

## **WVEMS Employee Handbook, 2019 version**

Changes to Final Draft – Distributed to WVEMS Board of Directors 10-29-18

Page numbers added (hard copy version).

Welcome letter updated.

General Information: Customer Relations section updated.

Table of Contents revised to include page numbers.

Supervisory Structure – Defined role of Human Resources Manager.

Change Log added.

Effective date changed to 01-01-2019.

1.03 Parentheses removed in paragraph 1.

1.15 First section reworded for consistency.

2.01 Work expectations changed from 37.5 to 40 hours per week.

2.09 Added “and availability of funds” to section on merit increases in second paragraph.

4.10 Added title to section on Involuntary Setoffs.

5.02 Work day definition and supervisor duties to approve meal breaks revised.

7.12 Re-titled from “No Solicitation of Distribution” to “Solicitation and Distribution”

Some policies were re-numbered to fit formatting requirements for on-line version

Appendix A – Employee Performance Improvement Plan form added.

Appendix B – Employee PTO Cash-in Form added. .

*Western Virginia EMS Council, Inc.*

# **Employee Handbook**

v. 2019

**This handbook is also available on-line  
at [www.wvems.org/handbook](http://www.wvems.org/handbook)**

Revised  
12/13/2018

Effective  
01/01/2019







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## Employee Welcome Message:

Welcome New Employee!

On behalf of your colleagues, I welcome you to WVEMS and wish you every success here.

We believe that each employee contributes directly to WVEMS's growth and success, and we hope you will take pride in being a member of our team.

This handbook was developed to describe some of the expectations of our employees and to outline the policies, programs, and benefits available to eligible employees. Employees should familiarize themselves with the contents of the employee handbook as soon as possible, for it will answer many questions about employment with WVEMS.

We hope that your experience here will be challenging, enjoyable, and rewarding. Again, welcome!

Sincerely,

Stephen G. Simon  
President

Robert H. Logan III, Ph.D.  
Executive Director



## **Organization Description and General Information:**

### **I. Services Provided**

The Western Virginia EMS Council provides education, planning and coordination in many aspects of EMS in a twelve county, six city region encompassed by the fourth, fifth and twelfth planning districts of Virginia.

### **II. Facilities and Locations**

Our main office is located in Roanoke. Field offices are located in Martinsville and Radford. The Roanoke office is located in a building owned by the Council, at 1944 Peters Creek Road. The New River Valley office is located in leased space at the New River Valley Business Center in Pulaski County, near Radford. In the Piedmont area, an office is located in space donated by Henry County in its Public Safety Training Center.

The Council also maintains a cubicle at the Roanoke Valley Regional Fire/EMS Training Center in Roanoke County. This desk is only staffed when Council-sponsored training programs are in progress.

### **III. The History and Authority of WVEMS**

The Council was established in 1975. Authority for Regional EMS Councils is established by the Code of Virginia, Sec. 32.1-111.1.

### **IV. Organizational Structure**

Our Board of Directors consists of members representing all of the localities within our region, and other organizations and disciplines. The board is chaired by its president, and oversight is provided by an executive committee. The chief executive officer for the corporation is its executive director, who serves at the pleasure of the board.

### **V. Goals**

WVEMS maintains a long-range strategic plan. This plan is broad-based and fluid, and it guides and sets goals for programs and projects undertaken by the council.



## General Information:

### **INTRODUCTORY STATEMENT:**

This handbook is designed to acquaint you with WVEMS and provide you with information about working conditions, employee benefits, and some of the policies affecting your employment. You should read, understand, and comply with all provisions of the handbook. It describes many of your responsibilities as an employee and outlines the programs developed by WVEMS to benefit employees. One of our objectives is to provide a work environment that is conducive to both personal and professional growth.

No employee handbook can anticipate every circumstance or question about policy. As WVEMS continues to grow, the need may arise and WVEMS reserves the right to revise, supplement, or rescind any policies or portion of the handbook from time to time as it deems appropriate, in its sole and absolute discretion. The only exception to any changes is our employment-at-will policy permitting you or WVEMS to end our relationship for any reason at any time. Employees will, of course, be notified of such changes to the handbook as they occur.

### **SUPERVISORY STRUCTURE:**

Throughout this handbook, you will see references to "WVEMS Management." This refers to our Management Team, consisting of the Executive Director, Assistant Director (if filled), Business Manager, and Education Program Director. References to "supervisor" refer to your immediate supervisor, or in his/her absence, any member of the Management Team. Also, the Human Resources Manager is designated by the Executive Director and is typically the Business Manager.

### **REVISIONS TO/INTERPRETATIONS OF THE EMPLOYEE HANDBOOK:**

The Executive Director is the chief administrative officer of WVEMS and, and such, is responsible for revisions to and/or interpretations of the employee handbook (unless such specifically relates to the Executive Director). The Executive Director has authority to approve operational policy matters relating to employment.

### **CUSTOMER RELATIONS:**

Customers are among our EMS Council's most valuable assets. We consider the public, EMS agencies, EMS providers, hospitals, and local governments to be our customers. Every employee represents WVEMS to our customers and to the public. The way we do our jobs presents an image of our entire EMS Council. Customers judge all of us by how they are treated with each employee contact. Therefore, one of our first business priorities is to assist any customer or potential customer. Nothing is more important than being courteous, friendly, helpful, and prompt in the attention you give to customers.



Customers who wish to lodge specific comments or complaints should be directed to the Executive Director for appropriate action. Our personal contact with the public, and our manners and professionalism demonstrated in every communication with us, are reflections not only of ourselves, but also of the professionalism of WVEMS. Positive customer relations not only enhance the public's perception and image of WVEMS, but they pay off in greater opportunities for collaboration and involvement of WVEMS in the many areas we serve.

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## Employee Acknowledgement Form:

The employee handbook describes important information about WVEMS, and I understand that I should consult the Executive Director or his designee regarding any questions not answered in the handbook.

I have entered into my employment relationship with WVEMS voluntarily and acknowledge that there is no specified length of employment. Accordingly, either I or WVEMS can terminate the relationship at will, with or without cause, at any time, so long as there is no violation of applicable federal or state law.

Since the information, policies, and benefits described here are necessarily subject to change, I acknowledge that revisions to the handbook may occur, except to WVEMS's policy of employment-at-will. All such changes will be communicated through official notices, and I understand that revised information may supersede, modify, or eliminate existing policies. Only the Executive Director and/or the board of directors of the EMS Council have the ability to adopt any revisions to the policies in this handbook. I understand that the on-line version of this handbook located at [www.wvems.org/handbook](http://www.wvems.org/handbook) is the official version and should be consulted and considered as the most up-to-date version. It is my responsibility to update any printed copy that I may have when I am notified of such.

I acknowledge that this handbook is neither a contract of employment nor a legal document. I have reviewed and I understand the handbook, and I affirm that it is my responsibility to comply with the policies contained in this handbook and any revisions made to it. If I have questions or need assistance interpreting any of the provisions of this handbook, I will consult my supervisor or the executive director.

EMPLOYEE'S NAME (printed): \_\_\_\_\_

EMPLOYEE'S SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_



## 1.01 Nature of Employment

Effective Date: 01/01/2019

Revision Date: 12/13/2018

Employment with WVEMS is voluntarily entered into, and the employee is free to resign at will at any time, with or without cause. Similarly, WVEMS may terminate the employment relationship at will at any time, with or without notice or cause, so long as there is no violation of applicable federal or state law.

Policies set forth in this handbook are not intended to create a contract, nor are they to be construed to constitute contractual obligations of any kind or a contract of employment between WVEMS and any of its employees. The provisions of the handbook have been developed at the discretion of management and, except for its policy of employment-at-will, may be amended or cancelled at any time, at WVEMS's sole discretion.

These provisions supersede all existing policies and practices and may not be amended or added to without the express written approval of the Executive Director.

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## 1.03 Equal Employment Opportunity and Non-Discrimination

Effective Date: 01/01/2019

Revision Date: 12/13/2018

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at WVEMS will be based on merit, qualifications, and abilities. WVEMS *does not discriminate* in employment opportunities or practices on the basis of race, color, religion, sex, pregnancy, childbirth or related medical condition, sexual orientation and gender identity, national origin, age, marital status, veteran status, disability, genetic information, or any other characteristic protected by law. *This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.*

Any employees with questions or concerns about any type of discrimination in the workplace are encouraged to bring these issues to the attention of their immediate supervisor or the Executive Director. Employees can raise concerns and make reports without fear of reprisal. Anyone found to be engaging in any type of unlawful discrimination will be subject to disciplinary action, up to and including termination of employment.

The “**Problem Resolution Policy**” (7.18) describes the grievance procedure for individuals who have experienced discrimination. The “**Sexual and Other Unlawful Harassment Policy**” (7.03) further defines sex discrimination by including examples of sexual harassment and other unlawful harassment. The “**Employees with Disabilities or Who are Pregnant Policy**” (1.12) confirm the Agency’s commitment to providing accessibility to its programs, services, and activities for individuals with disabilities who are otherwise qualified and entitled to a reasonable accommodation.



## 1.04 Business Ethics and Conduct

Effective Date: 01/01/2019

Revision Date: 12/13/2018

The successful business operation and reputation of WVEMS is built upon the principles of fair dealing and ethical conduct of our employees. Our reputation for integrity and excellence requires careful observance of the spirit and letter of all applicable laws and regulations, as well as a scrupulous regard for the highest standards of conduct and personal integrity.

The continued success of WVEMS is dependent upon our customers' trust and we are dedicated to preserving that trust. Employees owe a duty to WVEMS, its customers, and shareholders to act in a way that will merit the continued trust and confidence of the public.

WVEMS will comply with all applicable laws and regulations and expects its directors, officers, and employees to conduct business in accordance with the letter, spirit, and intent of all relevant laws and to refrain from any illegal, dishonest, or unethical conduct.

In general, the use of good judgment, based on high ethical principles, will guide you with respect to lines of acceptable conduct. If a situation arises where it is difficult to determine the proper course of action, the matter should be discussed openly with your immediate supervisor and, if necessary, with the Executive Director for advice and consultation.

Compliance with this policy of business ethics and conduct is the responsibility of every WVEMS employee. Disregarding or failing to comply with this standard of business ethics and conduct could lead to disciplinary action, up to and including possible termination of employment.



## 1.05 Personal Relationships in the Workplace

Effective Date: 01/01/2019

Revision Date: 12/13/2018

The employment of relatives or individuals involved in a dating relationship in the same area of an organization may cause serious conflicts and problems with favoritism and employee morale. In addition to claims of partiality in treatment at work, personal conflicts from outside the work environment can be carried over into day-to-day working relationships.

For purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the employee is similar to that of persons who are related by blood or marriage. A dating relationship is defined as a relationship that may be reasonably expected to lead to the formation of a consensual "romantic" or sexual relationship. This policy applies to all employees without regard to the gender or sexual orientation of the individuals involved.

Relatives of current employees may not occupy a position that will be working directly for or supervising their relative. Individuals involved in a dating relationship with a current employee may also not occupy a position that will be working directly for or supervising the employee with whom they are involved in a dating relationship. WVEMS also reserves the right to take prompt action if an actual or potential conflict of interest arises involving relatives or individuals involved in a dating relationship who occupy positions at any level (higher or lower) in the same line of authority that may affect the review of employment decisions.

If a relative relationship or dating relationship is established after employment between employees who are in a reporting situation described above, it is the responsibility and obligation of the supervisor involved in the relationship to disclose the existence of the relationship to management. The individuals concerned will be given the opportunity to decide who is to be transferred to another available position. If that decision is not made within 30 calendar days, management will decide who is to be transferred or, if necessary, terminated from employment.

In other cases where a conflict or the potential for conflict arises because of the relationship between employees, even if there is no line of authority or reporting involved, the employees may be separated by reassignment or terminated from employment. Employees in a close personal relationship should refrain from public workplace displays of affection or excessive personal conversation.



## 1.08 Conflicts of Interest

Effective Date: 01/01/2019

Revision Date: 12/13/2018

Employees have an obligation to conduct business within guidelines that prohibit actual or potential conflicts of interest. This policy establishes only the framework within which WVEMS wishes the business to operate. The purpose of these guidelines is to provide general direction so that employees can seek further clarification on issues related to the subject of acceptable standards of operation. Contact your supervisor for more information or questions about conflicts of interest.

An actual or potential conflict of interest occurs when an employee is in a position to influence a decision that may result in a personal gain for that employee or for a relative as a result of WVEMS's business dealings. For the purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the employee is similar to that of persons who are related by blood or marriage.

No "presumption of guilt" is created by the mere existence of a relationship with outside firms. However, if employees have any influence on transactions involving purchases, contracts, or leases, it is imperative that they disclose to WVEMS Management as soon as possible the existence of any actual or potential conflict of interest so that safeguards can be established to protect all parties.

Personal gain may result not only in cases where an employee or relative has a significant ownership in a firm with which WVEMS does business, but also when an employee or relative receives any kickback, bribe, substantial gift, or special consideration as a result of any transaction or business dealings involving WVEMS.



## 1.10 Outside Employment

Effective Date: 01/01/2019

Revision Date: 12/13/2018

A Council employee may hold a job with another organization as long as he or she satisfactorily performs his or her job responsibilities with the Council. All employees will be judged by the same performance standards and will be subject to the Council's scheduling demands, regardless of any existing outside work requirements.

If WVEMS determines that an employee's outside work interferes with performance or the ability to meet the requirements of WVEMS as they are modified from time to time, or if a conflict of interest exists, the employee may be asked to terminate the outside employment if he or she wishes to remain with WVEMS.

Outside employment will present a conflict of interest if it has an adverse impact on WVEMS, or if the outside employment involves a business or other entity that does or will do business with the Council.

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## 1.14 Employees With Disabilities or Who are Pregnant

Effective Date: 01/01/2019

Revision Date: 12/13/2018

### **Nondiscrimination:**

WVEMS will fully comply with all requirements of the Americans with Disabilities Act as Amended (ADAAA) and the Pregnancy Discrimination Act (PDA).

It is the Agency's policy not to discriminate against qualified individuals with disabilities or who are pregnant and to provide reasonable accommodations as required by law to otherwise qualified applicants or employees with disabilities or pregnancy-related impairments in all employment practices, including job application procedures, hiring, advancement, job assignments, leaves of absence, transfers, layoffs, demotions, discipline, discharge, compensation, fringe benefits and job training. Employment opportunities will not be denied to an otherwise qualified applicant or employee because of the need to make a reasonable accommodation to the physical, mental, or pregnancy-related impairment(s) of such individual.

A "disability" with respect to an applicant or employee is: (1) a physical or mental impairment that substantially limits one or more of the major life activities of such individual, (2) a record of such an impairment, or (3) being regarded as having such an impairment.

### **Reasonable Accommodation:**

It is the Agency's intention to hire, employ or promote the best qualified candidate for a job, regardless of whether the individual is disabled or pregnant. When requested by an otherwise qualified applicant or employee with a disability or pregnancy-related impairment to do so, the Agency is prepared to modify or adjust the job application process or the job or work environment to make "reasonable accommodation" to the known physical or mental limitations of the applicant or employee to enable the applicant or employee to be considered for the position they desire, to perform the essential functions of the position in question, or to enjoy equal benefits and privileges of employment as are enjoyed by other similarly situated associates without disabilities, unless the accommodation would impose an "undue hardship" on the operation of the Agency's business.

Reasonable accommodation may include the following:

- ◆ Modifying an individual employee's job duties by reassigning, reallocating, or redistributing non-essential, marginal job functions (job restructuring, light duty, etc.).
- ◆ Modifying the employee's work schedule.
- ◆ Modifying the work flow and/or procedures affecting the employee's work shift.
- ◆ More frequent or longer breaks.
- ◆ Time off to recover from childbirth.
- ◆ Acquisition or modification of equipment.
- ◆ Temporary transfer to a less strenuous or hazardous position.

### **Request For Accommodation:**

Employees in need of accommodation for workplace accessibility or usability, to perform essential job duties,



to participate in Agency-sponsored programs and activities, or who need alternative accessible formats for Agency communications, or emergency treatment or emergency evacuation assistance, should make a written request of such needs to management.

In the written request, the employee with a disability or pregnancy-related impairment should identify the difficulties the employee is experiencing and propose their suggestions for any potential accommodations the Agency might make that would enable them to perform the essential functions of the job. Management will meet with the employee in an “interactive process” to discuss the employee’s suggestions for accommodations to allow the employee to perform the essential functions of the job.

An employee who identifies themselves as having a disability or pregnancy-related impairment and requests reasonable accommodation may be required to provide documentation, including medical records, sufficient to establish the existence of the claimed physical or mental impairment and the need for accommodation. Management may make such a request when the need for an accommodation is not obvious or when otherwise appropriate.

Reasonable accommodation does not negate the requirement of good job performance, successful completion of assigned training, adherence to Agency work rules, and adherence to supervisory instructions.

**Accommodation Transfers:**

An employee who can no longer perform the essential functions of their current position because of a disability or pregnancy-related impairment, with or without accommodation, will be placed on a lateral basis in an existing (or soon to be) vacancy for which they are qualified and can perform the essential job duties, with or without accommodation. Accommodation transfers will be considered before vacancies are made available for other employees or applicants.

If no such vacancy exists, the employee may be placed in an existing (or soon to be) vacancy on successively lower levels for which they are qualified and can perform the essential job functions, with or without accommodation. An employee with a disability or pregnancy-related impairment who is reassigned to a lower graded position as an accommodation will receive the wages of the lower graded position.

Employees in need of an accommodation transfer will be considered for promotional opportunities along with other internal candidates without priority or preference.

**Separation Of Employment:**

An employee may be terminated if (1) the Agency is unable to provide reasonable accommodation for the employee in the current job assignment without causing undue hardship to the Agency; (2) the Agency is unable to provide reasonable accommodation for the employee in a transfer to a new job assignment without causing undue hardship to the Agency; or (3) the employee refuses reasonable accommodation in the current job assignment or transfer to a new job assignment.



## **1.81 Voluntary Work Beyond Usual Job Requirements**

Effective Date: 01/01/2019

Revision Date: 12/13/2018

From time-to-time, an exempt employee might voluntarily perform work beyond his or her usual scope of work, and/or beyond the work described in the position description. Examples are course coordination, special projects, etc. The employee may be given the option of doing such extra work as part of his or her regular employment with the Council, and may be allowed to utilize flextime to offset the time worked on the additional work; or the employee may be paid additional salary for the additional work.

If additional compensation is paid for such work, the amount and terms of such compensation along with the scope of services will be set forth in a contract or agreement between WVEMS and the employee.

Regardless of whether the employee works "on the clock" or is compensated with additional salary, he or she is functioning as an employee of the Council while performing such outside work. As such, he or she is expected to adhere to all policies, procedures and standards of conduct expected of all employees during the normal course of employment.



## 1.83 Whistleblower Policy

Effective Date: 01/01/2019

Revision Date: 12/13/2018

### **General:**

The Western Virginia EMS Council **Business Ethics and Conduct** policy (1.04) requires directors, officers and employees to observe high standards of business and personal ethics in the conduct of their duties and responsibilities. Additionally, the Council's adopted administrative policies, Financial Policies and Procedures, and its Employee Policies handbook outline certain procedures and practices necessary to fulfill the Council's mission and everyday operations. As employees and representatives of the Council, we must practice honesty and integrity in fulfilling our responsibilities and comply with all applicable laws and regulations.

### **Reporting Responsibility:**

It is the responsibility of all directors, officers and employees to comply with the Business Ethics and Conduct policy and all other policies and procedures of the Council and to report violations or suspected violations in accordance with this Whistleblower Policy.

### **No Retaliation:**

No director, officer or employee who in good faith reports a violation of the Code or other policies and procedures shall suffer harassment, retaliation or adverse employment consequence. An employee who retaliates against someone who has reported a violation in good faith is subject to discipline up to and including termination of employment. This Whistleblower Policy is intended to encourage and enable employees and others to raise serious concerns within the Council prior to seeking resolution outside the Council.

### **Reporting Violations:**

**Employees:** In most cases, an employee's supervisor is in the best position to address an area of concern. However, if you are not comfortable speaking with your supervisor or you are not satisfied with your supervisor's response, you are encouraged to speak with the Executive Director. Supervisors and managers are required to report suspected violations of the Business Ethics and Conduct policy or any other policy or procedure to the Executive Director, who has specific and exclusive responsibility to investigate all reported violations. For suspected fraud, individuals should contact the Executive Director directly. In cases where the area of concern or suspected fraud may involve the Executive Director, the employee should report the concern directly to the President of the Board of Directors.

**Directors:** In most cases, a board member should report an area of concern to the Executive Director or, if you are not comfortable speaking with the Executive Director, to the President, any board officer or any member of the Executive Committee. In cases not involving the Executive Director, the President, officer or Executive Committee member will communicate the issue to the Executive Director.



**Compliance Officer:**

The Executive Director is the Council’s compliance officer for matters relating to all employment policies, and is responsible for investigating and resolving all reported complaints and allegations concerning violations of the Business Ethics and Conduct policy and other policies and procedures. At his discretion, he shall advise the Executive Committee. He shall provide a summary of all compliance matters to the Executive Committee at least annually.

**Accounting and Auditing Matters:**

The Executive Committee of the Board of Directors shall address all reported concerns or complaints regarding corporate accounting practices, internal controls or auditing. The Executive Director shall immediately notify the Executive Committee of any such complaint and work with the committee until the matter is resolved.

**Acting in Good Faith:**

Anyone filing a complaint concerning a violation or suspected violation of the Business Ethics and Conduct policy and other policies and procedures must be acting in good faith and have reasonable grounds for believing the information disclosed indicates a violation. Any allegations that prove not to be substantiated and which prove to have been made maliciously or knowingly to be false will be viewed as a serious disciplinary offense.

**Confidentiality:**

Violations or suspected violations may be submitted on a confidential basis by the complainant or may be submitted anonymously. Reports of violations or suspected violations will be kept confidential to the extent possible, consistent with the need to conduct an adequate investigation.

**Handling of Reported Violations:**

The Executive Director will notify the sender and acknowledge receipt of the reported violation or suspected violation within five business days. All reports will be promptly investigated and appropriate corrective action will be taken if warranted by the investigation.



## 1.85 Employee Professionalism and Confidentiality

Effective Date: 01/01/2019

Revision Date: 12/13/2018

WVEMS employees are to maintain businesslike manners at all times when interacting with supervisors, co-workers, WVEMS clients, and other community stakeholders.

WVEMS has certain information about clients that is unique to our organization. Keeping certain records private is also a requirement of federal and state privacy acts. All employees are required to keep confidential client and other business which is maintained by WVEMS as confidential. An employee who divulges confidential information may be terminated and also may be subject to certain federal fines or imprisonment. No employee is to take these records, or any other records maintained by WVEMS as confidential business or personal records, home without permission from their Department Manager or the Executive Director. No employee is to copy such records for their personal use. Moreover, one is prohibited from reviewing confidential information to which they do not have authorized access. This includes looking at information contained on a computer or looking at hard copy located in others' office or file cabinets.

A statement of confidentiality shall be signed by each WVEMS employee and will be kept in the employee's personnel file. Also, for certain employees, a statement of confidentiality for the Virginia Department of Health is also required.

Confidentiality is the preservation, in confidence, of all information concerning any individual or other entity which may be disclosed in the course of your employment with WVEMS, or any information relating to planning or the conduct of EMS Council business that has not been approved for release to the public.

Any information obtained in the performance of official duties is to be considered confidential, and to be protected from access by unauthorized persons. This is to include information gained as a result of conversation, conferences, or staff meetings as well as written documentation.

Requests for release of information citing the Virginia Freedom of Information Act should be referred to the Executive Director or his designee.

**The Executive Director is WVEMS' spokesperson.** All requests including media and requests for information should be submitted to the Executive Director for an appropriate response. An employee may not speak at any time on behalf of the organization.

Malicious gossip about fellow employees and the spreading of confidential personnel information, inside or outside the organization, is strictly prohibited. Violation of this rule will result in discipline, up to immediate termination.



## 1.86 Meal Periods and Break Periods

Effective Date: 01/01/2019

Revision Date: 12/13/2018

All salaried employees are permitted to take a daily paid meal break. You are free to use it as you see fit. Supervisors are responsible for approving meal periods in their department, allowing for some level of staffing to be maintained in certain departments during these hours.

Non-exempt employees are expected to take a minimum of 30 minutes for all meal periods. For non-exempt employees, during your meal periods, you are not to eat at your desk or perform any work whatsoever.

It is important that you leave for lunch on time and return on time as the delay of one employee in leaving or returning can upset the lunch schedules.

### **BREAK PERIODS:**

Rest periods are not formally defined; however, each person may leave their workstation for brief periods of personal interest and need. Care should be exercised, when taking a break from one's work that others engrossed in their work should not be disturbed. Also, it is important to return to your work obligation after your break in a timely fashion.

### **BREAKS FOR NURSING MOTHERS:**

Employees who are nursing mothers are provided with unpaid breaks as often as needed to express breast milk for the employee's nursing child. A private place (other than the bathroom) which is shielded from view and free from intrusion from co-workers and the public is provided for this purpose. These unpaid breaks for expressing breast milk are in effect for up to one year after the child's birth.



## 1.87 Legal Work Status

Effective Date: 01/01/2019

Revision Date: 12/13/2018

The Immigration Reform and Control Act of 1986 requires that all employees hired by WVEMS provide documentation proving that they have a legal right to work in the United States.

In compliance with this Act, all job offers extended to successful applicants are made contingent upon the receipt of the required documentation and completion of USCIS Form I-9. The required documentation must be provided prior to the date the employee begins work. Only those successful applicants who complete Form I-9 will be permitted to work.

Former employees who are rehired must also complete the form if they have not completed an I-9 with the Agency within the past three years, or if their previous I-9 is no longer retained or valid.

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## 1.88 Timekeeping/Time Records

Effective Date: 01/01/2019

Revision Date: 12/13/2018

For non-exempt employees, laws and regulations today are very strict about recording the exact number of hours you work. It is our responsibility to keep accurate records. Additionally, keeping accurate time records provides us with a permanent record of time for computing your earnings.

Certain classifications of employees may be required to keep time records by punching a timecard or otherwise recording their attendance on an approved time sheet, and this must be done on a daily basis reflecting the actual time you commence work and finish at the end of each day. If you leave the premises, and you are not on Agency business, you are required to record the time you leave and return by recording in the specified manner.

If you forget to record such absences, or if there is an error made on your time record, please notify your supervisor immediately. Your supervisor will make the necessary correction and both of you will initial the correction.

No non-exempt employee is to work while clocked out for lunch if required to do so. Additionally, non-exempt employees are not to work any overtime unless authorized by their supervisor. Altering, falsifying, tampering with timecards, or recording time on another employee's timecard may result in disciplinary action, up to and including termination of employment.

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## **1.89 Official Workweek**

Effective Date: 01/01/2019

Revision Date: 12/13/2018

The official payroll workweek for all employees at WVEMS begins at 12:00 a.m. Monday and ends at 12:00 a.m. the following Sunday.

Your particular work schedule will depend on your job and the shift you are assigned. Your supervisor will explain your work schedule to you. Hours may be changed to meet the needs of our customers. Overtime, in any department, must be approved in advance by the supervisor.

The hours of operation are the times within which we will accept customers and perform work. In order to achieve this, employees are expected to be “ready to work” at their normal starting time with all Agency systems up and running. Employees must be prepared to accept and perform work up to and in some cases before and past normal closing hours.

From time to time, unforeseen circumstances may affect our hours of operation; i.e., weather. The general rule of operation is: if the Agency is open, all employees are expected to report for work based on their normal schedule. Any expectations or deviations from this policy will be handled at the time of the occurrence at the discretion of your supervisor.

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## 2.01 Employment Categories

Effective Date: 01/01/2019

Revision Date: 12/13/2018

It is the intent of WVEMS to clarify the definitions of employment classifications so that employees understand their employment status and benefit eligibility. These classifications do not guarantee employment for any specified period of time. Accordingly, the right to terminate the employment relationship at will at any time is retained by both the employee and WVEMS.

Each employee is designated as either NONEXEMPT or EXEMPT from federal and state wage and hour laws. NONEXEMPT employees are entitled to overtime pay under the specific provisions of federal and state laws. EXEMPT employees are excluded from specific provisions of federal and state wage and hour laws. An employee's EXEMPT or NONEXEMPT classification may be changed only upon written notification by WVEMS management.

In addition to the above categories, each employee will belong to one other employment category:

**REGULAR FULL-TIME** employees are those who are not in a temporary or introductory status and who are regularly scheduled to work WVEMS's full-time schedule of 40 hours or more per week. Generally, they are eligible for WVEMS's benefit package, subject to the terms, conditions, and limitations of each benefit program.

**PART-TIME** employees are those who are not assigned to a temporary or introductory status and who are regularly scheduled to work less than 40 hours per week. Part-time employees are ineligible for benefits except those mandated by federal or state law, such as Workers' Compensation, Social Security Benefits, and the Affordable Health Care Act. Under the Affordable Health Care Act, part-time employees working at least 30 hours per week will be eligible for group health insurance.

**INTRODUCTORY** employees are those whose performance is being evaluated to determine whether further employment in a specific position or with WVEMS is appropriate. Employees who satisfactorily complete the introductory period will be notified of their new employment classification.

**TEMPORARY OR CONTRACTUAL** employees are those who are hired as interim replacements, to temporarily supplement the work force, or to assist in the completion of a specific project, contract, or MOU. Employment assignments in this category are of a limited duration. Employment beyond any initially stated period does not in any way imply a change in employment status. Temporary employees retain that status unless and until notified of a change. While temporary employees receive all legally mandated benefits (such as workers' compensation insurance and Social Security), they are ineligible for all of WVEMS's other benefit programs unless specifically agreed to prior to employment in this category, or by amendment to the employment agreement or employment contract.



## **2.02 Access to Personnel Files**

Effective Date: 01/01/2019

Revision Date: 12/13/2018

WVEMS maintains a personnel file on each employee. The personnel file includes such information as the employee's job application, resume, records of training, documentation of performance appraisals and salary increases, and other employment records.

Personnel files are the property of WVEMS, and access to the information they contain is restricted. Generally, only supervisors and management personnel of WVEMS who have a legitimate reason to review information in a file are allowed to do so.

Employees who wish to review their own file should contact the Human Resources Manager. With reasonable advance notice, employees may review their own personnel files in WVEMS's offices and in the presence of an individual appointed by the Executive Director to maintain the files.

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## 2.03 Pre-Employment Checks

Effective Date: 01/01/2019

Revision Date: 12/13/2018

To ensure that individuals who join WVEMS are well qualified and have a strong potential to be productive and successful, it is the policy of WVEMS to check the employment references and to perform a criminal background check and pre-employment drug screen of applicants prior to being offered employment with WVEMS.

Pre-employment drug screens may also be required. *(See policy 7.02 for additional information.)*

The Executive Director will respond to all reference check inquiries from other employers. Responses to such inquiries will be limited to factual information that can be substantiated by WVEMS's records.

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## **2.04 Personnel Data Changes**

Effective Date: 01/01/2019

Revision Date: 12/13/2018

It is the responsibility of each employee to promptly notify WVEMS of any changes in personnel data. Personal mailing addresses, telephone numbers, number and names of dependents, individuals to be contacted in the event of an emergency, educational accomplishments, and other such status reports should be accurate and current at all times. If any personnel data has changed, notify the Human Resources Manager.

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## 2.05 Introductory Period

Effective Date: 01/01/2019

Revision Date: 12/13/2018

The introductory period is intended to give new employees the opportunity to demonstrate their ability to achieve a satisfactory level of performance and to determine whether the new position meets their expectations. WVEMS uses this period to evaluate employee capabilities, work habits, and overall performance. Either the employee or WVEMS may end the employment relationship at will at any time during or after the introductory period, with or without cause or advance notice. (It is understood by the employee that voluntary resignation without notice as described in Policy 3.15 will forfeit payment for accrued PTO.)

All new and rehired employees work on an introductory basis for the first 90 calendar days after their date of hire unless otherwise specified in their employment agreement. Any significant absence will automatically extend an introductory period by the length of the absence. If WVEMS determines that the designated introductory period does not allow sufficient time to thoroughly evaluate the employee's performance, the introductory period may be extended for a specified period.

Upon satisfactory completion of the introductory period, employees enter the "regular" employment classification.

During the introductory period, new employees are eligible for those benefits that are required by law, such as workers' compensation insurance and Social Security. They may also be eligible for other WVEMS-provided benefits, subject to the terms and conditions of each benefit program. Employees should read the information for each specific benefit program for the details on eligibility requirements.



## **2.08 Employment Applications**

Effective Date: 01/01/2019

Revision Date: 12/13/2018

WVEMS relies upon the accuracy of information contained in the employment application, as well as the accuracy of other data presented throughout the hiring process and employment. Any misrepresentations, falsifications, or material omissions in any of this information or data may result in the exclusion of the individual from further consideration for employment or, if the person has been hired, termination of employment.

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## 2.09 Performance Evaluation

Effective Date: 01/01/2019

Revision Date: 12/13/2018

WVEMS encourages the use of a continual evaluation process. Supervisors and employees are strongly encouraged to discuss job performance and goals on an informal, day-to-day basis. Additional formal performance evaluations may be conducted on a periodic basis to provide both supervisors and employees the opportunity to discuss job tasks, identify and correct weaknesses, encourage and recognize strengths, and discuss positive, purposeful approaches for meeting goals.

Merit-based pay adjustments are awarded by WVEMS in an effort to recognize truly superior employee performance. The decision to award such an adjustment is dependent upon numerous factors, including the information documented by this formal performance evaluation process and availability of funds. A performance evaluation does not necessarily mean a change in pay or duties.

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## 2.10 Job Descriptions

Effective Date: 01/01/2019

Revision Date: 12/13/2018

WVEMS makes every effort to create and maintain accurate job descriptions for all positions within the EMS Council. Each description includes a job summary section (giving a general overview of the job's purpose), an essential duties and responsibilities section, a qualifications section (including education and/or experience, language skills, mathematical skills, reasoning ability, and any certification required), and a classification section.

WVEMS maintains job descriptions to aid in orienting new employees to their jobs, identifying the requirements of each position, establishing hiring criteria, setting standards for employee performance evaluations, and establishing a basis for making reasonable accommodations for individuals with disabilities.

The Executive Director in consultation with the WVEMS management team prepare job descriptions when new positions are created. Existing job descriptions are also reviewed and revised in order to ensure that they are up to date. Job descriptions may also be rewritten periodically to reflect any changes in the position's duties and responsibilities. All employees will be expected to help ensure that their job descriptions are accurate and current, reflecting the work being done.

Employees should remember that job descriptions do not necessarily cover every task or duty that might be assigned, and that additional responsibilities may be assigned as necessary. Contact the Executive Director if you have any questions or concerns about your job description.



## 2.12 Salary Administration

Effective Date: 01/01/2019

Revision Date: 12/13/2018

The salary administration program at WVEMS was created to achieve consistent pay practices, comply with federal and state laws, mirror our commitment to Equal Employment Opportunity, and offer competitive salaries within our labor market. Because recruiting and retaining talented employees is critical to our success, WVEMS is committed to paying its employees equitable wages that reflect the requirements and responsibilities of their positions and are comparable to the pay received by similarly situated employees in other similar organizations.

Each year, the pay plan may be adjusted to reflect changes in the cost of living. The Council may also offer merit increases. Merit-based pay increases may be awarded in for superior employee performance documented by the performance evaluation process. Merit increases are based on a percentage of the midpoint of the pay grade to which your position is assigned.

Salary adjustments (both merit and COLA) are usually implemented as of the first payday after July 1 of each year. However, adjustments may be implemented at other times. Each new employee's anniversary date is adjusted to the beginning of the first pay period of the month in which the employee began his employment with the Council.

Compensation for every position is determined by several factors, including the essential duties and responsibilities of the job, and salary survey data on pay practices of other comparable employers. WVEMS periodically reviews its salary administration program and restructures it as necessary.

Employees should bring their pay-related questions or concerns to the attention of their immediate supervisors, who are responsible for the fair administration of departmental pay practices. The Executive Director is also available to answer specific questions about the salary administration program.



### 3.01 Employee Benefits

Effective Date: 01/01/2019

Revision Date: 12/13/2018

Eligible employees at WVEMS are provided a wide range of benefits. A number of the programs (such as Social Security, workers' compensation, state disability, and unemployment insurance) cover all employees in the manner prescribed by law.

Benefits eligibility is dependent upon a variety of factors, including employee classification. Your supervisor can identify the programs for which you are eligible. Details of many of these programs can be found elsewhere in the employee handbook. All insurance benefits are subject to underwriting by the provider.

The following benefit programs are available to eligible employees:

- \* Company Vehicles (for work-related travel)
- \* SEP-IRA (503B)
- \* Deferred Compensation Plan (paid by employee)
- \* Dental Insurance
- \* Direct Deposit
- \* Educational Financial Assistance
- \* Employee Assistance Program
- \* Health Insurance
- \* Flexible Spending Plan (For non-covered medical expenses - Funded by pre-tax withholding)
- \* Jury Duty Leave
- \* Life Insurance
- \* Paid Time Off (PTO)
- \* Long-Term Disability
- \* Short-Term Disability
- \* Long-term care (Fully paid by employer but funded by salary offset)

*Some benefit programs require contributions from the employee.*

For Contractual and Temporary Employees: employee benefits shall be in accordance with the employment agreement, or contract between the employee and WVEMS.



### 3.05 Holidays

Effective Date: 01/01/2019

Revision Date: 12/13/2018

WVEMS will grant holiday time off to all eligible employees on the holidays listed below:

- \* New Year's Day (January 1)
- \* Lee-Jackson Day (Friday before Martin Luther King Day)
- \* Martin Luther King, Jr. Day (third Monday in January)
- \* Presidents' Day (third Monday in February)
- \* Memorial Day (last Monday in May)
- \* Independence Day (July 4)
- \* Labor Day (first Monday in September)
- \* Columbus Day (second Monday in October)
- \* Veterans' Day (November 11)
- \* Thanksgiving (fourth Thursday in November)
- \* Day after Thanksgiving
- \* Christmas Eve (December 24)
- \* Christmas (December 25)
- \* Other days designated as holidays by the Governor of Virginia or the President of the United States and approved by the President of the Council Board

WVEMS will grant paid holiday time off to all eligible employees immediately upon assignment to an eligible employment classification. Holiday pay will be calculated based on the employee's straight-time pay rate (as of the date of the holiday) times the number of hours the employee would otherwise have worked on that day. Eligible employee classification(s):

- \* Regular full-time employees
- \* Introductory employees

A recognized holiday that falls on a Saturday will be observed on the preceding Friday. A recognized holiday that falls on a Sunday will be observed on the following Monday.

Additional time off as declared by the Governor of Virginia may be observed at the discretion of the Executive Director or the President.

If a recognized holiday falls during an eligible employee's paid absence (such as vacation or sick leave), holiday pay will be provided instead of the paid time off benefit that would otherwise have applied.

If eligible nonexempt or exempt employees work on a recognized holiday, they will be entitled to take "floating holiday hours" at another time equivalent to the number of hours worked on the holiday.

For Contractual and Temporary Employees: Holiday policies shall be in accordance with the employment agreement or contract between the employee and WVEMS.



### **3.06 Workers' Compensation Insurance**

Effective Date: 01/01/2019

Revision Date: 12/13/2018

WVEMS provides a comprehensive workers' compensation insurance program at no cost to employees. This program covers any injury or illness sustained in the course of employment that requires medical, surgical, or hospital treatment. Subject to applicable legal requirements, workers' compensation insurance provides benefits after a short waiting period or, if the employee is hospitalized, immediately.

Employees who sustain work-related injuries or illnesses should inform their supervisor immediately. No matter how minor an on-the-job injury may appear, it is important that it be reported immediately. This will enable an eligible employee to qualify for coverage as quickly as possible.

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### 3.11 Jury Duty

Effective Date: 01/01/2019

Revision Date: 12/13/2018

WVEMS encourages employees to fulfill their civic responsibilities by serving jury duty when required. Employees in an eligible classification may request paid jury duty leave for the duration of any jury service.

Jury duty pay will be calculated on the employee's base pay rate times the number of hours the employee would otherwise have worked on the day of absence. Employee classifications that qualify for paid jury duty leave are:

- \* Regular full-time employees
- \* Temporary employees
- \* Contractual employees only if allowed by the employment contract

Employees must show the jury duty summons to their supervisor as soon as possible so that the supervisor may make arrangements to accommodate their absence. Of course, employees are expected to report for work whenever the court schedule permits.

Any compensation paid to the employee by the court or the jurisdiction in which the jury service is performed (other than parking reimbursement) must be paid to WVEMS.

Either WVEMS or the employee may request an excuse from jury duty if, in WVEMS's judgment, the employee's absence would create serious operational difficulties.

WVEMS will continue to provide health insurance benefits for the full term of the jury duty absence.

Vacation, sick leave, and holiday benefits will continue to accrue during unpaid jury duty leave.

For Contractual and Temporary Employees: paid jury duty leave shall be in accordance with the employment agreement, or contract between the employee and WVEMS.



### 3.13 Benefits Continuation (COBRA)

Effective Date: 01/01/2019

Revision Date: 12/13/2018

COBRA is part of a federal law enacted in 1986 requiring certain employers to offer employees and their families an opportunity for the temporary extension of health care coverage under certain instances where health care coverage would otherwise end. At the time a new employee becomes eligible for health care coverage through Company, that employee will be provided literature notifying them and their families of their rights under COBRA. This should be read carefully, both by the employee and their family, and retained for future reference.

If an employee's hours are reduced and this reduction of hours results in loss of health care coverage, or an employee is terminated for any reason other than gross misconduct, that employee and their family will be provided literature notifying them of their right to elect coverage under COBRA. If elected by the employee or the employee's dependents, coverage will continue for a period of time specified by the law at the expense of the employee or the employee's dependents.

In order that Western Virginia EMS may comply with this law, we require that the employee notify the Company of any change in status. Specifically, those changes are:

- ◆ Employee's change of address
- ◆ Change of address of spouse or dependent
- ◆ Birth or death of a dependent
- ◆ Death of a spouse
- ◆ Divorce or legal separation from a spouse
- ◆ Medicare eligibility for employee or spouse
- ◆ A child ceases to be eligible for coverage under the plan as a "dependent child"

You will be provided with the details of your rights under COBRA under a separate letter.



### 3.14 Educational Assistance & Advanced Degree Stipend

Effective Date: 01/01/2019

Revision Date: 12/13/2018

WVEMS recognizes that the skills and knowledge of its employees are critical to the success of the EMS Council. The educational assistance program encourages personal development through formal education so that employees can maintain and improve job-related skills or enhance their ability to compete for reasonably attainable jobs within WVEMS.

WVEMS will consider educational assistance to all eligible employees who have completed 180 calendar days of service in an eligible employment classification, subject to available funds. To maintain eligibility employees must remain on the active payroll and be performing their job satisfactorily through completion of each course. Employees in the following employee classification(s) are eligible for educational assistance:

\* Regular full-time employees

Individual courses or courses that are part of a degree, licensing, or certification program must be related to the employee's current job duties or a foreseeable-future position in the EMS Council in order to be eligible for educational assistance. WVEMS has the sole discretion to determine whether a course relates to an employee's current job duties or a foreseeable-future position. Employees should contact the Executive Director for more information or questions about educational assistance.

While educational assistance is expected to enhance employees' performance and professional abilities, WVEMS cannot guarantee that participation in formal education will entitle the employee to automatic advancement, a different job assignment, or pay increases.

WVEMS invests in educational assistance to employees with the expectation that the investment be returned through enhanced job performance. However, if an employee voluntarily separates from WVEMS's employment within one year of the last educational assistance payment, the amount of the payment will be considered only a loan. Accordingly, the employee will be required to repay up to 100 percent of the original educational assistance payment.

WVEMS offers an annual stipend of \$2000 to any full-time employee who possesses an earned master's degree in a related field and an annual stipend of \$4000 to any full-time employee who possesses an earned doctorate in a related field. Such stipend is added to the annual base pay and paid proportionately with each pay period. Related fields of study include, but are not limited to, public administration, public health, healthcare administration, education, disaster management, and emergency health sciences. For more information, please contact the Executive Director.

For Contractual and Temporary Employees: Educational assistance and advanced degree stipend shall be in accordance with the employment agreement or contract between the employee and WVEMS.



### 3.15 Paid Time Off (PTO)

Effective Date: 01/01/2019

Revision Date: 12/17/2019

Paid Time Off (PTO) is an all-purpose time-off policy for eligible employees to use for vacation, illness or injury, and personal business. It combines traditional vacation and sick leave plans into one flexible, paid time-off policy. Employees in the following employment classification(s) are eligible to earn and use PTO as described in this policy:

- \* Regular full-time employees
- \* Introductory employees

Once employees enter an eligible employment classification, they begin to earn PTO according to the schedule below. They can request use of PTO after it is earned.

The amount of PTO employees receive each year increases with the length of their employment as shown in the following schedule:

- \* Upon initial eligibility the employee is entitled to 27 PTO days each year, accrued biweekly at the rate of 8.31 hours.
- \* After 5 years of eligible service the employee is entitled to 33 PTO days each year, accrued biweekly at the rate of 10.15 hours.
- \* After 10 years of eligible service the employee is entitled to 39 PTO days each year, accrued biweekly at the rate of 12 hours.

The length of eligible service is calculated on the basis of a "benefit year." This is the 12-month period that begins when the employee starts to earn PTO. An employee's benefit year may be extended for any significant leave of absence except military leave of absence. Military leave has no effect on this calculation. (*See individual leave of absence policies for more information.*)

PTO can be used in minimum increments of one-half day. Employees who have an unexpected need to be absent from work should notify their direct supervisor before the scheduled start of their workday, if possible. The direct supervisor must also be contacted on each additional day of unexpected absence.

All paid time off must be prearranged with your supervisor's approval. We request that you schedule your vacation at least two weeks prior to the desired time off. Insofar as possible, your supervisor will honor your request for vacation days preferred. When the vacation request of one employee conflicts with the request of another, vacation is granted to the employee with the earlier submission date, provided the vacation has been approved. If the submission dates are identical, the request of the senior employee will be honored, provided vacation leave has been approved.



**Prior approval is required to take more than two consecutive days of PTO.** To schedule planned PTO, employees should request advance approval from their supervisors. Requests will be reviewed based on a number of factors, including business needs and staffing requirements.

PTO is paid at the employee's base pay rate at the time of absence. It does not include overtime or any special forms of compensation.

All full-time employees must take at least two weeks (80 hours) of PTO per fiscal year. Employees are encouraged to take at least one full week (five consecutive work days) during each fiscal year.

In the event that available PTO is not used by the end of the benefit year, employees may carry unused time forward to the next benefit year. If the total amount of unused PTO reaches a "cap" of 600 hours, further accrual will stop. When the employee uses PTO and brings the available amount below the cap, accrual will begin again.

Upon voluntary termination of employment with at least two weeks' notice, employees will be paid for unused PTO that has been earned through the last day of work, not to exceed 200 hours. However, if WVEMS, in its sole discretion, terminates employment for cause, forfeiture of unused PTO may result.

For Contractual and Temporary Employees: PTO policies shall be in accordance with the employment agreement, or contract between the employee and WVEMS.

#### **CASHING IN PAID TIME OFF (PTO):**

Regular full-time employees are encouraged to save at least 200 hours of PTO for emergencies. Current regular full-time employees who have accrued PTO in excess of 200 hours may request the EMS Council to cash in up to 200 accrued hours per fiscal year in excess of a 200 hour reserve. An employee may receive no more than two PTO cash-ins during each fiscal year. Requests to cash in accrued PTO will be evaluated on a case-by-case basis. Written request is made to the Executive Director on the appropriate form, who shall then forward such request with recommendation to the President. The President shall approve, deny or modify the request based on the availability of funds and other pertinent circumstances.



### 3.16 Health Insurance

Effective Date: 01/01/2019

Revision Date: 12/13/2018

WVEMS's health insurance plan provides employees and their dependents access to medical, dental, and vision care insurance benefits. Employees in the following employment classifications are eligible to participate in the health insurance plan:

- \* Regular full-time employees
- \* Introductory employees
- \* Eligible part-time employees
- \* Eligible Temporary and Contractual employees

**NOTE:** Under the Affordable Health Care Act, part-time employees working at least 30 hours per week will be eligible for group health insurance. Eligibility will be determined in accordance with the Affordable Health Care Act and any other state and/or federal regulations that may be in place.

Eligible employees may participate in the health insurance plan subject to all terms and conditions of the agreement between WVEMS and the insurance carrier.

A change in employment classification that would result in loss of eligibility to participate in the health insurance plan may qualify an employee for benefits continuation under the Consolidated Omnibus Budget Reconciliation Act (COBRA). Refer to the Benefits Continuation (COBRA) Policy for more information.

Details of the health insurance plan are described in the Summary Plan Description (SPD). An SPD and information on cost of coverage will be provided in advance of enrollment to eligible employees. Contact the Human Resources Manager for more information about health insurance benefits.

For Contractual and Temporary Employees: Health insurance shall be in accordance with the employment agreement or contract between the employee and WVEMS.



### 3.17 Life Insurance

Effective Date: 01/01/2019

Revision Date: 12/13/2018

Life insurance offers you and your family important financial protection. WVEMS provides a basic life insurance plan for eligible employees.

Accidental Death and Dismemberment (AD&D) insurance provides protection in cases of serious injury or death resulting from an accident. AD&D insurance coverage is provided as part of the basic life insurance plan.

Employees in the following employment classifications are eligible to participate in the life insurance plan:

- \* Regular full-time employees
- \* Introductory employees
- \* Eligible Temporary and Contractual employees

Eligible employees may participate in the life insurance plan subject to all terms and conditions of the agreement between WVEMS and the insurance carrier.

Details of the basic life insurance plan including benefit amounts are described in the Summary Plan Description provided to eligible employees. Contact the Office Manager for more information about life insurance benefits.

For Contractual and Temporary Employees: Life insurance shall be in accordance with the employment agreement or contract between the employee and WVEMS.



### 3.18 Short-Term Disability

Effective Date: 01/01/2019

Revision Date: 12/13/2018

WVEMS provides a short-term disability (STD) benefits plan to eligible employees who are unable to work because of a qualifying disability due to an injury or illness. Employees in the following employment classifications are eligible to participate in the STD plan:

- \* Regular full-time employees
- \* Introductory employees
- \* Eligible Temporary and Contractual employees

Eligible employees may participate in the STD plan subject to all terms and conditions of the agreement between WVEMS and the insurance carrier.

Disabilities arising from pregnancy or pregnancy-related illness are treated the same as any other illness that prevents an employee from working. STD benefits are offset by any workers' compensation benefits so that combined benefits do not exceed the maximum level.

Details of the STD benefits plan including benefit amounts, when they are payable, and limitations, restrictions, and other exclusions are described in the Summary Plan Description provided to eligible employees. Contact the Human Resources Manager for more information about STD benefits.

For Contractual and Temporary Employees: Short-term disability shall be in accordance with the employment agreement or contract between the employee and WVEMS.



### 3.19 Long-Term Disability

Effective Date: 01/01/2019

Revision Date: 12/13/2018

WVEMS provides a long-term disability (LTD) benefits plan to help eligible employees cope with an illness or injury that results in a long-term absence from employment. LTD is designed to ensure a continuing income for employees who are disabled and unable to work.

Employees in the following employment classifications are eligible to participate in the LTD plan:

- \* Regular full-time employees
- \* Introductory employees
- \* Eligible Temporary and Contractual employees

Eligible employees may participate in the LTD plan subject to all terms and conditions of the agreement between WVEMS and the insurance carrier.

LTD benefits are offset with amounts received under Social Security or workers' compensation for the same time period.

Details of the LTD benefits plan including benefit amounts, and limitations and restrictions are described in the Summary Plan Description provided to eligible employees. Contact the Human Resources Manager for more information about LTD benefits.

For Contractual and Temporary Employees: Long-term disability shall be in accordance with the employment agreement or contract between the employee and WVEMS.



### **3.24 Employee Assistance Program**

Effective Date: 01/01/2019

Revision Date: 12/13/2018

WVEMS cares about the health and well-being of its employees and recognizes that a variety of personal problems can disrupt their personal and work lives. While many employees solve their problems either on their own or with the help of family and friends, sometimes employees need professional assistance and advice.

Through the Employee Assistance Program (EAP), WVEMS provides confidential access to professional counseling services for help in confronting such personal problems as alcohol and other substance abuse, marital and family difficulties, financial or legal troubles, and emotional distress. The EAP is available to all employees and their immediate family members offering problem assessment, short-term counseling, and referral to appropriate community and private services.

The EAP is strictly confidential and is designed to safeguard your privacy and rights. Information given to the EAP counselor may be released only if requested by you in writing. All counselors are guided by a Professional Code of Ethics.

Personal information concerning employee participation in the EAP is maintained in a confidential manner. No information related to an employee's participation in the program is entered into the personnel file.

There is no cost for employees to consult with an EAP counselor. If further counseling is necessary, the EAP counselor will outline community and private services available. The counselor will also let employees know whether any costs associated with private services may be covered by their health insurance plan. Costs that are not covered are the responsibility of the employee.



### **3.81 Family and Medical Leave of Absence (FMLA)**

Effective Date: 01/01/2019

Revision Date: 12/13/2018

#### **Establishing Eligibility For Leave:**

Employees who have at least 12 months of total service, and who have worked at least 1250 hours during the preceding 12-months immediately preceding the commencement leave, who work at a WVEMS location where at least 50 employees are working within a 75-mile radius, will be granted a total of up to 12 weeks' unpaid leave under the Family and Medical Leave Act (FMLA).

The amount of FMLA leave available to the employee is determined by examining the amount of FMLA leave taken in the preceding 12-month period, measured backward from the date an employee uses any FMLA leave. This is referred to as the "rolling 12-month period" method of calculation.

#### **Establishing Leave Eligibility:**

- A. Due to the birth of a child of the employee and in order to care for the newborn child.
- B. Due to the placement of a child with the employee for adoption or foster care.
- C. In order to care for the employee's spouse, child or parent who has a serious health condition.
- D. Because of the employee's serious health condition which makes the employee unable to perform the functions of their current position.
- E. Because an immediate family member (spouse, child, or parent) is called to active duty in the Uniformed Services of the United States.
- F. In order to care for a "recovering active duty service member" (spouse, child, parent, or nearest blood relative). (Up to 26 weeks in a single 12-month period)

A recovering service member, as in (F) is defined as a member of the Uniformed Services of the United States who suffered an injury or illness while on active duty that renders the person unable to perform the duties of the person's office, grade, rank, or rating.

Covered family members are also eligible for up to 26 weeks of leave to care for veterans who are undergoing medical treatment, recuperation, or therapy for a serious injury or illness and who were members of the Uniformed Services of the United States (including the National Guard or Reserves) at any time during the five years preceding the date of treatment, therapy, or recuperation.

#### **Application For Leave/Advance Notice:**

An employee requesting FMLA leave must provide WVEMS with at least 30 days advance notice before leave is to begin, if the need for the leave is foreseeable, based on an expected birth, placement for adoption or foster



care, or planned medical treatment for a serious health condition of the employee or of a family member. If 30 days' notice is not practicable due to a lack of knowledge of approximately when leave will be required to begin, a change in circumstances, or a medical emergency, notice must be given as soon as practicable.

“As soon as practicable” ordinarily would mean at least verbal notification to the Company within one or two business days of when the need for leave becomes known to the employee, except in extraordinary circumstances.

Employees must submit a written request to the President indicating the dates on which the leave will begin and end.

If you fail to give 30 days' advance notice for foreseeable leave with no reasonable excuse for the delay, WVEMS may deny the taking of leave until at least 30 days after the date you provide notice to the Agency of the need for the leave.

#### **Treatment Schedules:**

When planning medical treatment, you should consult with your Supervisor and make a reasonable effort to schedule the leave so as not to disrupt unduly the Agency's operations, subject to the approval of the health care provider. Employees are ordinarily expected to consult with their Supervisor prior to the scheduling of treatment in order to work out a treatment schedule that best suits the needs of both the Agency and the employee. WVEMS may, for justifiable cause, require an employee to attempt to reschedule treatment, subject to the ability of the health care provider to reschedule the treatment and the approval of the health care provider as to any modification of the treatment schedule.

#### **Medical Certification:**

WVEMS may require that an employee's request for leave to care for the employee's seriously-ill spouse, child, or parent, or due to the employee's own serious health condition that makes the employee unable to perform the functions of the employee's position, be supported by a certification issued by the health care provider of the employee or of the employee's ill family member. The Agency will give written notice of a requirement for medical certification and will allow 15 calendar days to do so.

In the case of foreseeable leave, an employee who fails to provide timely certification after being requested by the Agency to furnish such certification (e.g., within 15 calendar days, if practicable) may be denied the taking of leave until the required certification is provided.

If you fail to provide a medical certification within a reasonable time under the pertinent circumstances, WVEMS may deny your continuation of leave.

WVEMS reserves the right to require the employee requesting FMLA leave for the reason listed in (C), (D), and (F) to provide additional Certifications of Need. Any cost associated with completing the initial form will be the employee's responsibility; however, any costs associated with additional forms will be paid by the Agency. Depending upon the circumstances, medical recertification may be required every 30 days.

If both spouses are employees of WVEMS, they will be entitled to an annual combined total of 12 weeks'



leave for birth, adoption, foster placement, or to care for a seriously ill parent. However, each is still entitled to the difference between the amount of leave they have individually taken for those purposes and the amount of leave (up to 12 weeks) needed for their own, their spouse's or their child's serious health condition.

**Group Healthcare Premiums:**

Group health plan benefits will be continued on the same basis as coverage would have been provided if the employee had been continuously employed during the leave period. Therefore, the share of health plan premiums that you had been paying prior to leave must continue to be paid by you during the leave period. If premiums are raised or lowered, you would be required to pay the new premium rates.

While WVEMS will continue to maintain health benefits, the Agency's obligations to maintain health insurance coverage will cease if an employee's premium payment is more than 30 days late. All other employee entitlements would continue.

WVEMS will recover the cost of any premium payments missed by you for any leave period during which the Agency continues your health coverage. Such recovery shall be accomplished by deductions from future compensation or any other amount that may be due you.

**Benefits During Leave:**

Length of service and other benefits will not accrue during the unpaid portion of the leave, but length of service and other **unused** benefits accrued prior to the leave will be fully credited and available upon return from leave.

All accrued paid time off benefits must be exhausted prior to using leave without pay. FMLA will run concurrently with Workers' Compensation benefits and maternity leave.

**Intent To Return To Work:**

WVEMS requires that employees report every two weeks on their status and intent to return to work while on leave.

**Ability (Inability) To Return To Work:**

As a condition of restoring an employee whose leave was occasioned by the employee's own serious health condition that made the employee unable to perform their job, the Agency requires all employees who take leave for these conditions to obtain and present certification from their health care provider that the employee is able to resume work in the employee's former position or in a specific equivalent position.

Employees returning from a Family Medical Leave must furnish their supervisor with a physician's statement releasing them to return to work and the date of their return. WVEMS may deny restoration to employment until an employee submits the required fitness-for-duty certification.

When an employee is unable to return to work after FMLA leave because of the continuation, recurrence, or onset of a serious health condition, WVEMS may require medical certification of the employee's or the family member's serious health condition. The employee is required to provide medical fitness-for-duty certification within 30 days from the date of the Agency's request.



Leave taken under this policy will be counted against the employee's annual FMLA 12-week entitlement. Time not worked because of leave under this policy will not be counted against an employee's attendance record.

◆ **Key Employee Exceptions:**

Under specified and limited circumstances where restoration to employment will cause substantial and grievous economic injury to its operations, WVEMS may refuse to reinstate certain highly-paid "key" employees after using FMLA leave during which health benefits are maintained.

A "key" employee is a salaried "eligible" employee who is among the highest paid 10% of employees. At the time leave is requested, the employee will be advised regarding "key employee status."

**Failure To Return From Leave:**

If an employee fails to return to their scheduled work after an FMLA leave, employment will be considered voluntarily terminated as of the first scheduled workday the employee misses following the expiration of their approved leave. If the employee is covered by WVEMS's group health insurance, they will become eligible for conversion rights at that time, according to policy provisions.

When an employee exhausts their 12 weeks of FMLA and is unable to return to work, the employee loses job protection. However, if the employee is a qualified individual with a disability within the meaning of the Americans with Disabilities Act As Amended (ADAAA), the Agency will consider if reasonable accommodations can be made (barring undue hardship on the business operations) to allow the employee to perform the essential functions of their job. Reasonable accommodation might involve an extension of the time off or an extension of the employee's reduced work schedule that was in place.

**Earning Income Or Working At Another Job While On FMLA Leave:**

If an employee works at another job or is earning income during the FMLA-designated leave without prior written approval by WVEMS, the Agency will assume that the employee has resigned their position and terminate the employee's employment.



### **3.82 Long-Term Care Insurance**

Effective Date: 01/01/2019

Revision Date: 12/13/2018

Any full-time employee may, at his or her option, participate in WVEMS' optional long-term care insurance program. The entire annual premium will be paid by WVEMS and funded by an offset in the participating employee's gross salary equivalent to the actual amount of the annual premium.

Every eligible employee will be furnished a copy of the publication A Shopper's Guide To Long-Term Care Insurance published by the National Association of Insurance Commissioners. In order to be approved, a policy must be tax-exempt qualified, and issued by an insurance company holding the top rating by at least three of the four major independent rating services (A.M. Best, Fitch, Standard & Poor's, and Moody's Investors Services), and must offer a level (non-escalating) premium throughout the term of the policy.

Benefits derived from a qualified long-term care policy are generally not taxable, according to applicable tax laws.

For Contractual and Temporary Employees: long-term care insurance shall be in accordance with the employment agreement, or contract between the employee and WVEMS.

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### **3.83 Bereavement Leave**

Effective Date: 01/01/2019

Revision Date: 12/13/2018

Employees shall be eligible to receive time off without pay in the event of death of a member of their immediate family. Immediate family is defined as spouse, parent, child, or sibling. The period of absence may not exceed three days for one cause. Paid vacation benefits, if available, may be substituted in lieu of unpaid time off.

Should more than three days be needed, they may be taken without pay, subject to the discretion of the Supervisor.

**Funeral leave is to be used only for bereavement and managing personal matters associated with the death of a family member and must be taken during bereavement period at time of death.**

For Contractual and Temporary Employees: Bereavement leave shall be in accordance with the employment agreement or contract between the employee and WVEMS.

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### **3.84 Overtime and Flextime**

Effective Date: 01/01/2019

Revision Date: 12/13/2018

#### **Exempt Employees:**

Exempt employees are not eligible for overtime. However, the Council recognizes that exempt employees often work well beyond the usual 40-hour workweek to accomplish their job responsibilities. Exempt employees are expected to work a full 40-hour workweek, but flextime on a one-time basis may be permitted with advance approval of the employee's supervisor. Every effort is made to allow exempt employees a degree of flexibility in their schedules, while ensuring that all job requirements are met.

*See Policy 5.02 (Work Schedules) for more information.*

#### **Non-Exempt Employees:**

It is incumbent upon each non-exempt employee to limit work to no more than 40 hours per defined workweek. Overtime must be approved by your supervisor. In the event that you are approved to work extra hours during any workweek, you will be paid overtime at the rate of 1.5 times your normal rate of pay.

Non-exempt employees must record and report their hours worked to the designated Agency official or Business Manager using the forms or electronic means provided by WVEMS.

*See Policy 5.02 (Work Schedules) for more information.*



### **4.03 Paydays**

Effective Date: 01/01/2019

Revision Date: 12/13/2018

All employees are paid biweekly on every other Friday. Each paycheck will include earnings for all work performed through the end of the current payroll period.

Employees are encouraged to have pay directly deposited into their bank accounts. Employees will receive an itemized statement of wages when WVEMS makes direct deposits. Requests to be paid by paper check must be made in writing to the Business Manager or to your Supervisor.

In the event that a regularly scheduled payday falls on a banking holiday, employees will receive pay on the last day of work before the regularly scheduled payday.

If a regular payday falls during an employee's vacation, and if being paid by paper check, the employee's paycheck will be available upon his or her return from vacation.

If you are paid by paper check and you are unable to pick up your check, it will be held for you. Paychecks cannot be picked up by others unless an authorization slip is signed by you, giving permission to do so.



## 4.05 Employment Termination

Effective Date: 01/01/2019

Revision Date: 12/13/2018

Termination of employment is an inevitable part of personnel activity within any organization, and many of the reasons for termination are routine. Below are examples of some of the most common circumstances under which employment is terminated:

- \* Resignation - voluntary employment termination initiated by an employee.
- \* Discharge - involuntary employment termination initiated by the organization.
- \* Layoff - involuntary employment termination initiated by the organization for non-disciplinary reasons.

WVEMS may schedule exit interviews at the time of employment termination. The exit interview will afford an opportunity to discuss such issues as employee benefits, conversion privileges, repayment of outstanding debts to WVEMS, or return of WVEMS-owned property. Suggestions, complaints, and questions can also be voiced.

Since employment with WVEMS is based on mutual consent, both the employee and WVEMS have the right to terminate employment at will, with or without cause, at any time.

Employee benefits will be affected by employment termination in the following manner. All accrued, vested benefits that are due and payable at termination will be paid. Some benefits may be continued at the employee's expense if the employee so chooses. The employee will be notified in writing of the benefits that may be continued and of the terms, conditions, and limitations of such continuance.



#### **4.08 Pay Advances**

Effective Date: 01/01/2019

Revision Date: 12/13/2018

WVEMS does not provide pay advances to employees for unearned wages.

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#### **4.09 Administrative Pay Corrections**

Effective Date: 01/01/2019

Revision Date: 12/13/2018

WVEMS takes all reasonable steps to ensure that employees receive the correct amount of pay in each paycheck and that employees are paid promptly on the scheduled payday.

In the unlikely event that there is an error in the amount of pay, the employee should promptly bring the discrepancy to the attention of the Human Resources Manager so that corrections can be made as quickly as possible.

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#### **4.10 Pay Deductions and Setoffs**

Effective Date: 01/01/2019

Revision Date: 12/13/2018

##### **VOLUNTARY DEDUCTIONS:**

WVEMS offers programs and benefits beyond those required by law. Eligible employees may voluntarily authorize deductions from their paychecks to cover the costs of participation in these programs.

##### **INVOLUNTARY SETOFFS:**

Pay setoffs are pay deductions taken by WVEMS, usually to help pay off a debt or obligation to WVEMS or others. Tax liens and garnishments must be honored in accordance with the State garnishment law and the Federal Wage Garnishment Law. Handling such liens and garnishments places an undue burden on WVEMS staff, and as such, employees are expected to take steps to minimize such actions. Garnishment for more than one debt can result in disciplinary action, up to and including termination.

If you have questions concerning why deductions were made from your paycheck or how they were calculated, the Human Resources Manager can assist in having your questions answered.

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## 5.02 Work Schedules

Effective Date: 01/01/2019

Revision Date: 12/13/2018

The normal work schedule for all employees is 8 hours a day, 5 days a week. Supervisors will advise employees of the times for lunch breaks and when work schedules will normally begin and end. Staffing needs and operational demands may necessitate variations in starting and ending times, as well as variations in the total hours that may be scheduled each day and week.

Flexible scheduling, or flextime, is available in some cases to allow employees to vary their starting and ending times each day within established limits. Flextime may be possible if a mutually workable schedule can be negotiated with the supervisor involved. However, such issues as staffing needs, the employee's performance, and the nature of the job will be considered before approval of flextime. Employees should consult their supervisor to request participation in the flextime program.

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## **5.05 Tobacco Use**

Effective Date: 01/01/2019

Revision Date: 12/13/2018

In keeping with WVEMS's intent to provide a safe and healthful work environment, tobacco use is prohibited throughout the workplace, in Council vehicles, and at any Council-sponsored class or other event. This applies to all WVEMS office locations and locations that host Council-sponsored events during the time of the event. Smoking is also prohibited within 30 feet of any public entrance to a Council office location.

This policy applies equally to all employees, customers (class attendees, students, event participants, etc.), and visitors.

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## 5.08 Use of Equipment and Vehicles

Effective Date: 01/01/2019

Revision Date: 12/13/2018

Equipment and vehicles essential in accomplishing job duties are expensive and may be difficult to replace. When using property, employees are expected to exercise care, perform required maintenance, and follow all operating instructions, safety standards, and guidelines.

Please notify the Council's designated fleet manager if any equipment, machines, tools, or vehicles appear to be damaged, defective, or in need of repair. Prompt reporting of damages, defects, and the need for repairs could prevent deterioration of equipment and possible injury to employees or others. The supervisor can answer any questions about an employee's responsibility for maintenance and care of equipment or vehicles used on the job.

To schedule the use of a Council vehicle, please use the Vehicle Reservation Calendar or contact your Supervisor.

The Council utilizes a fleet credit card to purchase fuel for its vehicles. This fleet card is accepted at most retail fuel dealers nationwide and should be used any time a Council vehicle is refueled. Each employee will be assigned an employee code to be used when purchasing fuel. A fleet card is assigned to each vehicle, and should be located in its glove box. Do not use any customer loyalty cards when purchasing fuel using the fleet card, as this disrupts the accounting system used to reconcile fuel purchases.

WVEMS is committed to the safe operation of all vehicles owned or used by WVEMS. Therefore, employees are required to know, understand and comply with WVEMS's guidelines as set forth here and any other related guidelines delivered orally or in writing.

### ■ **Current Driver's License**

- ◆ Incompetent drivers may cause damage, create unnecessarily high operating costs, delay service and harm public relations. Therefore, on a routine basis, each employee who may be required to drive a vehicle will be required to present a valid, current state driver's license to the supervisor.

### ■ **Safety Guidelines**

- ◆ Drivers must operate the vehicle in a safe manner. It is mandatory that drivers obey traffic laws and ordinances and comply with all traffic signals and signs.
- ◆ Drivers must wear seat belts.
- ◆ Vehicles may not be driven unless the vehicles are safe to operate.
- ◆ No driver shall operate, or be required or permitted to operate, a vehicle while their ability or



alertness is impaired through fatigue, illness, medicine or any other cause.

- ◆ No employee shall drive a motor vehicle while under the influence of alcohol, drugs or any other mind altering substance.
- ◆ Drivers must comply with all traffic laws and related ordinances and laws (including laws which govern the use of cellular telephones while driving).
- ◆ Drivers shall not engage in any activity which distracts from a driver's ability to safely operate the vehicle including, without limitation, eating, smoking, referring to written material, using cellular telephones (except in hands-free mode) or other electronic equipment, etc. Drivers who receive a call while driving should park in a safe location and complete the phone call. Sending and receiving text messages while driving is prohibited.
- ◆ In the case of an accident, do not leave the scene, unless necessary to secure medical assistance, until you have obtained and provided all necessary information. Under no circumstances should liability be admitted, or payment of any kind be made to any persons or company. A telephone call must be made immediately to our office or to the appropriate person after office hours. All accidents will be reviewed.

All drivers are required to report all accidents, personal injury, or arrests and fines at the end of each trip.

- ◆ Radar detectors are prohibited in any vehicles owned or used by WVEMS.
- ◆ Non-employees (including family members) may not operate Company-owned vehicles, unless authorized.
- ◆ Vehicle cargo must be secured at all times and vehicles must be locked while en route and while a vehicle is parked.
- ◆ Drivers are responsible for the internal cleanliness of their vehicle.

#### ■ **Driving Record**

Motor Vehicle Records (MVR) shall be checked annually on each employee where driving is identified as part of the employee's job description. An employee will only be authorized to drive upon maintaining an acceptable record. You will be required to give consent to WVEMS to access and review your MVR. Any employee who refuses to provide consent will not be authorized to drive any vehicle for or on behalf of WVEMS.

If you receive a DUI citation (driving under the influence) you must immediately report the citation to your immediate supervisor at WVEMS (i.e. no later than the next working day) and you will no longer be authorized to drive any vehicle for or on behalf of WVEMS.



**Agency vehicles will not be used for personal business unless approved by management. If the Agency vehicle is used for personal business, the employee is responsible for the fuel and maintenance of the Agency vehicle.**

The improper, careless, negligent, destructive, or unsafe use or operation of equipment or vehicles, as well as excessive or avoidable traffic and parking violations, can result in disciplinary action, up to and including termination of employment.

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## 5.10 Emergency Closings

Effective Date: 01/01/2019

Revision Date: 12/13/2018

At times, emergencies such as severe weather, fires, power failures, or earthquakes, can disrupt company operations. In extreme cases, these circumstances may require the closing of a work facility. WVEMS Management will determine when emergency closings are necessary, and will communicate such closings to staff as early as possible on such days. During such closures, the Council's Continuity of Operations Plan (COOP) will be activated. You should become and remain familiar with the current version of the COOP.

When operations are officially closed due to emergency conditions, the time off from scheduled work will be paid.

In cases where an emergency closing is not authorized, employees who fail to report for work will not be paid for the time off. Employees may request available paid leave time such as unused vacation benefits.

Employees in essential operations may be asked to work on a day when operations are officially closed. In these circumstances, employees who work will receive regular pay.

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## 5.12 Business Travel Expenses

Effective Date: 01/01/2019

Revision Date: 12/13/2018

WVEMS will reimburse employees for reasonable business travel expenses incurred while on assignments away from the normal work location. All out-of-town business travel must be approved in advance by the employee's direct supervisor or the Executive Director. (Travel by WVEMS Management is exempt from the prior approval requirement.). Employees are expected to use Council vehicles whenever possible.

Employees whose travel plans have been approved may request the Office Manager to make travel arrangements, or may make their own.

When it is necessary to use personal vehicles, mileage is reimbursed at the approved state rate. Lodging may be charged to the employee's WVEMS credit card and should utilize state rates whenever possible. Other expenses directly related to accomplishing business travel objectives will be reimbursed by WVEMS. Meals and incidentals will be paid on a per-diem basis at the established rate. The Office Manager will provide the currently-approved rates. At the employee's option, actual costs for meals and incidentals may be charged if less than the per-diem rate. Employees are expected to limit expenses to reasonable amounts.

Employees who are involved in an accident while traveling on business must promptly report the incident to their immediate supervisor. Vehicles owned, leased, or rented by WVEMS may not be used for personal use without prior approval.

Cash advances to cover reasonable anticipated expenses may be made to employees, after travel has been approved. Employees should submit a written request to the Office Manager or Business Manager when travel advances are needed.

Employees should submit completed travel expense reports within 10 days. Reports should be accompanied by receipts for all expenses charged to the council credit card and for any reimbursable expenses other than those covered by the per-diem.

Employees should contact their supervisor for guidance and assistance on procedures related to travel arrangements, travel advances, expense reports, reimbursement for specific expenses, or any other business travel issues.

Abuse of this business travel expenses policy, including falsifying expense reports to reflect costs not incurred by the employee, can be grounds for disciplinary action, up to and including termination of employment.



## 5.16 Internet, Computer, and Email Usage

Effective Date: 01/01/2019

Revision Date: 12/13/2018

Internet access to global electronic information resources on the World Wide Web is provided by WVEMS to assist employees in obtaining work-related data and technology. The following guidelines have been established to help ensure responsible and productive Internet usage.

All Internet data that is composed, transmitted, or received via our computer communications systems is considered to be part of the official records of WVEMS and, as such, is subject to disclosure to law enforcement or other third parties. Consequently, employees should always ensure that the business information contained in Internet email messages and other transmissions is accurate, appropriate, ethical, and lawful.

The equipment, services, and technology provided to access the Internet remain at all times the property of WVEMS. As such, WVEMS reserves the right to monitor Internet traffic, and retrieve and read any data composed, sent, or received through our online connections and stored in our computer systems.

Data that is composed, transmitted, accessed, or received via the Internet must not contain content that could be considered discriminatory, offensive, obscene, threatening, harassing, intimidating, or disruptive to any employee or other person. Examples of unacceptable content may include, but are not limited to, sexual comments or images, racial slurs, gender-specific comments, or any other comments or images that could reasonably offend someone on the basis of race, age, sex, religious or political beliefs, national origin, disability, sexual orientation, or any other characteristic protected by law.

Internet users should take the necessary anti-virus precautions before downloading or copying any file from the Internet. All downloaded files are to be checked for viruses; all compressed files are to be checked before and after decompression.

Abuse of the Internet access provided by WVEMS in violation of law or WVEMS policies will result in disciplinary action, up to and including termination of employment. Employees may also be held personally liable for any violations of this policy. The following behaviors are examples of previously stated or additional actions and activities that are prohibited and can result in disciplinary action:

- \* Sending or posting discriminatory, harassing, or threatening messages or images
- \* Stealing, using, or disclosing someone else's code or password without authorization
- \* Copying, pirating, or downloading software and electronic files without permission
- \* Sending or posting confidential material, trade secrets, or proprietary information outside of the organization
- \* Violating copyright law
- \* Failing to observe licensing agreements
- \* Engaging in unauthorized transactions that may incur a cost to the organization or initiate unwanted Internet services and transmissions



- \* Sending or posting messages or material that could damage the organization's image or reputation
- \* Participating in the viewing or exchange of pornography or obscene materials
- \* Sending or posting messages that defame or slander other individuals
- \* Attempting to break into the computer system of another organization or person
- \* Refusing to cooperate with a security investigation
- \* Sending or posting chain letters, solicitations, or advertisements not related to business purposes or activities
- \* Jeopardizing the security of the organization's electronic communications systems
- \* Sending or posting messages that disparage another organization's products or services
- \* Passing off personal views as representing those of the organization
- \* Sending anonymous email messages
- \* Engaging in any other illegal activities

### **COMPUTER AND EMAIL USAGE:**

Computers, computer files, the email system, and software furnished to employees are WVEMS property intended for business use. Employees should not use a password, access a file, or retrieve any stored communication without authorization. To ensure compliance with this policy, computer and email usage may be monitored. Employees do not have a personal privacy right in any matter created, received or sent from WVEMS's Internet system.

WVEMS strives to maintain a workplace free of harassment and sensitive to the diversity of its employees. Therefore, WVEMS prohibits the use of computers and the email system in ways that are disruptive, offensive to others, or harmful to morale.

For example, the display or transmission of sexually explicit images, messages, and cartoons is not allowed. Other such misuse includes, but is not limited to, ethnic slurs, racial comments, off-color jokes, or anything that may be construed as harassment or showing disrespect for others.

WVEMS purchases and licenses the use of various computer software for business purposes and does not own the copyright to this software or its related documentation. Unless authorized by the software developer, WVEMS does not have the right to reproduce such software for use on more than one computer.

Employees may only use software on local area networks or on multiple machines according to the software license agreement. WVEMS prohibits the illegal duplication of software and its related documentation.

Employees should notify their immediate supervisor, the Executive Director or any member of management upon learning of violations of this policy. Employees who violate this policy will be subject to disciplinary action, up to and including termination of employment.



## 5.26 Cell Phone Usage

Effective Date: 01/01/2019

Revision Date: 12/13/2018

WVEMS provides cellular telephones to some employees as a business tool. They are provided to assist employees in communicating with management and other employees, their clients, associates, and others with whom they may conduct business. Cell phone use is primarily intended for business-related calls. However, occasional, brief personal use is permitted within a reasonable limit. Cell phone invoices are regularly monitored, and excessive use could result in suspension of some or all cell phone privileges.

As a representative of WVEMS, cell phone users are reminded that the regular business etiquette employed when speaking from office phones or in meetings applies to conversations conducted over a cell phone.

As a courtesy to other employees, all cell phones and other electronic devices should be kept on silent or vibrate if necessary to bring these devices onto Agency premises.

Cell phone use while driving any company-owned vehicle must comply with all laws and regulations of the state in which the vehicle is being driven.

This policy applies to all categories of employees, whether full-time or part-time. Violations of this policy will be grounds for disciplinary action, up to and including termination.

Employees whose job responsibilities include regular or occasional driving and who have a cell phone are expected to refrain from using their phone while driving, unless they are “hands-free.” Safety must come before all other concerns. **Regardless of the circumstances, including slow or stopped traffic, employees are strongly encouraged to pull off to the side of the road and safely stop the vehicle before placing or accepting a call or texting.** If acceptance of a call is unavoidable and pulling over is not an option, employees are expected to keep the call short, use hands-free options if available, refrain from complicated or emotional discussions, and keep their eyes on the road. WVEMS encourages that special care is taken in situations where there is traffic, inclement weather, or the employee is driving in an unfamiliar area.



## 5.81 Visitors and Building Security

Effective Date: 01/01/2019

Revision Date: 12/13/2018

The WVEMS main office building is a Secure Facility. This means that the building will remain locked at all times. There will be security camera, doorbell, and communication systems to request access using an electronic locking mechanism that can be released remotely to allow entry. Doors will automatically unlock for routine or emergency egress from the building.

To provide for the safety and security of staff and Council facilities, only authorized visitors are allowed in the workplace. Restricting unauthorized visitors helps maintain safety standards, protects against theft, ensures security of equipment, protects confidential information, safeguards staff member welfare, and avoids potential distractions and disturbances.

All visitors should enter the Council at the reception area. Authorized visitors will receive directions or be escorted to their destination. Staff members are responsible for the conduct and safety of their visitors.

If an unauthorized individual is observed on Council premises, staff should immediately notify the supervisor, or, if necessary, direct the individual to the reception area.

Minor children should not be brought into the workplace except in extraordinary circumstances. Staff members with childcare emergencies are encouraged to take vacation time. Children too sick for school or public daycare should not be brought to work.



## **6.05 Military and Emergency Assistance Team Leave**

Effective Date: 01/01/2019

Revision Date: 12/13/2018

A military leave of absence will be granted to employees who are absent from work because of service in the U.S. uniformed services or the National Disaster Medical System (NDMS) in accordance with the Uniformed Services Employment and Reemployment Rights Act (USERRA), and for service with any other state or federal disaster/emergency assistance team such as DMAT, DMORT, or EMS Task Force. Advance notice of such service is required, unless military or other team deployment necessity prevents such notice or it is otherwise impossible or unreasonable.

Leave for up to 15 consecutive working days (excluding Saturdays, Sundays and holidays) per year will be paid at the employee's regular rate of pay for such service. Leave beyond 15 work days will be unpaid. However, employees may use any available paid time off for the absence at their discretion.

Continuation of health insurance benefits is available as required by USERRA based on the length of the leave and subject to the terms, conditions and limitations of the applicable plans for which the employee is otherwise eligible.

Benefit accruals, such as vacation, sick leave, or holiday benefits, will be suspended during the leave and will resume upon the employee's return to active employment.

Employees on military leave are required to return to work or reapply for work according to USERRA in a timely manner. Employees on longer military leave must apply for reinstatement in accordance with USERRA and all applicable state laws.

Employees returning from military leave will be placed in the position they would have attained had they remained continuously employed or a comparable one depending on the length of military service in accordance with USERRA. They will be treated as though they were continuously employed for purposes of determining benefits based on length of service.

Contact the Human Resources Manager for more information or questions about military leave.



## 6.81 Administrative Leave

Effective Date: 01/01/2019

Revision Date: 12/13/2018

Any employee may be placed on administrative leave (with or without pay) for a period of up to 15 work days, at the discretion of the Executive Director. An employee may request such leave, or may be placed on such leave by the Executive Director. Requests are considered on a case-by-case basis.

Administrative leave may be imposed or granted with conditions.

An employee may appeal the decision to grant or deny leave, and the conditions of such leave, to the President. The decision of the President may be appealed to the Executive Committee. The decision of the Executive Committee is final.

During any administrative leave period, benefits will continue and PTO will continue to accrue.

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## 7.01 Employee Conduct and Work Rules

Effective Date: 01/01/2019

Revision Date: 12/13/2018

To ensure orderly operations and provide the best possible work environment, WVEMS expects employees to follow rules of conduct that will protect the interests and safety of all employees and the EMS Council.

It is not possible to list all the forms of behavior that are considered unacceptable in the workplace. The following are examples of infractions of rules of conduct that may result in disciplinary action, up to and including termination of employment:

- \* Theft or inappropriate removal or possession of property
- \* Working under the influence of alcohol or illegal drugs
- \* Possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the workplace, while on duty, or while operating employer-owned vehicles or equipment
- \* Boisterous or disruptive activity in the workplace
- \* Insubordination or other disrespectful conduct
- \* Sexual or other unlawful or unwelcome harassment
- \* Excessive absenteeism or any absence without notice
- \* Violation of personnel policies
- \* Unsatisfactory performance or conduct

Employment with WVEMS is at the mutual consent of WVEMS and the employee, and either party may terminate that relationship at any time, with or without cause, and with or without advance notice.



## 7.02 Drug and Alcohol Use

Effective Date: 01/01/2019

Revision Date: 12/13/2018

It is WVEMS's desire to provide a drug-free, healthful, and safe workplace. To promote this goal, employees are required to report to work in appropriate mental and physical condition to perform their jobs in a satisfactory manner.

While on WVEMS premises and while conducting business-related activities off WVEMS premises, no employee may use, possess, distribute, sell, or be under the influence of alcohol or illegal drugs. The legal use of prescribed drugs is permitted on the job only if it does not impair an employee's ability to perform the essential functions of the job effectively and in a safe manner that does not endanger other individuals in the workplace. Employees required to take prescription or non-prescription medication, which may potentially affect job performance, are required to report this to their supervisor. Management may consult with or obtain a written statement from the prescribing physician to determine if it is necessary to temporarily place them on another assignment to ensure the safety of our employees and the public, or to remove them from the workplace.

Violations of this policy may lead to disciplinary action, up to and including immediate termination of employment, and/or required participation in a substance abuse rehabilitation or treatment program. Such violations may also have legal consequences.

WVEMS reserves the right to test employees for the presence of drugs and/or alcohol, and a refusal to take such a test is grounds for refusal to hire or discharge. When urinalysis, hair follicle, and/or blood tests are requested or necessary, samples will be taken under the supervision of an appropriate health care professional.

### **Applicant Drug Screening Procedure:**

Applicants who have been made a conditional offer of employment may be required to submit to a drug screen. Applicants who do not take the test within the specified period of time, test positive, or refuse to be tested will be considered ineligible for hire. Applicants will **NOT** begin work before the results of the drug tests are known to be negative.

### **Current Employees May Be Tested:**

- ◆ **For Cause/Reasonable Suspicion.** If management determines that there is reasonable cause to suspect an employee is under the influence of drugs or alcohol they may require the employee to be tested. Reasonable grounds would include inappropriate behavior or performance problems on the job, an accident in the workplace or while operating a Company or customer vehicle, observable indications of use of substance and direct observation of the individual taking drugs or alcohol.



- ◆ **After An Accident.** The Agency reserves the right to require an employee to submit to substance abuse screening after notifying management of an accident. The accident may include an injury involving loss of time on the job, an injury requiring medical attention, an accident causing damage to Agency property, a moving traffic violation resulting from the accident on Agency time and any accident resulting in a fatality.
- ◆ **Random Testing:** As part of the overall enforcement of the program, WVEMS may conduct random testing. Employees to be tested will be selected through the use of a neutral selection mechanism. A predetermined percentage of employees will be randomly selected for drug testing. Management will establish the percentage. The random selection of test employees will be done by an outside administrator based on employee numbers, not names.
- ◆ **Return to Service:** Employees, who return to service after an extended period of time away from employment with the Company, will be required to submit to drug testing.

The above-mentioned searches and drug tests will not be conducted if an individual refuses to submit; however, refusal to submit will result in immediate suspension and will be grounds for termination. Results of drug and alcohol tests may be shared with an employee's supervisor or others in management who have a legitimate need to know.

Employees with questions or concerns about substance dependency or abuse are encouraged to use the resources of the Employee Assistance Program. They may also wish to discuss these matters with their supervisor or the Executive Director to receive assistance or referrals to appropriate resources in the community.

The Employee Assistance Program (EAP) provides confidential counseling and referral services to employees for assistance with such problems as drug and/or alcohol abuse or addiction. It is the employee's responsibility to seek assistance from the EAP prior to reaching a point where his or her judgment, performance, or behavior has led to imminent disciplinary action. Participation in the EAP after the disciplinary process has begun may not preclude disciplinary action, up to and including termination of employment.

Employees with drug or alcohol problems that have not resulted in, and are not the immediate subject of, disciplinary action may request approval to take unpaid time off to participate in a rehabilitation or treatment program through WVEMS's health insurance benefit coverage. Leave may be granted if the employee agrees to abstain from use of the problem substance; abides by all WVEMS policies, rules, and prohibitions relating to conduct in the workplace; and if granting the leave will not cause WVEMS any undue hardship.

Copies of the drug testing policy will be provided to all employees. Employees with questions on this policy or issues related to drug or alcohol use in the workplace should raise their concerns with their supervisor or the Executive Director without fear of reprisal.

It is the responsibility of all Company employees to ensure that the work environment is free of alcohol and drugs. Violations of this policy will subject an employee to disciplinary action, up to and including



termination. Any employee that has knowledge of the violation of this policy by another employee and does not report it may also be subject to disciplinary action, up to and including termination.

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## 7.03 Sexual and Other Unlawful Harassment

Effective Date: 01/01/2019

Revision Date: 12/13/2018

WVEMS is committed to providing a work environment that is free from all forms of discrimination and conduct that can be considered harassing, coercive, or disruptive, including sexual harassment. Actions, words, jokes, or comments based on an individual's sex, race, color, national origin, age, religion, disability, sexual orientation, or any other legally protected characteristic will not be tolerated.

Sexual harassment is defined as unwanted sexual advances, or visual, verbal, or physical conduct of a sexual nature. This definition includes many forms of offensive behavior and includes gender-based harassment of a person of the same sex as the harasser. The following is a partial list of sexual harassment examples:

- \* Unwanted sexual advances.
- \* Offering employment benefits in exchange for sexual favors.
- \* Making or threatening reprisals after a negative response to sexual advances.
- \* Visual conduct that includes leering, making sexual gestures, or displaying of sexually suggestive objects or pictures, cartoons or posters.
- \* Verbal conduct that includes making or using derogatory comments, epithets, slurs, or jokes.
- \* Verbal sexual advances or propositions.
- \* Verbal abuse of a sexual nature, graphic verbal commentaries about an individual's body, sexually degrading words used to describe an individual, or suggestive or obscene letters, notes, or invitations.
- \* Physical conduct that includes touching, assaulting, or impeding or blocking movements.

Unwelcome sexual advances (either verbal or physical), requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when: (1) submission to such conduct is made either explicitly or implicitly a term or condition of employment; (2) submission or rejection of the conduct is used as a basis for making employment decisions; or, (3) the conduct has the purpose or effect of interfering with work performance or creating an intimidating, hostile, or offensive work environment.

*If you experience or witness sexual or other unlawful harassment in the workplace, report it immediately to your supervisor. If the supervisor is unavailable or you believe it would be inappropriate to contact that person, you should immediately contact the Executive Director or any other member of management. You can raise concerns and make reports without fear of reprisal or retaliation.*



All allegations of sexual harassment will be quickly and discreetly investigated. To the extent possible, your confidentiality and that of any witnesses and the alleged harasser will be protected against unnecessary disclosure. When the investigation is completed, you will be informed of the outcome of the investigation.

Any supervisor or manager who becomes aware of possible sexual or other unlawful harassment must immediately advise the Executive Director or any member of management so it can be investigated in a timely and confidential manner. Anyone engaging in sexual or other unlawful harassment will be subject to disciplinary action, up to and including termination of employment.

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## **7.04 Attendance and Punctuality**

Effective Date: 01/01/2019

Revision Date: 12/13/2018

To maintain a safe and productive work environment, WVEMS expects employees to be reliable and to be punctual in reporting for scheduled work. Absenteeism and tardiness place a burden on other employees and on WVEMS. In the rare instances when employees cannot avoid being late to work or are unable to work as scheduled, they should notify their supervisor as soon as possible in advance of the anticipated tardiness or absence.

Two consecutive scheduled workdays in which an employee fails to report as expected will be considered a voluntary resignation on the part of the employee.

Poor attendance and excessive tardiness are disruptive. Either may lead to disciplinary action, up to and including termination of employment.

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## 7.05 Personal Appearance

Effective Date: 01/01/2019

Revision Date: 12/13/2018

Dress, grooming, and personal cleanliness standards contribute to the morale of all employees and affect the business image WVEMS presents to the community.

During business hours or when representing WVEMS, you are expected to present a clean, neat, and tasteful appearance. You should dress and groom yourself according to the requirements of your position and accepted social standards.

Employees may not wear any jewelry which would create safety problems while operating equipment or while otherwise performing job responsibilities.

While we understand that earrings and various other body piercings are a matter of personal choice, it is our desire to present a professional image at all times. Therefore, male employees are not allowed to wear earrings or any other piercings (e.g. nose rings, tongue rings, etc.) while at work. Female employees may wear earrings while at work, but no other visible piercings may be worn while at work.

Your supervisor is responsible for establishing a reasonable dress code appropriate to the job you perform. Consult your supervisor if you have questions as to what constitutes appropriate appearance. Where necessary, reasonable accommodation may be made to a person with a disability.



## **7.06 Return of Property**

Effective Date: 01/01/2019

Revision Date: 12/13/2018

Employees are responsible for all WVEMS property, materials, or written information issued to them or in their possession or control.

Employees must return all WVEMS property immediately upon request or upon termination of employment. Where permitted by applicable laws, WVEMS may withhold from the employee's check or final paycheck the cost of any items that are not returned when required. WVEMS may also take all action deemed appropriate to recover or protect its property.

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## **7.08 Resignation**

Effective Date: 01/01/2019

Revision Date: 12/13/2018

Resignation is a voluntary act initiated by the employee to terminate employment with WVEMS. Although advance notice is not required, WVEMS requests at least two weeks' written resignation notice from all employees. If an employee leaves without giving at least two weeks' notice, pay for any eligible accrued PTO will be forfeited.

Prior to an employee's departure, an exit interview may be scheduled to discuss the reasons for resignation and the effect of the resignation on benefits.

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## 7.12 Solicitation or Distribution

Effective Date: 01/01/2019

Revision Date: 12/13/2018

In order that employees give their undivided attention to their jobs and customers, employees are prohibited from the solicitation of support for organizations or the distribution of material or literature of any kind other than official Agency communications during the employee's working time, unless specifically approved by the Executive Director. Similarly, no employee who is not on working time may solicit for organizations or distribute materials or literature of any kind to another employee who is on working time, unless specifically approved by the Executive Director. Working time does not include meal times, break times, or other periods when the employee is properly not engaged in performing their work assignments.

No uninvited or unapproved outside solicitation is allowed at any Agency office location.

Non-electronic distribution of literature and other material is prohibited in work areas at all times and in non-work areas during working time.

No littering with solicitation literature is permitted at any time.



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## 7.16 Progressive Discipline

Effective Date: 01/01/2019

Revision Date: 12/13/2018

The purpose of this policy is to state WVEMS's position on administering equitable and consistent discipline for unsatisfactory conduct in the workplace. The best disciplinary measure is the one that does not have to be enforced and comes from good leadership and fair supervision at all employment levels.

WVEMS's own best interest lies in ensuring fair treatment of all employees and in making certain that disciplinary actions are prompt, uniform, and impartial. The major purpose of any disciplinary action is to correct the problem, prevent recurrence, and prepare the employee for satisfactory service in the future.

Although employment with WVEMS is based on mutual consent and both the employee and WVEMS have the right to terminate employment at will, with or without cause or advance notice, WVEMS may use progressive discipline at its discretion.

Disciplinary action may call for any of four steps -- verbal warning, written warning, suspension with or without pay, or termination of employment -- depending on the severity of the problem and the number of occurrences. There may be circumstances when one or more steps are bypassed.

Progressive discipline means that, with respect to most disciplinary problems, these steps will normally be followed: a first offense may call for a verbal warning; a next offense may be followed by a written warning; another offense may lead to a suspension; and, still another offense may then lead to termination of employment.

WVEMS recognizes that there are certain types of employee problems that are serious enough to justify either a suspension, or, in extreme situations, termination of employment, without going through the usual progressive discipline steps.

By using progressive discipline, we hope that most employee problems can be corrected at an early stage, benefiting both the employee and WVEMS.



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## 7.18 Problem Resolution

Effective Date: 01/01/2019

Revision Date: 12/13/2018

WVEMS is committed to providing the best possible working conditions for its employees. Part of this commitment is encouraging an open and frank atmosphere in which any problem, complaint, suggestion, or question receives a timely response from WVEMS supervisors and management.

WVEMS strives to ensure fair and honest treatment of all employees. WVEMS management, supervisors, and employees are expected to treat each other with mutual respect. Employees are encouraged to offer positive and constructive criticism.

If employees disagree with established rules of conduct, policies, or practices, they can express their concern through the problem resolution procedure. No employee will be penalized, formally or informally, for voicing a complaint with WVEMS in a reasonable, business-like manner, or for using the problem resolution procedure.

If a situation occurs when employees believe that a condition of employment or a decision affecting them is unjust or inequitable, they are encouraged to make use of the following steps. The employee may discontinue the procedure at any step.

1. Employee presents problem to immediate supervisor after incident occurs. Be sure to talk with your supervisor within seven working days of the incident. If supervisor is unavailable or employee believes it would be inappropriate to contact that person, employee may present problem to Executive Director or any other member of management. (If the employee reports directly to the Executive Director, then the problem may be reported by the employee directly to the President.)
2. Supervisor responds to problem during discussion or after consulting with appropriate management, when necessary. Response is given within 3 working days of receiving complaint. Supervisor documents discussion.
3. Employee presents problem to Executive Director (or to the President if the problem involves the Executive Director or has already been addressed by him) within 14 working days of the incident if problem is unresolved.
4. Executive Director (or President in the case of the Executive Director) counsels and advises employee, assists in putting problem in writing, visits with employee's supervisor if necessary, and directs employee to President for review of problem. These actions are taken within 3 working days of receiving complaint.
5. Employee presents problem to President in writing within 3 weeks of incident.



6. President reviews and considers problem. President informs employee of decision and forwards copy of written response to Executive Director for employee's file. The President has full authority to make any adjustment deemed appropriate to resolve the problem.

Not every problem can be resolved to everyone's total satisfaction, but only through understanding and discussion of mutual problems can employees and management develop confidence in each other. This confidence is important to the operation of an efficient and harmonious work environment, and helps to ensure everyone's job security.

WVEMS believes that the work conditions, wages, and benefits it offers to its employees are competitive with those offered by other employers in this area and in this field of work. If employees have concerns about work conditions or compensation, they are strongly encouraged to voice these concerns openly and directly to their supervisors.

Our experience has shown that when employees deal openly and directly with supervisors, the work environment can be excellent, communications can be clear, and attitudes can be positive. We believe that WVEMS amply demonstrates its commitment to employees by responding effectively to employee concerns.

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## 7.81 Workplace Violence

Effective Date: 01/01/2019

Revision Date: 12/13/2018

WVEMS is concerned about the increased violence in society that has also filtered into many workplaces throughout the United States, and has taken steps to help prevent incidents of violence from occurring at the Agency. In this connection, it is the policy of WVEMS to expressly prohibit any acts or threats of violence by any employee, or former employee, against any other employee in or about the Company, or elsewhere, at any time. The Agency also will not condone any acts or threats of violence against our employees, customers, or visitors on our premises at any time or while they are engaged in business with, or on behalf of, the Agency, on or off Agency premises.

In keeping with the spirit and intent of this policy, and to ensure that the Agency's objectives in this regard are attained, it is the commitment of WVEMS:

- ◆ To provide a safe and healthful work environment, in accordance with our safety and health policy.
- ◆ To take prompt remedial action up to, and including, immediate termination, against any employee who engages in any threatening behavior or acts of violence, or who uses any obscene, abusive, or threatening language or gestures.
- ◆ To take appropriate action when dealing with customers, former employees, or visitors to our Agency who engage in such behavior. Such action may include notifying the police or other law enforcement personnel and prosecuting violators of this policy to the maximum extent of the law.
- ◆ To establish viable security measures to ensure that our Agency is safe and secure to the maximum extent possible, and to properly handle access to Agency facilities by the public, off-duty employees, and former employees.

All employees are entitled to perform their work free from violence, regardless of location, whether on the employer's premises or elsewhere.

In furtherance of this policy, employees have a duty to warn management or personnel representatives of any suspicious workplace activity or situations or incidents that they observe, or that they are aware of, that involve other employees, former employees, customers, or visitors and that appear problematic. This includes, for example, threats or acts of violence, aggressive behavior, offensive acts, threatening or offensive comments or remarks, and the like. Employee reports made pursuant to this policy will be held in confidence to the maximum extent possible. The Agency will not condone any form of retaliation against any employee for making a report under this policy.



## **7.83 Bulletin Boards**

Effective Date: 01/01/2019

Revision Date: 12/13/2018

WVEMS uses bulletin boards as a means of informing employees of new policies, changes in procedures, open positions, special events, and general information. Bulletin boards are located in the break area. Employees should make a habit of reading them regularly so that they will be well-informed on Agency matters. These bulletin boards are to be used only for Agency business. No bulletins, notices, or other materials may be posted without the specific approval of management.

An electronic message board is also maintained in the lobby of the main office location. The purpose of this board is to share information of interest to the public. Employees are encouraged to suggest content for this board to the Office Manager or your Supervisor.

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## 7.85 Social Media

Effective Date: 01/01/2019

Revision Date: 12/13/2018

“Social media” is the term commonly given to websites and online tools that allow users to interact with each other in some way - by sharing information, opinions, knowledge and interests. As the name implies, social media involves the building of communities or networks, encouraging participation and engagement.

Employees are expected to conduct themselves in a professional manner that reflects their allegiance to and respect for our customers. The use of sound and ethical judgment is expected at all times. Employees are asked to demonstrate positive attitudes, common courtesy, and respect for customers.

Generally, what employees do on their own time is their own affair. However, employees should consider the impact such activities may have on their job performance or upon the Agency’s business interests. Employees should be aware that their actions captured via images, posts, or comments can reflect on our Agency.

Violation of this policy or policies within other sections of this handbook may be handled in accordance with progressive disciplinary actions.

- ◆ Personal blogs should have clear disclaimers that the views expressed by the author in the blog are the author’s alone and do not represent the views of the Agency. Be clear and write in first person. Make your writing clear that you are speaking for yourself and not on behalf of the Agency.
- ◆ Information published on your blog(s) should comply with the Agency’s confidentiality and disclosure of proprietary data policies. This also applies to comments posted on other blogs, forums, and social networking sites.
- ◆ Be respectful to the customers, partners, and competitors.
- ◆ Social media activities should not interfere with work commitments.
- ◆ Your online presence reflects on the Agency. Be aware that your actions captured via images, posts, or comments can reflect that of our Agency.
- ◆ Do not reference or cite Agency clients, partners, or customers without their express consent. In all cases, do not publish any information regarding a client.
- ◆ Respect all copyright and other intellectual property laws. For our protection as well as your own, it is critical that you show proper respect for the laws governing copyright, fair use of copyrighted material owned by others, trademarks and other intellectual property, including our own copyrights, trademarks, and brands.



- ◆ If you have images contained on social networking sites that could be unfavorably viewed by our customers, please take necessary precautions to restrict these images from the public domain.

This policy is not intended to restrict an employee's right to discuss working conditions and other work-related information with co-workers. WVEMS wants to ensure that its customers and vendors are not defamed or injured through use of blogs and social networking sites.

Where no policy or guideline exists, employees should use their professional judgment and take the most prudent action possible. Consult with your Supervisor if you are uncertain.

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## **8.93 Identification and Security**

Effective Date: 01/01/2019

Revision Date: 12/13/2018

To ensure a certain level of security and to further the professional image expected of all Council employees, all WVEMS staff members will be issued and must wear their official ID badges while on official Council business outside the office when in any environment where identification badges are required or would be beneficial.

Badges are not required inside Council offices, but must be worn and displayed when outside the office on Council business at facilities such as hospitals, government offices or other governmental facilities, training centers, fire departments and EMS agencies.

A Council employee will be assigned to maintain the ID badge system, and will issue the appropriate badge to WVEMS staff. Employees must immediately report all missing, stolen or damaged badges to the assigned employee.

Alarm codes, keys to Council property, access codes, and other access control devices will be issued to Council employees from time to time. All remain the property of WVEMS and must be surrendered upon request. Such access control devices and information must not be shared with anyone other than other Council employees without express permission of your supervisor.



## 8.94 Political Offices

Effective Date: 01/01/2019

Revision Date: 12/13/2018

Any Council employee who desires to run for political or public office shall first obtain permission of the Executive Committee of the Board of Directors.

Any employee of the Council who runs for political or public office shall not campaign for himself or herself, during the hours when he or she is employed to work for the Council; nor shall any employee of the Council campaign for any other candidate for public or political office during the hours when he or she is employed to work for the Council. Prior to engaging in any political activity, an employee should determine whether such activity violates the Virginia Conflict of Interest Act.

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## 8.96 Purchasing - Credit Limits

Effective Date: 01/01/2019

Revision Date: 12/13/2018

Council employees may be issued a Council credit card. Cards are to be used for official Council business only, and each card is assigned a specific credit limit. Every credit card purchase must be documented by a receipt. Such receipts must be turned in to the Office Manager as soon as possible, but in no event within fifteen business days of making the purchase, or sooner upon request. Small Purchase Exception: If a credit card purchase is under \$25.00, an email to the Office Manager substantiating the purchase will be accepted in lieu of the original receipt.

Purchasing is governed by the Council's Fiscal Management Policies. All purchases exceeding \$200 (excluding routine recurring charges such as fuel for Council vehicles, copier supplies, postage, etc.) require a requisition and approval of the executive director or his designee. In the case of emergency (such as a roadside emergency involving a Council vehicle), you may expend up to \$200 without approval.

Approval for purchases is accomplished by completing and submitting a purchase requisition to your supervisor or the Office Manager. Once approved, you or the Office Manager may place the order. Under most circumstances, the Office Manager will issue a purchase order for any purchase exceeding \$1000.

Questions regarding purchasing should be addressed to your supervisor or the Business Manager.



## 8.97 Appendix A: Employee Performance Improvement Plan

Employee Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Performance in need of improvement: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Target date for improvement: \_\_\_\_\_

Expected results (List measurements where possible): \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Dates to review progress by the supervisor: \_\_\_\_\_

Progress at review dates: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Employee signature: \_\_\_\_\_

Date: \_\_\_\_\_

Supervisor signature: \_\_\_\_\_

Date: \_\_\_\_\_



## 8.967 Appendix B: PTO Cash-In Form

Regular full-time employees are encouraged to save at least 200 hours of PTO for emergencies. Current regular full-time employees who have accrued PTO in excess of 200 hours may request the EMS Council to cash in up to 200 accrued hours per fiscal year in excess of a 200 hour reserve. An employee may receive no more than two PTO cash-ins during each fiscal year. Requests to cash in accrued PTO will be evaluated on a case-by-case basis. Written request is made to the Executive Director on the appropriate form, who shall then forward such request with recommendation to the President. The President shall approve, deny or modify the request based on the availability of funds and other pertinent circumstances. (See Policy 3.15)

Taxes will be withheld according to the regular tax tables used in calculating your payroll unless you specify a greater amount to be withheld.

Name: \_\_\_\_\_

Number of hours requested to be “cashed in”: \_\_\_\_\_

Amount or percentage of Federal Income Tax to withhold (if greater than standard): \_\_\_\_\_

Amount or percentage of State Income Tax to withhold (if greater than standard): \_\_\_\_\_

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Please print and sign this form and email or deliver to the Executive Director.

### FOR OFFICE USE

ED Recommendation: \_\_\_\_\_ Approve      \_\_\_\_\_ Deny      \_\_\_\_\_ Modify to \_\_\_\_\_ hours

ED's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

President Action: \_\_\_\_\_ Approve      \_\_\_\_\_ Deny      \_\_\_\_\_ Modify to \_\_\_\_\_ hours

President's Signature: \_\_\_\_\_ Date: \_\_\_\_\_