



STANDARD OPERATING GUIDELINE

Number 101-01

Part-Time Temporary Employees			
EFFECTIVE DATE: 03/23/2001	REVISION DATE: 04/14/2016	APPROVED BY: RONALD D. ROMBS	PAGE: 1 OF 3

PURPOSE: The intent of this policy is to ensure proper staff coverage during scheduled and unscheduled leaves of absence and augmentation of full-time staff. The following guideline is to be utilized by all part-time temporary employees of Lincoln County Emergency Medical Services (LCEMS).

SCOPE: This procedure applies to all LCEMS part-time employees.

PROCEDURE: All part-time temporary employees are considered non-exempt employees and shall:

1. Successfully complete all orientation requirements of Lincoln County and LCEMS.
2. Annually complete all mandatory training, a part-time temporary employee agreement, and a medical clearance physical (as applicable).
3. Submit an availability calendar for the following month to the Deputy Director or designee, no later than the 10th of each month. Work assignment schedules for the following month will be available by the 20th of each month.
4. Maintain in a current status all required certifications for the position of employment.
5. Confirm scheduled work time in a timely manner and respond to departmental notifications within thirty (30) minutes.
6. Ensure their availability schedule remains current in the appropriate scheduling software
7. Communicate with their assigned Shift Supervisor regarding the date they are attending continuing education sessions on or before the 10th of each month for the following month's course. The assigned Part Time employees' Shift Supervisor shall assign the part time employee to a Business/Class with the correlating times in the appropriate electronic documentation system.

All part-time temporary employees who do **NOT** occupy a "Retirement Eligible" position shall:

1. Be limited to working **900** hours per calendar year.
2. Reserve **99** hours per calendar year for any mandatory training or overtime that may be scheduled.



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3. Provide a minimum of **36** hours of availability per pay period.
4. Work a minimum of **24.5** hours per pay period when it is available.
5. Work a maximum of **34** hours per pay period, not to exceed **29** hours per week.

All part-time temporary employees who **DO** occupy a "Retirement Eligible" position shall:

1. Be limited to working **1400** hours per calendar year.
2. Reserve **99** hours per calendar year for any mandatory training or overtime that may be scheduled.
3. Provide a minimum of **61.25** hours of availability per pay period.
4. Work a minimum of **49** hours per pay period when it is available.
5. Work a maximum of **54** hours per pay period, not to exceed **29** hours per week.

Part-Time employees that are employed full-time by another municipal governmental agency that pays into the NC Local Governmental Employees' Retirement System (LGERS) shall **NOT** occupy a position designated at "Retirement Eligible".

It shall be the responsibility of each part-time employee to monitor their hours worked and assure that they remain above the minimum and below the maximum allowable work hours. Shift Supervisors shall monitor the hours worked by all part-time employees assigned to them for compliance.



PART-TIME TEMPORARY EMPLOYEE AGREEMENT

(SOG 101-01)

I understand the role of Part Time temporary employment and agree to the following minimum standards:

- I agree to submit my availability schedule prior to the 10th of the month for the following month (availability for January must be submitted prior to the 10th of December).
- I agree to update my availability as required in the electronic scheduling software and to confirm all schedule changes with the on-duty shift supervisor within 30 minutes of receiving any/all pages and to comply with the departmental Protocols, Policies and Procedures.
- I agree to enter my availability to coincide with the normally scheduled hours of operation.
- I agree to comply with the minimum and maximum availability requirements set forth in SOG 101-01.
- I understand and agree that should I work over 1,000 hours in a calendar year I will be required to participate in the Local Government Retirement System and authorize Lincoln County to withhold my required contribution from my paycheck and forward payments to the LGERS as scheduled.

STATUS	Minimum Availability per Pay Period	Minimum Work per Pay Period	Maximum Work per Pay Period
Part-Time	36 Hours	24.5	34
Part-time Returning Retiree	36 Hours	24.5	34
Part-Time Retirement Eligible	61.25 Hours	49	54

I understand that I must renew my Part-Time Temporary Agreement annually, and if I fail to meet departmental standards, my agreement may not be renewed.

Employees Name (Print)	Employees Signature	Date
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Witness Name (Print)	Witness Signature	Date
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- ☐ I will not be able to meet the above Part Time availability requirements. I understand that any modifications to the above requirements must be approved by LCEMS Administration. I also understand that if the requested modification is denied that I will be held to the availability requirements and standards documented above.

Reason for inability to meet requirements:

Employee's Printed Name and Signature	Duration of Request	Date
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Supervisor Printed Name and Signature	Recommendation	Date
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Deputy Director Printed Name and Signature	Recommendation	Date
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STANDARD OPERATING GUIDELINE

Number 101-02

Work Schedule			
EFFECTIVE DATE: 02/01/2002	REVISION DATE: 06/29/2015	APPROVED BY: RONALD D. ROMBS	PAGE: 1 OF 1

PURPOSE: The intent of this policy is to ensure proper staff coverage and personnel accountability during scheduled shift assignments.

SCOPE: This procedure applies to all Lincoln County EMS (LCEMS) employees.

PROCEDURE: All personnel shall report punctually for duty, as scheduled, in proper uniform with all issued equipment and ready for duty, prior to the start of shift, unless properly excused.

Regardless of status (full-time or part-time) no employee shall work more than 18 consecutive hours without the approval of the Director of Emergency Medical Services or his/her designee. A minimum mandatory rest period of 8 hours is required between shifts.

Scheduling and assignments are at the discretion of the Lincoln County EMS Administration and the on-duty Shift Supervisor. Additional crews, units and/or staff shall be scheduled as needed or deemed necessary by the Deputy Director and the on-duty Shift Supervisor.

Exempt Administrative Personnel shall typically be scheduled to work from 0800 hours to 1700 (except County approved holidays) unless a need arises to temporarily modify the regular work schedule for other assigned duties. Non-exempt Administrative Personnel shall be scheduled to work from 0800 hours to 1700 hours, with a one hour break, Monday through Friday, weekly (except County approved holidays) unless a need arises to temporarily modify the regular work schedule for other assigned duties.

STANDARD OPERATING GUIDELINE

Number 101-03



Smoking and Tobacco Use

EFFECTIVE DATE: 02/01/2002	REVISION DATE: 06/29/2015	APPROVED BY: RONALD D. ROMBS	PAGE: 1 OF 1
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PURPOSE: The intent of this procedure is to ensure compliance with local laws and to promote a healthy life style.

SCOPE: This procedure applies to all Lincoln County EMS (LCEMS) employees, patients, family members, and occupants of county owned buildings and apparatus.

PROCEDURE: Consumption of or use of any tobacco products, smokeless, electronic/vapor devices, is prohibited in all County buildings and apparatus. It shall be a violation of this policy for any person to chew, dip, smoke, or otherwise use or consume any tobacco product or utilize electronic/vaporized devices in any vehicle, building, facility, or portion of a building or facility owned, leased, operated, occupied, managed, or controlled by Lincoln County.

Designated smoking areas shall be a minimum of 10 feet from entry ways of all buildings.

All employees shall not use any tobacco products while in the presence of a patient, family member, client/customer, or in an area not appropriate for tobacco use.

All employees shall adhere to the tobacco policy of all external facilities visited while on duty.



STANDARD OPERATING GUIDELINE

Number 101-04

Daily Activities			
EFFECTIVE DATE: 02/01/2002	REVISION DATE: 06/29/2015	APPROVED BY: RONALD D. ROMBS	PAGE: 1 OF 2

- PURPOSE:** The intent of this policy is to ensure routine tasks are accomplished, and apparatus and facilities are maintained in a high state of readiness on a daily basis as minimal daily activities.
- SCOPE:** This procedure applies to all Lincoln County EMS (LCEMS) employees.
- PROCEDURE:** All personnel assigned shall report for duty, in the proper uniform, at the proper duty station, and ready for daily assigned activities NLT (not later than) the prescribed start of the scheduled shift.

Sleeping is **PROHIBITED** while on duty.

Stationary telephones may be used for personal business providing that:

- Personal calls are kept to a minimum (under 5 minutes).
- No long distance in-coming or out-going calls are made.

Lincoln County unit issued cellular devices are for "**official business**" only.

Personal owned cellular may be used, however, shall not be carried on calls and shall not be used during **emergency responses** or while in the presence of patients, family members, clients or customers.

All crew personnel shall carry assigned portable radios for their respective unit. **Personal owned or other department radios are not permitted for use while on duty.**

All dispatched responses shall be acknowledged and the unit physically enroute (wheels rolling) to the call within one minute of dispatch. If there is a delay in the response, the unit must notify the communications center by radio.

All units and apparatus are to remain in the assigned response area unless directed to respond to a call by the communications center or directed to an area stand-by or other assignment from the on-duty Shift Supervisor.

If not dispatched or directed otherwise, units shall remain at their assigned station. Personnel shall not go "shopping" while on duty unless cleared by the on-duty shift supervisor, and only then, for essentials required to complete the assigned shift. Employees may obtain meals, groceries, or other nutritional sustenance as



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Number 101-04

Daily Activities			
EFFECTIVE DATE: 02/01/2002	REVISION DATE: 06/29/2015	APPROVED BY: RONALD D. ROMBS	PAGE: 2 OF 2

needed during assigned shifts. Crews shall refrain from parking multiple units at the same eating establishments. Crews shall remain available while procuring meals.

The following tasks shall be completed at the beginning of each shift (where applicable) and will have priority of all other task except for responses:

- Inventory and account for all assigned equipment, keys, apparatus, and/or controlled substances.
- Complete and document a Unit Check-Off (when applicable)
- Report any discrepancies to the on-duty Shift Supervisor and complete an incident report for any and all missing, damaged, unserviceable equipment or any discrepancies found during unit/equipment check-off.

During the course of an assigned shift, the following shall be completed:

- Maintain apparatus completely stocked, fueled, and ready for immediate response
- Maintain apparatus and facility in a clean and orderly manner and ensure garbage receptacles are placed appropriately (either for or following pick up).
- Perform general cleaning duties (washing dishes, sweeping/vacuuming, mopping, emptying trash receptacles, and general policing of the outside of the facility) in accordance with the Daily Cleaning Duties schedule.
- Complete all documentation and/or computer entries for all responses.

Prior to completion of shift, the following tasks shall be completed:

- Ensure apparatus is completely washed, cleaned, stocked, fueled (minimum $\frac{3}{4}$ tank) and ready for immediate response.
- Inventory and accountability of all assigned equipment, keys, apparatus, and controlled substances with on-coming shift



STANDARD OPERATING GUIDELINE

Number 101-05

Duty to Act

EFFECTIVE DATE: 02/01/2002	REVISION DATE: 06/29/2015	APPROVED BY: RONALD D. ROMBS	PAGE: 1 OF 1
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PURPOSE: The intent of this policy is to ensure that Lincoln County Emergency Medical Services (LCEMS) personnel have a clear understanding that while on-duty, LCEMS employees have an obligation to provide appropriate emergency care to a patient, from initial contact, and until the patient is turned over to persons of equal or higher certification.

SCOPE: This procedure applies to all LCEMS employees.

PROCEDURE: All personnel shall provide the highest level of care available to the patient, until delivered to the receiving agency or emergency department, and the patient is received by a registered nurse, physician assistant or physician.

Regardless of unit status, all personnel shall immediately provide treatment at the scene of a request for emergency medical care. C-Med shall be immediately notified of the location, nature of the assignment, and additional resources required.

While off-duty, LCEMS employees who are affiliated with other agencies in Lincoln County, and respond with that agency, will only function at the level of certification (EMT) of that department. LCEMS off-duty employees may function at a certification level, not to exceed the level at which they are employed by LCEMS, ONLY after proper authorization has been received from the on-duty Shift Supervisor. Once this approval has been received, the technician shall be placed on-duty with LCEMS and the Supervisors' Daily Log shall reflect the times actually worked by the technician and the circumstances involved.

While off-duty, LCEMS technicians shall not respond to calls with LCEMS unless specifically requested to do so by the On-Duty Shift Supervisor or a member of LCEMS Administration.



STANDARD OPERATING GUIDELINE

Number 101-06

General Conduct			
EFFECTIVE DATE: 02/01/2002	REVISION DATE: 06/29/2015	APPROVED BY: RONALD D. ROMBS	PAGE: 1 OF 1

PURPOSE: The intent of this policy is to establish standards of conduct for all employees.

SCOPE: This procedure applies to all Lincoln County EMS (LCEMS) employees.

PROCEDURE: Employees are responsible for the following general conduct:

- Keep a neat, well-groomed appearance while on duty.
- Be punctual and in emergency situations, notify their immediate supervisor if they will be arriving late.
- Be professional and business-like. Avoid loud behavior and discussing personal problems within hearing range of citizens, visitors, and customers/clients.
- Be responsible for personal obligations and keep them private. Personal obligations shall not be extended onto business premises or affect work time.
- Utilize materials and equipment with care, caution and economic considerations. Keep work areas clean and free from hazards.
- Follow proper procedures when operating equipment and performing daily duties.
- Exhibit continuous learning regarding job performance by educating yourself about your work and how to improve it.
- Strive to perform job duties more effectively each day.
- Participate in the betterment of the organization by making suggestions for improvements to the immediate supervisor.
- Demonstrate a positive public relations image for Lincoln County. Be professional, kind, courteous and helpful to citizens, visitors, other employees, and allied health professionals/department employees.
- Resolve personal problems and conflicts by communicating openly with those they have issues to discuss.
- Above all, perform ethically.



STANDARD OPERATING GUIDELINE

Number 101-07

Credit Card Use			
EFFECTIVE DATE: 06/01/2013	REVISION DATE: 06/29/2015	APPROVED BY: RONALD D. ROMBS	PAGE: 1 OF 1

PURPOSE: The intent of this procedure is to outline terms of use for Corporate Credit Cards and Fuel Cards.

SCOPE: This procedure applies to all Emergency Medical Services (LCEMS) employees whose name appears on the corporate credit card, who is empowered to purchase items for official business on behalf of the department and/or Fuel Card holders who is empowered to purchase items for official business purposes on behalf of the department.

POLICY: The use of corporate credit cards and fuel cards is restricted to legitimate LCEMS official business only.

The card holder is responsible for the security of the card.

The corporate credit cards can be used for purchases up to a maximum limit of \$999.00.

The Fuel Cards may be used by any LCEMS employee and may only be used to purchase fuel, motor oil and wiper blades for LCEMS official business and apparatus.

Transactions

It is both the card holder's responsibility to ensure the card is used for legitimate LCEMS business and within LCEMS policies and procedures. If a card holder has any doubt as to the correctness of corporate credit card use, they must contact the Director before any transaction is processed.

Prohibited transactions include: cash withdrawals, gifts and items for personal use.

Receipts

It is the staff member's responsibility to ensure that all receipts are turned into LCEMS administration within 24 hours of purchases. The card user must ensure all supporting documentation is complete and adequate.