting improper conduct, harassment, discrimination, retaliation, or other actions that may violate this policy.
6. Persons who violate the sexual harassment policy are subject to discipline, up to and including discharge.

**POLICY TITLE: Earned Time Off, Leaves, and Unauthorized Absences**

**POLICY NUMBER: 5090**

I. POLICY:

Earned Time Off (“ETO”) is a benefit provided to designated employees to assist them in obtaining a full paycheck when they are off from scheduled work.

II. PURPOSE:

ETO is provided to allow eligible employees to earn a full paycheck while off of work for a variety of reasons including, but not limited to, the following: vacation; personal business; recognized work holidays; personal rest and relaxation; flexed hours; recuperation from illness or injury; bereavement; and jury duty. ETO promotes a flexible approach to time off. Employees are accountable and responsible for managing their own ETO hours to allow for adequate reserves if there is a need to cover vacation, illness, appointments, emergencies, or other situations that require time off from work.

III. PROCEDURE:

1. Earned Time Off

Use of ETO must be approved in advance by the employee’s supervisor, except in the case of unexpected illness or emergency. Supervisors may deny or cancel an employee's request for non-emergency days off if, in the supervisor's judgment, the day off would result in inadequate staffing.

Generally, absences of one day in length require a minimum notice of 24 hours for advance approval consideration. An absence of two or more consecutive days in length requires a minimum notice of two weeks for advanced approval consideration. Requests for scheduled absences are subject to the Executive Director/Executive Director’s designee’s approval considering staffing needs and work volume.

Unless otherwise prohibited by law, ETO must be used in all circumstances if the employee is off work, regardless of the reason. ETO will automatically be added to the employees’ worked hours each pay period.

1. Accrual of ETO

Length of service determines the rate at which the employee will accrue ETO. ETO does not accrue on unpaid leaves of absence or ETO cash outs upon termination. Employees become eligible for the higher accrual rate on the first day of the pay period in which the employee’s anniversary date falls.

ETO will be credited to employees each pay period, and will accrue as follows:

|  |  |  |  |
| --- | --- | --- | --- |
| Length of Service | Accrual Rate | Annual Maximum Accrual | Maximum Accrual\*\* |
| 0-3 years | 3.46 hours per pay period | 90 hours | 135 hours |

\*\* No ETO hours will accrue beyond the maximum accruals listed in this section.

1. Payment Upon Termination

An employee will be paid upon resignation, separation or retirement for all ETO hours accumulated but not used.

1. Jury Duty

An employee summoned for jury duty will notify the Executive Director or direct supervisor. Employees summoned to jury duty will not receive paid time off. Employees should use ETO for hours taken away from work for jury duty.

1. Unauthorized Voluntary Absence

Voluntary absence from work without authorization for five (5) consecutive working days shall be considered an automatic resignation. The Executive Director/Executive Director’s designee may reinstate the regular employee who has been voluntarily absent without leave for five (5) consecutive days if the employee provides satisfactory explanation thereof. If the employee is reinstated after providing a satisfactory explanation, back pay for the period of absence shall not be allowed.

**POLICY TITLE: Accommodation for Disabilities**

**POLICY NUMBER: 5100**

I. POLICY

When requested, the JPA will provide a reasonable accommodation for any known physical or mental disability of a qualified individual, provided the requested accommodation does not create an undue hardship for the JPA or pose a direct threat to the health or safety of others in the workplace or to the requesting employee.

II. PURPOSE

CTESOA is committed to complying with all laws that protect qualified individuals with disabilities. This policy applies to all applicants and employees and extends to all aspects of the JPA’s employment practices, including recruiting, hiring, discipline, termination, promotions, transfers, compensation, benefits, training, leaves of absence, and other terms and conditions of employment.

III. PROCEDURE

1. CTESOA will, subject to budgetary restraints, provide reasonable accommodations for qualifying disabled employees and applicants as defined by the Americans with Disabilities Act (“ADA”) in the following areas:

* CTESOA’s policy is to employ job applicants on the basis of merit, qualifications, and competence. CTESOA will provide reasonable accommodation to the known physical or mental limitations of a qualified applicant.
* CTESOA will endeavor to recruit, hire, train, and promote in a manner that does not unlawfully discriminate against qualified persons with disabilities.
* CTESOA intends to base employment decisions on principles of equal opportunity and nondiscrimination, as defined by relevant law.
* CTESOA will strive to ensure all personnel actions are administered so as not to discriminate unlawfully against individuals with disabilities.
* Where a disabled individual makes known a disability, CTESOA will attempt to provide reasonable accommodation as required under relevant law.
* CTESOA will undertake to provide facilities, services, and programs, when viewed in their entirety, that are readily accessible to and usable by individuals with disabilities.
* CTESOA will endeavor to provide means of effective communication with applicants and employees.

1. To request an accommodation to perform the essential functions of an employee’s job, the employee must notify the Executive Director or submit a written request to the CTESOA. An employee requesting an accommodation should include in the request his or her suggestion for an accommodation. Once the JPA is aware of the need for an accommodation, it will engage with the employee in an interactive process to identify possible accommodations.
2. Employees are encouraged to use this procedure without fear of retaliation. Employees who believe that they have been treated in a manner not in accordance with this policy should notify the Executive Director.

**POLICY TITLE: Outside Employment**

**POLICY NUMBER: 5110**

I. POLICY

CTESOA recognizes that some employees may need or want to hold additional jobs outside their employment with the JPA. Employees of CTESOA are permitted to engage in outside work or hold other jobs, subject to certain restrictions based on reasonable business concerns.

II. PURPOSE

CTESOA strives to provide the best service to our stakeholders, and we require the full attention and efforts of our talented employees. To this end, the JPA focuses on shared values, purpose and vision, while keeping in mind the business needs of the CTESOA.

III. PROCEDURE

CTESOA applies this policy consistently and nondiscriminatorily to all employees, and in compliance with all applicable employment and labor laws and regulations. No CTESOA employee shall be permitted to accept employment in addition to or outside of CTESOA service if:

* The outside employment leads to a conflict of interest for said employee; or,
* The nature of the outside employment is such that it will reflect unfavorably on the CTESOA; or,
* The duties to be performed in the outside employment are in conflict with the duties involved in CTESOA service.

The conduct of any outside employment during an employee’s regularly scheduled work day shall lead to disciplinary action up to termination.

**POLICY TITLE: Discipline and Rules of Conduct**

**POLICY NUMBER: 5120**

I. POLICY

The CTESOA seeks to establish and maintain standards of employee conduct and supervisory practices which will, in the interest of the CTESOA and its employees, support and promote effective operations. Such supervisory practices include administering corrective action when employee conduct or performance problems arise.

II. PURPOSE

To set forth expected standards of conduct and guidelines for a corrective action process aimed to document and correct unacceptable employee behavior.

III. PROCEDURE

1. Guidelines for Appropriate Conduct

CTESOA employees are expected to adhere to high standards of personal conduct, and exhibit a high degree of personal integrity at all times. Employees are expected to show respect for the rights and feelings of others and to refrain from any behavior that might be harmful to employees, coworkers, and the CTESOA, or that might be viewed unfavorably by the people we service or by the public at large. Employees are required to observe the highest standards of professionalism at all times, whether on or off duty.

Any type of behavior and/or conduct that CTESOA considers inappropriate could lead to disciplinary action up to and including termination of employment, at the sole discretion of CTESOA.

1. Courtesy and Politeness

When an employee is on the job or wearing the uniform, the employee is considered a representative of CTESOA. As a representative of CTESOA, employees are expected to be neat, clean, clean, courteous, polite, and in-control. An employee must always be ready to work in concert with his or her partner and other people on the scene.

1. Disciplinary Action

All suspensions, demotions, reductions in salary step for a specified time period, and dismissals of non-probationary employees shall be made in accordance with these rules. This section shall not apply to employees who are not “firefighters,” as defined in Government Code section 3251(a).

* 1. Discipline of Probationary Employees

Probationary employees may be suspended, demoted, reduced in step, or dismissed without right to review or appeal unless otherwise required by law.

* 1. Cause for Disciplinary Action

An employee may be demoted, suspended, reduced in salary step, or dismissed only for cause. The CTESOA Board’s determination of the sufficiency of the cause for disciplinary action shall be conclusive.

In addition to any disqualifying or actionable causes otherwise provided for by statute or by policy or regulation, the following are declared to be causes for disciplinary action. Causes for disciplinary action are not necessarily limited to the following and charges may be based upon causes other than those listed herein:

* + 1. Failure to meet reasonable work performance standards and requirements.
    2. Discourteous treatment of the public or fellow employees.
    3. Possessing or using alcohol, illegal drugs, or non-prescribed drugs while on the job, or being present at work under the influence of same.
    4. Absence without approved leave; abuse of leave.
    5. Tardiness or absenteeism.
    6. Disorderly conduct.
    7. Incompetence or inefficiency.
    8. Misuse of CTESOA property; being wasteful of material, property, or working time.
    9. Violation of any lawful or reasonable regulation or order; insubordination.
    10. Neglect of duty.
    11. Dishonesty.
    12. Willful disobedience.
    13. Conduct unbecoming a CTESOA employee.
    14. Conviction of a felony.
    15. Fraud in securing employment, including falsification of the employment application or other employment documents.
    16. Misappropriation of district funds or property.
    17. Intentional or gross misconduct.
    18. Failure to follow CTESOA policies, or any action inconsistent with officially promulgated policies or regulations.
    19. Failure to exhibit good behavior either during or outside duty hours. Such behavior of a nature that causes discredit to the CTESOA.
    20. Failure to supply full information as to character, reputation, medical history, or acts which, if known at the time of employment, might have resulted in a disqualification of the employee for the job to which the appointment was made.
    21. Falsification of a relevant official statement or document of record; making misleading statements or entries with the intent to deceive; or, willful mutilation of CTESOA records.
    22. Improper withdrawal or limitation of service or any action which interferes with or is disruptive of the CTESOA mission or the public service.
    23. Failure to possess or keep in effect any license, certificate, or other similar requirement specified in the employee’s class specification or otherwise necessary for the employee to perform the duties of the position.

* 1. Disciplinary Investigations

CTESOA will begin an investigation when management reasonably suspects that a firefighter has engaged in misconduct that would result in discipline. CTESOA is not obligated to alert an employee that he or she is under investigation. CTESOA shall observe all procedures applicable to firefighter employees, as prescribed in the Firefighters Procedural Bill of Rights, Government Code § 3250 et seq.

* + 1. Interrogations

An “interrogation” occurs when a firefighter is under investigation and subjected to questioning by CTESOA supervisory personnel, or questioning by a licensing or certifying agency, that could lead to punitive action.

“Punitive action” is defined as any action that may lead to dismissal, demotion, suspension, reduction in salary, written reprimand, or transfer for the purposes of punishment.

An interrogation **does not** occur where an employee is subject only to counseling, instruction, or informal verbal admonishment by, or other routine or unplanned contact with a supervisor or any other firefighter.

When any firefighter employee is under investigation and subject to interrogation, the following procedures apply:

* + - 1. Interrogation will be conducted at a reasonable hour and at a time when the employee is on duty, unless an imminent threat to the safety of the public requires otherwise. An employee’s compensation shall not be reduced as a result of any work missed while being interrogated.
      2. If the interrogation does need to occur during off-duty time, the employee will be compensated for such off-duty time in accordance with regular department procedures.
      3. Prior to interrogation, the employee under investigation will be informed of the nature of the investigation. The employee need not be informed in writing, and can be verbally notified immediately before the interrogation as to the general nature of the matters under investigation.
      4. The employee will be informed of the rank, name, and command of the officer or other person in charge of the interrogation, the interrogating officer, and all other persons to be present during the interrogation. No more than two interrogators may question an employee at one time.
      5. If the charges being investigated could subject the employee to criminal prosecution, the following rules apply:
         1. Interrogator must provide the employee with a formal grant of immunity from prosecution before compelling him or her to respond to incriminating questions.
         2. Interrogator must immediately advise the employee of his or her constitutional rights.
         3. Subject to grant of immunity, an employee refusing to answer questions shall be informed that the failure to answer questions may result in punitive action.
      6. An interrogating session shall be for a reasonable period of time, taking into consideration the gravity and complexity of the issue being investigated. The employee will be allowed to take reasonable breaks to attend to his or her own personal necessities.
      7. An interrogator may not subject an employee to offensive language or threaten an employee with punitive action. An interrogator shall not make a promise of reward as an inducement to an employee answering a question.
      8. Interrogation session may be recorded by both the employee and the CTESOA. The employee shall have access to the recording if any further proceedings are contemplated, or before any further interrogations. Employee shall be entitled to a transcribed copy of any notes made by a stenographer, or to any reports or complaints made by investigator or other persons, except those portions that are otherwise required by law to be kept confidential.
      9. Employee being interrogated has the right to have a representative of his or her choice present during an interrogation.
      10. The CTESOA shall not compel an employee to submit to a lie detector test against his or her will.
      11. The CTESOA will not search an employee’s locker or other storage space except in his or her presence, or with his or her consent, or unless a search warrant has been obtained.
  1. Notice of Proposed Disciplinary Action

A disciplinary investigation must be completed, and the employee must be notified of proposed discipline within one (1) year of CTESOA’s discovery of the alleged misconduct. The one year limitation period may be tolled only under certain circumstances as provided in Gov. Code § 3254(d).

Prior to the issuance of a written order to either suspend, demote, reduce in step, or dismiss an employee, written notice of at least ten (10) calendar days of the proposed disciplinary action will be given to the employee before such action is to be taken. The written notice must include:

(1) Notice of proposed action;

(2) Reasons for proposed action;

(3) A copy of the charges stating specific incidents or specific courses of conduct and a copy of any written materials pertaining to those incidents or course of conduct; and

(4) Notice to the employee of the right to respond in writing and/or orally to the proposed disciplinary action before said discipline is imposed. The notice to the employee of the right to respond must specify at least a ten (10) calendar day period within which to respond.

The notice of proposed disciplinary action must be in writing and be signed by the Executive Director, or designee.

* 1. Imposition of Discipline

Following Notice of Proposed Disciplinary Action and after providing an employee the right to respond, CTESOA will notify the employee in writing of a decision to impose discipline within 30 days of the decision, but not less than 48 hours before imposing the discipline. The Order of Disciplinary Action will contain the effective date of disciplinary action, the right of appeal, and specific charges upon which the disciplinary action is based. Notice of the time allowed for appeal and answer will be stated in the order. A copy of the order will be personally served on the employee or sent by certified mail to the employee’s last known address.

* 1. Appeal Rights

CTESOA will not subject a non-probationary employee to punitive action without an opportunity for an administrative appeal. Punitive action shall include any action that may lead to dismissal, demotion, suspension, reduction in salary, written reprimand, or transfer for the purposes of punishment. Such administrative appeal will be conducted in accordance with Government Code § 11500, et seq. Administrative appeal procedures are outlined in these rules, below.

An employee with may initiate an appeal by request. The appeal request must be in writing and received by the Executive Director within five (5) administrative working days of the employee’s receipt of the Order of Disciplinary Action or imposition of other punitive action. The request must set forth the matter appealed from, a detailed basis of the appeal, and a statement of the action desired by the appellant with supporting reasons. If an employee fails to file a notice of appeal within the time specified in these rules, the employee shall be deemed to have waived his/her right to appeal.

* 1. Administrative Appeal Hearing Procedures

Informal Hearing

Informal hearing procedure is appropriate for a disciplinary sanction that does not involve discharge from employment, demotion, or suspension for more than five (5) days. This procedure may be used for punitive actions such as written reprimands and suspensions of less than five days. Informal hearings will be evidentiary hearings in which CTESOA holds the burden of proof. However, the informal process will not involve pre-hearing discovery or cross-examination of witnesses. Decisions made through the informal hearing process are not subject to appeal through the courts.

Formal Hearing

* + - 1. The following procedures will be followed once an employee gives notice he or she intends to appeal a punitive action.
         1. CTESOA will serve an Accusation to the employee. The Accusation will be a written statement of charges setting forth in ordinary and concise language the acts or omissions with which the employee is charged, and the specific rules the employee is alleged to have violated. The Accusation will identify the facts forming the basis of the charges with specificity, so as to allow the employee to secure evidence and witnesses to refute the charges.
         2. The Accusation will be served on the employee along with the following documents:

“Notice of Defense” form. Employee will sign this document and return to CTESOA acknowledging service of the accusation and constituting Notice of Defense.

“Statement to Respondent” advising the employee of his or her right to a hearing. The Statement to Respondent will advise the employee that he or she may request a hearing by properly filing a Notice of Defense.

* + - 1. An employee must file with the CTESOA a written Notice of Defense within fifteen (15) days after service of the Accusation. An employee who fails to do so will be deemed to have waived his or her right to a hearing. The Notice of Defense must be signed by the employee, and must include the employee’s mailing address.
      2. The Notice of Defense entitles the employee to a hearing on the merits, if requested, and the Notice shall be deemed a specific denial of all parts of the Accusation unless there is an express admission. All objections to the form of the Accusation must be timely made within the Notice of Defense, or are otherwise deemed waived.
      3. All hearings shall be held by an administrative law judge. The hearing shall be held at the earliest convenient date, taking into consideration the established schedule of the hearing officer and the availability of counsel and witnesses. The CTESOA shall set the hearing and parties shall be notified of the time and place of the hearing at least ten (10) days prior thereto.
      4. The employee shall be entitled to appear personally at the hearing, produce evidence, and may also be represented by counsel at the employee’s own expense. The employee may present any relevant evidence, and will be given full opportunity to cross-examine all witnesses testifying against the employee. Employees are entitled to the issuance of subpoenas to compel the attendance of witness and the production of books, documents, or other things applying to the CTESOA.
      5. The proceedings at the hearing shall be reported by a stenographic reporter. However, upon the consent of all the parties, the proceedings may be reported electronically.
      6. The administrative law judge hearing the case shall prepare a proposed decision within 30 days after the conclusion of the hearing. The proposed decision shall be in such form that it may be adopted by the Board as the decision in the case.
      7. Within 100 days of receipt by the CTESOA of the administrative law judge’s proposed decision, the Board may adopt the proposed decision in its entirety, reduce or otherwise mitigate the proposed penalty and adopt the balance of the proposed decision, make minor clarifying changes in the proposed decision and adopt it as a decision, reject the proposed decision and refer the case to the same or another administrative law judge to take additional evidence, or reject the proposed decision and decide the case upon record, including the transcript, or upon an agreed statement of the parties, with or without taking additional evidence.
      8. The written CTESOA decision shall be delivered to the employee personally or sent to him or her by registered mail within 30 days of the decision, but not less than 48 hours before imposing the discipline. The decision shall become effective 30 days after it is delivered or mailed to the respondent unless a reconsideration is ordered within that time, or the agency itself orders that the decision shall become effective sooner, or a stay of execution is granted.
  1. Personnel Files

The CTESOA may not enter an adverse comment into an employee’s personnel file, or any other file used for personnel purposes, without the firefighter having first read and signed the instrument. An employee has 30 days to prepare a written response to any adverse comment entered into his or her personnel file.

An employee has the right to inspect his or her personnel file(s) during usual business hours and when the employee is on paid status. If the employee believes there is a mistaken or unlawful information in his or her personnel file, the employee may submit a request to correct or delete the disputed material. The CTESOA has thirty (30) days to respond to the request. If the CTESOA refuses to grant a request, in whole or in part, the CTESOA shall specify in writing the reason(s) for refusing the request.

**POLICY TITLE: Uniforms and Appearance**

**POLICY NUMBER: 5130**

I. POLICY

All employees must wear uniforms as provided in the procedures and must maintain acceptable personal hygiene and grooming practices at all times.

II. PURPOSE

CTESOA wants to ensure that its employees are clearly identified as appropriately representing the JPA.

III. PROCEDURE

1. Obtaining Uniform and Proper Uniform

CTESOA provides every employee with 2 uniform shirts. All personnel are to wear their uniforms properly at all times when on duty. All employees must be in uniform for any training conducted at CTESOA unless otherwise authorized by management.

Only CTESOA issued uniform items may be worn while on duty.

Uniforms must remain clean, unwrinkled, neat, and in good repair. Uniform items that are faded, torn, or worn are not acceptable. If a uniform endures damage from anything other than natural wear and tear or your lack of care, employees should contact a supervisor for direction of uniform piece replacement.

Employees are responsible for the care and maintenance of uniforms. Employees should always have spare uniform items available. If for any reason a uniform becomes soiled during a shift, employees are to return to quarters for a spare uniform. If a uniform is damaged beyond cleaning or repair while working at a scene employees should see the Director of Administration for assistance in replacing it.

1. Wearing Uniform When Not on Duty

No Professional employee shall wear an identifiable uniform item when not on duty. This particularly applies to wearing an identifiable uniform item in an establishment that serves alcohol. Any off duty employee observed wearing an identifiable uniform item in an establishment that serves alcohol will be severely disciplined up to and including discharge.

1. Personal Hygiene and Appearance

All personnel are required to present themselves at the beginning of their shift as someone proud to represent this organization and your profession. This presentation includes personal hygiene. It is imperative that all employees are clean, showered, and presentable.

If an individual is emitting a malodorous air, from a uniform or his or her person, the offending party will be requested to shower or wash the uniforms at the base or asked to leave by the supervisor for the remainder of the shift. There will be no pay for this time lost. CTESOA is a professional organization and must present itself as such 24 hours per day 7 days a week.

Employees should wear their hair short or pinned back for their own safety. Unnaturally colored hair is not permitted, i.e. purple, blue, pink, etc.

Male employees are prohibited form wearing earrings while on duty. Female employees may not wear earrings that hang down. Facial jewelry of any type is not permitted. CTESOA discourages the wearing of large rings while on duty. Rings have the potential to cut through gloves, creating an environment of possible exposures.

Employees should not wear cologne or perfume while on duty.

Shoes and/or boots must be cleaned and shined. A shoeshine box will be available at the base, located in the crew room.

**POLICY TITLE: Absenteeism or Tardiness**

**POLICY NUMBER: 5140**

I. POLICY

CTESOA provides important and valuable services to the community. To accomplish this mission, it is imperative that every employee be present when scheduled to fulfill JPA responsibilities and expectations.

II. PURPOSE

To ensure that all employees assume diligence and responsibility for their attendance and promptness.

III. PROCEDURE

CTESOA expects all employees to assume diligent responsibility for their attendance and promptness. Recognizing, however, that illnesses and injuries may occur, CTESOA has established Earned Time Off (“ETO”) hours to compensate full-time employees for certain time lost for legitimate medical reasons, including time off to secure necessary treatment for a disability. (Please consult the appropriate sections of this handbook for information regarding these benefits.)

If an employee is unable to work because of illness, the employee must notify dispatch as soon as possible on each day of the absence unless granted an authorized medical leave, in which case different notification procedures apply. Failure to properly notify CTESOA will result in disciplinary action.

If scheduled for multiple shifts on a day an employee is unable to work due to illness, the employee must inform the dispatcher of availability, or lack thereof, as soon as possible for all of the shifts that day. If able to work one or more of the later shifts, an employee should inform the dispatcher accordingly.

If absent for more than five consecutive workdays, a statement from a physician may be required before an employee is permitted to return to work. In such instances, CTESOA also reserves the right to require an employee to submit to an examination by a physician designated by CTESOA at its discretion. In addition, CTESOA may require an employee either to submit a statement from a physician or to be examined by a JPA-designated physician in other instances at its discretion, such as where abuse is suspected (e.g., where an employee’s record indicates a pattern of short absences and/or frequent absences before or after holidays and weekends).

Absenteeism or tardiness that is unexcused or excessive in the judgment of CTESOA is grounds for disciplinary action, up to and including dismissal.

**POLICY TITLE: Rights and Obligations of the Parties**

**POLICY NUMBER: 5150**

I. POLICY

Employees of the CTESOA shall have the right to form, join and participate in the activities of employee organizations of their own choosing for the purpose of representation on all matters of employer- employee relations.

II. PURPOSE

To provide for employee rights and a process for efficient resolution of grievances.

III. PROCEDURE

1. Employee Rights and Obligations

Employees shall have the right to form, join and participate in the activities of employee organizations of their own choosing for the purpose of representation on all matters of employer- employee relations. Employees shall also have the right to refuse to join or participate in the activities of employee organizations. Employees shall have the right to represent themselves individually in their employer-employee relations with the CTESOA. Neither the CTESOA nor the employee organizations shall interfere with, intimidate, restrain, coerce or discriminate against employees because of the exercise of their rights under this section.

1. CTESOA Rights and Obligations

It is the exclusive right of the CTESOA to make all decisions of a managerial or administrative nature, including, but not limited to the nature and extent of services performed and the methods, means, and personnel by which the JPA’s operations are to be conducted. All other decisions as may be necessary to operate the CTESOA in the most efficient manner including: all decisions in directing its employees, scheduling of work, making work assignments, ordering overtime, classifying positions, establishing and revising hiring standards, transfers, demotions, layoffs, discipline and discharge of employees. CTESOA shall not interfere with, intimidate, restrain, coerce or discriminate against any of its employees because of the exercise of any of the rights guaranteed to them by law, or by these rules and regulations.

In accordance with Government Code Section 3507.5, management and confidential employees shall be restricted from representing any employee organization that represents other employees of CTESOA, on matters within the scope of representation of such employee organization.

1. Rights and Obligations of Employee Organizations

An employee organization recognized pursuant to the provisions of these rules and regulations shall have the following rights:

* Subject to the right of employees to represent themselves individually in their employer-employee relations with CTESOA; provided that the scope of representation shall not include considerations of the merits, necessity, or organization of any service or activity provided by CTESOA pursuant to law or executive order.
* The right to reasonable written notice of any proposed policy, rule, resolution, or regulation directly relating to employment conditions of employees employed by CTESOA, and employer- employee relations between the employees and CTESOA, including, but not limited to, wages, hours and other terms and conditions of employment; and the right to meet with the Board concerning any such proposed policy, rule, resolution or regulation; provided however, that in emergencies, when the Board determines that action must be taken immediately without prior notice or meeting, the Board determines that action must be taken immediately without prior notice or meeting, the Board may adopt a policy, rule, resolution or regulation without such advance notice provided that such notice shall be furnished at the earliest practicable time.
* The right to “meet and confer in good faith” as that term is defined in Government Code Section 3505, with the Board, or its designated representatives, regarding wages, hours, and other terms and conditions of employment. The Board, or its designated representatives, shall consider fully such presentations as are made by recognized employee organizations prior to arriving at a determination of a policy or course of action. In connection with the foregoing, a recognized employee organization shall have the right to designate a maximum of two employees of CTESOA to accompany it when formally meeting and conferring with the Board, or its designated representatives, on matters within the scope of representation during working hours without loss of compensation or other benefits; except that upon written application to, and approval of, the Board, or its designated representatives, additional employees may be allowed to attend specific meetings. Employee organizations that are not recognized pursuant to the provisions of these rules and regulations shall be entitled only to those rights that are expressly given to them by statute.
* The right to jointly prepare with the Board, or its designated representatives, a written Memorandum of Understanding of any agreements reached. Such memorandum shall be presented to the Board for determination, and shall not be binding until adopted or ratified by the Board by formal resolution.

D. Rights and Obligations of Employee Organizations

Because of the limited number of employees employed by CTESOA, and the community of interest that exists among all of CTESOA’s employees (with the exception of management and confidential employees), the existence of multiple employee organizations representing employees of CTESOA would pose an unreasonable burden upon CTESOA, the Board, and the Executive Director in formulating and applying employment policies in an even and consistent manner. Therefore, pursuant to Government Code Section 3507, CTESOA recognizes and adopts the principle of exclusive recognition of employee organizations.

In furtherance of that principle, the following procedures are established for recognizing employee organizations, and for extending formal and exclusive recognition to employee organizations:

* 1. **Representation Unit**. Subject to the right of separate representation for professional employees provided by Government Code Section 3507.3, the appropriate bargaining unit in which an election may be held to resolve a representation question shall consist of all employees of CTESOA excluding management and confidential employees. In the event management and confidential employees wish to exercise their rights to form, join and participate in activities of employee organizations, they shall constitute a separate appropriate bargaining unit. Should any disputes arise as to the appropriateness of any bargaining unit, such disputes shall be resolved in accordance with applicable precedents of the National Labor Relations Board by an independent third party, selected by the Board after consultation with any affected employee organization.
  2. **Registration of Employee Organizations**. Any employee organization claiming to represent employees of CTESOA in the appropriate bargaining unit shall file with the Board a document, signed by an officer of the employee organization and sworn to before a notary public, setting forth the following information:
     1. The name and address of the employee organization and its local officers and representatives.
     2. The name and address of each area, state, national association and other organization with which the employee organization is directly or indirectly affiliated.
     3. Certified and complete copies of the articles of incorporation and/or constitution, by-laws, and any other written rules or regulations governing the employee organization, and all amendments thereto.
     4. The names and addresses of each person authorized to represent the employee organization in meeting and conferring with the Board, or its designated representatives.
     5. A statement that the organization has no restrictions on membership based on race, color, creed, national origin, age or sex.
     6. The job classifications or titles of employees in the unit claimed to be appropriate and the approximate number of member employees therein
     7. A statement that the employee organization has in its possession proof of employee support as herein defined to establish that a majority of the employees in the unit claimed to be appropriate have designated the employee organization to represent them in their employment relations with CTESOA. Such written proof shall be submitted for confirmation to the Manager or to a mutually agreed upon disinterested third party.
     8. A request that the Manager formally acknowledge the petitioner as the recognized employee organization representing the employees in the unit claimed to be appropriate for the purpose of meeting and conferring in good faith. The petition, including the proof of employee support and all accompanying documentation, shall be declared to be true, correct and complete, under penalty of perjury, by the duly authorized officer(s) of the employee organization executing it.

Upon receipt of all of the information required hereof, the Board will request the Manager to compile a list of all employees in the appropriate bargaining unit. Upon receipt of such list from the Manager, the Board will issue to the employee organization an invitation for it to submit to an independent third party, designated by the Board, its authorization cards, or other evidence of employee support, to be checked by such independent third party against the list of employees prepared by the Manager.

If the independent third party reports to the Board that the employee organization has submitted evidence of employee support in excess of thirty percent (30%) of the employees employed by CTESOA as shown on the list of employees prepared by the Manager, the Board will direct that a secret ballot election be conducted by an independent third party, designated by the Board, among the employees of CTESOA in the appropriate bargaining unit. In order to allow sufficient time for the employees to consider and discuss among themselves the issue of representation by the employee organization, the election shall be conducted not earlier than thirty (30) days following the date on which the Board directs that the election be held. If the employee organization obtains in excess of fifty percent (50%) of the votes cast in the election (and provided that an appeal from the results of the election is not filed with the Board within ten (10) days from the date of the election), the Board will formally recognize the employee organization as the exclusive representative of the employees in the exclusive bargaining unit. If the employee organization does not obtain in excess of fifty percent (50%) of the votes cast in the election, the Board will formally decline to recognize the employee organization.

Within ten (10) working days from the date an election is held, the Manager or a participating employee organization may file a written appeal from the results of the election. The Board will investigate the appeal. If the Board finds that the contentions of the appealing party are supported by the evidence, and involve matters of such a nature as to have had a material impact on the outcome of the election, the Board will set aside the results of the election and direct that a new election be held. If the Board finds that the contentions of the appealing party are not supported by the evidence, or do not involve matters of such a nature as to have had a material impact on the outcome of the election, the Board will formally recognize or decline to recognize the employee organization in accordance with the results of the election.

* 1. **Limitations on Recognition.** Recognition pursuant to a secret ballot election shall be extended for a twelve (12) month period following the date on which the organization fails to obtain in excess of fifty percent (50%) of the votes cast in the election, the Board will not entertain an application from such employee organization for recognition until twelve (12) months have elapsed from the date on which the Board formally declined to recognize the employee organization.
  2. **Decertification.** Twelve (12) months after the date on which the Board formally recognizes any employee organization, or within thirty (30) days prior to the anniversary date of any written Memorandum of Understanding reached between CTESOA and any employee organization, the Manager, any employee organization, or any employee of CTESOA may file with the Board a request that exclusive recognition of the employee organization by the Board be revoked. Upon receipt of such a request, the Board shall follow the showing of employee support procedures of this section.

1. Resolution of Grievances

“Grievance” shall mean a dispute between an employee of the JPA and the JPA involving employer-employee relations including wages, hours, and/or any other terms or conditions of employment. In order to provide for the timely and equitable resolution of grievances, grievances shall be handled in the following fashion:

* 1. **Step 1.**  An employee shall first discuss any grievance with his immediate supervisor. Within five (5) days after the employee and his immediate supervisor have conferred, the supervisor shall deliver a written decision to the employee and a copy of this decision to the Executive Director to be retained in the employee’s personnel file.
  2. **Step 2**. If, after discussion with his immediate supervisor, and review of the decision of the supervisor, the grievance is not resolved to the satisfaction of the employee, the employee shall submit a written statement of his grievance to the officer designated by the Executive Director as the personnel officer. If the recognized employee organization has a grievance it shall begin the grievance procedure at this step by submitting a written statement of grievance to the personnel officer.

Upon receipt of the written statement of grievance, the personnel officer will review the grievance and within ten (10) working days shall deliver a written decision to the employee and copy of this decision to the Executive Director to be retained in the employee’s personnel files. The Executive Director may, for good cause, extend this timeline by informing the complaint of the need to do so in writing. A written decision regarding a grievance brought by any employee organization shall be given within five (5) working days to the employee organization representatives and a copy retained in CTESOA files.

* 1. **Step 3**. If the determination of the personnel officer is not satisfactory to the employee or employee organization, then a written request will be made to meet with the Executive Director to try to resolve the grievance. Within ten (10) days of receipt of this request the Executive Director shall schedule a mutually acceptable meeting date, time and location and shall give the requesting employee or employee organization written confirmation of that meeting time, date and location.

The meeting with the Executive Director shall in most cases be set during the employee’s regular working hours and shall be paid time. The employee may request that a representative of the employee organization to which he is a member be present at this meeting, if applicable. Written notice of this request should accompany or be part of the employee request for a meeting.

Within five (5) days following the meeting, the Executive Director shall deliver to the employee his written decision regarding the grievance, with a copy of said decision to be retained in the employee’s personnel file.

* 1. **Step 4.** If the employee or employee organization is not satisfied with the decision of the Executive Director, the grievant may file a written application for a hearing of his grievance before the Board. The Board is specifically empowered to provide rules of procedure in connection with the hearing of any grievances that arise hereunder.

The Board, at the next regularly scheduled meeting, if it wishes to hear the appeal, may schedule a hearing to formally receive the written complaint and the investigation findings from the Executive Director. The Board of Trustees shall thereafter issue a written decision within 30 calendar days after said hearing.

At any time during the steps of the grievance procedure, the discussion may be taken back to a lower level for discussion and resolution, providing all parties agree.

CTESOA will not tolerate any form of retaliation against employees availing themselves of this procedure. The procedure should not be construed, however, as preventing, limiting, or delaying CTESOA from taking disciplinary action against any individual, up to and including termination, in circumstances (such as those involving problems of overall performance, conduct, attitude, or demeanor) where CTESOA deems disciplinary action appropriate.

1. No Right to Strike

Until such time as the Legislature of the State of California expressly provides that public employees, including employees of CTESOA, shall have the right to strike, employees of CTESOA are prohibited from engaging in any strikes, slowdowns, concerted absences from work, picketing, or any other form of economic action whatsoever against CTESOA. Employees who violate the provisions of this section shall be subject to immediate discharge or other disciplinary action deemed necessary by management. Employee organizations who participate in, sanction, or encourage employees of CTESOA to engage in conduct prohibited by this section shall be subject to injunctive relief and liable to CTESOA for damages, including attorneys’ fees incurred in judicial actions undertaken to prohibit the conduct set forth herein.

1. Procedures to Implement Policy

Unless otherwise provided by the Board, the Manager shall be the representative of the Board in all matters concerning employer-employee relations pursuant to law and these rules and regulations. The President of the Board shall be the alternate representative to represent the Board in all such matters when the Manager is absent or otherwise unable to serve. The Manager shall prescribe any procedures that may be necessary for the orderly implementation of these rules and regulations, provided that such procedures shall be consistent with the law and with all applicable CTESOA rules, regulations and agreements, and provided further that such procedures shall be submitted to the Board for approval.

**POLICY TITLE: Electronic Communications**

**POLICY NUMBER: 5160**

I. POLICY

CTESOA believes that employee access to and use of the Internet, e-mail, and other electronic communications resources benefits the JPA and makes it a more efficient and successful local public agency. However, the misuses of these resources have the potential to harm the JPA’s short and long-term successes.

II. PURPOSE

To establish ethics, usage, and security policies to ensure that all employees use the computer resources, which the CTESOA has provided its employees, such as the Internet and e-mail, in an ethical, legal, and appropriate manner. This policy establishes what is acceptable, and what is unacceptable use of the Internet, e-mail, and other electronic communications.

III. PROCEDURE

A. Personal Telephone Calls.

Open lines of communication are critical to the success of CTESOA. As such, our telephones should generally be used for authorized JPA business only. Of course, we recognize that family emergencies may occur from time to time; in such instances, use of the telephones for personal matters is permitted. Employees should ask your family members and friends not to call at work unless it is an emergency.

B. Electronic and Telephonic Communications

CTESOA relies heavily on communication with employees through email assigned to every employee upon hire. It is required that every employee check their email at least once during every shift.

The use of any software and business equipment, including, but not limited to, pagers, radios, telephones, facsimiles, computers, the Internet, and copy machines for improper or illicit purposes is strictly prohibited.

Reasonable personal use of CTESOA software and business equipment, including, but not limited to, pagers, radios, telephones, facsimiles, computers, the Internet, and copy machines is permitted so long as this personal use is not excessive in the sole judgment of CTESOA.

Employees using this equipment for personal purposes do so at their own risk. Further, employees are not permitted to use a user name, password, code, access a file, or retrieve any stored communication unless authorized to do so or unless they have received prior clearance from an authorized CTESOA representative.

All passwords or other access codes are the property of CTESOA. No employee may use a password or voice-mail access code that has not been issued to that employee or that is unknown to CTESOA. Moreover, improper use of the E-mail system (e.g. spreading offensive jokes or remarks, including on the Internet, will not be tolerated.) Employees who violate this policy are subject to disciplinary action, up to and including discharge.

To ensure that the use of electronic and telephonic communications systems and business equipment is consistent with CTESOA’s legitimate business interests, authorized representatives of CTESOA may monitor the use of such equipment from time to time. This includes monitoring usage of any kind on any device. This may also include listening to stored voice-mail messages.

C. Internet

CTESOA provides access to the Internet. The Internet represents a useful tool for CTESOA in conducting its business, but like any other tool, it must be used properly. For purposes of this policy, Internet includes any public electronic data communications network.

Use of the World Wide Web includes all restrictions that apply generally to the use of CTESOA’s E-mail and other electronic and telephonic equipment, as noted above. In addition, the following rules apply with respect to Internet usage:

1. No Browsing of Restricted Content Web sites: Accessing Web sites that contain pornographic or other illicit material is strictly prohibited.

2. No Downloading of Non-Business Related Data: CTESOA allows the downloading of files from the Internet, however, downloading files should be limited to those which relate directly to CTESOA business.

3. No Downloading of Application Programs: CTESOA does not permit the downloading or installation of application software from the Internet onto CTESOA computers. Such software may not only contain embedded viruses, but is also untested and may interfere with the functioning of CTESOA’s standard applications.

4. No Use of Subscription-based Services without Prior Approval: Some Internet sites require that users subscribe before being able to use them. Users should not subscribe to such services without the express approval of the Executive Director.

5. No Violation of Copyright: Many of the materials on the Internet are protected by copyright. Even though they may seem to be freely accessible, many of the intellectual property laws which apply to print media still apply to software and material published on the Internet. Employees are permitted to print out Web pages and to download material from the Internet for informational purposes as long as the purpose for such copying falls into the category of “fair use”. Please do not copy or disseminate material which is copyrighted. Employees having any questions regarding such materials should contact the Executive Director for guidance.

D. Social Media Communications Policy

CTESOA understands the importance of social computing, networking and social media in today’s world. Social media takes many forms including social media sites (Facebook, LinkedIn, Twitter, Snapchat, Instagram, etc.), blogs, wikis, file sharing sites, forums, discussion groups and chat rooms. Social Media can be an extremely effective way of marketing our JPA and expanding our interactions with employees, vendors and customers. While embracing new technologies, we also want to make sure that the JPA and our employees engage in social networking in a responsible manner.

This policy provides guidance on how to engage in social networking in a way to protect the interests of the JPA, its employees, vendors and customers. These guidelines supplement current JPA policies.

1. Social Networking Sites Should Not Be Considered Private.

Generally, information posted on social networking sites is public and employees should expect that such usage is not considered private.

2. JPA Policies Still Apply/Monitoring.

JPA policies still apply when using social media sites. Rules against harassment and inappropriate conduct and other rules contained in the Employee Handbook apply to an employee’s on-line activities. Social media sites should not be used during work times unless for business-related activities. We may monitor employee social media communications to ensure compliance with JPA policies.

3. Use Common Sense/Think before you Post.

Employees are responsible for the content published on social media sites. CTESOA will regularly monitor social media postings of applicants and current employees. All applicants and current employees are held to the highest standards. The attitude and professionalism of all applicants and employees is always being evaluated based on many elements including social media.

4. Respect Others, Keep Disputes Offline.

Each employee is expected to abide by CTESOA policies, both online and offline. Rudeness, unprofessional behavior, and harassment will not be tolerated. Insubordination, threats, intimidation, and disrespect toward a manager/supervisor, coworker, patient, or vendor may result in discipline.

5. Protect Confidential Information.

Employees must respect the privacy of patients, customers, vendors and employees. Permission must be obtained before posting references to customers, vendors, and employees (e.g. compromising pictures or other information that was intended to be probate). Misuse or unauthorized disclosure of confidential information not otherwise available to persons or firms outside of CTESOA is cause for disciplinary action, including termination.

6. Speaking on Behalf of the JPA.

Only authorized employees may communicate information on behalf of the JPA. Without permission employees are not authorized to make statements, comments or press releases on behalf of the JPA.

7. Use of Intellectual Property

Employees must respect all copyright and other intellectual property laws. For CTESOA’s protection, it is critical that laws governing copyright, fair use of copyrighted material and brands are abided by.

8. Productivity

Personal social media activities must not interfere with an employee’s work activities.

9. Use social networking safely.

Employees must always review the applicable privacy and security settings to understand how much or little information is being shared.

10. No right to privacy

Employees do not have any right to privacy in any CTESOA computer resources, including e-mail messages produced, sent, or received by CTESOA computers or transmitted via CTESOA’s servers and network. When employee access to the Internet and e-mail is controlled by use of a password, the existence of a password does not mean that employees should have any expectation of privacy. Employees must disclose their passwords to CTESOA upon request, and the CTESOA will maintain a file of all passwords currently in use. CTESOA may monitor the contents of all e-mail messages to promote the administration of the CTESOA, its business, and policies.

11. Misuse

Employees access to and use of the Internet, e-mail, and other electronic communications may be monitored at any time. Failure to follow this policy may lead to discipline, up to and including immediate termination. Disciplinary action may involve the removal of Internet and e-mail access from their computer or termination of employment with CTESOA

**POLICY TITLE: Smoking**

**POLICY NUMBER: 5170**

I. POLICY

To maintain a safe and comfortable working environment and to ensure compliance with applicable laws, smoking in CTESOA’s offices and facilities is strictly regulated.

II. PURPOSE

This policy provides for and maintains a safe and healthy work environment for all employees.

III. PROCEDURE

Employees should become familiar with the areas throughout CTESOA’s premises where smoking is either permitted or prohibited. These areas have been marked clearly. Because CTESOA may be subject to criminal and civil penalties for violations of applicable smoking laws, the JPA insists on strict adherence to this policy.

Smoking of any type of cigarette, including electronic, is not permitted in any CTESOA vehicle.

Smoking is not permitted in any area of CTESOA’s facilities.

Smoking is not permitted on any hospital property.

Employees smoking in any non-smoking area are subject to disciplinary action.

**POLICY TITLE: Drug and Alcohol Policy**

**POLICY NUMBER: 5180**

I. POLICY

It is the intent of CTESOA to provide a working environment that is free from the use of illegal and non-prescribed drugs and alcohol. Alcohol or drug abuse will not be tolerated, and disciplinary action, up to and including termination, will be used as necessary to achieve this goal. This policy provides guidelines for the detection and deterrence of alcohol and drug abuse.

II. PURPOSE

The purpose of this policy is to eliminate substance abuse and its effects in the workplace. Substance abuse in this policy is defined as the use of alcohol, illegal drugs, prescription drugs or any other substance, which may impair an employee’s ability to safely and effectively perform the functions of the particular job. In recognition of the public service responsibilities entrusted to the employees of the CTESOA, and that drug and alcohol usage can hinder a person’s ability to perform duties safely and effectively, this policy against substance abuse is hereby adopted by the CTESOA.

III. PROCEDURE

1. Application

This policy applies to all employees of and to all applicants for positions with the CTESOA. This policy applies to alcohol and to all substances, drugs or medication, legal or illegal, which could impair an employee’s ability to effectively and safely perform the functions of the job. This policy does not prohibit employees or groups of employees from participating in voluntary drug testing programs.

1. Applicable Rules

It is the policy of the CTESOA that employees shall not be impaired and under the influence of alcohol or drugs; nor possess alcohol or drugs while on JPA property, at work locations, while on duty or subject to duty; nor sell or provide drugs or alcohol to any other employee or to any person while such employee is on duty or subject to duty.

Provided the employee follows the following procedures, the use of medically prescribed medications and drugs is not a violation of this policy. It is the responsibility of the employee to notify his/her Supervisor, prior to beginning work, of any substance, which to the employee’s knowledge, might interfere with the safe and effective performance of his or her duties or operation of CTESOA equipment. Failure to do so can result in discipline up to and including termination. In the event there is a question regarding an employee’s ability to perform safely and effectively the duties of his/her job or operation of CTESOA equipment as a result of medications or drugs, clearance from a qualified physician may be required.

CTESOA reserves the right to search, without employee consent, all areas and property over which CTESOA maintains control or joint control with the employee. CTESOA may also notify the appropriate law enforcement agency that an employee may have illegal drugs in his or her possession or in an area not jointly or fully controlled by CTESOA.

CTESOA is committed to providing reasonable accommodation to those employees whose drug or alcohol addiction may qualify them as disabled under federal or state law.

1. Employee Responsibilities

The employee must:

* 1. Not report to work or be subject to duty while his/her ability to perform job duties is impaired due to on or off duty alcohol or drug use.
  2. Not possess or use impairing drugs (illegal drugs and prescription drugs without a prescription) during working hours or while subject to duty, on breaks, during meal periods or at any time while in a CTESOA vehicle, facility or on CTESOA property.
  3. Not possess or use alcohol during working hours or while subject to duty, on breaks, during meal periods or at any time while in a CTESOA operated facility or on CTESOA property.
  4. Not directly or through a third party sell or provide drugs or alcohol to any person, including an employee, while either the employee or other employees are on duty or while subject to duty, on breaks, during meal periods or at any time while in a CTESOA vehicle, facility or on CTESOA property.
  5. Submit immediately to an alcohol and drug test when required by this policy and when requested by the Executive Director or the employee’s Supervisor.
  6. Immediately complete and sign a consent form when required by this policy, releasing to CTESOA the results of any drug or alcohol test and consenting to such a test, when requested to do so by the Manager or Supervisor.
  7. Notify his/her Supervisor, before beginning work, when taking any medications or drugs, prescription or non-prescription, that the employee knows may interfere with the safe and effective performance of duties or operation of CTESOA equipment.
  8. Provide within 48 hours of request, bona fide verification of a current valid prescription for any potentially impairing drug or medication identified when a drug screen/test is positive. The prescription must be in the employee’s name.
  9. Notify the Manager within 10 days after conviction (including a plea of nolo contendere) for any drug offense occurring in the workplace.

1. Management Responsibilities and Guidelines

The Executive Director and supervisors are responsible for distribution and reasonable enforcement of this policy. The Executive Director and supervisors may request that any employee submit to a drug and alcohol test in accordance with the guidelines set forth herein.

Any Executive Director or supervisor encountering an employee who refuses an order to submit to a drug and/or alcohol test, upon request, shall remind the employee of the requirements and disciplinary consequences of this policy. Where there is reasonable suspicion that the employee is under the influence of alcohol or drugs, the Supervisor shall request that the employee remain at the workplace for a reasonable time until the employee can be safely transported home.

Except as otherwise provided in this section, the Executive Director or Supervisor shall not physically search the persons of employees, nor shall they search the personal possessions of employees without the consent of, and in the presence of, the employee, or without a valid search warrant.

The Supervisor shall notify the Executive Director when he has reasonable suspicion to believe that an employee may have alcohol and/or illegal drugs in his or her possession or in an area jointly or fully controlled by CTESOA. If the Executive Director concurs that there is reasonable suspicion of illegal alcohol and/or drug possession, the Executive Director, or a designee, shall notify the appropriate law enforcement agency.

1. Drug and Alcohol Testing Defined

Drug and/or alcohol tests consist of the compulsory production and submission of breath, urine or blood by an employee in accordance with this policy, for chemical analysis to detect prohibited drug or alcohol usage. The drug and/or alcohol test may test for any substance which could impair an employee’s ability to effectively and safely perform the functions of his or her job, including, but not limited to, prescription medications, heroin, cocaine, morphine and its derivatives, PCP, methadone, barbiturates, amphetamines, marijuana and other cannabinoids. An initial drug and/or alcohol test will be conducted. If the initial test has a positive test result, a confirmatory test will be performed after the initial positive result.

1. Drug and Alcohol Testing Guidelines
   1. Pre-Employment Physical
      1. If required by CTESOA, all pre-employment physical examinations shall include drug and alcohol testing as defined herein. Applicants will be notified during the application process and prior to any such test being performed that a drug and/or alcohol test will be required as a condition to employment.
      2. A positive result from a drug and/or alcohol analysis may result in the applicant not being hired or the applicant’s use of drugs and/or alcohol could affect requisite job standards, duties or responsibilities.
      3. If a drug screen is positive at the pre-employment physical, the applicant must provide within 48 hours of request, bona fide verification of a valid current prescription for the drug identified in the drug screen. If the prescription is not in the applicant’s name or the applicant does not provide acceptable verification, or if the drug is one that is likely to impair the applicant’s ability to perform the job duties, the applicant may not be hired.

2. Drug and Alcohol Testing During Employment

An employee who is involved in an accident or incident while on duty or subject to duty, or while on any property owned, leased or operated by CTESOA, in which any person is injured, or in which there is property damage estimated to be in excess of $100.00 shall be sent for a drug and/or alcohol test. The employee shall be immediately transported to a medical facility where he or she shall submit to a drug and alcohol test.

As a condition of employment, employees may also be required to submit to CTESOA approved drug tests under circumstances that include, but are not limited to, the following:

* Where, in CTESOA’s opinion, violations of safety rules or procedures are suspected;
* When an employee returns from any type of leave in excess of thirty (30) days;
* Where, in CTESOA’s sole discretion, there is reasonable suspicion, as outlined in this policy, to believe an employee has been engaging in illegal drug use at any time, or working under the influence of alcohol;
* On a periodic basis for employees who return to work after participation in a rehabilitation program; and
* Annually.

3. Drug and Alcohol Tests Based on Reasonable Suspicion

The Executive Director and supervisors may request that an employee submit to a drug and/or alcohol test when a manager or supervisor has a reasonable suspicion that an employee is intoxicated or under the influence of drugs or alcohol while on duty or subject to duty.

“Reasonable suspicion” is defined as a belief based on objective facts sufficient to lead a reasonably prudent supervisor to suspect that an employee is under the influence of drugs or alcohol to the extent that the employee’s ability to perform the functions of the job is impaired or so that the employee’s ability to perform safely is reduced. Any of the following, alone or in combination, may constitute reasonable suspicion.

• Slurred speech;

• Alcohol odor on breath;

• Unsteady walking and/or movements;

• An accident involving CTESOA property;

• Physical altercations;

• Verbal altercations;

• Unusual behavior;

• Possession of alcohol or drugs;

• Disorientation or job impairment (inability to perform employee’s job in a routine manner);

• Inattentiveness;

• Intoxicated behavior;

• Information obtained from a reliable person who claims personal knowledge of any of the foregoing behaviors.

This is not an exclusive list of factors which may lead to a reasonable suspicion of drug or alcohol use while on duty or subject to duty.

The Executive Director or Supervisor requesting an employee to submit to a drug and/or alcohol test shall document in writing the facts constituting reasonable suspicion that the employee in question is intoxicated or under the influence of drugs.

Prior to the administration of any drug or alcohol testing, the Executive Director or Supervisor shall first obtain from the employee to be tested a complete and signed consent form. Refusal to sign the consent may be considered an insubordinate act resulting in disciplinary proceedings up to and including termination.

A positive result from any drug and/or alcohol test or analysis may result in disciplinary action, up to and including up to termination.

If the drug screen is positive, the employee must provide, within 48 hours of request, bona fide verification of a current valid prescription for the drug identified in the drug test. The prescription must be in the employee’s name. If the employee does not provide acceptable verification of a valid prescription, or if the prescription is not in the employees name, or if the employee has not previously notified his or her Supervisor of the presence of the impairing substance prior to beginning work, the employee may be subject to disciplinary action up to and including termination.

1. Confidentiality

Laboratory reports or test results shall not appear in an employee’s general personnel folder. Information of this nature will be contained in a separate confidential medical folder that will be securely kept under the control of the Executive Director. Disclosures, without employee or patient consent, may also occur when the information is compelled by law, judicial, or administrative process; the information has been placed at issue in a formal dispute between CTESOA and the employee; the information is needed by medical personnel for the diagnosis or treatment of the employee or a patient who is not able to authorize disclosure; the information is to be used in administering an employee benefit plan.

1. Disciplinary Action

Disciplinary action, up to and including termination, may be taken against an employee for any of the following reasons: failure to comply with any of the employee’s responsibilities as set forth herein; positive results from any drug or alcohol test.

**POLICY TITLE: Safety and Health**

**POLICY NUMBER: 5190**

I. POLICY

All CTESOA employees are expected to work diligently to maintain safe and healthful working conditions and to adhere to proper operating practices and procedures designed to prevent injuries and illnesses.

II. PURPOSE

CTESOA is committed to providing a safe and healthy working environment. CTESOA’s policy is aimed at minimizing the exposure of our employees, customers, and other visitors to our facilities to health or safety risks.

III. PROCEDURE

1. Employee Responsibilities

The responsibilities of all employees of CTESOA maintaining safe and healthful working conditions include:

1. Exercising maximum care and good judgment at all times to prevent accidents and injuries;
2. Reporting all injuries to supervisors and seeking first aid, regardless of how minor;
3. Reporting unsafe conditions, equipment, or practices to supervisory personnel;
4. Using safety equipment provided by CTESOA at all times;
5. Conscientiously observing all safety rules and regulations at all times;
6. Notify supervisory staff, before the beginning of the workday, of any medication they are taking that may cause drowsiness or other side effects that could lead to injury to them and their coworkers;
7. Know the locations of all fire and safety exits;
8. Never use compressed air to clean clothing you are wearing;
9. Smoke only in areas designated as smoking areas;
10. Never attempt to catch falling objects;

1. Non-slip (Postal Approved) shoes must be worn at all times;
2. Make certain all emergency equipment, such as fire extinguishers, alarms, and exit doors, is accessible at all times;
3. Horseplay and practical jokes are prohibited;
4. Maintain all equipment in good repair; and
5. Know and be familiar with all CTESOA Health and Safety Plans.

**POLICY TITLE: Vehicle Cost Reimbursement**

**POLICY NUMBER: 5200**

I. POLICY

It is the policy of CTESOA to reimburse staff for reasonable and necessary expenses incurred in connection with approved travel on behalf of the JPA.

II. PURPOSE

To ensure CTESOA employees are adequately compensated for personal expenses incurred on behalf of the JPA.

III. PROCEDURE

When an employee is authorized to use his/her personal vehicle in the performance of CTESOA work, he/she shall be reimbursed for the cost of said use on the basis of total miles driven and at the rate specified in the Internal Revenue Service Guidelines in effect at the time of said usage.

Proof of adequate insurance covering collision, personal injury and property damage may be required for employees using a personal vehicle in the performance of CTESOA work.

Staff travel must be authorized. Travelers should verify that planned travel is eligible for reimbursement before making travel arrangements. Within 30 days of completion of a trip, the traveler must submit a travel reimbursement form and supporting documentation to obtain reimbursement of expenses. An individual may not approve his or her own travel or reimbursement. The reimbursement must be approved by the executive director or a designee.

**POLICY TITLE: Employee Benefits and Pay Period**

**POLICY NUMBER: 5210**

I. POLICY

Eligible employees will have access to health benefits as authorized by the Board of Directors.

II. PURPOSE

To assist employees in providing for personal healthcare and wellness needs.

III. PROCEDURE

1. Benefits
   1. **Medical Insurance**. Medical benefit coverage will be provided to employees as set forth in applicable Board resolution and benefits schedule.
   2. **Workers’ Compensation Insurance**. All CTESOA employees will be insured against injuries and illnesses incurred while on the job as required by State law.
2. Pay Period

The salaries and wages of all CTESOA employees shall be paid on a bi-weekly basis.

The advancement of wages will not be allowed.

**POLICY TITLE: Performance Evaluations**

**POLICY NUMBER: 5220**

I. POLICY

Annual performance evaluations will be made. Evaluations shall provide recognition for effective performance and also identify areas requiring improvement. Annual performance reviews shall be necessary to advance to the next salary step.

II. PURPOSE

The performance evaluation provides a means for discussing, planning and reviewing the performance of each employee.

III. PROCEDURE

Performance evaluation discussions will be held over a designated period on an annual basis. They will be arranged by each employee’s direct supervisor. Supervisors are encouraged to provide the opportunity for an additional 6 month or mid-year verbal review, and other informal reviews as necessary throughout the year.

The evaluation discussion will be held in private. All evaluation documents should be issued to both parties prior to the discussion, in order to allow time for both parties to reflect and prepare. These will provide a framework and focus for the discussion.

The performance evaluation will be discussed and signed by both the employee and the manager to ensure that all strengths, areas for improvement and job goals for the next review period are clearly communicated. The completed performance evaluation will be retained in the employee’s personnel file.

A supervisor is responsible for submitting the approved and final performance evaluation to the Executive Director, or designee, for review and recordkeeping purposes.

**POLICY TITLE: Guidelines for Accepting Gifts**

**POLICY NUMBER: 5230**

POLICY:

An employee may not accept gifts, entertainment, and/or other services or benefits from individuals or companies doing or seeking to business with CTESOA, unless the value is less than the limits set by the Fair Political Practices Commission for elected officials (see Government Code § 89503 and FPPC Regulation 18540, et seq.).

**POLICY TITLE: Nepotism**

**POLICY NUMBER: 5240**

I. POLICY

Nepotism is generally defined as the practice of an employee using personal influence or power to aid or hinder another in an employment setting in securing employment, promotion or other benefits because of a personal relationship. No employee may use power or influence to aid or hinder another in securing employment, promotion or any other benefit of employment due to a personal relationship. Personal relationships include, but are not limited to, those by virtue of blood, marriage, adoption or cohabitation

II. PURPOSE

This purpose of this policy is to establish standards governing, among other things, the hiring, promotion, termination, salary, performance evaluations, or other decisions concerning the employment of a member of any CTESOA employee’s family or household.

III. PROCEDURE

1. CTESOA employees associated by blood, marriage, adoption or cohabitation shall not work for the same supervisor; or have a direct or indirect supervisor/subordinate relationship. This policy applies to all categories of employees. Supervisors should be aware of potentially sensitive situations involving personal relationships within their area of responsibility.
2. CTESOA recognizes there may be situations where two individuals who have a personal relationship may appropriately be allowed to work in the same department without adverse impact. The Executive Director must be notified when:
   1. The work of employees, or the fair and impartial supervision and evaluation of employees has been adversely affected by a personal relationship.
   2. Nepotism concerns arise as a result of changed circumstances after hiring (e.g. marriage).
3. When situations arise that have, or could be perceived as having, adverse impact on the work of the Department or the employees, the safety and morale of the employees, or the fair and impartial supervision and evaluation of employees, the issue of nepotism may be negated by the reassignment of one of the two affected employees. If necessary, the Executive Director will identify and discuss an acceptable remedy.
4. Exceptions to this anti-nepotism policy may be appropriate based upon merit principles and/or recruitment difficulty. When consideration is being given to employment of an individual, or to continue employment of an individual, in a position that would create a violation of this anti-nepotism policy, a written justification and request for exception must be prepared by the Executive Director for review. The Executive Director will review the request and has sole authority to approve exceptions to this anti-nepotism policy on a case-by-case basis.

### RECORD-KEEPING/QUALITY MANAGEMENT POLICIES

**POLICY TITLE: Continuous Quality Improvement**

**POLICY NUMBER: 6010**

I. POLICY

To cultivate a consistent Continuous Quality Improvement (CQI) Program that complies with California State law and the policies of the El Dorado County Emergency Medical Services Agency (EMSA) to improve the delivery of Emergency Medical Services. The focus of the Continuous Quality Improvement Program is generalized improvement of paramedic performance. Although negative trends may be identified, the intention of this committee is never to be punitive.

II. PURPOSE

To improve the quality of the El Dorado County EMS System by:

1) Continuing to improve the quality of patient care and patient outcome,

2) Improving the success rate of life support skills, and

3) Identifying trends in performance and medical equipment needs.

4) Ensuring the contracted dispatch center is in compliance with Section III Dispatch Requirements, as set forth in Articles I, II, III and IV on pages 8-13 of the Master? Contract.

III. PROCEDURE

1. The JPA and its Member Agencies providing an advanced life support (ALS) service shall comply with the EMSA - Continuous Quality Improvement Policy. Key requirements of the policy include:

Each agency will develop their own a CQI policy that complies with the EMSA CQI policy requirements. An annual review of the policy is to be made for needed updates.

A peer level representative from each agency will attend the monthly EMSA CQI Committee meeting.

Comply with reporting and other quality assessment requirements as specified or determined by the CQI process, and/or EMSA.

Patient confidentiality will be strictly maintained at all times during the CQI process.

Participate in ongoing committee discussions, audits, field research and studies.

Recommend training – education, policy and procedure revision for improved ALS service delivery.

Provide feedback to system participants for “loop” closure and performance improvement.

B. PERFORMANCE CONCERNS:

Potential or questionable violations of California Health and Safety Code 1798.200, and other applicable laws shall be reported without delay to the involved agency Fire Chief and EMSA Medical Director. These issues are to be handled separately from the EMSA CQI Committee, and in accordance with state law, regulations and local agency policies.

C. RECORD RETENTION AND STORAGE:

All physical records collected for the CQI process shall be stored under lock and key in a secure location. CQI records are to be retained for one year, with the start date beginning when a case review has been concluded. Documents collected as part of the CQI process are protected under California State Evidence Code 1157. Each agency will make their records available for audit by the EMSA Medical Director.

D. ACKNOWLEDGEMENT OF QUALITY IMPROVEMENT COMMITTEE CONFIDENTIALITY

As a member of the Quality Improvement Committee involved in the evaluation and improvement of the quality of care rendered to patients within the emergency medical services system, we recognize that confidentiality is vital to the free and candid discussion necessary to effectively conduct quality improvement activities and is required by Section 1157.7 of the Evidence Code of the State of California. Therefore, we shall respect and maintain the confidentiality of all discussions, deliberations, records and other information generated in connection with these activities and make no disclosures of such information except to persons authorized to receive it. It is expected that the confidentiality of all the EMS Quality Improvement information will be maintained by all Committee members and members of its subcommittees. Additionally, a person who knowingly obtains or discloses individually identifiable health information in violation of the HIPAA Privacy Rule may face a criminal penalty of up to $50,000 and up to one-year imprisonment. The criminal penalties increase to $100,000 and up to five years imprisonment if the wrongful conduct involves false pretenses, and to $250,000 and up to 10 years imprisonment if the wrongful conduct involves the intent to sell, transfer, or use identifiable health information for commercial advantage, personal gain or malicious harm. The Department of Justice is responsible for criminal prosecutions under the Privacy Rule In Accordance With Public Law 104-191, SEC. 1177. It is understood that all affected persons and agencies are entitled to undertake such action as is deemed appropriate to ensure that this confidentiality is maintained, including action necessitated by any breach or threatened breach thereof. Additional Emergency Medical Services System Quality Improvement Model Guidelines can be found at the EMS Authority's website: [http://www.emsa.ca.gov/pubs/pdf/emsa166.pdf](https://www.csltmail.com/exchweb/bin/redir.asp?URL=http://www.emsa.ca.gov/pubs/pdf/emsa166.pdf)

**POLICY TITLE: Pre-Hospital Documentation**

**POLICY NUMBER: 6020**

I. POLICY

JPA employees shall appropriately document all patient care in conformance with regulations and local policy/procedure.

II. PURPOSE

The purpose of this policy is to ensure that appropriate documentation of pre-hospital patient care is completed for each patient in conformance with local EMS policy/procedure.

III. PROCEDURE

A. A patient care record (PCR) documenting patient assessment and all care provided by pre-hospital personnel shall be completed for each response.

1. The PCR shall be completed in conformance to El Dorado County EMS Policy #100.006 “Pre-hospital Care Documentation”.

2. If patient care services were not required, this will be documented reporting the reason the service was cancelled or refused.

B. Pre-hospital personnel shall ensure that, whenever possible, the PCR is completed in a timely manner.

1. Every effort should be made to complete the PCR within sixty (60) minutes of arrival at the receiving hospital.

3. The paramedic shall ensure that the completed documentation is provided to the hospital within six (6) hours of the call.

C. If changes to the submitted version of a PCR become necessary; the originating medic shall modify the report by creating an addendum.

1. Redistribute all available copies of the PCR.

3. Include the reason for the addendum in the narrative section of the PCR.

4. Note the date and time the modification was made along with the initials of the individual making the modification(s).

5. Under no circumstances shall modifications to a PCR be made by any individual not participating in the response, unless it is a correction pertaining to patient billing information.

D. Copies of the PCR shall be distributed to Barton Hospital and elsewhere per department policy.

###### TRANSPORT/PATIENT DESTINATION POLICIES

#### POLICY TITLE: 9-1-1 Patient Destination

**POLICY NUMBER: 7010**

I. POLICY

[NEED JPA INFO]

II. PURPOSE

[NEED JPA INFO]

III. PROCEDURE

1. All 911 calls will be transported to the Base Station Hospital (Barton Memorial) unless:

a. The base station physician diverts the patient to another facility

b. The patient meets alternate destination criteria as established per EL Dorado County EMS protocol

#### POLICY TITLE: Utilization of Air Ambulance

**POLICY NUMBER: 7020**

I. POLICY

[NEED JPA INFO]

II. PURPOSE

[NEED JPA INFO]

III. PROCEDURE

Utilization of an air ambulance will be subject to El Dorado County Air Ambulance Utilization Policy

#### POLICY TITLE: Wait and Return

**POLICY NUMBER: 7020**

I. POLICY

[NEED JPA INFO]

II. PURPOSE

[NEED JPA INFO]

III. PROCEDURE

[NEED JPA INFO]

**POLICY TITLE: State Law and Regulations**

**POLICY NUMBER: 7030**

I. POLICY

[NEED JPA INFO]

II. PURPOSE

[NEED JPA INFO]

III. PROCEDURE

1. California Code of Regulations, Title 13, Section 1103, Required Ambulance Equipment

2. California Code of Regulations, Title 22, Division 9, Pre-hospital Emergency Medical Services, Chapter 2. Emergency Medical Technician

3. California Code of Regulations, Title 22, Division 9, Pre-hospital Emergency Medical Services, Chapter 4. Emergency Medical Technician - Paramedic

4. California Health and Safety Code Division 2.5, Salutatory Requirements Related to Emergency Medical Services

5. California Vehicle Code, Section 2418.5, Ambulance Resuscitator Requirements

6. El Dorado County Ambulance Ordinance, Section 8.74

FORMS (to be developed)

Appendix (to be developed)