

# JORDAN VALLEY EMS AUTHORITY POLICY

**POLICY #:** 106.3.1

**SUBJECT:** DISCIPLINE AND WORK RULES

**CAAS STANDARD:** 106.3, 106.7.1

**SCOPE:** ALL EMPLOYEES AND VOLUNTEERS

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## **PURPOSE:**

To ensure that all employees of the Authority are aware of, and practice basic work rules and understand the consequences of violating work rules and Authority policy.

## **PROCEDURE:**

Employees will follow the work rules designated within this policy as well as any other Authority policies or standard operating procedures. Employees not following work rules, policies and procedures will be subject to disciplinary actions identified within this policy.

The disciplinary process and work rules are intended to be guidelines for operations. They cannot possibly take into account or foresee all circumstances. These work rules and the disciplinary process is not intended to be a bargaining agreement. Employees are at-will employees. Employment may be terminated at any time by either party with or without cause. If an employee resigns or is terminated from employment with the Authority the employee will be responsible for returning all Authority-issued property in good working order. The employee will be held financially responsible for items not returned or returned damaged beyond normal wear. The Authority will exercise whatever legal remedies it has at its disposal to recover Authority property or equivalent cash value.

## **Classes of Discipline**

Employees acting in a manner contrary to prescribed policy are subject the following disciplinary actions.

- **MOD: MEMORANDUM OF DISCUSSION**

The Memorandum of Discussion is a written verbal warning. In other words it is simply documentation of a discussion between a supervisor and an employee regarding issues. These typically will be minor issues falling under the Class I list below where the FTO or supervisor feels that verbal counseling will correct the behavior.

- **Class I: WRITTEN WARNING:** The first violation in this class will normally result in the issuance of a written warning.

- **Class II: WRITTEN WARNING WITH ONE SHIFT SUSPENSION:**

The first violation in this class will normally result in written reprimand with suspension without pay equal to one shift but not more than 24 hours.

- **Class III: TERMINATION WARNING WITH SUSPENSION:**

The first offense of any items in this class will result in a warning with suspension without pay up to one full work week and an understanding that the employee may be terminated for any additional offense.

- **Class IV: TERMINATION**

Violation of work rules or policies noted within this class will result in termination of employment

## **Immediate suspension pending disciplinary action**

An employee may be immediately relieved of their assigned shift and asked to leave the premises for any Class I, II or III violation that may cause, or has resulted in, one of the following circumstances:

1. Insubordination or refusal of work assignment.
2. Activities endangering Authority property, private property, the safety of employees, clients or guests of the Authority.
3. Activities endangering the professional reputation of the Authority.
4. Activities placing the Authority at serious legal risk.

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The employee will be scheduled for a disciplinary conference within two business days and the conference must take place within seven business days, the employee may remain on suspension without pay until the conference takes place.

## **Probationary Period**

An employee is under probation for the first one year of employment and may be terminated for any violation of any work rule during this time. An employee may also have their probationary period extended as needed. Probation may be used as a form of disciplinary correction and monitoring for any Class I, II, or III violations. Employees placed on disciplinary probation will be advised in writing of the length of the probation and any other objectives that must be met during the probationary period.

## **Appeals Process**

An employee who feels they were not properly disciplined may follow the chain of command and appeal in writing to the next step in the chain. Complaints will be resolved using the process outlined in Policy 106.4.1 Problem Resolution.

## **WORK RULES:**

While no list of work rules can be all-inclusive, the following represents an example of some behaviors that are not acceptable and will result in disciplinary action. The violations are grouped under the recommended class of disciplinary action; however specific circumstances may result in need to deviate from these recommendations.

### **Class I Violations: Written warning**

- 1.1 Repeated violations that were the subject of a previous MOD.
- 1.2 Repeated incomplete billing documents, including patient care reports.
- 1.3 Repeated deficiencies or inaccuracies in paperwork or data entry.
- 1.4 Failure to follow time card and daily log procedures.
- 1.5 Using tobacco products in undesignated areas or not in accordance with Authority policy or medical control protocol, local and State laws and ordinances, and posted instructions for other facilities.( Policy 106.7.1.7)
- 1.6 Failure to respond to a station or post assignment within required time parameters.
- 1.7 Failure to properly check vehicular and medical equipment, or failure to maintain vehicle in response-ready, clean condition.
- 1.8 Any violation of FCC rules regulating radio traffic
- 1.9 Failure to follow administrative or operational medical control authority protocols that do not or could not have adversely affected the patient, and does not appear to have been malicious in intent.
- 1.10 Failure to comply with Authority policies regarding hygiene and/or uniform standards or dress code.(Policy 106.7.1.4)
- 1.11 Unauthorized posting or removal of notices on or from Authority property.
- 1.12 Creating or contributing to unsanitary conditions by poor housekeeping.
- 1.13 Excessive tardiness or absenteeism at the levels identified in the attendance policy. (Policy 106.3.2.1 and 106.3.2.2)
- 1.14 Negative behavior
- 1.15 Inappropriate use of telecommunications equipment including phones, computers, radios.
- 1.16 Failure to report mechanically defective condition of any Authority vehicle.
- 1.17 Any violation of established safety rules or personal protection policies. (See policy section 202 et al) other than those identified under Class III or Class IV.
- 1.18 Failure to wear vehicle safety restraints. (Policy 202.1.2)

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- 1.19 Use of profane or indecent language in presence of customer, visitors, patients or co-workers.
- 1.20 Failure to properly monitor communication devices while on duty.
- 1.21 Failure to answer an emergency or non-emergency call from 911 stemming from non-malicious activity such as failure to monitor communication devices. (Policy 201.5.1)
- 1.22 Conduct unbecoming of a healthcare professional not otherwise specified in another section of these rules.
- 1.23 Failure to comply with any other policies and procedures not specifically identified under Class II, III, or IV violations.
- 1.24 Violation of any policy and/or work rule or conduct which based on circumstances, management deems appropriate for a Class I disciplinary action

## **Class II Violations: Written Warning with One Shift Suspension**

- 2.1 Any behavior that is repeated for the same previously warned Class I violation within one year
- 2.2 Commission of two or more Class I offenses simultaneously or involving the same incident.
- 2.3 Multiple violations of any items listed in Class I within a short time period.
- 2.4 Violation of vehicle operations policy unless otherwise specified in Class I or Class IV.(Policy 202.1.1)
- 2.5 Failure to report any accident involving an Authority vehicle
- 2.6 Driving an Authority vehicle involved in a chargeable accident.
- 2.7 Violation of the harassment and retaliation policy found to be unintentional or without malice
- 2.8 Refusal to complete an assignment from dispatch or supervisor.
- 2.9 Failure to notify the Authority of any change in drivers' license status
- 2.10 Unintentional violation of the Michigan Public Health Act or MDCH EMS System Rules.
- 2.11 Violation of any policy and/or work rule or conduct which based on circumstances, management deems appropriate for a Class II disciplinary action

## **Class III Violations: Written Termination Warning with Suspension Greater Than One Shift.**

- 3.1 Any repeated Class II violation within one year
- 3.2 Commission of two or more Class II violations, or a combination of Class I and Class II violations simultaneously or involving the same incident.
- 3.3 Inappropriately discouraging patients requesting ambulance service from being transported
- 3.4 Failure to maintain licenses as required by the State of Michigan, EMS division
- 3.5 Failure to maintain other proper credentials. In this case the suspension will last until the proper credentials are obtained.
- 3.6 Any conduct which serves to or may damage the professional reputation or customer relations of the Authority.
- 3.7 Failure to report any workplace accident involving an employee or involving injury to an employee, patient, or visitor.
- 3.7 Violation of any policy and/or work rule or conduct which based on circumstances, management deems appropriate for a Class III disciplinary action

## **Class IV Violations: Termination**

- 1.1 Any repeated Class III violation within one year
- 1.2 Commission of two or more Class III violations, or a combination of Class II and Class III violations simultaneously or involving the same incident.
- 1.3 Gross insubordination
- 1.4 Gross misconduct
- 1.5 Intentional and/or malicious violation of any medical control authority protocols
- 1.6 Intentional violation of the Michigan Public Health Act or MDCH EMS System Rules.

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- 1.7 Verbal or physical harassment or intimidation of employees, patients, clients, or visitors of the Authority. (Policy 202.2.1.14)
- 1.8 Intentional violation of the harassment and retaliation policy. (Policy 202.2.1.14)
- 1.9 Violation of Authority policy concerning the possession and use of weapons. (Policy 202.2.1.13)
- 1.10 Violation of the confidentiality agreement, including but not limited to the intentional release of patient information, corporate information, and employee personal information. (Policy 103)
- 1.11 Any intentional action that causes bodily injury to another employee or yourself.
- 1.12 Physical violence or threat of violence to another person during the workday or while on Authority property.
- 1.13 Any violation of Authority policies relating to use, possession, distributing, or concealment of alcohol or other controlled substances
- 1.14 Intentional attempt to obstruct or falsify a drug screen
- 1.15 Driving an Authority vehicle involved in a chargeable accident resulting in injury or death.
- 1.16 Theft of money or property. This includes Authority property, patient property, client property, visitor property or employee property.
- 1.17 Intentional omission of or falsification of any report, document, statement, radio transmission, or time record.
- 1.18 Driving without a current driver's license as required by the state.
- 1.19 Willful or malicious destruction or damage to Authority property.
- 1.20 Any felony conviction.
- 1.21 Intentional discrimination as identified under the equal employment opportunity policy. (Policy 106.7.1.3)
- 1.22 Falsification of any information requested on the employment application or any documents required as part of the interview, hiring or employment process.
- 1.23 Malicious disconnection, alteration, damage or removal of vehicular tracking equipment
- 1.24 Malicious failure to answer or respond to an emergency or non-emergency call for service
- 1.25 Conduct unbecoming a healthcare professional that may damage the professional reputation of the organization
- 1.26 Any other offense that the Authority feels can be most effectively mitigated by the employee's termination as an at-will employee

## **POLICY HISTORY:**

Implemented February 1, 2015

Reviewed