



**PEE DEE REGIONAL  
EMERGENCY MEDICAL SERVICE, INC.**

**POLICIES and PROCEDURES MANUAL**

**Revised:**

**March 30, 2014**

**THIS IS NOT A CONTRACT OF EMPLOYMENT**

## INTRODUCTION

Pee Dee Regional EMS, Inc. (PDREMS, Inc.) is a non-profit, quasi-government entity organized and existing under the laws of the state of South Carolina. It is not a public agency.

The purpose of this manual is to provide staff members of Pee Dee Regional Emergency Medical Services, Inc. with an explanation of administrative policies and operational procedures. It is designed to help you do your job more effectively.

**THIS MANUAL DOES NOT CONSTITUTE A CONTRACT FOR EMPLOYMENT FOR ANY PERIOD OF TIME, BUT MERELY SETS FORTH GUIDELINES IN EFFECT ON THE DATE IT WAS ISSUED, AND MAY BE AMENDED FROM TIME TO TIME WITHOUT PRIOR NOTICE TO EMPLOYEES.**

**EMPLOYMENT AT PEE DEE REGIONAL EMERGENCY MEDICAL SERVICES, INC. IS AT-WILL AND CAN BE TERMINATED BY THE EMPLOYEE OR THE EMPLOYER AT ANY TIME FOR ANY REASON OR NO REASON AT ALL.**

## **1. SCOPE**

The policies and procedures of this manual shall apply to all employees of Pee Dee Regional Emergency Medical Services, Inc.

This manual is written with the express purpose of furthering the understanding of each person employed by Pee Dee Regional Emergency Medical Services, Inc.

The mission of Pee Dee Regional Emergency Medical Services Inc. is to develop, implement, and promote training and education pertaining to emergency medical services in the twelve county area known as Emergency Medical Services Region III of the State of South Carolina. This manual should serve as a tool through which this mission may be accomplished.

## **2. RESPONSIBILITY**

The Executive Director is employed by, and responsible to, the Board of Directors of Pee Dee Regional Emergency Medical Services, Inc., and shall serve at the pleasure of the Board of Directors in accordance with the Pee Dee Regional Emergency Medical Services, Inc. By-laws. The Executive Director shall employ and retain all other salaried, non-salaried and temporary professional and clerical staff of Pee Dee Regional Emergency Medical Services, Inc. All salaried and non-salaried employees are directly responsible to the Executive Director, or to other immediate supervisors the Director designates, in the performance of their duties. In the temporary absence of the Executive Director, the Board Chairman will be responsible for the operation of the agency.

## **3. PROBATIONARY EMPLOYMENT**

The probationary employment period for all salaried and non-salaried personnel is ninety days. Satisfactory completion of the probationary employment period is to be confirmed in writing.

Employees retained by Pee Dee Regional Emergency Medical Services, Inc. on a full time schedule are considered permanent employees after the successful completion of the initial probationary period of ninety days, unless otherwise informed in writing by the Executive Director. Full time employees are eligible for any fringe benefits that are offered by the Board.

A yearly evaluation will be done for employees full and part time. This evaluation will be done by a representative of the board or executive director where applicable. A cost of living raise will be given to full time employees yearly, after a positive evaluation, if the fiancées of PDREMS allow for an increase, and is voted on by the full board.

#### **4. OVERTIME**

Due to the nature of the work performed by employees of Pee Dee Regional Emergency Medical Services, Inc., it will be necessary from time to time that employees work more than the regularly scheduled office hours. Nonexempt hourly employees shall not work in excess of 40 hours in any week unless prior written authorization is received from the Executive Director. Failure to adhere to this policy can result in disciplinary action.

#### **5. ATTENDANCE**

The office hours of Pee Dee Regional Emergency Medical Services, Inc. are from 8:30 a.m. until 5:00 p.m., Monday through Friday. One full hour is allotted for lunch. All employees are expected to be at work no later than 8:30 a.m. unless scheduled for other working hours as approved by the Executive Director. Habitual tardiness is grounds for dismissal.

All employees who are absent from work are required to notify the Executive Director by telephone prior to 8:30 a.m. The Executive Director may adjust work schedules for personnel as needed to meet abnormal conditions, such as illness or unusual work deadlines.

Every effort is to be made for adequate office coverage during normal working hours of Pee Dee Regional Emergency Medical Services, Inc. Scheduled leave should be communicated to the Executive Director as far in advance as practical.

#### **6. ABSENCE AND TARDINESS**

The Executive Director, or his/her designated representative, must be notified of any scheduled or anticipated tardiness or absence from an assigned duty. If this is not done, paid leave may be denied.

Absence of two consecutive work days without notification to the Executive Director may be considered abandonment of one's position, and is subject to disciplinary action and/or removal. A consistently poor attendance record over a period of time, even though absences may be for a valid reason, may subject the employee to disciplinary action.

## **7. DRESS CODE**

It is the policy of Pee Dee Regional EMS that appropriate dress is worn while conducting business in the office or in public forums. Our appearance communicates how we feel about the work we do and our organization. We require a professional appearance to include cleanliness, good grooming and appropriate dress while employee on in the office and public. This dress code will be enforced for personal of PDREMS to include instructors.

1. Dress for meetings, teaching or testing: When teaching, testing or representing the organization at a meeting, a polo or dress shirt, is to be worn with appropriate pants for men and business attire for women.

2. Specially prohibited:

Blue jeans,  
Tank tops or halter tops,  
Shorts,  
Caps of any kind,  
No visible body piercing except for ears.

Expectations to the dress code policy will exist from time to time such as cleaning or painting and will be discretion of the Executive Director

Employees who fail to comply with this policy are subject to disciplinary actions up to and including termination.

## **8. CREDIT CARD**

All purchases made with the company credit card are to have the following:

1. Approval for any purchase over \$1000.00.
2. Receipt attached to the credit card justification form.
3. A justification form filled out for all credit card purchases. This form is to be signed monthly by a member of the Executive Committee and filed. All forms are to be kept on PDREMS for a period of five years.

## **9. MILEAGE AND TRAVEL REIMBURSEMENT**

Pee Dee Regional Emergency Medical Services, Inc. follows the guidelines established by the State of South Carolina for mileage and travel reimbursements, including reimbursements for meals, hotels, etc. Properly documented mileage reimbursements for agency business will be reimbursed at the state rate. All mileage and travel reimbursements must be coordinated with and approved by the Executive Director.

It is the policy of PDREMS that business travel must be approved in advance and should engage in and be reimbursed according to the guidelines below.

1. Employee expenses for approved travel will be paid or reimbursed when properly documented by the employee and approved by the employee's superior. Any travel expenses considered unreasonable will not be paid and will be the employee's responsibility. In addition, employees will be reimbursed for travel expenses of their spouse only if the board determines that the presence of the spouse has a bona fide business purpose and approval has been given prior to travel for their expenses to be reimbursed.
2. Employees may obtain a cash advance for approved business travel by submitting a written request to the Executive Director.
3. Meal expenses during approved travel will be based on a per diem per day of required travel as stated by the State of SC. Any variations outside of the allotted meal expenses will be the employee's personal responsibility.
4. Employees traveling on behalf of PDREMS are expected to maintain a high level of professionalism and follow the companies' policies and rules.
5. Employees or board members that use their car for PDREMS business can be reimbursed for gas and wear and tear on their vehicle per mile as stated by the State of SC. Map Quest to and from the location must be turned in with the mileage reimbursement request. Board members are not compensated for mileage to and from board meetings.
6. Mileage is not paid for mileage within the city.

## **10. PROCUREMENT**

Capital purchases for PDREMS that total over \$1000 are to have the following requirements completed before bringing the item/items to the board for approval.

1. Three quotes from suppliers for comparison purposes.

2. Local preference given to companies where applicable and reasonable.

## **11. HOLIDAYS**

The following are recognized holidays and the office will be closed in observance:

New Year's Day  
Veterans Day  
Good Friday  
Memorial Day  
Independence Day  
Labor Day  
Thanksgiving Day and Friday after  
Christmas Day and day after

All full-time employees will observe, with normal pay, these days. When a recognized holiday falls on a Saturday, either the Friday preceding the holiday, or the Monday following the holiday shall be given to the employee as a substitute day off with pay. When a holiday falls on a Sunday, it shall be observed the following Monday.

## **12. LEAVE**

Each non-probationary employee shall be entitled to 14 days of leave on an annual basis, January 1 - December 31 after one full year of employment. Part time or PRN employees will not be granted leave.

Leave days are all-inclusive. There is no distinction between sick leave, vacation leave, annual leave, bereavement leave, etc.

Leave must be taken during the year it becomes available. No leave can be carried over from year to year. Leave not taken during any calendar year is forever forfeited. No payments will be made for leave not taken. Leave not taken by end of calendar year may be reimbursed at regular pay rate.

### **13. LEAVES OF ABSENCE**

Pee Dee Regional Emergency Medical Services, Inc. is a small organization and each employee is essential for the efficient functioning of the organization. Leaves of absence will cause the organization hardship and they are discouraged. Only the board has the authority to approve a leave of absence. Any requests for a leave of absence should be directed to the board.

### **14. NON-COMPETITION WITH AGENCY AND CONFLICTS OF INTEREST**

All employees are expected to diligently pursue the work and best interests of Pee Dee Regional Emergency Medical Services, Inc. Employees may not engage or participate in off -the- clock activities for themselves, other individuals, or other organizations which are related or similar to the work of Pee Dee Regional Emergency Medical Services, Inc. or may be considered in conflict with the work of Pee Dee Regional Emergency Medical Services, Inc. This is especially true if the employee receives any gift, stipend, payment, salary or other benefit for participating in non-Pee Dee Regional Emergency Medical Services, Inc. training activities.

If an employee has any question concerning this policy or any particular activity, contact the Executive Director or the Board. Failure to adhere to this policy can result in disciplinary action, including termination.

### **15. TELEPHONE**

Personal cellular and office telephone use is discouraged. Employees will be responsible for any personal long distance or cellular telephone calls billed to the agency. Excessive personal telephone use is ground for discipline.

### **16. INVENTORY CONTROL**

All property of a non-consumable nature with a cost of \$100.00 or more, and an expected useful life of at least one year, shall be inventoried and controlled.



## 17. CODE OF CONDUCT

The following section is a guideline to assist in governing the conduct of all employees of Pee Dee Regional Emergency Medical Services, Inc. It is the express purpose of Pee Dee Regional Emergency Medical Services, Inc. to develop, implement, and promote training and education pertaining to emergency medical services in the twelve county area known as the Pee Dee Region of the State of South Carolina. Any action on the part of any employee which interferes with or prevents such activities is subject to review for possible disciplinary actions. It is expected that a PDREMS, Inc. employee will conduct himself at all times in accordance with the provisions of federal, state, and local regulations, as well as those procedures as determined by the Pee Dee Regional Emergency Medical Services, Inc. Board of Directors. These guidelines are not intended to restrict the rights of individuals. They are designed to define and maintain the rights of all, and to safeguard both people and property.

Violations of the Code of Conduct are as follows:

a. Falsification or omission on Pee Dee Regional Emergency Medical Services, Inc. official records. These include, but are not limited to:

1. False statements made on an employee application and/or personnel records.
2. Falsification of reports pertaining to a PDREMS, Inc. function.
3. Making unauthorized changes of records and other legal documents.
4. Submitting false vouchers for time sheets on travel expenses.

b. All information concerning PDREMS, its employees, and its Board members is confidential. Divulging private information pertaining to employees or Board members of Pee Dee Regional Emergency Medical Services Inc., or other privileged information shall be considered a violation, unless authorized to do so specifically by the Executive Director.

c. Engaging in conduct unbecoming to the agency, including, but not limited to:

1. The possession, consumption, and distribution of alcoholic beverages or illegal drugs and/or other non-prescribed stimulants or depressants on the premises of the PDREMS, Inc. office, or during the course of work assignments.
2. Reporting to work under the influence of any intoxicant or substance which may impair the physical performance or judgment of an employee.
3. Gambling or bringing gambling equipment into the PDREMS, Inc. office.

4. Destroying, defacing, or mutilations of the PDREMS, Inc. building or property contained therein.
5. Without authority, removing, taking, consuming or using the property, goods, or funds of PDREMS, Inc., its employees, or the community, or aiding and abetting such actions by others.
6. Indecent acts on the company's property or at any time while representing company.
7. Any conduct of any kind that would tend to bring PDREMS, Inc. into disrepute.

d. Failing to report immediately to the Executive Director any injuries sustained to the personnel or visitors of the PDREMS, Inc. office.

e. Failing to observe established safety and security policies and practices of PDREMS, Inc.

f. Engaging in unauthorized solicitation, distribution, or posting of printed matter, letters or other publications by the employees of PDREMS, Inc. on PDREMS, Inc. property. This shall not include the posting of authorized notices on the bulletin Board.

g. Failing to fulfill the functions of their positions as outlined by the proper officials. This includes, but is not limited to:

1. Failing to maintain standards of work as set forth by agency policy.
2. Failing to maintain such work habits as to prevent negligence that could result in injury to personnel or visitors.
3. Engaging in acts of insubordination. This will include the employee's refusal to obey a specific instruction of the Executive Director or his designated representative.
4. Failing to maintain their personal appearance suitable for their function as determined by agency policy.
5. Failing to treat fellow employees and others, with dignity and respect.

h. Making false statements or misleading statements or actions, regarding self and others.

i. Any form of unacceptable behavior including, but not limited to, lying, cheating, and stealing

j. Violation of the laws of the State of South Carolina or United States of America.

## **18. HARASSMENT**

It is the policy of PDREMS, Inc. to recognize the intrinsic dignity of each human being. Any form of misconduct or harassment based on race, gender, religion, national origin, age, etc. will not be tolerated and is considered grounds for immediate dismissal. Any incidents, or suspected incidents, of misconduct or harassment must be reported to the Chairman of the Board within forty-eight hours after the occurrence.

## **19. DISCIPLINARY PROCEDURES**

Employees who violate this policy are subject to appropriate disciplinary action up to and including termination. Disciplinary action is usually progressive in nature beginning with verbal warnings and ending at termination.

The Executive Director is responsible for maintaining discipline within the organization. He is authorized to take any disciplinary action with the exception of unpaid suspension and termination. Any unpaid suspensions and/or terminations must be approved by the Executive Committee of the Board.

### **Confidentiality**

All inquiries, complaints, and investigations are treated as confidentially as practical. Information is revealed strictly on a need-to-know basis.

I have read and understand the Policy and Procedure Manual. As part of continued employment of PDREMS, I will adhere to the policy and procedures that have been adopted by the Board of Trustees on April 22, 2014. A signed copy will be placed in my employee file.

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Employee

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Date

Revised March 30, 2014

