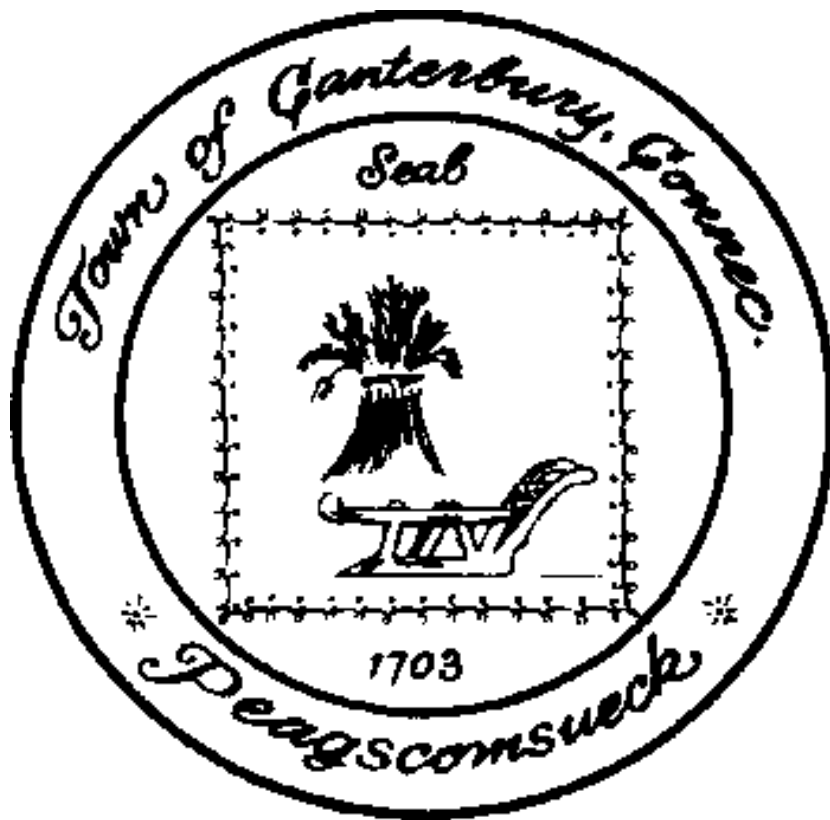


TOWN OF CANTERBURY



AMBULANCE EMPLOYEE HANDBOOK

Town of Canterbury

Ambulance Staff Handbook

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INTRODUCTION

As a member of the Ambulance Staff you represent the Town of Canterbury and the Canterbury Volunteer Fire Company, Inc., (CVFC). As an employee you are expected to set an example. These policies have been adopted by the First Selectman and the Fire Chief to clarify what the levels of expectation are for employees of the Town of Canterbury Ambulance Staff. These policies define what acceptable and unacceptable practices while representing the town are. These policies support town and department operations and are adopted after review by the First Selectman and the Fire Chief. These policies also set forth appropriate actions, including suspension and dismissal from employment, for violations of said policies. Each individual policy shall contain information on date of adoption.

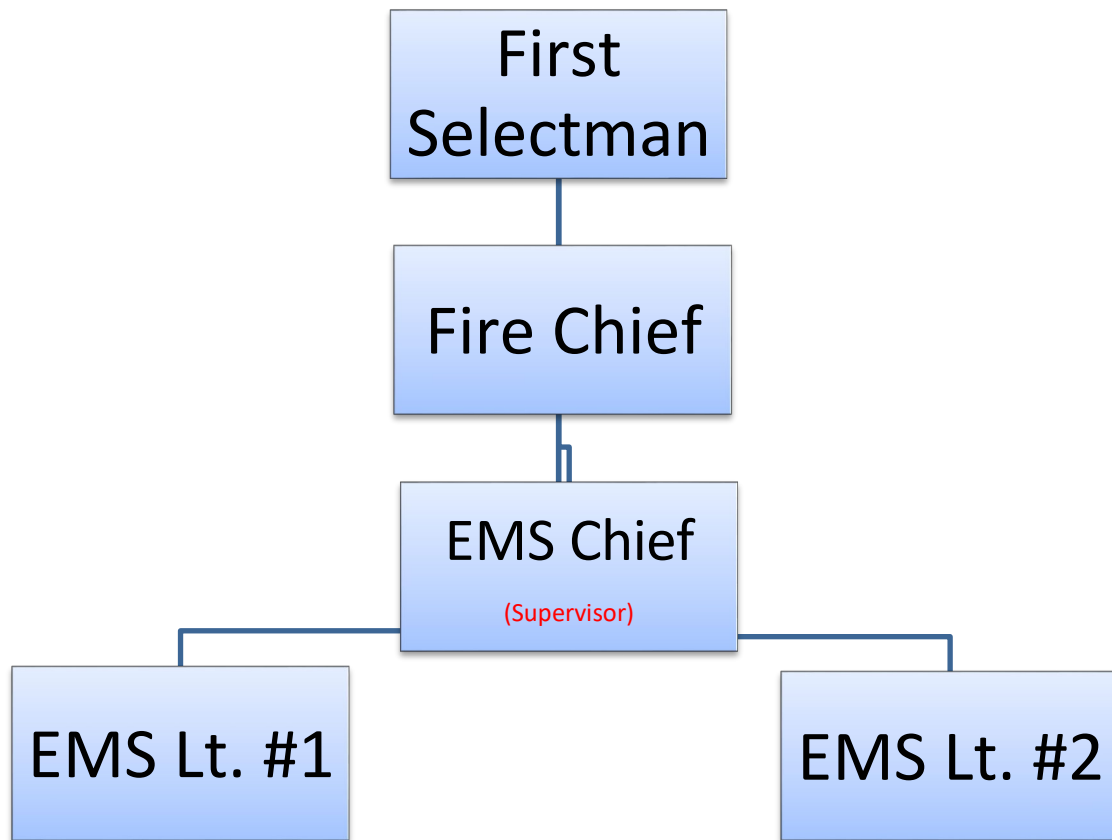
Immediate enforcement may be initiated by the First Selectman, Fire Chief, EMS Chief, or in their absence their representatives. These Policies developed and approved by the First Selectman and CVFC may be amended or changed at any time. These Policies have been developed to work in **conjunction** with the Standard Operating Procedures (SOPs) of the CVFC.

DUE TO CHANGING OPERATIONAL NEEDS AND BUSINESS CONDITIONS, THIS HANDBOOK SHOULD NOT BE CONSIDERED ALL-INCLUSIVE. IT OFFERS GENERAL GUIDELINES ONLY, AND IS NOT A CONTRACT, EXPRESSED OR IMPLIED. THE EMPLOYMENT RELATIONSHIP BETWEEN YOU AND THE TOWN IS "AT WILL" AND CAN BE TERMINATED BY EITHER YOU OR THE TOWN AT ANY TIME FOR ANY REASON, WITH OR WITHOUT NOTICE.

THE TOWN OF CANTERBURY MAY, IN ITS SOLE DISCRETION, INTERPRET, REVISE, MODIFY OR VARY FROM ANYTHING STATED IN THIS HANDBOOK, EXCEPT FOR THE POLICY OF EMPLOYMENT AT-WILL, WHICH MAY NOT BE MODIFIED EXCEPT IN WRITING SIGNED BY THE FIRST SELECTMAN, FIRE CHIEF AND YOU. THIS HANDBOOK REPLACES AND SUPERSEDES ALL PRIOR POLICIES AND GUIDELINES ON THE SAME TOPICS COVERED BY THIS HANDBOOK. NO REPRESENTATION MADE BY A MANAGEMENT REPRESENTATIVE, AT THE TIME OF HIRE OR SUBSEQUENTLY, MAY BE INTERPRETED AS A CONTRACT BETWEEN CVFC, THE TOWN OR ANY OF ITS EMPLOYEES.

Please note that violation of any policies contained herein may result in disciplinary action, up to, and including termination of employment.

CHAIN OF COMMAND



SCHEDULING, PAYROLL & ABSENTEEISM

The Fire Chief or designee is responsible for scheduling employees. The CVFC ambulance shall be staffed from 5 am – 5 pm Monday through Friday with two employees (i.e., a total of five, twelve-hour shifts). Employee shifts may be assigned as either a full shift (5 am-5 pm) or split up into one of two six-hour shifts. (5am-11am or 11am-5pm).

Payroll will be entered every week, and employees will be paid weekly. Please bring the payroll sheet to the office of the First Selectman (Town Hall) by Thursday of each week.

Per the Town of Canterbury's Board of Selectman - in no instance shall an employee be scheduled for more than an annual average of 24 or more hours in a week. Employees shall be paid at a rate set by the Board of Selectman.

Per diem employees otherwise shall be eligible for holiday premium pay (one and one-half times their regular rate) for all hours worked on the following:

1. New Year's Day
2. Memorial Day
3. July 4th
4. Labor Day
5. Thanksgiving Day
6. Christmas Day

Part-time or per diem employees are employees at-will and are non-benefit earning (they are not entitled to, nor eligible for, such benefits as vacation, sick or other accrued leave; participation in CMERS; participation in a deferred comp retirement plan; or participation in group medical insurance),

ABSENTEEISM

Because our primary mission is to provide quality care and service to patients and the community at all times, you must maintain good attendance and punctuality in the performance of your job. If you are going to be late or unable to come to work, you must contact the EMS Chief to make him or her aware of the situation. Poor attendance or excessive absenteeism may result in progressive disciplinary action, up to and including termination.

PERSONNEL RECORDS

All personnel files will be considered confidential and will not be available to any persons other than the employee and those authorized by the First Selectman. Personnel records will be kept on all employees. Employees will be given a copy of or allowed to read and apply their signature to any report, memo, or written appraisal of performance, which will be included in their personnel file. The First Selectman shall notify any employee, in writing, when a request is made for disclosure of the employee's personnel, medical, or similar files if the First Selectman reasonably believes that disclosure would invade the employee's privacy. All written material filed shall be made available for inspection by the employee involved at an off-duty time in the presence of an administrator.

DRUG AND ALCOHOL-FREE WORKPLACE POLICY

The Town of Canterbury is committed to winning the battle against substance abuse. Substance abuse jeopardizes a stable family structure, increases crime, impacts worker productivity, and presents a continuing and growing drain of town funds. For our youth, substance abuse is an especially serious threat. Drugs destroy their hopes and dreams and, all too often, their very lives. The workplace is not immune to the influence of substance abuse. Worker safety, health, and efficiency are adversely affected. Therefore, in harmony with Connecticut's three-pronged strategy of education, treatment, and enforcement to combat substance abuse and per federal legislation, this Drug-Free Workplace Policy has been adopted. Effective March 18, 1989, the federal government enacted the "Drug-Free Workplace Act" (41 U.S. Code §§701 et seq.).

This act requires that any employer receiving federal funding must certify that it will maintain a drug-free workplace. Among other things, the Act requires that a policy be published notifying employees that the unlawful manufacture, distribution, possession, or use of controlled substances is prohibited in the workplace. It also requires that certain actions be taken if this policy is broken. The employee has a right to come to work and perform his or her job in an environment that is free from the illegal use of drugs. It is also in the interest of the State and the public that employees be able to perform their duties safely and efficiently. The Town is firmly committed to promoting high standards of health, safety, and efficient service. Thus, our goal is to maintain a work environment free from the effects of drug abuse. The employees shall not unlawfully manufacture, distribute, dispense, possess or use a controlled substance while on the job or in the workplace, or be under the influence of a controlled substance, not prescribed for him/her by a physician, while on the job or in the workplace. Any employee violating this policy will be subject to discipline, up to and including termination. The employee(s) with substance abuse problems are encouraged to participate in a counseling or rehabilitation program before being in a disciplinary situation. Employees will be advised of the Employees Assistance Program provided by the agency and any available drug counseling or rehabilitation programs.

EMPLOYEE REQUIREMENTS

Employees shall not unlawfully use, possess, distribute, dispense, or manufacture controlled substances or be under the influence of a controlled substance while on the job or in the workplace. Any employee violating this policy will be subject to discipline, up to and including termination. "Controlled substances" are defined in federal law and consist of two classes of drugs: (1) those commonly thought of as "illegal" drugs; and (2) certain medications if not being taken under a physician's prescription or according to a physician's orders, which the federal government has determined have a potential for abuse, or are potentially physically or psychologically addictive. Employees must give notification in writing to their agency's personnel director (or other official serving in that role for the agency) within five (5) calendar days of any conviction for violation of a criminal drug statute if the violation occurred in the workplace. A conviction means a finding of guilt (including a plea of nolo contendere) or the imposition of a sentence by a judge or jury in any federal or state court. This reporting requirement is in addition to any agency work rules that require notice of arrests or convictions. An employee who is so convicted or who fails to report such a conviction is subject to discipline, up to and including termination. "Workplace" includes any locations owned, operated, or controlled by the town, whether the employee is on or off duty, and any other locations while on duty where town business is conducted. The town must notify the Office of Labor Relations, within ten (10) calendar days of receiving notice that one of its employees has been convicted for a violation of a state or federal drug statute occurring in the workplace. Employees who have substance abuse problems are encouraged to participate in a rehabilitation program and will be notified of the Employee Assistance Program and available drug counseling or rehabilitation programs. The federal act requires that an employer take action within 30 calendar days of receiving notice of a workplace drug conviction to impose discipline upon and to require satisfactory participation in a substance abuse rehabilitation program by the convicted employee.

AFFIRMATIVE ACTION POLICY

It has always been the policy and will continue to be the strong commitment of the Town of Canterbury and all contractors and subcontractors who do business with the Town of Canterbury to provide equal opportunities in employment to all qualified persons solely based on job-related skills, ability, and merit. The Town of Canterbury will continue to take affirmative action to ensure that applicants are employed and that employees are treated fairly during employment without regard to their race, color, religion, gender, sexual orientation, national origin, ancestry, mental capacity, age, physical disability, marital status, and criminal record. Such action includes, but not limited to, employment, upgrading, demotion, or transfer, recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation and selection for training including apprenticeship. The Town of Canterbury, its contractors, and subcontractors, will continue to make good faith efforts to comply with all federal and state laws and policies which speak to equal employment opportunity.

The principles of affirmative action are addressed in the 13th, 14th, and 15th amendments of the United States Constitution, Civil Rights Act 1866, 1870, 1871, Equal Pay Act of 1963, Title VI and VII of the 1964 United States Civil Rights Act, Presidential Executive Orders 11246, amended by 11375, (non-discrimination under federal contracts), Act 1, Section 1, and 20 of the Connecticut Constitution, Governor Grasso's Executive Order Number

11, Governor O'Neill Executive Order Number 9, the Connecticut Fair Employment Practices Law (Section 46a-60-69) of the Connecticut General Statutes, Connecticut Code of Fair Practices (46a-70-81), Deprivation of Civil Rights (46a-58(a)(d), Public Accommodations Law (46a-63-64), Discrimination Against Criminal Offenders (46a-80), Definition of Blind (46a-51(1), Definition of Physically Disabled (46a-51(15), Definition of Mentally Retarded (46a-51(13), Cooperation with the Commission on Human Rights and Opportunities (46a-77), Sexual Harassment (46a-60(a)(8), Connecticut Credit Discrimination Law (360436 Through 439), Title 1 of the State and Local Fiscal Assistance Act of 1972.

The Town will appoint an Equal Employment Opportunity (EEO) Officer whose responsibility it shall be to implement the Town's Equal Employment Opportunity Policy through a positive program of affirmative action designed to secure for the permanent, part-time, and temporary town workforce truly representative numbers of minority workers. The affirmative actions of the EEO Officer will include the following:

1. Maintain close contact with personnel officials and other town workers engaged in the recruitment and hiring process, to make certain they are kept aware of and adhere to the spirit and intent of town equal employment opportunity policies.
2. The establishment of a system of feedback and control of town policy to ensure its total application, and to promote the progress of equal employment opportunity program.
3. Advertisements to fill job openings will be placed in newspapers having wide circulation in Southeastern Connecticut. All such advertisements will include the phrase EEO or Equal Opportunity Employer.
4. All complaints will be investigated and processed by the EEO officer within thirty (30) days after their receipt. As an equal opportunity employer, it is understood that any Equal Employment Opportunity Officer and any managerial personnel that fail to implement, monitor effectively and enforce the town's affirmative action program will result in this firm being required to recommit itself to a modified and more stringent affirmative action program before performing services for the contracting agency.
5. Finally, as Chief Executive of the town and EEO Officer, the First Selectmen is personally committed to the effective implementation and monitoring of the town, all supervisory and managerial personnel, and to monitor and enforce the Equal Opportunity Employment Plan.

Adopted September 2, 2007

PREVENTION OF HARASSMENT & DISCRIMINATION

DISCRIMINATION

The Town of Canterbury and CVFC strives to maintain an atmosphere that is free from illegal discrimination or harassment of any kind, including discrimination or harassment on the basis of an individual's race, color, sex, religion, national origin, ancestry, age, disability or any other characteristic protected by applicable law.

It is also a violation of these policies to subject an employee to adverse job action or to otherwise discriminate against an employee on account of any characteristic protected by applicable law. All employees must comply with this policy and take appropriate measures to ensure that such conduct does not occur. Employees who engage in such conduct will be subject to discipline, up to and including termination, and may be subject to civil penalties.

SEXUAL HARASSMENT

The Town of Canterbury strictly follows THE CONNECTICUT DISCRIMINATORY EMPLOYMENT PRACTICES ACT (Sections 46a – 60 (a) of the Connecticut General Statute), TITLE VII of the CIVIL RIGHTS ACT of 1964 (42 USC Section 2000e et seq.)

Sexual Harassment means ANY unwelcome sexual advances or requests for sexual favors or and conduct of a sexual nature when:

- Submission to such conduct is made either explicitly or implicitly a term or condition of employment

- Submission to or rejection of such conduct by an individual is used as a basis for employment decisions affecting such individual
- Such conduct has the purpose or effect of substantially interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.

Examples of Sexual Harassment include, but not limited to:

- Unwelcome sexual advances
- Suggestive or lewd remarks
- Unwanted hugs, touches, and kisses
- Request for sexual favors
- Retaliation for complaining about sexual harassment
- Derogatory or pornographic art

Remedies for sexual harassment may include:

- Cease and desist orders
- Back pay
- Compensatory damages
- Hiring, promotion or reinstatement

Individuals who engage in acts or sexual harassment may also be subject to civil and criminal penalties

If you feel, after you file a complaint, you have been discriminated against, contact

The Connecticut Commission on Human Rights and Opportunities
90 Washington St, Hartford, CT

Contact the EMS Chief, or First Selectman (860-546-9693) if you feel you or others are being sexually harassed

EMPLOYEE CODE OF CONDUCT

Employees of the Ambulance Staff shall conduct themselves in a professional, responsible and courteous manner at all times. Employees demonstrating such behaviors foster a positive work environment. Positive, professional behaviors include punctuality, appropriate attire and respect.

It is the Town of Canterbury's goal to maintain an environment for employees, patients and visitors that is free from threats and acts of violence and any behaviors intended to intimidate or create fear. Threats against individuals, regardless of how transmitted (written, verbally, electronically), are not tolerated under any circumstance and are grounds for dismissal. If you should observe any such act by any person on or off duty, you should immediately report it to the Fire Chief or his/her designee.

OFF DUTY CONDUCT

Employees are responsible for their conduct in the same manner while wearing a Canterbury Ambulance Staff uniform, whether they are on or off duty. Employees are discouraged from wearing uniforms once they are off duty.

WEAPONS

Firearms or weapons of any sort are not permitted on company premises at any time. Employees are allowed to carry a pocketknife with a blade not to exceed four inches in length. Employees are subject to the Town of Canterbury's workplace violence policy at all times on the job and while in uniform.

THEFT

Employees are prohibited from stealing personal or company property.

INSUBORDINATION

Respect at the CVFC is an important component of company operations. If an employee is asked **by someone in the chain of command** to complete a work-related task, they are to do so without dispute. Insubordination is unacceptable. It is the right of the Fire and/or EMS Chief to immediately suspend an insubordinate employee with notification to the First Selectman.

STANDARDS OF CONDUCT

Each employee shall:

1. Comply with all federal and state laws, regulations and/or statutes, and lawful instructions/orders.
2. Ensure that a safe, secure and sanitary work environment is maintained.
3. Remain alert, aware of, and responsive to the surroundings at all times.
4. Report any arrest, or receipt of any summons received from a law enforcement agency or court, and subsequent disposition, including conviction, to the Fire and/or EMS Chief no later than 48 hours of the arrest or receipt of summons. This requirement shall not apply to summons received for minor traffic violations. An employee shall submit supporting documentation of arrest, receipt of summons or disposition.
5. Report any condition or use of medication the employee is taking that may affect job performance or judgment.
6. Act in a professional manner showing respect to other employees, members and the public.
7. Maintain appropriate demeanor at all times.
8. Be courteous and accommodating in all dealings with the public, to include radio and telephone etiquette.
9. Immediately report any threat, act of intimidation, harassment, physical or verbal abuse or assault.

The following behavior will be strictly prohibited:

1. Any act that jeopardizes the health, safety or welfare of the public, employees or members.
2. Excessive or unnecessary use of force.
3. Possession of firearms or other weapon while on duty.
4. Report to work under the influence of alcohol or illicit drugs or consume alcohol while on duty.
5. Engage in abusive or obscene language, threats and/or intimidating behavior.
6. Engage in unprofessional or illegal behavior, both on and off duty, which could in any manner reflect negatively on the Town of Canterbury or CVFC.
7. Engage in behavior that is sexually, emotionally, or physically abusive toward the public or employees/members.
8. Unauthorized appropriation or use of any property belonging to the public, Town or the CVFC.
9. Release of any confidential information or unauthorized or inaccurate release of information, records, or documents.
10. Falsification, unauthorized alteration, or destruction of documents, log-books, and/or other records.
11. Use official position, uniform, identification or badge to gain any personal advantage or an advantage for another in any improper or unauthorized manner.
12. Engage in conduct that constitutes, or gives rise to, the appearance of a conflict of interest.
13. Unauthorized acceptance of any item or service for oneself or family members, including but not limited to, a gift, loan, political contribution, reward or promise of future employment.
14. Failing to cooperate, withholding information, or giving false testimony during the course of a departmental investigation.

PROGRESSIVE DISCIPLINE

The Town of Canterbury and CVFC utilize a progressive disciplinary policy. The goal of this progressive disciplinary system is to give the employee an opportunity to correct employment problems that may arise.

In certain situations where in the opinion of Town of Canterbury, Fire Chief, EMS Chief, or their designee, an employee's misconduct is very serious, immediate termination may result. Town of Canterbury, EMS Chief, Fire Chief, or their designee, reserves the right to skip, advance or repeat any level of discipline it deems appropriate.

Nothing in this policy is meant to alter the **at-will** employment relationship with the Town of Canterbury. As a result, either you or the Town of Canterbury has the right to terminate employment at any time, for any reason or no reason, with or without cause and with or without notice.

Disciplinary Steps – Should there be an issue regarding an employee's adherence to the Town and CVFC rules, the employee, Town of Canterbury, Fire Chief, EMS Chief or their designees sole discretion, may be given opportunities to change the conduct in question:

1. The employee may be given a **verbal explanation** of the errant behavior, including a reiteration of what the rule regarding that behavior is. This may include a Noteworthy Event, or a Verbal/Oral Warning. In addition, the employee will be advised of the consequences of further infractions of the rule in question. If no further problems occur with regard to the issue raised at the verbal warning stage, the company may choose to take no further disciplinary action.
2. The employee may be given a **written explanation** of the errant behavior, including a reiteration of what the rule regarding that behavior is. This may include a Written Warning or a Counseling Statement. In addition, the employee will be advised that continuation of the problem will lead to suspension or termination. The written explanation may include identification of an opportunity for the employee to improve the unwanted behavior and the consequences of the failure to improve and/or recurring misconduct.
3. The employee may be **suspended** and may be subject to discharge upon further occurrence(s) of the misconduct, without additional warnings.

ON-DUTY DRESS CODE & UNIFORMS

As an employee, you are a representative of the Town of Canterbury and CVFC in the eyes of the public. It is your responsibility to maintain a high standard of cleanliness and personal hygiene. It is important that you report to work properly groomed and wearing appropriate attire. It is expected, and a necessary part of your job duties, that you dress neatly and in a manner consistent with the nature of the work you will be performing. Any employee who reports to work inappropriately dressed may be asked to leave and return properly groomed and dressed. Time away from work for this purpose will not be paid.

Uniforms for all on duty EMS Personnel shall consist of:

Polo Shirt, Baseball Style Cap, Knit Cap, Job Shirt and Winter Jacket issued by the CVFC. No other company logos are acceptable.

Employee is responsible for their own Black or Dark Blue EMS Pants and Black slip resistant EMS Type Boots/sneaker.

WEATHER POLICY

CVFC remains open during bad weather conditions such as snow, ice or freezing rain, unless the severity of those conditions and/or municipal or state government rulings close the office. Except in cases of unusually severe storms, all employees are expected to work their regular hours. Time taken off due to poor weather conditions is unpaid.

BEREAVEMENT LEAVE / JURY DUTY

If you're scheduled to work, please contact the EMS Chief. Shifts filled for bereavement will **NOT** count against any employee.

It is your civic duty as a citizen to report for jury duty whenever called. If you are called for jury duty, you must notify the EMS Chief within forty-eight (48) hours of receipt of the jury summons. If you are selected to serve on a jury, the Town of Canterbury will permit you to take the necessary time off. Any days that need to be covered will **NOT** count against the employee.

JOB DESCRIPTION

Safety is everybody's job. We take pride in having a safe place to work. Do your part to maintain these conditions by Common sense. Although an effort has been made to publish a comprehensive set of safety rules and

The main role of the EMT is to provide Basic Life Support patient care and medical transportation in accordance with protocols and policy/procedure. An EMT uses exceptional teamwork, communication, and problem-solving skills to provide the highest level of care to patients. As an ambassador of the Town of Canterbury, and CVFC, the EMT interacts externally with the general public, various first responder agencies, health care providers, hospital personnel and dispatch.

Work Functions & Responsibilities

1. Assist EMT Basics / Paramedics with providing pre-hospital care.
2. Respond to requests for emergency medical care in a timely and professional manner.
3. Provide high quality patient care by assuming responsibilities for medical care of the patients and practice within established medical treatment protocols.
4. Comply with established universal precautions and isolation procedures.
5. Assess patient conditions and /or complaints and carries out appropriate Basic Life Support functions.
6. Assess injuries and initiates appropriate treatment under the direction of the attending paramedic, if applicable.
7. Contact medical control as needed for medical direction.
8. Examine patients and report on patient's medical condition to an emergency department nurse or physician via two-way radio or telephone. Utilizes the radio in a professional, efficient manner at all times.
9. Utilize medical equipment and procedures including: Oxygen and suction devices; CPR; and other procedures, as required.
10. Lift, move and transport patients in accordance with currently accepted practice.
11. Give verbal reports to receiving health care professionals to ensure continuity of care.
12. Obtain necessary patient billing and insurance information and necessary signatures.
13. Maintain patient confidentiality.
14. Complete Informational Reports as necessary.
15. Check vehicle, equipment and supplies to ensure a state of readiness at all times.
16. Maintain the cleanliness of the emergency vehicle and the facility. Wash and clean vehicle and equipment. Check for and reports any damage or malfunction.

17. Safely drives the vehicle and adhere to all Department of Motor Vehicle regulations involving emergency vehicle operations. Parks the vehicle safely and appropriately.
18. Perform other work-related duties as they are assigned.

Minimum Qualifications

1. Currently hold a CT State EMT Certification.
2. Have a High School Diploma or GED.
3. Must have CPR Certification.
4. Must be at least 18 years of age.

Have a current Driver's license with a minimum 2 (two) years licensed driving experience; excellent driving record required.

Preferred Qualifications

1. Minimum 1 year of practical EMT experience
2. Knowledge and experience driving emergency vehicles with EVOC
3. Experience with patient documentation
4. Experience with emergency radio communications

Special Requirements

5. May be expected to work hours in excess of their normally scheduled hours in response to timing of 911 emergencies. Must be available to work holidays when required. This position is often required to work during inclement weather.
6. Must provide appropriate legal documentation that authorizes the ability to work in the United States.
7. Must provide appropriate documentation from a certified medical provider that demonstrates the ability to fulfill the duties of the job description.
8. Must complete OSHA Respirator Medical Evaluation Fit Test per pre-employment and annual requirements.
9. Required to wear personal protective equipment.
10. Required to complete the Emergency Vehicle Operations Course.
11. Required to complete annual refreshers and other requested testing and training as specified.
12. Must pass the pre-employment screening process including:

Knowledge-Skill-Abilities Required to Perform Satisfactorily

1. Knowledge
 - a. Knowledge of emergency medical services principles and techniques.
 - b. Knowledge of laws, regulations, and ordinances pertaining to emergency medical services.
 - c. Knowledge of local medical control standards.
 - d. Knowledge of local emergency medical response system.
 - e. Knowledge of area topography, road system, and traffic patterns. Knowledge of CVFC policies and procedures.

2. Skills

- a. Excellent patient care skills
- b. Exceptional critical thinking and problem-solving skills.
- c. Skill in performing duties required of a certified EMT.
- d. Skill in the use of tools and adjuncts associated with pre-hospital patient care.
- e. Skill in operating emergency vehicles in emergency conditions.
- f. Skill in the preparation of written reports and forms.
- g. Skill in dealing with people in a variety of situations.
- h. Skill in working side-by-side with both career and volunteer emergency personnel.
- i. Ability to plan and carry out responsibilities with minimal supervision.
- j. Ability to establish and maintain cooperative relationships.
- k. Ability to work with and support volunteer emergency personnel in the accomplishment of their mission.
- l. Ability to work in stressful situations including extreme weather environments.
- m. Ability to follow verbal and written orders.
- n. Ability to communicate effectively both orally and in writing.
- o. Ability to maintain EMT and CPR certification.
- p. Ability to adapt well to a dynamic working environment and duties that may change with minimal notice.

Working Conditions:

- Required to work hazards situations that may include motor vehicle accidents, Hazmat scenes and industrial accidents.
- Required to work in a variety of temperature environments that may include fumes, odors, dust and mist

Physical Requirements:

- The ability to frequently lift (with a partner) a minimum of 225 lbs or greater.
- The ability to frequently lift, push, pull and maneuver a patient utilizing appropriate pieces of equipment. This must be accomplished in a safe manner and without difficulty.
- The ability to lift and stow equipment in a safe manner without difficulty.
- The ability to walk up and down stairs without difficulty.
- The ability to sit or stand for long periods of time.
- The ability to walk a distance of one quarter of a mile without difficulty and without affecting the immediate performance of job-related duties as outlined.
- The ability to frequently: reach forward or overhead; squat, kneel or crawl.
- The ability to utilize upper extremities for repetitive grasping and fine manipulation.

CERTIFICATION & LICENSING REQUIREMENTS

All employees are required to provide satisfactory proof that they meet licensure, registration, or certification required for the job they are performing prior to beginning employment. It is the employee's responsibility to maintain all required licenses, registrations, and certifications. The employee will also need to provide evidence of any re-licensing, re-registration, or re-certification at appropriate times.

PROBATION PERIOD

The Town of Canterbury utilizes a 90-day introductory period to give new employees the opportunity to demonstrate their ability, a satisfactory level of performance and to determine whether the new position meets their expectations.

INTRODUCTORY STATUS IS NOT A GUARANTEE OF EMPLOYMENT FOR ANY SPECIFIC TERM OR DURATION. AT ALL TIMES DURING THE INTRODUCTORY PERIOD, EMPLOYEES ARE EMPLOYED AT-WILL. AN EMPLOYEE'S SUCCESSFUL COMPLETION OF THE INTRODUCTORY PERIOD DOES NOT IN ANY WAY ALTER THE AT-WILL TERM OF HIS OR HER EMPLOYMENT RELATIONSHIP WITH THE COMPANY. SUBSEQUENT TO SUCCESSFUL COMPLETION OF THE INTRODUCTORY PERIOD, THE EMPLOYEE REMAINS AN AT-WILL EMPLOYEE AND MAY BE TERMINATED AT ANY TIME, WITH OR WITHOUT NOTICE, FOR ANY REASON OR NO REASON AT ALL.

After 90 days of employment, employees typically will be reviewed by the Fire Chief and/or EMS Officers, to determine whether future employment with the Town of Canterbury is appropriate.

TRAINING

The EMS Chief or the EMS Officers will instruct the employees as to their job duties. Employees are also expected to meet the requirements of the Town's various established policies, procedures and practices. Employees are expected to do their best to learn all aspects of their job and are encouraged to pursue excellence by continuing their education both on and off the premises.

It is the responsibility of the employee to identify and become familiar with specific safety regulations for their working area and specific equipment.

MANDATED REPORTING

All Town of Canterbury Ambulance employees are considered to be Mandated Reporters for Child Abuse, Elder Abuse and SWORD. As such, The Town of Canterbury has the necessary forms for reporting purposes available in A593, and on the wall outside the EMS Office. Should you have questions regarding your status as a Mandated Reporter, please contact the EMS Chief or designee.

HANDLING CONFIDENTIAL INFORMATION (HIPPA)

The nature of the work undertaken by Town of Canterbury Ambulance Staff, the Town requires that its employees adhere to strict confidentiality standards. Furthermore, employees are bound to the rules set forth by the HIPAA Privacy Rule. As such, the names and other identifying details of the CVFC's clients shall be revealed to fellow employees for professional reasons only. Further, the Town of Canterbury strictly forbids its employees from revealing a client's name or identifying details to any party outside of CVFC, absent a written release of information signed and dated by the client. In the case where such release of information is requested, CVFC requires its employees to forward request to the EMS Chief or designee.

Moreover, employees are not allowed to make any public statements on behalf of the Town, either orally, in writing, or on social media, without the express permission of the First Selectman, Fire Chief, or EMS Chief. Any employee found to have made any public statement on behalf of the Town or CVFC without prior permission will be subject to disciplinary action up to, and including, termination.

Any on-scene contact with a reporter or news media should be directed to the officer in charge of the scene

REPORTING OF INCIDENTS, INJURIES, AND OFF DUTY CONDUCT

The Town of Canterbury and CVFC require the reporting of certain types of incidents immediately (or as soon as possible) following the event and in writing within 24 hours.

On Duty incidents to be reported immediately to the Officer in charge of scene (if applicable) or EMS Chief/designee:

1. A patient injury where an employee is involved
2. A Motor Vehicle Accident involving any patients/employees
3. Injuries to a patient/employee while in clinical setting
4. Patient care equipment failures that occur while being used to treat a patient and known to have caused harm to the patient or employee
5. It is alleged that any employee has reported to work or treated a patient while under the influence of alcohol or drugs
6. Report incidents of on-duty related illnesses and exposures to infectious diseases or hazardous materials.

PERSONAL MOBILE COMMUNICATIONS DEVICES

The use of cellular telephones while operating any CVFC vehicle or while in the company of a patient is prohibited at all times. This includes utilizing a hands-free device, direct connect, texting, chatting, social media, gaming, or any other use of a cellular phone. Due to operational responsibilities an exception to this policy will be made only for Town business related usage.

Exceptions to the above may be made only for the immediate safety of the employee, the employee's partner(s), the patient, the public or for the care of a patient.

COMPUTERS AND ELECTRONIC EQUIPMENT

The computers, computer systems, software, telephones, telephone systems, voicemail systems, facsimile machines, pagers and paging systems, and internet and email connections are owned by the CVFC and the Town and were purchased for official fire department use only to further our public safety mission. The computers and televisions in the CVFC shall not be used to view sexually explicit matter. Any employee in violation of this policy will be subject to discipline up to and including immediate termination.

TERMINATION AND RESIGNATION

The Town of Canterbury, First Selectman's Office reserves the right to terminate any employee at any time, with or without notice, with or without cause.

If you resign on your own, we request that you provide us with a minimum of two (2) calendar weeks' notice in writing and include the effective date.

At the discretion of The Town of Canterbury, First Selectman's Office, may ask any employee who has given notice of resignation to leave employment prior to the end of that notice period.

In the event of your resignation, final paycheck will be issued on the next regular payday after your last day of work. You must return all equipment, uniforms, handbook, or any other Town of Canterbury or CVFC property at the time of termination or resignation. Failure to return these items may result in deductions from your final paycheck in accordance with applicable law. Additionally, legal action may be pursued should these items not be returned.

EMPLOYEE DUTIES

DAILY LOG

The daily log in Emergency Reporting will be utilized to enter all daily activity.

- Each entry has a color code to it.
 - Time Clock – Blue
 - Incidents – White (None)
 - Chores, Mileage, Fuel – Yellow
 - Truck Checks – Green
 - Apparatus Problems (O.O.S.) – Red

DAILY DUTIES

1. Once a week A593 will be thoroughly checked from front to back. This check sheet is located in the Day Staff Book.
 - Every Monday!
 - The Weekly A593 includes disinfecting the inside of the Ambulance.
2. On other days, at the beginning of the morning shift, A593 quick vehicle check is to be completed and documented in Emergency Reporting.
 - The daily vehicle checks can be found in Emergency Reporting under the “Maintenance” tab. Click on the “Truck Check” tab. Select proper vehicle “check lists”. Click on “Start Report”.
 - Any stocking issues found, they are to be remedied at that time
 - A593/S193 should be fueled when there is $\frac{3}{4}$ of a tank or less.
 - In the event A593 is O.O.S, notify EMS Chief and QV. S193 will be the primary response vehicle.
 - Restock is to be kept up on after every call. A593 must be back in service and clean within 15 minutes of returning to the bay. Swept, stocked, trash emptied, inside mopped, etc.
3. A593 should be washed and dried as needed by the end of shift.
 - (Note - due to hard water, and possible water damage to paint and other surfaces all apparatus must be dried with a damp chamois or squeegee).
 - Do not wash A593 if outside temp is below 34 degrees, or there is snow on the ground.
4. The bathrooms shall be checked and cleaned as needed
5. Trash should be checked at end of shift and thrown away if $\frac{1}{2}$ full or smelly.
6. The Day Room is to be kept neat and clean and vacuumed and dusted daily
 - No food/drinks left out after shift and leave it better than you found it. If you come in to a mess, please notify the EMS Chief.

WEEKLY DUTIES

1. Tuesdays and Thursdays, or as needed, the Ambulance Bay, Entryway, Stairs and Landing to Day Room are to be Deep Cleaned.
 - Deep cleaning consists of sweeping, mopping, wiping railings, removing trash, wiping down front door and washing windows.
2. On Fridays all trash emptied regardless of how full, including Day Room, Bathrooms, Day Room Entry and Ambulance Bay.
3. The Kitchen is available for your use. If you use it, clean it! Do not leave food in the refrigerator
 - Anything in the fridge will be thrown out on Thursdays,

OTHER DAILY DUTIES

1. All patient care reports (PCRs) are to be completed on Emergency Reporting and faxed/submitted by the end of shift.
 - a. Patient demographics/billing info must be obtained and documented in the PCR. Further, a photograph of the Hospital Demographic sheet should be attached to the PCR for that patient.
 - i. After attaching it to the PCR, all photos taken on Surface laptop must be deleted from the laptop.
 1. It is against policy to use a personal phone to take the photo.
2. After your shift is over, Day Staff time sheet need to be filled out completely.
 - a. On Thursday the Day Staff time sheet should be brought to the First Selectman's office at the town hall.
 - i. Before bringing time sheet to the town hall, please look at schedule and enter Fridaytimes
3. Respond to all dispatched ambulance calls within 3 minutes of initial dispatch. Notify the EMS Chief immediately if for any reason the ambulance is not on the air responding within 3 minutes.

ON-DUTY TRAINING

OSHA mandated and on-going continuing education will be required for every employee. Certificates will be printed by all employees and placed in the run report box

The town of Canterbury is insured by CIRMA. CIRMA now provides web-based training **at no cost** to all CIRMA members. Please go to the link below to register:

<https://cirma.localgovu.com/registration/#register>

Also the CVFD has an online training source, free to all DAY STAFF.

www.mcneilandcompany.com Click on "E-Learning" Access Code: 1770100

A training schedule will be set up and posted for all employees to see. All training will be filed and recorded to make sure all employees are up to date.

INVENTORY CONTROL

It is **EVERY** employee's responsibility to keep the EMS inventory updated. Every time A593 & S193 are restocked, an entry must be made in ERS to help keep the inventory up to date.

1. Login to ERS
2. Go to the "Inventory" tab
3. Click on "Inventory List"
4. Click on "93 – Canterbury Volunteer Fire Company Inc."
5. Find the item to be updated
6. Click on the "use" tab
7. Click on the "Add Use Entry"
8. Enter the date, select "used or Added", and then the number of pieces
9. Click "Save"

An Email will be sent to the EMS Chief when an item is critically low and needs reordering

CALL RESPONSE

Types of call to respond to:

- In-district/Mutual Aid medical calls you're dispatched for
 - **A593/S193 should respond within 3 minutes of initial dispatch!!**

Also:

- Motor Vehicle Accidents (MVA) that have A593 in the dispatch
- In-district fire calls
 - Structure Fires
 - Car Fires
 - Box Alarms
 - ALL Carbon Monoxide Calls

Town of Canterbury
AMBULANCE EMPLOYEE HANDBOOK APPENDIX

EMPLOYEE HANDBOOK ACKNOWLEDGMENT FORM

I have entered into my employment relationship with the Town of Canterbury voluntarily, and acknowledge that any employment with the Town of Canterbury is at-will and not for any definite period. Accordingly, either the Town of Canterbury or I can terminate the relationship at any time with or without reason and with or without notice.

Since the information, policies, and/or benefits described herein are subject to change, I acknowledge that the Town of Canterbury, in its sole discretion, may revise, change, delete or suspend the policies at any time. Revisions and/or changes to the policies may occur at the sole discretion of the Town of Canterbury and CVFC. All such changes will be effective immediately with proper notice. I understand that revised information will supersede, modify or eliminate existing policies. The management of the Town of Canterbury has the authority to approve any revisions or changes to the policies in this Employee Handbook.

I ACKNOWLEDGE THAT THIS EMPLOYEE HANDBOOK IS NOT A CONTRACT OF EMPLOYMENT FOR ANY PERIOD OF EMPLOYMENT, NOR DOES IT GUARANTEE ANY SPECIFIC EMPLOYEE BENEFITS. I HAVE READ THE MANUAL AND I UNDERSTAND THAT IT IS MY RESPONSIBILITY TO COMPLY WITH THE POLICIES CONTAINED IN THIS HANDBOOK AND ANY REVISIONS OR CHANGES MADE TO IT.

My signature indicates that I have received and agreed to read the Employee Handbook and understand my responsibilities to comply with the Town of Canterbury Ambulance Staff policies.

Employee Signature

Employee's Name

Date

***Please leave signed copy of this page in report box.**