

TO ALL EMPLOYEES:

Welcome to the Kanawha County Emergency Ambulance Authority (KCEAA). Every employee is entrusted with responsibilities to: 1) the citizens of Kanawha County, 2) him/herself, 3) fellow workers, and 4) KCEAA. This responsibility is to do their very best in performance of job duties that will ensure the success of all. To achieve success, we must depend on each other. Our combined efforts will make further the respect of KCEAA within the community.

These guidelines have two (2) purposes. The first is to protect the employees and KCEAA by clearly explaining what is expected. The second is to enhance the desired image of KCEAA through the behavior and appearance of its employees.

Our service area encompasses approximately 927 square miles of urban and rural areas, with a population base of over 203,000 people. Large industries, mining operations, airports, and water, land, and rail transport services are located within our service area. The goals of KCEAA are to provide quality emergency care to the citizens of Kanawha County, and to educate and create community awareness in the field of emergency medical services.

Again, we welcome you to KCEAA, and we look forward to having you work for us!

For those currently employed at KCEAA, these policies will be effective in (1) week from your receipt of the Guidelines. For new hires, they are effective immediately.

Sincerely,

Joe Lynch
Executive Director

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EQUAL EMPLOYMENT OPPORTUNITY POLICY

Effective September 29, 2005

Policy:

KCEAA provides equal employment opportunities to all employees and applicants without regard to race, color, religion, sex, national origin, age, disability, or status as a Vietnam-era or special disabled veteran in accordance with applicable state and federal laws. This policy applies to all terms and conditions of employment, including, but not limited to, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

KCEAA expressly prohibits any form of unlawful employee discrimination and/or harassment based on race, color, religion, sex, national origin, age, disability, status as a Vietnam-era or special disabled veteran, or status in any group protected by state, federal or local law.

NORMAL WORK HOURS – OFFICE PERSONNEL

Effective September 29, 2005

Policy:

Except for designated holidays, normal hours of operation for all office personnel will be from 8:00 a.m. until 4:30 p.m., Monday through Friday. Should a deviation from the normal hours of operation be requested or deemed necessary for the efficiency of the department, approval **must** be granted by the Department Manager and Executive Director, via a Change of Status Form.

WORKERS' COMPENSATION INSURANCE

Effective September 29, 2005

Policy:

KCEAA provides workers' compensation coverage for employees while they are working. If an employee is injured while on the job, that employee must immediately report the injury to his or her supervisor.

UNEMPLOYMENT BENEFITS

Effective September 29, 2005

Policy:

KCEAA is subject to and complies with the unemployment compensation laws of West Virginia.

MEDICAL INSURANCE AND RETIREMENT

Effective September 29, 2005

Policy:

Detailed information will be given to employees upon hire, and is subject to change or cancellation at any time. Employees are not eligible for medical/dental/vision insurance during the first thirty (30) days of employment.

VACATION

Effective September 29, 2005

Policy:

Only regular full-time employees are eligible for paid vacation. Regular full-time employees are not eligible for vacation during the first six (6) months of employment. Regular full-time employees will become eligible for paid vacation as follows:

<u>Years of Employment</u>	<u>Monthly Hourly Rate</u>	<u>Total Hours Yearly</u>
6 months to 1 year	10.00	60.00
1 year, but less than 5	10.00	120.00
5 years, but less than 10	14.00	168.00
10 years, but less than 20	18.00	216.00
More than 20 years	22.00	264.00

If the employee's hire date falls within the 1st through the 15th of the month, the employee will be eligible for vacation time for the full month. If the employee's hire date falls within the 16th through the last day of the month, the employee will be eligible for vacation time beginning on the first day of the following month. Employees are to submit vacation requests to their supervisor during the month of December. The time period off must be approved by the supervisor, Executive Director or Chief of Operations. Employees may carry up to (240) hours of accumulated annual leave to subsequent calendar years. ***Hours accumulated over (240) that are not utilized will be forfeited.***

If an employee resigns, they are strongly encouraged to provide two (2) weeks written notice to receive compensation for any accrued vacation. If two weeks written notice is not given, the employee ***may forfeit*** any unused vacation.

HOLIDAYS

Effective September 29, 2005

Policy:

All **full time** employees are eligible for holiday pay. Holidays are subject to change from year to year. Paid holidays for KCEAA will be based on holidays observed by the Kanawha County Commission.

The most commonly observed holidays include:

New Year's Day	Martin Luther King Jr. Day
Christmas Day	President's Day
Washington's Birthday	Memorial Day
WV Day	July 4 th
Labor Day	Columbus Day
Election Day	Veterans Day
Thanksgiving Day	

If an employee works on a designated holiday, he/she will receive overtime pay equal to time and one-half for all hours worked. All employees are required to work the day before and the day after the holiday before receiving holiday pay, unless the employee has permission from his/her supervisor, or is not scheduled to work.

WORK PERFORMED ON COMPANY HOLIDAYS

Effective September 29, 2005

Policy:

Full and part time "non-exempt" employees who work on a KCEAA holiday will receive their overtime rate for hours worked on the KCEAA holiday, regardless of the number of hours they worked that week.

SICK LEAVE

Effective September 29, 2005

Policy:

Regular full-time employees will accrue sick leave at a rate of eight (8) hours per month. During the first six (6) months of employment, sick leave will accrue, but may not be taken. Any time taken off during the employee's first six (6) months will be taken without pay.

The employee may use his/her sick leave time in units of no less than four (4) hours at any one time. The employee is to notify his/her supervisor, as soon as possible, that he will be absent from work due to illness. KCEAA requires at least one (1) hour notification that the employee will be absent due to

illness or injury. The employee will be required to present a medical excuse if they are absent for two (2) consecutive shifts.

Sick leave may accumulate from year to year. However, no more than ninety-six (96) hours may be accrued or carried over from one year to the next. Once sick leave is exhausted, employees may utilize banked time (if available), for extended illnesses or transfer upon retirement for continued coverage.

SICK LEAVE BONUS

Effective September 29, 2005

Policy:

KCEAA does not expect its employees to work while they are sick. However, as an incentive for employees to utilize sick leave only when necessary, KCEAA offers a bonus to full-time employees who use three (3) or less sick days per fiscal year.

If an employee does not use any sick leave during the fiscal year, he/she will receive a bonus of Two Hundred Dollars (\$200.00). If an employee uses three (3) days or less of sick leave during the fiscal year, he/she will receive a bonus of Fifty Dollars (\$50.00). No bonus will be paid for sick leave used in

excess of three (3) days per fiscal year. Appropriate bonus checks will be distributed within the first two (2) months following the beginning of the new fiscal year.

FUNERAL LEAVE

Effective September 29, 2005

Policy:

Three (3) days of funeral leave with pay, up to twenty-four (24) hours straight time, will be granted to an employee in the event of the death of a member of his/her immediate family. Immediate family includes the following: spouse, parent, spouse's parent, spouse's child by a former marriage, brother, sister, or child.

One (1) day of funeral leave with pay, up to eight (8) hours straight time, will be granted to an employee in the event of the death of a grandparent, spouse's grandparent or sibling, or any member of the employee's extended family living in his/her home. Vacation time may be taken for the death of any other family member.

JURY DUTY

Effective September 29, 2005

Policy:

An employee who is summoned for jury duty must submit a copy of the summons within forty-eight (48) hours of receipt, in order to minimize interruption of operations.

For each day an employee serves on jury duty or as a witness, he/she will receive the difference between what he/she receives for serving and his/her regular pay for the day for up to one hundred and sixty (160) hours of regular (straight time) pay. To receive such pay, the employee must submit to his/her supervisor verification of the pay he/she receives from the court. Should the Judge allow the jury to

leave early, the employee must return to work for the remainder of the day for the days the employee is receiving pay from KCEAA.

Occasionally field personnel may be called to testify regarding work-related incidents. KCEAA recognizes these occurrences as being inherent to our field of work. The necessary time off will be arranged by the employee's supervisor, and the time will be paid as hours actually worked, minus any witness pay issued by the court.

MILITARY DUTY

Effective September 29, 2005

Policy:

If an employee is called to active military duty or for military or reserve training, or if an employee volunteers, he/she will be granted up to eighty (80) hours of regular (straight time) per year with pay to fulfill this obligation. Military leave in excess of eighty (80) hours per year will be taken without pay.

Employees requesting leave for military duty must submit copies of their military orders to their supervisor, as soon as possible. An employee will retain all of his/her legal rights for continued employment under existing laws.

DRESS CODE/PERSONAL APPEARANCE

Effective September 29, 2005

Policy:

KCEAA employees are expected to dress and groom themselves in accordance with accepted social and business standards, particularly if the employee's job involves dealing with patients, customers, or visitors, in person. Each supervisor or Department Manager is responsible for establishing a reasonable

dress code that is appropriate to the job performed. In any case, bare backs and/or shoulders are not permitted. Further, and undershirts and shorts for men or women cannot be worn alone.

A neat, **clean**, and tasteful appearance contributes to the positive impression that our employees make on our patients and our community. All employees are expected to be suitably attired and groomed during working hours or when representing KCEAA. A good, clean appearance bolsters the employee's own poise and self-confidence, and greatly enhances our company image.

Personal appearance should be a matter of concern for each employee. If the employee's supervisor feels his/her attire is inappropriate, he/she may be asked to leave the workplace, until he/she is properly attired. The employee will not be paid for the time he/she is off the job to become properly attired. Any employee who violates this standard will be subject to appropriate disciplinary action, up to and including termination.

SAFETY RULES

Effective September 29, 2005

Policy:

Safety is the responsibility of all KCEAA employees. Safety is to be given primary importance in every aspect of planning and performing all KCEAA activities. KCEAA wants to protect its employees against injury and illness, as well as minimize potential lost work time.

All employees are to **immediately** report all injuries (no matter how slight) to their supervisor, as well as anything in need of repair or that could present a safety hazard. The following list comprises general safety rules but is not all inclusive. Supervisors or Department Managers may post other **applicable** safety procedures in their departments or work areas:

- Wear the proper BSI, (Body Substance Isolation), in accordance to State or Regional Protocols.
- Use proper lifting techniques. Not all lifts are "Urgent Moves."
- Become familiar with the KCEAA Infection Control Procedures.
- Complete all checklists required for your apparatus and equipment prior to beginning your shift.
- Only enter scenes that are secure and safe.
- Avoid overloading electrical outlets with too many appliances or machines.
- Route electrical cords in a way that prevents others from tripping.

- Do not use flammable items near ignition sources.
 - Walk -- don't run.
 - Use stairs one at a time. Keep at least one hand on handrails.
 - Use three-point contact on ascent and descent.
 - Report to your supervisor if you or a co-worker becomes ill or is injured.
 - Ask for assistance when lifting heavy objects or moving heavy furniture.
 - Smoke only in designated smoking areas.
 - Keep cabinet doors and file and desk drawers closed when not in use.
 - Never empty an ash tray into a waste basket or open receptacle.
 - Sit firmly and squarely in chairs that roll or tilt.
 - Wear or use appropriate safety equipment as required in your work.
 - Do NOT engage in "horseplay" or practical jokes.
 - Start work on any machine only after the energy source has been eliminated and property safety procedures and requirements have been fully explained and are understood.
 - Use air hoses only for the use intended. Avoid blowing air at yourself or anyone else.
 - Wear appropriate personal protective equipment, such as shoes, hats, gloves, goggles, spats, hearing protectors, etc., in designated areas or when working on an operation which requires their use.
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TIME CARDS/RECORDS

Effective September 29, 2005

Policy:

By law, KCEAA is obligated to maintain accurate records of the time worked for all employees. Nova Time (Time) & Attendance Management System indicates when each employee "punches" in and out for work, via computer, or time clock.

Central office staff members are to punch in and out for lunch and brief absences such as a doctor or dentist appointment (see Sick Leave Policy). Field employees shall record brief absences on their station's daily log. Field employees' meal breaks are not deducted and are not required to be recorded. All employees are required to keep the office advised of their departures from, and returns to, the premises during the work day.

All employees are responsible for punching in and out each day that is worked. Employees are not permitted to punch in more than seven (7) minutes before their scheduled starting time, nor more than

seven (7) minutes after their scheduled quitting time without their supervisor's approval. Field employees are not "on duty," and no work should be done until their scheduled starting time.

No one, with the exception of a supervisor or a Department Manager, may record or alter hours worked by another employee, or influence anyone else to alter their work record for them. Tampering with another person's time record is cause for disciplinary action, up to and including termination, for both employees. In the event of an error in recording an employee's time, he/she is to report the matter to his/her supervisor or department head immediately.

BONDING REQUIREMENT

Effective September 29, 2005

Policy:

Under certain circumstances, KCEAA may require an employee to be bonded. It is the employee's responsibility that he/she be bondable. KCEAA will pay the cost of bonding. Should an employee fail to maintain these qualifications, he/she will be subject to transfer to another *appropriate* position, if available, or dismissal.

CONFIDENTIAL INFORMATION

Effective September 29, 2005

Policy:

Our patients entrust KCEAA employees with private and personal information relating to themselves and their families. The nature of this relationship, as well as state and federal law, requires maintenance of confidentiality. By safeguarding patient-related information, KCEAA earns the respect and further trust of our customers and peers.

Employment with KCEAA requires maintenance of confidentiality, even after the employee leaves his/her employment with KCEAA.

Violation of confidentiality in any manner seriously injures KCEAA's reputation and effectiveness ***and violates state and federal laws***. Certain breaches of confidentiality can lead to legal action against KCEAA as well as the individual employee. Therefore, the employee is NOT to discuss KCEAA business with anyone who does not work for KCEAA. Further, employees are NEVER to discuss

patient information with anyone who does not have a direct association with the patient. Because even casual remarks can be misinterpreted and repeated, each employee must develop the personal discipline necessary to maintain confidentiality. If an employee hears, sees or becomes aware of anyone else ***breaching confidentiality, they are required to report it to their Supervisor.***

If an employee is questioned by someone outside the company or his/her department, and the employee is concerned about the appropriateness of giving that person information, the employee should not answer. The employee is to politely refer the request to his/her supervisor, or to the Executive Director.

No one is permitted to remove or make copies of any KCEAA records, reports or business-related information without prior management approval.

Anyone revealing client, personnel, or other confidential information to unauthorized parties may be subject to discipline, up to and including termination.

CUSTOMER RELATIONS

Effective September 29, 2005

Policy:

The success of KCEAA depends upon the quality of the relationships between KCEAA, its employees, patients, supporting agencies, and the general public. KCEAA is a public service supported ***in part*** by county levy monies. This means that essentially everyone we come into contact with is a "customer." Our customers' impression of KCEAA and their interest and willingness to utilize and support us is greatly formed by the people who serve them. Regardless of the employee's position, he/she is a representative of KCEAA. The more goodwill the employee promotes, the more our customers and the public in general will respect and appreciate him/her, KCEAA, and KCEAA's services.

The employee can do several things to foster a positive impression of KCEAA:

- Act competently and deal with customers/patients in a courteous and respectful manner.
- Communicate pleasantly and respectfully with other employees, at all times.

- Follow up on directives, requests, and questions promptly, provide businesslike replies to inquires and requests, and perform all duties in an orderly manner.
 - Take great pride in your work, and enjoy doing your very best.
-

GIFTS

Effective September 29, 2005

Policy:

As a governmental agency, employees are strictly prohibited from accepting or soliciting gifts of any kind, from a patient/customer, supplier or vendor representative.

DRIVER'S LICENSE AND DRIVING RECORD

Effective September 29, 2005

Policy:

Employees whose work requires operation of a motor vehicle must present and maintain a valid driver's license and a driving record that is acceptable to KCEAA's insurer. KCEAA reserves the right in its sole discretion to periodically verify the driving record of employees whose work requires operation of a motor vehicle. Any changes in an employee's driving record must be reported to KCEAA management immediately. Failure to do so may result in disciplinary action, up to and including termination.

ABSENTEEISM OR TARDINESS

Effective September 29, 2005

Policy:

Each employee is required to report to his/her supervisor, prior to his/her shift, if he/she is going to be late or cannot report for work. Absence from work for two (2) consecutive shifts for field personnel or three (3) consecutive days for central office staff, without notifying your supervisor or the Department Manager for Human Resources, will be considered a voluntary resignation.

ATTENDANCE

Effective September 29, 2005

Policy:

Each employee is expected to be at his/her work station and ready to work at the beginning of his/her assigned daily work hour. The employee is expected to remain at his/her work station until the end of his/her assigned work hours or properly relieved, except for approved breaks and lunch. When an employee's work takes him/her away from his/her work station, the employee is to let his/her supervisor know where he/she is going and how long he/she expects to be gone.

LUNCH PERIOD - ADMINISTRATIVE AND SUPPORT STAFF

Effective September 29, 2005

Policy:

If an employee works longer than four (4) hours, he/she will be given an unpaid lunch period. Lunch period scheduling varies among departments, depending on the needs of each department. The employee's supervisor will give the employee his/her lunch period schedule.

Employees who not paid for lunch are expected to take their allotted time for lunch. Employees are not to perform any work during their regularly scheduled lunch period, unless specifically requested to do so by their supervisor. In that event, an employee's lunch is re-scheduled; he/she will be paid for the time that he/she worked.

Employees may leave the premises during their lunch period. However, they must punch in and out. The employee is **required** to return to work on time, at the end of the lunch period.

EXPENSE REIMBURSEMENT

Effective September 29, 2005

Policy:

An employee must have his/her supervisor's written authorization (requisition/purchase order, etc.) prior to incurring an expense on behalf of KCEAA. To be reimbursed for authorized expenses, the employee must submit an expense report/voucher accompanied by receipts, and approved by his/her supervisor. The expense report/voucher is to be submitted each week as the employee incurs authorized reimbursable expenses.

If an employee is asked to conduct company business using his/her personal vehicle, he/she will be reimbursed **at the current federal rate**. A per diem rate of Thirty-Six Dollars (\$36.00) shall be paid for meals upon an overnight stay. The employee should submit this expense on his/her weekly expense report/voucher, in addition to receipts.

Out-of-state travel from time to time will be necessary for the development of the KCEAA system. It will be limited, on each trip, to two employees, unless KCEAA *management* authorizes special permission for additional people.

UNIFORMS

Effective September 29, 2005

Policy:

KCEAA provides uniforms which field employees must wear while at work. Upon termination of employment with KCEAA, the uniforms must be returned in good condition giving due consideration to normal wear and tear.

USE OF COMPANY VEHICLE

Effective September 29, 2005

Policy:

If the employee is authorized to use a KCEAA vehicle for company business, he/she must first **attend and successfully pass an approved Emergency Vehicle Operations Class (EVOC) training course**. In addition, the following rules must be adhered to:

1. He/she must possess a current and valid driver's license.
2. He/she must maintain weekly mileage reports.
3. He/she is responsible for following all manufacturers recommended maintenance schedules to maintain valid warranties, and for following the manufacturer's recommended oil change schedule for which KCEAA is responsible for cost.

4. He/she is responsible for paying any moving violation tickets. Additionally, the employee is to park appropriately. Any parking violations or fines incurred are the responsibility of the employee.
 5. He/she must keep the vehicle clean at all times, washed, and vacuumed as often as necessary. He/she will be reimbursed for reasonable expense of keeping the vehicle clean. Receipts must be provided to receive reimbursement.
 6. He/she must not allow unauthorized persons or those not employed by KCEAA to operate or ride in a company vehicle.
 7. Prior to operation of any company vehicle, the employee's supervisor will train him/her on the appropriate steps to take if he/she is involved in an accident, i.e., filling out the accident report, obtaining names of witnesses, etc.
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TRAFFIC VIOLATIONS

Effective September 29, 2005

Policy:

If an employee is authorized to operate a company vehicle in the course of his/her assigned work, or if the employee operates his/her own vehicle in performing his/her job, the employee will be considered completely responsible for any ***accidents***, fines, or traffic violations that are incurred. The employee's supervisor will advise him/her on what to say and do (and what not to say and do) in the event of a vehicular accident.

PERSONAL USE OF COMPANY PROPERTY

Effective September 29, 2005

Policy:

In some instances, employees may be allowed to borrow certain KCEAA tools or equipment for their own personal use. In no instance may this be done, without prior approval of management. ***The***

employee understands and agrees that KCEAA is not liable for personal injury incurred during the personal use of company property. As a KCEAA employee, the employee accepts full responsibility for any and all liabilities for injuries or losses which occur, or the malfunction of equipment. The employee is responsible for returning the equipment or tools in good condition, and agrees that he/she is required to pay for any damages that occur, while using the equipment or tools for personal projects.

RETURN OF COMPANY PROPERTY

Effective September 29, 2005

Policy:

Any KCEAA property issued to an employee, such as product samples, tools or uniforms, must be returned to KCEAA at the time of the employee's dismissal or resignation, or whenever it is requested by his/her supervisor or a member of management. The employee is responsible to pay for any lost or damaged items.

VISITORS

Effective September 29, 2005

Policy:

KCEAA's insurance coverage and company policy ***prohibits*** unescorted visitors in its facilities. Visitors are not permitted on KCEAA property or working areas without prior permission from the supervisor. Visitors and/or off duty personnel will be required to vacate the premises no later than 10:00 p.m. If an employee is expecting a visitor, he/she is to request permission from his/her supervisor, and the employee is to ask his/her visitors to check in with his/her supervisor, when they arrive.

PERSONNEL FILES

Effective September 29, 2005

Policy:

KCEAA employees are responsible for ensuring that current information is submitted for inclusion in their personnel files. If an employee has a change in any information, he/she is to notify his/her supervisor, as soon as possible.

All personnel files are the property of the employer, and will be secured in fire proof file cabinets at the Central facility.

OUTSIDE EMPLOYMENT

Effective September 29, 2005

Policy:

No employee may hold a secondary job with another organization without the written consent of the Executive Director. Employees of KCEAA may be permitted to hold a secondary job as long as it does not interfere with or diminish performance of their assigned duties. If KCEAA determines that an employee's outside work interferes with their KCEAA job performance and ability to meet the requirements of KCEAA (which may be periodically modified), the employee may be asked to terminate outside employment if he/she wishes to remain employed by KCEAA. This includes secondary jobs with any other ambulance service. KCEAA reserves the right to withdraw, in its sole discretion, permission to work at a secondary employment for all employees or for an individual employee.

SMOKING POLICY

Effective September 29, 2005

Policy:

Employees are not permitted to smoke in areas where they are directly serving customers and where it may be offensive to co-workers. Smoking will only be permitted in designated and clearly marked areas that will be no less than fifteen feet from any outside entryway.

Smoking is not permitted in restricted areas. The wishes and preferences of non-smokers will take precedence over those of employees who smoke. Employees may only smoke during designated break periods. Employees will be responsible for properly extinguishing and disposing of smoking material in appropriate containers.

COMPLIANCE PROGRAM

Effective September 29, 2005

Policy:

KCEAA is committed to providing ambulance services and conducting our business practices with the highest level of skill, integrity, honesty, and compassion, and in compliance with the laws, rules, and regulations that govern our operations. In order to achieve this commitment, we developed, implemented, and will periodically update policies and procedures that are intended to guide our actions and protect against unlawful activity. Our Code of Conduct has been specifically designed to provide the necessary guidance that will allow each employee to perform their job with the highest level of integrity; thereby avoiding an actual or potential for unlawful behavior.

Each employee must make a personal commitment to adhere to these guiding principles and to comply with KCEAA policies, procedures, and regulatory requirements, including the Code of Conduct. KCEAA depends upon each employee to understand its values and achieve its mission of responding to the health care needs of our patients. It is each employee's responsibility to ensure that KCEAA conducts business in an ethical manner and in accordance with applicable laws, rules, and regulations.

EMPLOYEE ASSISTANCE PROGRAM

Effective September 29, 2005

Policy:

KCEAA provides an Employee Assistance Program, (REACH), which is designed to provide a confidential service for employees whose personal problems affect their ability to function. This service is available to all employees and their immediate families. Arrangements will be made for the employee to be seen by a professional, who is trained in the employee's problem area, including but not limited to:

Alcoholism
Domestic violence
Drug dependency
Eating disorders
Emotional illness

Marital Conflict
Legal Problems
Financial Problems
Family Problems

Confidentiality is an important aspect of the program. If the employee contacts REACH directly, no one in the company should know, unless the employee tells them. No information concerning the nature of the employee's problem will be released without his/her written consent. Participation in the Employee Assistance Program will not affect future promotional opportunities. KCEAA assumes the costs for the Employee Assistance Program assessment and referral. Other costs, such as treatment, are generally covered, in part or in full, by the group insurance plan. Asking for assistance does not *necessarily* mean that the employee will be obligated to accept or continue treatment.

**To contact REACH Personal Performance Consultants, call 768-6483 or 1-800-788-7322.
Address location: 4605 MacCorkle Avenue, S.W., South Charleston, West Virginia, 25309.**

SOLICITATION POLICY

Effective September 29, 2005

Policy:

No solicitation will be allowed to or by employees, while working on company property.

DRUG AND SUBSTANCE ABUSE – TESTING POLICY

Effective September 29, 2005

Policy:

INTRODUCTION

KCEAA will not tolerate alcohol use, illegal drug use, and/or the unlawful possession or use of a controlled substance. Alcohol use, illegal drug use, and/or the unlawful possession or use of controlled substances directly affects job performance, threatens the safety of co-workers, and the public, and is inconsistent with the behavior expected of a KCEAA employee. KCEAA believes a working environment free of drug and alcohol use is healthier, safer, more productive, and is a condition desired by most employees and their families.

Policy:

KCEAA's policy regarding work-related effects of drug or alcohol use and the unlawful possession of controlled substances on KCEAA's premises or in KCEAA vehicles is as follows:

1. Being under the influence of a controlled substance in the workplace, or while engaging in company business although not on company premises is strictly prohibited.
2. Any possession, use, manufacture, distribution, dispensation, or sale of illegal drugs during non-working time and off company premises, that adversely affects the individual's work performance, his or her own safety, the safety of others, or KCEAA's reputation in the community is strictly prohibited.
3. Any employee required to take prescription drugs that may interfere with the safe operation of equipment or the performance of his or her assigned job, shall notify his or her supervisor in advance.
4. Employees must report any conviction or plea of nolo contendere (i.e. no contest) to a criminal statute for violations that occur on or off company property, if the violation occurred while conducting company business. Report of a conviction or plea must be made within five (5) days following the conviction or plea.
5. The unlawful use, manufacturing, distribution, dispensation, or sale of an illegal substance on company property, while conducting company business, or while in company supplied vehicles is absolutely prohibited.
6. Being under the influence of an illegal substance or alcohol on company premises, while on company business, or while in company supplied vehicles is absolutely prohibited.

7. Failure to adhere to the requirement of any drug treatment or counseling program in which the employee is enrolled is grounds for disciplinary action, up to and including termination.
8. Employees who need assistance in dealing with drug or alcohol related problems are encouraged to use assistance programs and health insurance plans, as appropriate.

VIOLATIONS:

Any violation of this policy will result in disciplinary action, up to and including termination, and may have legal consequences. Employees are required to report other employees under the influence of drugs and/or alcohol. Employees failing to report other employees under the influence of drugs and/or alcohol will be disciplined, up to and including termination.

TESTING

A. Reasonable Suspicion Drug and Alcohol Testing

KCEAA shall conduct drug and alcohol testing based on reasonable good faith suspicion of an employee's drug usage. Reasonable suspicion testing is authorized when management believes an employee is using illegal drugs or alcohol.

The following non-exhaustive list of examples illustrate when it may be appropriate to request a reasonable suspicion drug and/or alcohol test:

1. Direct observation of drug and/or alcohol use and/or the physical symptoms of being under the influence of drugs and/or alcohol.
2. A pattern of abnormal conduct or erratic behavior.
3. Arrest or conviction for a drug related offense; or the identification of an employee as the focus of a criminal investigation into illegal drug possession, use, or trafficking.
4. Information provided by reliable and credible sources or independently corroborated.
5. Newly discovered evidence that the employee has tampered with a previous drug test.
6. A valid report from a co-worker.

An employee who is subjected to drug and/or alcohol testing based upon a reasonable suspicion of use may be suspended until the test results are available.

B. Random Drug and Alcohol Testing

Random drug and alcohol testing applies to all safety-sensitive employee positions whose job responsibilities involve public safety or the safety of others as determined by KCEAA. Safety-sensitive positions shall include, but not be limited to paramedics, nurses, EMTs, tele-communicators, dispatchers, ambulance drivers, and mechanics. Selection for random testing will be by lottery drawing from a “pool” of all employees who perform a safety-sensitive activity. KCEAA shall take all reasonable steps to assure the integrity, confidentiality, and random nature of the selection process. These steps include, but are not necessarily limited to, ensuring the names of all applicable employees are in the pool, ensuring the person drawing the names has no way of knowingly choosing or failing to choose a particular employee for the testing, and ensuring the identify of the employees drawn for the testing is not known to those involved in the selection process.

1. Drug and Alcohol Testing-Safety Sensitive Positions – Vehicle Accidents

Where an employee’s job involves public safety or the safety of others, KCEAA may require drug and alcohol testing of drivers involved in vehicle accidents.

2. Consequences

Failure to pass a drug and/or alcohol test shall result in disciplinary action, up to and including termination. Refusal to cooperate with a drug and/or alcohol test will result in disciplinary action, up to and including termination. Any employee who is subject to drug and/or alcohol testing, and refuses to submit to the test, will be deemed to have failed the test and will be subject to further disciplinary action, up to and including termination. Any drug test showing evidence of alteration will be considered a refusal

to provide a sample and will result in disciplinary action, up to and including termination.

Any employee who refuses or fails a drug test and who is not terminated must submit to and pass a return to duty test, and be evaluated by a substance abuse professional before returning to work. The employee will be responsible for paying for costs associated with being evaluated by the substance abuse professional. Further, such an employee must submit to unannounced follow-up tests to be performed at various times over the following six to sixty months, with a least six tests being conducted over the first twelve months after returning to work. The cost of the return to duty and follow-up testing will be the responsibility of the employee.

3. Methodology

Drug testing will be done by urine sample. The person collecting the urine sample will properly identify all specimens and deliver the specimens to the testing laboratory in accordance with the applicable procedures. The testing laboratory will forward the results to the Medical Review Officer. The Medical Review Officer will report the test results directly to KCEAA and the employee.

If a positive test result is reported, the employee may request the Medical Review Officer to retest the sample. The employee must pay for the cost of the retest.

Employees are not permitted to consume alcohol within eight hours of reporting to work. Any employee who is involved in an accident is prohibited from consuming alcohol for eight hours after the accident.

An alcohol test that reveals an alcohol concentration of .04 or higher is deemed to be a failed test. An employee who fails an alcohol test will be immediately removed from duty. An alcohol concentration of .04 or higher may result in disciplinary action, up to and including termination. An employee who refuses a test or fails an alcohol test and is not terminated must be evaluated by a substance abuse professional at the employee's expense and have an alcohol test resulting in an alcohol concentration of .02 or lower before returning to work. The employee will be responsible for all costs associated with being evaluated by the substance abuse professional and any follow-up tests.

SAFE HARBOR

An employee will be given an opportunity to disclose whether he or she has an alcohol or substance abuse problem or that he or she is under the influence of alcohol or drugs. However, to avoid abuses of this safe harbor provision, the employee must make the disclosure at least forty-eight hours before drug or alcohol testing is conducted.¹

REHABILITATION

KCEAA encourages employees to seek help for a drug or alcohol problem before it deteriorates into a disciplinary matter. Employees needing help in dealing with drug or alcohol related problems are encouraged to use assistance programs and health insurance plans, as appropriate.

¹ To illustrate, an employee who has been selected for random drug or alcohol testing is prohibited from taking advantage of the safe harbor provision. However, if the same employee disclosed to KCEAA that he or she had an alcohol or substance problem, or was under the influence of alcohol or substances forty-eight hours before he or she was selected for testing, the employee could take advantage of the safe harbor procedure.

ACKNOWLEDGMENT

I understand that by receiving a copy of these Employee Guidelines (which includes the KCEAA Drug and Alcohol Testing Policy) and by signing the “AGREEMENT and ACKNOWLEDGMENT (contained on the last page of this handbook),” I am verifying that I **have read** the information contained therein and **agree to abide by** the Guidelines.

Signature

Date

Witness

Date

SEXUAL HARASSMENT POLICY

Effective September 29, 2005

Policy:

It is illegal and against KCEAA policy for any employee, to harass another employee in the following manner:

1. Making unwelcome sexual advances or favors or other verbal or physical conduct of a sexual nature, a condition of any employee's employment;
2. Using an employee's submission to, or rejection of such sexually harassing conduct as the basis for, or as a factor in any employment decision affecting the individual; or
3. Otherwise creating an intimidating, hostile or offensive work environment by such sexually harassing conduct.
4. Using KCEAA computers or equipment for the viewing or sending of any type of sexually explicit or offensive material.

The employer will not condone nor permit any sexual harassment of its employees. All employees, including supervisors and managers, will be subject to severe discipline, up to and including termination, for any act of sexual harassment which they commit. An employee who believes that he/she is or may be subjected to objectionable conduct **must** report it immediately, in writing. Do not allow an inappropriate situation to continue without reporting it, regardless of who is creating the situation. No employee is exempt from this policy.

It is the responsibility of the employee to immediately report any sexual harassment, in writing, to his/her supervisor. If the employee's immediate supervisor is the cause of the harassment, the employee is to report the problem to the supervisor's superior. When a supervisor or manager receives a sexual harassment complaint, he/she is to **expeditiously and thoroughly** investigate the matter. Each member of management is responsible for creating an atmosphere that is free of discrimination and harassment, sexual or otherwise. However, if after investigating any complaint of harassment or unlawful discrimination, the company determines that the complaint is not bona fide, or that an employee has provided false information regarding the complaint, disciplinary action may be taken against the individual who filed the complaint or provided the false information.

An employee, who is not satisfied with the results from the investigation of a sexual harassment complaint, should then go to the supervisor's supervisor. Furthermore, no employee will be subject to any form of retaliation or discipline for pursuing a legitimate sexual harassment complaint.

WORK PLACE VIOLENCE

Effective September 29, 2005

Policy:

Work place violence will ***not*** be tolerated. The employer will not condone nor permit any type of work place violence by its employees. All employees are prohibited from maintaining or carrying any type of weapon or firearm while on KCEAA property, while on duty, or while conducting business on behalf of KCEAA. All employees will be subject to discipline, up to and including termination for any act of work place violence which they commit or for any infractions of carrying a weapon or firearm.

It is the responsibility of all employees to immediately report any work place violence, to his or her supervisor. If the employee's immediate supervisor is the source of the work place violence, the employee is to report the problem immediately to the supervisor's superior. When a supervisor or manager receives a work place violence complaint, he/she is to ***expeditiously and thoroughly*** investigate the matter. An employee who is not satisfied with the results of the investigation should then go to the supervisor's superior. No employee will be subject to any form of retaliation or discipline for pursuing a work place violence complaint.

WORK PLACE SEARCHES/LOCKERS/PERSONAL PROPERTY

Effective September 29, 2005

Policy:

To safeguard KCEAA property and supplies, as well as the personal property of the employee, KCEAA reserves the right to question employees, and to inspect any briefcases, purses, handbags, duffle bags, backpacks, lunch boxes, packages, or any other possessions or articles carried to and from KCEAA premises. In addition, KCEAA reserves the right to search employees' offices, desks, files, lockers, or vehicles entering and leaving KCEAA premises. It should be noted that all offices, desks, files, lockers, and so forth, are the property of KCEAA, and are issued for the use of employees only during their employment with KCEAA. Inspections may be conducted at any time and at the sole discretion of KCEAA. Any employees who become aware of theft must immediately report the matter to the Executive Director.

Some employees may be assigned lockers. These employees are responsible for keeping their lockers clean, sanitary, and neat. Lockers may be inspected for cleanliness, and periodically, employees will be asked to remove possessions to allow the lockers to be sanitized. KCEAA does not assume any responsibility for any loss or damage to personal property of any employees. Refusal to comply with this policy may result in disciplinary action, up to and including termination.

FIREARMS AND DANGEROUS WEAPONS

Effective September 29, 2005

Policy:

Firearms and dangerous weapons are strictly prohibited on KCEAA property. Failure to comply with this policy will result in disciplinary action, up to and including termination.

COMPUTER/E-MAIL/VOICE MAIL POLICY

Effective September 29, 2005

Policy:

All electronic communication systems (E-Mail/Voice Mail) and information transmitted by, received from, or stored in E-Mail or Voice Mail is the property of KCEAA. E-Mail and Voice Mail are to be used solely for job related purposes, and all employees are hereby notified that they have no expectation of privacy in connection with the use of E-Mail or Voice Mail. Employees are NOT permitted to use a code, access a file, or retrieve any stored communication, unless specifically authorized to do so. No unauthorized software is to be loaded into the computers. KCEAA has the right to monitor the use of this equipment at all times, which would include printing or reading of all E-Mail entries. E-Mail and Voice Mail are not to be used in ways that are disruptive or offensive to others, or in ways that could be harmful to workplace morale. Further, there is to be no display or transmission of sexually explicit images, messages, video material, or cartoons, or any transmission or use of such communications containing ethnic slurs, racial epithets, or anything that may be construed as offensive, harassing or disparaging to others based on their race, religion, national origin, sex, age or disability. Further, KCEAA assumes no responsibility and will assume no liability for an employee's misuse of this equipment or telephones. However, KCEAA does reserve the right, in its sole discretion, to terminate an employee immediately for improper use of the equipment or telephones. E-

Mail and Voice Mail are not to be used to solicit or to address others for commercial purposes, religious and political causes, or for any other solicitations that are not work related.

Employees should not attempt to gain access to another employee's personal E-Mail file or a Voice Mail message, without the latter's express permission. Any violation of the policy on computers, E-Mail, and Voice Mail, may result in appropriate disciplinary action, up to and including discharge.

FAMILY AND/OR MEDICAL LEAVE

Effective September 29, 2005

Policy:

A full time employee who has: 1) been employed by KCEAA for at least one (1) year, and/or 2) has worked at least one thousand two hundred and fifty (1,250) hours within the twelve (12) month period preceding the request for leave, is eligible for family and/or medical leave.

KCEAA will provide up to twelve (12) weeks of job-protected leave within each calendar year to care for a newborn or an adopted child, a sick child, spouse, or parent (but not parent-in-law), or because of an employee's own serious health condition, under the guidelines discussed below.

Such leave may be taken all at once, intermittently, or on a reduced schedule, "when medically necessary." If intermittent leave is requested, the employee may be transferred, on a temporary basis, to an alternative position with equivalent pay and benefits, which better accommodates the employee's need for such leave. An employee must submit a valid medical certification showing the necessity of the requested leave, and must provide re-certification as requested, by KCEAA.

When the need for FMLA leave is foreseeable, an employee is required to give thirty (30) days written notice, or as much as practical, prior to beginning the leave. The employee must also advise KCEAA as to the reason(s) that leave is being requested.

If both spouses are employees of KCEAA, they may ask to take FMLA leave at the same time if the purpose of the leave is to take care of a newly arrived child; however, they will be limited to a combined total of twelve (12) weeks of family leave. Should both employees use only a part of the twelve (12) week total entitlement, the remaining entitlement may be taken individually for other FMLA leave purposes up to the twelve (12) week maximum cumulative. If however, leave is requested by both employees/spouses because of one spouse's serious health condition or to care for a sick child; both employees are entitled to twelve (12) weeks of sick leave.

Employees will be allowed unpaid leave until the total number of weeks of family and/or medical leave equals twelve (12) weeks. The twelve (12) week leave period will be unpaid leave, with the exception of

any accrued sick and/or vacation leave, which the employee will be required to exhaust. Upon returning to work, the employee will be placed in his/her previous position or an equivalent position without loss of benefits accrued, prior to the leave unless the employee would have been laid off or otherwise terminated had he/she continued to work during the leave period. "Key employees" who are notified of that status at the time leave is requested may be denied the right to return to work to prevent substantial economic injury to KCEAA. A "key employee" is one who is among the highest paid ten percent (10%) of KCEAA employees within seventy-five (75) miles of the work site.

Employees' group health benefits, if given, will be granted throughout the leave. Employees will be required to pay their portion, if any, of the premium when due. Employees are also required to complete a FMLA Notice.

LAYOFF

Effective September 29, 2005

Policy:

Any layoff will become a permanent layoff after thirty, (30) days. After such period of time, the individual must reapply for employment.

RESIGNATION OR DISMISSAL

Effective September 29, 2005

Policy:

Just as an employee who works for Kanawha County Emergency Ambulance Authority has the right to quit employment at any time, the employer reserves the right to terminate an employee without notice or statement of reason at any time. KCEAA requires a two (2) week notice prior to a resignation.

EMPLOYEE GUIDELINES
For
KANAWHA COUNTY EMERGENCY AMBULANCE AUTHORITY (KCEAA)

AGREEMENT AND ACKNOWLEDGMENT

By signing below, I understand that:

- These guidelines and their provisions are designed to serve only as a guide to the organization's policies and rules and are not a contract of employment.
- Employment with KCEAA is “at-will.” This means that you may terminate your employment at any time, with or without notice or cause. It also means that KCEAA can terminate your employment at any time, with or without notice or cause. While KCEAA generally adheres to progressive discipline, it is not bound or obligated to do so
- As an at-will employee, KCEAA does not guarantee, in any manner, that you will be employed for any set period of time. No one in KCEAA may make any representation or promise to you that you are other than an at-will employee. Any employee, manager, or supervisor who makes such a representation or promise to you is not authorized to do so.
- KCEAA, in its sole discretion has the right to make unilateral changes in its employee guidelines.
- Whether I am newly hired or currently employed by KCEAA, my employment can be terminated with or without notice at any time, for any reason, or for no reason.
- No management official is authorized to make any verbal assurances or promises of continued employment, and that such pledge or agreement must be in writing and signed by the Executive Director.
- I have received and read the materials presented in these guidelines.
- These guidelines supersede all previous policy guidelines issued by KCEAA.
- I am acknowledging receipt of and agree to abide by the guidelines contained therein.

Employee’s Signature

Date