

Preston Area Ambulance Service : Employee Handbook

Who are we and what we do?

The Preston Area Ambulance Service is a group of volunteers who have qualified as EMT-Bs. As members of the Ambulance Service we are responsible for maintaining our health care and related skills in order to respond to emergencies in our community. Each week available EMT's are scheduled to cover a weekly schedule. The schedule begins at 7:00 am on Mondays. When a member is scheduled to be on call it is their responsibility for ensuring that "shift" is covered. Thus, if you need to be unavailable for a shift you have requested, you are required to find someone to cover for you. We are required by state law to have at least 2 EMT's on the schedule. Normally we run with three EMT's, but sometimes a driver who is not an EMT is scheduled. The "driver" depending on the call may not necessarily drive, he/she may be in back to assist with patient care.

When you are on call you are expected to maintain a state of reasonable readiness. Reasonable readiness means an on call member will refrain from becoming impaired by alcohol or other substances which might impair judgment or ability to perform. Members arriving impaired to the Emergency Services building in response to an emergency call will be turned away from the call and will be reported to the EMSRB. The Preston Area Ambulance policy for alcohol use is: no consumption of alcohol within eight hours of going on a call. Reasonable readiness also means you will respond in a timely fashion to emergency pages. This does not mean, however, that people on call at night are required to sleep dressed.

What training is required?

The initial training required to be a member of the Preston Area Ambulance Service is a 120 hour EMT-B course. Courses are generally offered twice a year for new EMTs in SE Minnesota. Upon completion of the course you'll be certified under the National Registry of EMTs and the Minnesota Registry. After this initial qualification, maintaining your National Registry is optional, but maintaining the Minnesota Registry is required (re-certification is required every 2 years). There is additional training done on a service-by-service basis; our service requires the CEVO course, training on our medications, annual training in CPR, training in the AED, and other various courses. Many of our educational requirements are covered in monthly education meetings held at the Emergency Services building.

Meetings

The ambulance service has one meeting a month; a training meeting followed by a business meeting. The scheduling of these meetings is determined by the service members. Currently, the meetings are held the fourth Wednesday of the month at 7:00 pm, exceptions are sometimes made due to conflicts with community functions etc. So please refer to the service web page for the official meeting schedule. There are 4 **mandatory** meetings a year. These are in-services required by are medical director. These are Airway / Cardiac Defib and Variance Medications. If you fail to attend these meetings you are required to make them up with another service. Occasionally special meetings are held to conduct training or discuss special business items that could not be discussed at the regularly scheduled time.

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Service Requirements

To ensure that we maintain 24hr per week coverage and to ensure that weekend coverage is spread throughout all EMT's, **mandatory** weekend coverage was enacted in 2004. What this means is that a rotating schedule is developed so that each member of the service is assigned a weekend 24-hour period to be responsible for. The weekends are usually 3-4 weeks apart depending on the number of EMT's on the roster. You will be assigned either a Friday 6pm- Sat 6pm schedule or Sat 6pm-Sun 6pm schedule. You will be responsible for covering these times. You do not have to cover them yourself, but you are required to find coverage for these times. The schedule will be prepared far enough in advance to allow for ample time to find a replacement or reschedule conflicts.

Vaccinations

All members of the PAA are required to have current vaccinations. Hepatitis B vaccinations are provided for those who have not previously had them. Yearly Mantoux TB screening will also be provided by the service. Occasionally other vaccinations may be offered or required i.e. flu vaccination and tetanus vaccination.

Probation

Upon receiving your EMT certification, you will have a 6-month probationary period for Preston Area Ambulance and EMSRB. During this probationary period you will receive a probationary per call rate. Upon completion of the 6-month probationary period you will receive a Preston Area Ambulance Jacket and you will start to receive PERA benefits.

You may be placed back on probation for disciplinary reasons. These reasons may include, but are not limited to:

- Failure to show up for scheduled on call time more than three times over three month period.
- Failure to adhere to the protocols and procedures of our medical directors. (Consortium)
- Violation of rules and regulations of the Emergency Medical Services Regulatory Board. (EMSRB)
- Violation of the Preston Area Ambulance Alcohol Policy. *Violation of this or the EMSRB Alcohol policy may result in dismissal.*
- Any action that results in the disciplinary action by the Preston Area Ambulance grievance committee that may or may not be listed in this handbook.

To be placed on probation, a resolution at a regularly scheduled meeting must be passed by quorum of members.

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What is our compensation?

Aside from the training and the satisfaction of serving your community and helping people in need, members of the Ambulance Service receive monetary compensation for calls, meetings, in-services, classes, conferences and on call hours for holidays and summer weekends.

Conferences, continuing education classes, and summer weekend/holiday on-call hours should be tracked by each Ambulance Service member and need to be submitted to receive compensation.

We currently have a number of payroll options available to Service members.

Payroll Options:

You have the option of being paid up to three times per year.

Option 1

1. To be paid for calls, meetings, in-service, summer/holiday/education hours from January 1, 2002 through May 31, 2002, you must submit hours to city hall no later than June 10, 2002. Checks will be ready on June 21, 2002.
2. To be paid for calls, meetings, in-service, summer/holiday/education hours from June 1, 2002 through October 31, 2002 you must have your hours to city hall no later than November 8, 2002. Checks will be ready November 22, 2002.
3. To be paid for calls, meetings, in-service, summer/holiday/education hours from November 1, 2002 through December 31, 2002 you must have your hours to city hall no later than January 10, 2003. Checks will be ready on January 17, 2003.

Option 2

1. To be paid for calls, meetings, in-service, summer/holiday/education hours from January 1, 2002 through October 31, 2002, you must have your hours to city hall no later than November 8, 2002. Checks will be ready November 22, 2002.
2. To be paid for calls, meetings, in-service, summer/holiday/education hours from November 1, 2002 through December 31, 2002, you must have your hours to city hall no later than January 10, 2003. Checks will be ready on January 17, 2003.

Benefits:

PERA	\$50 per month for attendance at 6 meetings within a year. (We provide exceptions to those who are unable to attend the meetings due to employment restrictions)	
Retirement	10 Years of Service	\$500
	15 Years of Service	\$1000
	20 Years of Service	\$1500

Mileage Reimbursement

Continuing Education Courses reimbursement

Pay Rates:

Calls	\$40 per call/\$25 per call for probationary EMT's and Drivers
Meetings	\$5 per meeting
In-Service	\$6.15 per hour
Education	\$3.80 per hour
Holiday and Weekend hours	\$2.00 per hour
Officers	\$50 per month

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How to do what we do...

Responding and notification of a call.

All members of the Ambulance Service are required to carry a pager which they must have turned on when they are scheduled to be on call. When dispatch receives a 911 call or is notified of an emergency situation, a page will be sent out. The members scheduled to be on call are to respond immediately in a safe but timely fashion. Responding to an emergency page in our personal vehicles does not give us any rights on the road which are different from the rights of any other driver on the road. Or more simply, in responding you must obey all laws of the road which apply at any other time.

If you arrive at the station and are short EMTs, you can request dispatch to page again for additional EMTs. Contact dispatch on channel 2.

Severe Emergency Calls and Car Accidents

In cases where you have a severe emergency (10-33's) you may respond with 4 EMT's if an extra shows up prior to going enroute to the call. You should not wait for a fourth person to show up, but go immediately enroute. Sometimes, when a severe emergency takes place, the ambulance may go enroute without one or more of the one call EMT's. **In this case remember that patient care is our number one priority.** If you are one of these EMT's left behind you may at your own discretion drive safely to the scene and take over care. The same guidelines are to be followed in the case of a vehicle accident, If you decide to respond to a page for an accident, do not respond directly to the scene. You should respond to the Emergency Services building and be prepared to take our second ambulance to the scene.

Communications on a call.

Communication is a critical element in every ambulance call. Members will not only have to communicate with patients, family members, and each other, they will need to communicate with dispatch and other emergency services involved in patient care. In general the driver will communicate with dispatch; attached is the list of the most common 10-codes used by emergency personnel.

Our Ambulance Service has two ambulances. The primary rig's call sign is 461A and the secondary rig's is 461B. Dispatch is the Fillmore County Sheriff's office. Their call sign is L-E-C. Various other agencies (other ambulances, police, sheriff, fire departments) have their own call signs. If you do not know a call sign and need to contact someone, plain english requests will suffice (Preston Ambulance to State Trooper at 10-52).

In addition to radios in our ambulance, some EMT's will be issued radios; at this time we should have radios for all EMT's actively carrying. All radios are programmed with the Preston Area Ambulance frequency. (Channel 7) This should be used when communicating between EMT's as not to create additional radio traffic on the Fillmore County Sheriff's frequency.

Sample communications on an ambulance call:

< Page sent out, received and crew on board >

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461 to 500 en-route to <location of call>

< upon arrival at scene>

461 to 500 on scene

< after loading>

461 to 500 en route to <hospital>

< Assume there has been no need for an intercept by Paramedics or Helicopter.

At some point we need to change the transmission frequency on the radio.

St. Mary's & Olmsted are Channel 3

LaCrosse is Channel 8

Now the crew with the patient will submit a report to the receiving hospital>

Preston Ambulance to <receiving hospital>

< Response from hospital>

We are en-route with <describe condition and vitals>, ETA is <est. Arrival>

< Hospital confirms.>

< Return the transmitting frequency to channel 2

Upon returning to the service area>

461 to 500 10-10 10-20 <current location> or 461 to 500 we've returned to service area

< Upon returning to the Emergency Services Building.>

461 to 500 were 10-7 10-19 or 461 to 500 we're out of service at base.

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Who are our officers

Officers are elected on an annual basis. Nominations are taken in November and voting is done so that new officers are elected at or by the last meeting of a year. There are currently no term limits.

Director: Jeremy Maul

The director is responsible for the day-to-day operations of the service.

- Financial - expenditures, fund raising, billing considerations
- Information - ensuring all members are informed of important issues in a timely fashion
- Meetings - arranging and conducting monthly meetings

Training Coordinator: Marti Higgs

The training coordinator is responsible for assisting the director and ensuring the readiness of the service members through training.

- Arranging continuing education opportunities
- Assisting in continuing education efforts
- Assisting in preparation for the refresher test for the state of MN
- Tracking in-service courses and attendance

Secretary: Marcia Johnson

The secretary is responsible for taking and maintaining meeting minutes, tracking meeting and in-service attendance, sending out meeting minutes to all members after a meeting.

Maintenance: Dave Keene

The maintenance crew is responsible for the care and maintenance of the EMS equipment and both ambulances.

Scheduling Officers: Jim Shupe and Julie Pickett

The Scheduling Officers are responsible for gathering availability from EMT's and compiling it into a weekly schedule. They are also responsible for putting together the weekend schedule.

Grievance Committee: The Grievance Committee is set up with three members at large and the director. Any member of the service at the discretion of the director or any other officers can call a grievance committee meeting. Official decisions can only be made by a quorum of EMT's at a regularly scheduled meeting.

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EMPLOYMENT AGREEMENT

Employment Agreement, between the City of Preston acting through the Preston Area Ambulance Service hereinafter "PAA" and _____, hereinafter the "Employee". The Employee agrees to work for PAA in exchange for tuition in an accredited EMT-B certification program and Continuing Education Credits. The Employee's employment for Preston Ambulance Service is subject to the following conditions:

Employee Requirements: A Preston Area Ambulance Handbook has been issued to the employee and its contents discussed prior to this agreement. Employee acknowledges receipt of the PAA handbook, understands the requirements outlined within and agrees to fulfill the obligation.

Reimbursement of Expenses and Return of City Property. For employees that have not been certified as EMT's prior to being hired as an Employee, PAA agrees to pay for the cost for the Employee to attend the EMT certification class, subject to the condition that upon successful completion of the class, Employee will provide a minimum of one year of service to PAA in accordance with the requirements established by the PAA. A Preston Area Ambulance Handbook has been issued to the employee and its contents discussed prior to this agreement and employee acknowledges receipt of the PAA handbook. In the event an Employee does not provide a minimum of one year of service to PAA in accordance with the requirements established by the PAA in the PAA Handbook, Employee shall reimburse the PAA for the cost paid on the Employee's behalf for the EMT certification class within 30 days after the PAA mails an invoice for the cost to the Employee's last known address. In that event, Employee shall also return any clothing, pagers or other personal property issued to Employee in the course of employment within 7 days of the employee's last day of service. In the event that City has to pursue collection of an unpaid invoice or return of PAA property issued to an employee, Employee agrees to pay all costs associated with such collection efforts, including reasonable attorney's fees. A payment plan may be developed to recover costs over a reasonable length of time, this however must be set in writing prior to expiration of 30 day notice period and signed by both parties.

Oral Modifications Not Binding. This instrument and the PAA Handbook is the entire agreement between the PAA and the Employee. Oral changes have no effect. It may be altered only by written agreement signed by the party against whom enforcement of any waiver, modification, extension, or discharge is sought.

Signed this ____ day of _____, 200_

Signed this ____ day of _____, 200_

Preston Area Ambulance
Service-Director

Employee
