



MEMO #: 22-03

DATE: May 7, 2022
TO: All Employees
FROM: Management
SUBJECT: OPERATIONAL REMINDERS
EFFECTIVE: IMMEDIATELY

We wanted to take a moment to thank all of you for your hard work and continued dedication to your role within the organization. As the beginning of this year was challenging for everyone, things seem to be returning to a somewhat normal state which is eagerly welcomed.

During the challenging period earlier this year, the focus had shifted slightly onto critical aspects to ensure that the daily operations were successful. As we transition back into a more normal state, we wanted to highlight three main areas of the operation so that we all have the same understanding on them.

The first item is regarding attendance points, Policy #3003 – Punctuality and Attendance. As you may know, the MeRS system that provided an email notification to each employee when an attendance point was assigned has not been functioning since the beginning of the year. While this notification was intended to provide a reminder to employees regarding assigned attendance points, the absence of the notification emails does not mean that attendance points are not being issued, tracked, and documented.

Please understand that there has been no change in the attendance point process or policy.

Every absence is considered an unexcused absence and the correlating attendance points are issued. The process to turn an unexcused absence into an excused absence remains the same using PTO requests and/or applicable physicians notes.

Every tardy or late arrival to a shift is unexcused and the issued attendance points remain in place.

Failure to provide the required notification to Dispatch regarding a tardy or late arrival at least five minutes prior to the start of your shift results in a Policy 3003.5 violation AND the issuance of 0.5 attendance point.

The second item is regarding leaving the station or shift without relief. As a reminder, per Policy #2007.1 – Mandatory Holdover, employees are not allowed to clock out and/or leave until released by dispatch when they do not have relief.

Clocking out and/or leaving without relief and without being released by dispatch is a violation of the policy and can be considered job abandonment.



In order to ensure that all employees can easily comply with the established policies, please follow the simple process for end of shift described below:

- Situations when relief is present:
 - Contact dispatch via Nextel and advise that your relief is present and that you are requesting to be released.
- Situations when relief is NOT present:
 - Contact dispatch via Nextel and advise that you have no relief and are remaining on the shift until further direction is received from Dispatch.

This simple communication step with dispatch will ensure that all parties are aware of the current situation and that all employees are adhering to the policy.

These policies and processes listed above are in place to ensure that the operation can provide continuous service to the communities we serve. In addition, these policies, and processes are in place to ensure that all required personnel are in place and ready to work so that entire workload can be equally distributed among the workforce.

The third item is regarding the completion and transmission of all PCRs prior to the end of your shift. Specifically, SOP #117.3 – Mobile Patient Care Report Exporting Calls and SOP #117.5 – CAD Orphans. It is required to fully complete AND transmit all PCRs prior to end of shift. The accurate and timely completion and transmission of the PCR is not only an internal requirement, but also a requirement by the Local and State EMS authorities. Failure to comply with the SOPs may effect your employment with the organization and effect your EMT-B/EMT-P credential/license.

If you encounter any issues with complying with the policy regarding the completion and transmission of PCRs prior to the end of shift, you must speak with a Field Supervisor so that they can assist in any troubleshooting.