Reading Emergency

HILLSDALE COUNTY MICHIGAN
ESTABLISHED 1970

EMPLOYEE HANDBOOK

AMENDED AND APPROVED: _____ **DATE:** 5 / 25 / 21

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Revised & Approved: 5/25/2021

Table of Contents

INTRODUCTION
Welcome to our Organization 1
Mission Statement 2-3
Vision Statement 2
Ten Commandments to a Successful Service 2-3

GENERAL INFORMATION
Introduction to this Handbook 4
Expectations 5
The Role of Your Supervisor 6
Personnel File & Updating Personal Information 6
Personnel File 6-7
Employee Personnel File Confidentiality 8
Personnel Medical Records 9
Release of Information on Employees 9-10
Medical Examination 10

EMPLOYMENT INFORMATION
At-Will Employment 11-12
Fair Employment Practices 12
Employment Applications 13
References 13
Criminal Background Checks 14
Motor Vehicle Reports 15
Class "A" Violations 15-16
Class "B" Violations 16-17
Emergency Vehicle Operators (MCL) 17
Michigan Vehicle Code 18-20
Vehicle and Equipment Inspections 21
Credit Checks 21
Employment Eligibility Documents 21
Employment of Relatives 22
Dating Relationships 22
Employment of Friends 22
Employment of Former Employees 23
Accommodation Disability 23
Types of Employment 24
Employment Posting 25
Screening and Interviewing 26

EMPLOYMENT INFORMATION, (Cont'd):

Notification of Job Award 26
Effective Date of Job Hire 26
Pay Changes 26

COMMUNICATION

Open Door Policy 27
Communication Team Meetings 28
Staff Attendance at Board Meetings 29
Testifying at Court & Depositions 30
Respectful Workplace 31
Discrimination 32
Sexual Harassment Prohibition 33
Reporting Sexual Harassment 33
Disciplinary Measures 34
Continued Harassment/Non-Discrimination/Retaliation 34
Bullying 34
Retaliation 35
Whistleblower Protection 35
Contact with the News Media 35-37

INTERNET-COMMUNICATIONS AND SOCIAL MEDIA

Social Media 38-39
Covert Recording 40
Bulletin Boards 40

PHONES-INFORMATION SYSTEMS AND SECURITY

Personal Telephone Calls 41
Cellular Phone Use 41
Information & Systems Security 42
Internet Access and Use 42-43
Business Equipment-Internet-E-Mail- and Voice 43
E-Mail Use 43
Access and Security 44-45
Computer Games Prohibited 45
Workstation Physical Security 45
Remote Access 46
Portable User and Home Workers Equipment 46
Employee Owned Equipment 46
Physical Security of Laptop Computers and Tablets 47

BEHAVIOR

Outside Employment 48-49
Off Duty Access 49-50
Gifts and Gratuities 50
Solicitation and Distribution 50
Collections for Office Celebrations 51
Care of Work Area 51

PROPER ATTIRE

Uniform-Dress Code and Personal Appearance 52
Uniforms 52-55

TIME AT WORK

Scheduling 56
Job Assignments 56
Absenteeism & Tardiness 57
Inclement Weather 57
Lunch and Rest Periods 58
Breaks for Nursing Mothers 58
Administrator On-Call 59
Working Time 59
Recording Work Time 59
Operational Staff Definitions 60

MEMBERSHIP IN TRADE AND PROFESSIONAL ORGANIZATIONS

Participation in Community Activities 61

WAGE AND BENEFIT INFORMATION

Paydays 62
Salary Administration 62
Wage Deductions 62
Administrative Pay Corrections 62
Garnishments 63
Loans/Advances 63
Overtime 63
Travel Time 64
Business Use of Personal Automobile 64
Travel and Other Business Expenses 65
Reimbursement Guidelines 65-66
Salary Increases 66
Position Descriptions 67
Performance Evaluations 67

WAGE AND BENEFIT INFORMATION, (Cont'd):

Advancement Opportunities 67
COBRA 68-72
Health Insurance Portability and Accountability Act (HIPAA) 71
Retirement Savings 72
Social Security 72
Unemployment Insurance 73
Workers Compensation 73
Holidays 73
Taking Vacation Days on Holidays 74
Rate of Pay and Overtime 75
Separation from Employment 75
P.T.O. (Personal Sick/Vacation 75
Vacation 75

LEAVE OF ABSENCE-TIME OFF FROM WORK

All Forms of Non-FMLA Leaves of Absence 76
Service Member Family and Medical Leave 77
Leave Entitlement 77
Duration of Service Member FMLA 77
Active Military Leaves of Absence 78
Reemployment Rights 78-79
Benefits While on Leave 79
Jury or Witness Duty 80
Voting 80
Death in Family 80
Emergency Leave Request 81

PERFORMANCE IMPROVEMENT

Conflict Resolution and Problem Solving 82
Discipline 82
Progressive Discipline 82-83
Rules of Conduct 83
Non-Work Activities 84

SAFETY AND WELLNESS

Illnesses and Diseases 84
Disaster Recovery Plan 84
Tobacco Products 84-85
Lockers 85
Searches and Surveillance 86

SAFETY AND WELLNESS, (Cont'd):

Hazardous Communication 86
Labeling 86
Material Safety Data (MSDS) 87
Exposure Control and Education 88
Vaccinations 88
Drug and Alcohol Policy 89
Definitions 89
Use of Alcohol While On Duty 90
Drug and Alcohol Testing 90
General Testing 90
Visitors 91
Possession of Firearms 91
Violence and Threats in the Workplace 92
Prevention of Workplace Violence 92-93
Identity Theft Prevention Program 93
Personal Items 93
Parking 93
Reporting Incidents-Accidents-Exposure, Near Misses 94

TERMINATION OF EMPLOYMENT

Termination of Employment 95
Separation from Employment-Exit Interviews 95
Use of Company Equipment 95
Hazmat 95

OPERATIONAL INFORMATION

Stocking of Ambulances 96
Philosophy on Patient Care 96-98
Patient Relations 98-99
Treatment of Relatives 99
Patient Care Reports and EMSIS 99-103
ACKNOWLEDGEMENT OF RECEIPT OF HANDBOOK 104
AT-WILL EMPLOYMENT STATUS 104
AGREEMENT REGARDING 180 DAY STATUTE OF LIMITATIONS 105

INTRODUCTION

Welcome to our Organization

We are happy to welcome you to Reading Emergency Unit, Inc. our organization is devoted to helping others and we need caring and compassionate team members to further our mission of service. We want you to feel that your association with Reading Emergency Unit will be beneficial to both you and the organization.

You have joined an organization that has established an outstanding reputation for high quality patient care and medical transportation services. Maintaining this reputation is a responsibility of all of our personnel. We hope you will find satisfaction and take pride in the organization and your involvement here.

This handbook provides answers to many of the questions you may have about your work here. This includes our responsibilities to you as an organization, as well as your responsibilities to Reading Emergency Unit as a staff member. If anything is unclear, please discuss the matter with the appropriate supervisory or management staff person.

You are responsible for reading and understanding this Handbook, and your performance evaluations may reflect your adherence to our Policies, including those outlined in this Handbook. You will also be asked to sign and acknowledgment statement indicating your receipt of this Handbook. Please complete and return the acknowledgment to the Executive Director as soon as possible. In addition to clarifying responsibilities, we hope this Handbook also gives you an indication of Reading Emergency Unit's interest in the welfare of all who work for or belong to this organization.

While Reading Emergency Unit follows these Policies, you should understand that this Handbook is not an express or implied "contract" or guarantee of continued employment in the organization. Management has the right, except where prohibited by law, in its sole discretion, to change, modify, delete or revise any Policies, including this entire Handbook, at any time and for any reason with or without notice.

Compensation and personal satisfaction gained from helping others and in doing a job well are only some of the reasons most people work or volunteer for Reading Emergency Unit. Most likely, many other factors count among your reasons for joining Reading Emergency Unit: pleasant relationships, good working conditions, the chance to help the community, and career development are just a few.
We extend to you our best wishes for your success at Reading Emergency Unit!

REU's Mission Statement

Our Mission ....

"Reading Emergency Unit is your non-profit community ambulance service, dedicated to providing the highest standard of pre-hospital medical care in a team-based environment, affording emergency medical education opportunities, administering sound business practices, and being an integral part of the community, we serve. "

Our Vision....

"Reading Emergency Unit is committed to responding to the changing needs of our service area and being a recognized leader in innovative, cost effective, clinically sophisticated delivery of comprehensive emergency medical service."

Employee Mission Statement

"Ten Commandments to a successful Service"

1. Smile - Always maintain positive eye contact and a positive attitude.

2. Always treat patients with respect. Unless requested by them, never refer to the patient by their first name. Always use their last name, such as Mr. Jones or Mrs. Jones.

3. Use proper telephone etiquette. Always promptly, and with a "smile" give your name and location. Always give a warm and sincere greeting such as "Good Morning, Good Afternoon," etc.

4. Create a positive work environment. Practice teamwork and assist whenever possible.

5. Take time to convey an encouraging word to your patient and family members. We have been trained to treat the physical needs, but we must also focus in on the emotional needs as well.

Employee Mission Statement, (Cont'd):

6. Any complaint will be acted upon immediately, inform management for follow-up action.

7. Be knowledgeable of the corporation in order to give informative answers to inquiries.

"Ten Commandments to a successful Service"

8. Uniforms are to be immaculate. They are to be clean and polished. High levels of cleanliness are the responsibility of every employee.

9. Notify your superior immediately of hazards, injuries, faulty equipment or assistance needs you may have.

10. Create self-awareness. Equipment is to be clean and in good working order.

GENERAL INFORMATION

Introduction to this Handbook:

As a new employee, you will be going through a period of adjustment at Reading Emergency Unit. You may have questions about Reading Emergency Unit, such as your day-to-day duties, benefits, and what you can expect from us and what we can expect from you. This Handbook has been prepared as a guide to answer many of your questions. Each of the Policies in this Handbook is important in providing the structure, rules, and guidance related to your involvement with Reading Emergency Unit. Please read it carefully and keep it handy to use as a reference tool.

If you cannot find an answer in the Handbook, then your supervisor will be your major source of information. Supervisors expect questions and will do their best to give you a prompt response. Many of the policies included in this Handbook reference other policies within our organization. You are encouraged to review and be familiar with all company policies during your service here.

Reading Emergency Unit may, from time-to-time, make deletions, changes or additions to this Personnel Handbook. When this occurs, you will receive updates as soon as possible. Nothing contained in this Handbook is to be considered an employment contract, and any employment relationship is deemed to be at the will of either the organization or you as an employee.

This Manual supersedes any and all previous human resources policies and benefits manuals issued by the Reading Emergency Unit.

In addition to your supervisor, you can direct any questions you may have regarding our policies to the Chief Financial Officer or Executive Director.

Expectations:

The successful operation of Reading Emergency Unit depends on the professionalism, courtesy, and competency of all personnel. It is our intent to rely on the best personnel to fulfill our mission of public service. In return for your contribution to the success of Reading Emergency Unit, we will make a concerted effort to provide you with a meaningful and rewarding experience here. You can further expect respect for your individual rights, honest and fair treatment by management, quality equipment, and a safe and pleasant work environment.

It is the responsibility of all personnel to maintain the required certification(s) licensure requirements as prescribed by the state of Michigan. If your EMS license/certification, i.e. (AHA Healthcare Provider CPR, ACLS, ITLS, or PHTLS) expires you cannot practice your profession. In essence, you will be suspended until all requirements have been met. If the program is not being offered by Reading Emergency Unit, approval must first be obtained by management to obtain reimbursement.

At all times, we expect high quality performance along with cooperation and respect for the patient, the public, fellow staff members, and management. Professional appearance and behavior are crucial to our success and all personnel are expected to be courteous, loyal, honest, and to respect and comply with Reading Emergency Unit rules, regulations, and policies. The strength of Reading Emergency Unit is its personnel, and we invite you to provide input and suggestions for continued enhancement of our service and activities.

We are a "people" business. That means we all must do our very best to effectively communicate with others, especially the patients who rely so much on our service. Most of the calls we respond to do not involve "life or death" situations. The most frequent attribute you will need to rely upon is your interpersonal communication skills and your compassion for others. Many of our patients will be elderly and may need the emotional and psychological support that comes from a caring attitude in all that you do. We expect that all patients will be treated with utmost dignity. Please remember our overriding philosophy - treat others in the same way that you would want to be treated. If you follow this simple philosophy in every encounter with a patient, family member, the public, or fellow staff member, you will feel good about yourself and the service you provide, and you will enhance our position and reputation in the community.

The Role of Your Supervisor:

Your supervisor is a very vital part of our management team. Your supervisor will be your main "go to" person when you have questions or concerns. Your supervisor is directly responsible for overseeing daily operations, handling time-off requests, monitoring the quality of your work, and providing you with whatever assistance you may need. Your supervisor will introduce you to your fellow personnel, show you where things are, and advise you on where you can improve your performance.

An important part of your supervisor's responsibilities is to answer questions, listen to your concerns, and help you explore alternatives for resolving those problems, and then take action where appropriate. Your supervisor is there not only to supervise, but also to make your concerns known to upper management. Feel free to discuss any issues with him or her and give your supervisor your cooperation.

Our entire management team prides itself on an "open door policy," and you are encouraged to approach any member of management with thoughts, problems, or other ideas for improving our organization.

Personnel File & Updating Personal Information:

It is important that Reading Emergency Unit maintain complete and accurate personnel records for all employees and members. It is equally important to have certain information about all personnel on file. In order to keep these records up-to-date for operational, emergency and insurance purposes, it is essential that you notify the Company as soon as possible if there is any change to any of the following items:

a. Legal name.
b. Home address.
c. Home telephone number and/or personnel cell phone number
d. Person to contact in an emergency.
e. Number of dependents.
f. Marital status.
g. Change of beneficiary.
h. Driving record or status of driver's license
1. Military status.
J. Exemptions on your W-4 tax form.
k. Licenses, certifications, recognitions, expiration dates, etc.
1. I-9 immigration forms

Personnel File & Updating Personal Information, (Cont'd):

Since we refer to your personnel file when making decisions in connection with promotions, transfers, corrective counseling and other important events, it is to your benefit (and at times required of you) to be sure your personnel file includes all relevant information about you. Completion of educational or training courses, outside civic activities, and documentation of areas of interest and skills that may not be part of your current position requirements may have an impact on future assignments, promotions, etc. The personnel file will also retain work and volunteer related information gathered about you during your involvement with our organization, including both positive and negative occurrences.

Reading Emergency Unit reserves the right to keep records related to investigations of possible criminal offenses, reference letters, documents prepared for criminal, civil, or grievance procedures, and materials used for other operations. This includes the results of criminal background checks, driving history, and medical examinations performed as part of employment. To the extent possible, these records will be kept confidential.

Personnel File:

The employee's personnel file represents their work history with Reading Emergency Unit and is maintained in strict confidence.

Employees can review their personnel file by making such request to the Chief Financial Officer and/or Executive Director. S/he will arrange for a date, time and place with the employee to complete the review.

When possible, the record review will take place just prior or subsequent to the employee's normal working hours.

To receive copies of files, a request must be given in writing and include identification of "specific" documents.

Fees for documents are as follows:

7 days' notice: $.50 per page for entire file
$.75 per page for selected documents

Employee Personnel Files Are Confidential:

Reading Emergency Unit recognizes the expectations of employees that information about them stored in personnel files is accurate, relevant, and safe from improper disclosure. Federal and state laws require that certain information be gathered and maintained in personnel files. Additionally, sound personnel decisions require that Reading Emergency Unit collect and retain information concerning employment history and performance.

Employee records are an employee's business and will only be shared with others on a need to know basis. Reading Emergency Unit personnel files are typically divided into a number of separate categories, payroll, medical, personnel to better ensure that only those items that the individual needs to see will be made available to them.

During the course of an employee 's employment, Reading Emergency Unit may be required to utilize employee sensitive and confidential information, (such as birth dates, medical information, social security numbers, etc.) to verify identity, complete administrative duties, process benefits or use this information for legal activities as is appropriate in an employment relationship.

This information is typically stored in individual employee medical or personnel files where it is restricted to only employees designated to utilize this information in a confidential and protected manner.

Reading Emergency Unit will only use the last four numbers of an employee 's social security number for administrative or record keeping purposes.

Information disposal provisions are in place to ensure the timely and guaranteed disposal of sensitive and confidential information. Employees found guilty of violating privacy procedures will be subject to disciplinary action, up to and including termination.

Personnel Medical Records:

All medical records we receive about staff members are retained in a confidential manner to the fullest extent possible. Generally, only those persons within Reading Emergency Unit with a "business need to know" the information will have access to such records. Even then such persons will only have access to as much information as is minimally necessary for the legitimate company-related use of the medical records. All staff member medical information will be kept in a locked office or a locked file cabinet, and will be maintained separate from personnel files. Medical information in electronic form will only be accessed by management personnel authorized and permitted under the law to access that information.

In accordance with laws concerning disability discrimination, all medical records of personnel will be kept in separate files, apart from the general personnel file. These records will be secured and be treated as confidential, except that, in accordance with the law, management must have limited access to learn about information regarding necessary restrictions on the work or duties of the employee and reasonable accommodations that may have to be made.

In accordance with the Privacy Rule of the Health Insurance Portability and Accountabilities Act (HIPAA), employment records are not considered to be protected health information (PHI), subject to HIPAA safeguards. This includes certain medical records that may be retained by Reading Emergency Unit as your employer. While HIPAA's privacy Rule is not applicable to employment records, general state and federal privacy laws remain applicable. In the interest of privacy and confidentiality, Reading Emergency Unit will treat your medical records with utmost respect, privacy, and security to the greatest extent possible.

Release of Information on Employees:

As stated above, Reading Emergency Unit maintains confidentiality with respect to information about an employee. Employment inquiries are handled by the Chief Financial Officer and/or Executive Director. It is the policy of Reading Emergency Unit to make the following information available regarding employment inquiries:

- Date of hire
- Last day worked
- Last job title
- Salary information as necessary

Release of Information on Employees, (Cont'd):

Other information will be released only with written authorization from the employee, except to comply with State and Federal laws (such as a lawful subpoena). The authorization must include the information to be released and to whom the information is to be given.

Medical Examination:

We are a safety-sensitive operation and lives depend on our ability to physically and mentally deal with a wide range of situations. All applicants for employment are required to undergo a medical examination and alcohol and drug screening prior to the rendering of any services on behalf of Reading Emergency Unit. The cost of the exam and the testing will be covered by the organization. Continued employment with Reading Emergency Unit is dependent upon the satisfactory completion of this medical examination and a determination that you are capable of performing the essential functions of the position, with or without reasonable accommodation for any disabilities that may affect your ability to function in a safe and effective manner. All physical examination requirements will be completed in compliance with all applicable workers' compensation and disability discrimination laws.

As a condition of continued relationship with Reading Emergency Unit, personnel may also be required to undergo annual medical examinations, and routine and/or random illegal substance screening, consistent with policies further outlined in this Handbook.

EMPLOYMENT INFORMATION

AT-Will Employment:

The policies, practices and procedures contained and described in this Manual do not constitute nor are they to be construed as a contractual obligation of Reading Emergency Unit to employ any employee for any specific term or to discharge an employee only for cause.

Employment with Reading Emergency Unit is "at will" and for no definite period of time. There are no promises, express or implied, for continued employment, and no one but the Board of Directors of Reading Emergency Unit is authorized to waive or modify these conditions of employment and such waiver must be specific and in writing. Either Reading Emergency Unit or its employees can terminate employment at any time, with or without cause, notice, or reason. The employment-at-will relationship cannot be varied and remains in effect regardless of any statement made in this manual, Reading Emergency Unit's policies and practices, or any other written or oral communications.

More specifically, none of the following alters the at-will nature of employment within the organization:

1. Oral or written statements or representations, whether before or after your hiring, except an express written contract that is signed by you and the Board of Directors.

2. Practices or procedures of the Company or its supervisory personnel.

3. Any written materials including recruitment materials, employment applications, policies, rules, guidelines, descriptions of benefits, and this employment Handbook.

4. Completion of an "Introductory Period"/"Orientation Program" or conferral of "regular" employee status for which benefits begin to accrue.

Our goal is to ensure fairness in all decisions related to your employment with Reading Emergency Unit. In the event there is need for corrective or disciplinary action, you can expect fair and consistent treatment by our managers with a focus on fully investigating any workplace issue before corrective action is taken.

AT-Will Employment (Cont'd):

At -will status does not impact an employee's right to negotiate singly or in a group and participate in concerted activities regarding the terms and conditions of his/her employment.

Fair Employment Practices:

Reading Emergency Unit is an equal opportunity employer. We conduct our business without regard to race, color, creed, sex (including pregnancy and conditions related to pregnancy), religion, marital status, registered domestic partner status, age, national origin or ancestry, physical or mental disability, genetic characteristics, sexual orientation, weight, height, veteran status, misdemeanor arrest record or any other consideration made unlawful by federal, state, or local laws. We also prohibit unlawful discrimination based on the perception that anyone has any of those characteristics, or is associated with a person who has or is perceived as having any of those characteristics. All such discrimination is prohibited.

Equal opportunity extends to all aspects of the employment relationship including, but not limited to, recruitment, selection, compensation, training, promotion, transfer, layoff, disciplinary actions, and all other terms and conditions of employment or termination from employment. We will continue to inform our employees and the public of our Equal Employment Opportunity (EEO) policy.

Reading Emergency Unit wants to resolve any employee or applicant concerns with regard to possible employment discrimination. If you believe that you have been subjected to any type of employment discrimination, please bring the matter to the attention of the Chief Financial Officer and/or Executive Director immediately.

In carrying out our commitment to equal employment opportunity, Reading Emergency Unit will, consistent with the American Disabilities Act, make reasonable accommodation for applicants and employees with known disabilities who can perform the essential functions of the job, with or without such accommodation.

Reading Emergency Unit may select employees based on skill, ability, education, experience, and character required for adequate performance in a position, Employees should speak with the Chief Financial Officer and/or Executive Director if they believe this policy has been violated.

Employment Applications:

Should employees wish to recommend a friend, associate or family member for a position at Reading Emergency Unit please speak directly to Reading Emergency Unit's Chief Financial Officer and/or Executive Director.

Reading Emergency Unit 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 Reading Emergency Unit's exclusion of the individual from further considerations for employment or, if the person has been hired, termination of employment.

References:

Applicants are required to provide a list of references, including past employers. References shall not include family members and social friends.

Reading Emergency Unit may contact each named reference to confirm the qualifications, abilities, or character of each applicant for employment.

Any applicant who does not supply references will not be considered for employment.

Criminal Background Checks:

In the interest of protecting Reading Emergency Unit 's patients, employee's, property, and information, etc., it is Reading Emergency Unit's policy to conduct criminal background checks, (to the greatest extent possible), when and if it deems appropriate.

Each applicant must provide necessary information required for the necessary regional state or federal criminal background check form. Each applicant shall also complete a background check authorization form.

Reading Emergency Unit will bear the cost of the criminal history record check which is done by fingerprints being obtained from the applicant at the Hillsdale County Sheriff's Department. These electronically submitted fingerprints will be submitted to the relevant federal or state agency on behalf of the applicant and Reading Emergency Unit. The applicant will not be permitted to perform services until the results of a satisfactory criminal history check are received and approved by the Executive Director.

All personnel have an ongoing obligation to disclose to Reading Emergency Unit any convictions during their employment. Personnel who fail to make such a disclosure will be subject to appropriate discipline.

Persons with prior convictions involving fraud, misrepresentation, theft, acts of violence and substance abuse may not pass the test of applicant/employee fitness.

Motor Vehicle Reports:

Motor Vehicles Reports will be conducted at the pre-employment stage and at least annually for all employees authorized to drive on Reading Emergency Unit business.

Individuals with a poor driving record may not be permitted to operate company vehicles, and in some cases, may not be considered for employment. Each applicant is required to submit necessary information to Reading Emergency Unit to enable Reading Emergency Unit to obtain a copy of the driving record from the applicable state agency.

Any applicant who does not cooperate with the driver record check process will not be considered for employment.

At all times during employment, personnel must meet the following criteria while operating company vehicles:

1. They must have valid driver's and chauffer's licenses (where work requires operation of a company vehicle).

2. They must observe all traffic laws.

3. They must not be addicted to, or under the influence of, alcohol or drugs.

4 They must be free from physical or mental impairments that may adversely affect the person's ability to drive and pose a danger to self or others, if those impairments cannot be reasonably accommodated.

5. If operating company vehicles, they must have successfully completed an Emergency Vehicle Operator's Course ("EVOC") of instruction.

Class "A" Violations:

An individual who has a Class "A" violation within the past three (3) years normally receives a license suspension from the Department of Motor Vehicles which issued the license. Examples of Class A violations are as follows:

- Driving while intoxicated or under the influence.
- Negligent homicide arising out of the use of a motor vehicle (gross negligence).
- Operating during a period of suspension or revocation.

Class "A" Violations (Cont'd):

- Using a motor vehicle for the commission of a felony
- Operating a motor vehicle without owner's authority Permitting an unlicensed person to drive
- Reckless driving

Reading Emergency Unit suggests suspension of driving privileges for anyone convicted of a Class A violation for a period of eighteen (18) months. A person convicted of a Class A violation may not operate a Reading Emergency Unit Vehicle for a minimum of eighteen (18 months. Additionally, any of these individuals would also be required to be re-certified to operate emergency vehicles through successful completion of the organization's driver training program.

Class "B" Violations:

Class B violations are any moving violation or Point carrying violation, not considered a Class A violation. Speeding, unlawful lane change and traveling too fast for conditions are all examples of Class B violations.

Selective Insurance suggests that any individual who has a combination of two (2) Class B moving violation convictions and/or chargeable accidents in a three (3) year period will be issued a warning letter from the chief officer or administrative officer of the emergency service organization.

Any individual who has a combination of three (3) moving violation convictions and/or chargeable accidents in a three (3) year period will be issued a suspension of driving department vehicles for a period of ninety (90) days by the chief officer or administrative office of the emergency service organization.

Any individual who has more than three (3) moving violation convictions or three (3) chargeable accidents or any combination of more than three (3) of the formerly stated violations in a three (3) year period will be issued a suspension of driving department vehicles for a period of one (1) year. In addition, the same individual would be required to complete an approved driver improvement program and be re-certified to operate emergency vehicles.
Note: Unusual circumstances with individual cases would be evaluated on a one-on-one basis.
Any changes in personnel driving records (such as conviction for speeding, or any conviction for a moving traffic violation) must be reported to the Chief Financial

Class "B" Violations (Cont'd):

Officer immediately. Failure to do so may result in disciplinary action, up to and including termination.

Emergency Vehicle Operators:

Michigan Laws 257.2 – "Authorized emergency vehicle" defined; additional definitions.

(1) "Authorized emergency vehicle" means any 1 of the following:
(a) Vehicles of the fire department, police vehicles, ambulances, privately owned motor vehicles of volunteer or paid fire fighters, or volunteer members of an emergency rescue unit if authorized by the chief of an organized fire department, a county sheriff, or the director of the department of state police, or privately owned motor vehicles of volunteer or paid members of a life support agency licensed by the department of licensing and regulatory affairs if authorized by the life support agency.

(b) For purposes of section 698(5)(c) during an emergency, a vehicle owned and operated by a federally recognized nonprofit charitable organization that is used exclusively for assistance during that emergency.
(c) For purposes of section 653a, a road service vehicle giving a visual signal by means of a flashing, rotating, or oscillating red or amber light. As used in this subdivision, "road service vehicle" means a vehicle that is clearly marked and readily recognizable as a vehicle used to assist disabled vehicles.
(2) As used in this section:
(a) "Emergency rescue unit" means an entity with training in a specialized discipline exceeding the level of training for medical first responders.

MICHIGAN VEHICLE CODE (EXCERPT)
Act 300 of 1949:

257.603 Applicability of chapter to government vehicles; exemption of authorized emergency vehicles; conditions; exemption of police vehicles not sounding audible signal; exemption of persons, vehicles, and equipment working on surface of highway.

Sec. 603.

(1) The provisions of this chapter applicable to the drivers of vehicles upon the highway apply to the drivers of all vehicles owned or operated by the United States, this state, or a county, city, township, village, district, or any other political subdivision of the state, subject to the specific exceptions set forth in this chapter with reference to authorized emergency vehicles.

(2) The driver of an authorized emergency vehicle when responding to an emergency call, but not while returning from an emergency call, or when pursuing or apprehending a person who has violated or is violating the law or is charged with or suspected of violating the law may exercise the privileges set forth in this section, subject to the conditions of this section.

(3) The driver of an authorized emergency vehicle may do any of the following:

(a) Park or stand, irrespective of this act.

(b) Proceed past a red or stop signal or stop sign, but only after slowing down as may be necessary for safe operation.

(c) Exceed the prima facie speed limits so long as he or she does not endanger life or property.

(d) Disregard regulations governing direction of movement or turning in a specified direction.

(4) The exemptions granted in this section to an authorized emergency vehicle apply only when the driver of the vehicle while in motion sounds an audible signal by bell, siren, air horn, or exhaust whistle as may be reasonably necessary, except as provided in subsection (5), and when the vehicle is equipped with at least 1 lighted lamp displaying a flashing, oscillating, or rotating red or blue light visible under normal atmospheric conditions from a distance of 500 feet in a 360 degree arc unless it is not advisable to equip a police vehicle operating as an authorized emergency vehicle with a flashing, oscillating or rotating light visible in a 360 degree arc. In those cases, a police vehicle shall display a flashing, oscillating, or rotating red or blue light visible under normal atmospheric conditions from a

MICHIGAN VEHICLE CODE (EXCERPT)
Act 300 of 1949 (Cont'd):

257.603 Applicability of chapter to government vehicles; exemption of authorized emergency vehicles; conditions; exemption of police vehicles not sounding audible signal; exemption of persons, vehicles, and equipment working on surface of highway, (Cont'd)

distance of 500 feet to the front of the vehicle. Only police vehicles that are publicly owned shall be equipped with a flashing, oscillating, or rotating blue light that when activated is visible under normal atmospheric conditions from a distance of 500 feet in a 360 degree arc.

(5) A police vehicle shall retain the exemptions granted in this section to an authorized emergency vehicle without sounding an audible signal if the police vehicle is engaged in an emergency run in which silence is required.

(6) The exemptions provided for by this section apply to persons, teams, motor vehicles, and other equipment while actually engaged in work upon the surface of a highway but do not apply to those persons and vehicles when traveling to or from work. The provisions of this chapter governing the size and width of vehicles do not apply to vehicles owned by public highway authorities when the vehicles are proceeding to or from work on public highways.

History: 1949, Act 300, Eff. Sept. 23, 1949 ;-- Am. 1951, Act 270, Eff. Sept. 28, 1951 ;-- Am. 1958, Act 133, Imd. Eff. Apr. 18, 1958 ;-- Am. 1962, Act 188, Eff. Mar. 28, 1963 ;-- Am. 1964, Act 7, Imd. Eff. Mar. 20, 1964 ;-- Am. 1975, Act 100, Eff. July 1, 1976 ;-- Am. 1976, Act 347, Imd. Eff. Dec. 21, 1976 ;-- Am. 1996, Act 587, Eff. June 1, 1997.

MICHIGAN VEHICLE CODE (EXCERPT)
Act 300 of 1949

257.653 Immediate approach of authorized emergency vehicle; duty of driver of another vehicle; duty of streetcar operator; violation as civil infraction.
Sec. 653.

(1) Upon the immediate approach of an authorized emergency vehicle equipped with not less than 1 lighted flashing, rotating, or oscillating lamp exhibiting a red or blue light visible under normal atmospheric condition from a distance of 500 feet to the front of the vehicle and when the driver is giving audible signal by siren, exhaust whistle, or bell:

(a) The driver of another vehicle shall yield the right of way and shall immediately drive to a position parallel to and as close as possible to the right-hand edge or curb of the roadway, clear of an intersection, and shall stop and remain in that position until the authorized emergency vehicle has passed, except when otherwise directed by a police officer.

(b) The operator of a streetcar shall immediately stop the car, clear of an intersection, and shall keep it in that position until the authorized emergency vehicle has passed, except when otherwise directed by a police officer.

(2) This section does not relieve the driver of an authorized emergency vehicle from the duty to drive with due regard for the safety of persons using the highway.

(3) A person who violates this section is responsible for a civil infraction.

History: 1949, Act 300, Eff. Sept. 23, 1949 ;-- Am. 1951, Act 270, Eff. Sept. 28, 1951 ;-- Am. 1964, Act 7, Imd. Eff. Mar. 20, 1964 ;-- Am. 1978, Act 510, Eff. Aug. 1, 1979

Vehicle and Equipment Inspections:

Purpose: To ensure that all vehicles and equipment are inspected/checked on a daily basis, in order to ensure safe operation of the vehicle, complete supplies needed, and properly working medical equipment.

Policy: Personnel are required to perform daily inspections, and complete the required form(s) at the beginning and end of each shift on vehicles, communication equipment, supplies, and medical equipment.

Any vehicle, communications equipment, and/or medical equipment malfunctions shall immediately be reported (in writing) to the supervisor. Any medical supplies lacking the required item(s) must immediately be restocked from the inventory at the station. If the supply is low, an order request shall be submitted a.s.a.p with the supply officer.

All medical equipment requiring annual maintenance inspections will be scheduled by the supervisor. This includes, but is not limited to stretchers, ventilators, cardiac monitors, IV pumps, etc.

Credit Checks:

Credit Checks will be conducted at the pre-employment stage and at least annually for employees that have access to cash, credit transactions, social security numbers, credit card or other financial information.

Employment Eligibility Documents:

Federal regulations require Reading Emergency Unit to comply with the Immigration Reform and Control Act. All new employees must complete an I-9 Form and provide proof of their identity and their ability to work in this country. Existing employees here in this country with visas may be required to re-certify their status. Reading Emergency Unit is responsible for obtaining the I-9 Form and verifying the employee's eligibility to work in the United States. Employees will be expected to complete the I-9 Form during orientation on their first day of work and if working here in the U.S. on Visa status, thereafter if requested to do so. Reading Emergency Unit will properly complete the Employer Section of the I-9 Form. If a new employee is unable to provide the necessary documentation within three working days from the date of hire s/he must provide proof that he/she has applied for the required documents. If this is not provided, the employee will be terminated.

Employment of Relatives:

For the purpose 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. Reading Emergency Unit may hire relatives of current employees. In some situation, relatives may be employed if the employee is not directly supervised by the relative, or if management determines the potential for conflict is minimal.

Although Reading Emergency Unit has no prohibition against employment of relatives of existing employees, the corporation is committed to monitoring situations in which relatives serve in the same area. In case of actual or potential problems, including, but not limited to, scheduling, marriage, interpersonal differences, Reading Emergency Unit will take prompt action. This can include reassignment, or if necessary, termination of employment for one or both of the individuals involved.

Dating Relationships:

Because Individuals involved in dating relationships may cause serious conflicts and problems with favoritism, employee morale, security and confidentiality Reading Emergency Unit discourages the dating of co-workers. If employees find themselves in a situation where they have established an on-going and personal relationship out-side of work it needs to be reported to each immediate supervisor.
Employees in such relationships are advised to refrain from displays of affection or excessive personal conversation on premises and during business hours. They may not occupy a position in which they will work directly for or supervise one another.

Employees involved in a romantic relationship will be required to sign an agreement, releasing Reading Emergency from any form of liability.

Employment of Friends:

The employment of friends is permitted as long as it does not interfere with the efficient operation of the organization or result in a conflict due to the relationship.

Reading Emergency Unit intends to provide fair and non-preferential treatment to all employees. If a problem does arise then it will be addressed through our normal disciplinary process.

Employment of Former Employees:

Former employees who separated from Reading Emergency Unit in good standing may be considered for re-employment. Former employees who were dismissed for unsatisfactory performance or misconduct will not be considered for re-employment.

Accommodation Disability:

Both Federal and Michigan law require accommodation of employees with disabilities when the accommodation does not impose an undue hardship on the employer. Disabled employees may request a reasonable accommodation. Such request is to be brought to the attention of the Chief Financial Officer and/or Executive Director. Michigan law provides that an employee must notify the employer within one hundred eighty-two (182) days of the date when the employee knows, or should have known, that an accommodation was necessary.

Types of Employment:

The following criteria determine the type of employment with Reading Emergency Unit.

Full-Time Employees:
Employees who are hired to work in accordance with an average work week of thirty (30) or more hours for an indefinite period of time are considered regular full-time employees.

Part-Time Employees:
Employees who are scheduled to work less than thirty (30) hours per week for an indefinite period of time are considered regular part-time.

Temporary /Casual Employees:
Temporary employment can be either full-time, part-time, or on an on-call basis.

Casual personnel is defined as those who do not have regularly scheduled hours. In order to maintain active status/employment with Reading Emergency Unit, it is required that casual personnel cover twenty-four
(24) hours each month. These hours must be fulfilled by covering open shifts, responding to calls, covering Prevents and football games, and/or covering by being available those hours when no second crew is scheduled or all crews are on other calls.

Scheduling can be made a month ahead by notifying Supervisor and being put on the schedule. An annual attendance review will be conducted at the end of each calendar year. Failure to fulfill the required 24 hours each month for three (3) months in a calendar year will result in termination
unless written approval has been obtained from the Executive Director. It is the casual personnel's
responsibility to ensure that he/she is scheduled each month and fulfilling the requirements for maintaining employment.

Nothing in this policy shall be construed as changing the "at-will" employment relationship that exists between Reading Emergency Unit and its employees.

Employment Posting:

To ensure that all employees are made aware of and have the opportunity to apply for open positions either before or concurrent with the Company's consideration of external candidates for employment 'most' open positions below the level of Chief Financial Officer will be posted.

While it is the Company's philosophy to promote from within whenever possible, there are business conditions that could cause a position to be filled without posting, or to post the position while simultaneously recruiting from the outside.

- Job postings will be distributed to all stations for those employees who do not have access to e-mail.

- Jobs will be posted for seven calendar days, during which time applications may be submitted for jobs below the level of the Chief Financial Officer.

- Each job posting will contain the following information:

    - Job Title
    - Department
    - A complete job description, which includes: a concise summary of Principal duties, responsibilities and requirements of the job, and Minimum qualifications of the candidates for the job
    - Grade and salary range Location

- Qualified and eligible employees who wish to apply for a posted position should obtain and complete an application form from the Human Resource Department.

- Forward letter of intent form to Human Resources by the closing date specified on the job posting.

Screening and Interviewing:

- Human Resources will review each applicant's qualifications. This may include a discussion with the applicant's supervisor.

- Human Resources will, if appropriate, interview candidates and discuss their qualifications and interest in the job. Any employee lacking the qualifications for the job in question will be notified.

- The receiving department will interview all qualified candidates. The Operations Manager may request to review the original employment application, resume, and two most recent performance appraisals for each candidate.

Notification of Job Award:

- All candidates interviewed by the receiving department will be notified of the disposition of the job. Such notification will be the responsibility of the Human Resource Manager.

Effective Date of Job Hire:

- Normally, the successful candidate will fill the new position within two weeks of the job offer. If, however, this is not possible, and more than two weeks is required for the convenience of the corporation, any new salary associated with the employee's job change will become effective no later than four weeks after the date of hire.

Pay Changes:

- All changes in pay will be consistent with the guidelines listed in the Salary Administration Program. The salary offered for the new position will be determined based on the employee's qualifications for the new position and internal equity within the department or work group. Employees can choose to accept or decline offers without repercussions in their current position.

COMMUNICATION

Open Door Policy:

Reading Emergency Unit's success depends on the quality of service we provide to our members. You are vital to our progress in the way you carry out the responsibilities of your job, largely through maintaining a positive attitude, a high level of work performance, ethics, and regular attendance/punctuality.

We believe that all employees must be well informed about REU 's activities, products, services, policies and procedures. We want you to understand the business of Reading Emergency Unit and share in the enjoyment of our accomplishments. Communications concerning the above are carried out through staff meetings, memorandums, announcements and items posted on bulletin boards.

Open communication is essential to the overall success of the organization. We encourage open and positive communication between management and staff. Periodic management staff meetings as well as general staff meetings may be held in order to help maintain our strong lines of communication throughout the organization.

Experience has shown that concerns can very often be resolved by getting them out in the open as quickly as possible. You should communicate any problem situations or concerns you have directly to your immediate supervisor. We encourage the management team to be effective problem solvers. They should be able to answer most of your questions or resolve any issues or concerns that you raise in a prompt fashion, in most cases. If you are not satisfied with the resolution of your concern, or, if for some reason, you do not wish to discuss it with your supervisor directly, you may discuss the matter with any member of the management team. If the problem is of a personal nature, feel free to voluntarily schedule an appointment with the Chief Financial Officer and/or Executive Director. We will make every effort to keep these discussions confidential if they involve sensitive issues.

Communication - Team Meetings:

Reading Emergency Unit prides itself on its ability to provide high quality patient care and maintain an environment that is safe for all employees. To best achieve those goals, we have implemented a program of periodic and informal communication meetings between management and staff. The purpose of these meetings is to share essential information and concerns, and to obtain the input of individual personnel.

The meetings will occur periodically, and all personnel are invited to attend and participate in each meeting. Thoughts and ideas on patient care issues, work conditions, and other terms of employment can greatly improve the quality of patient care and the work environment. Individual concerns will not be attributed to individual participants directly, and those that do participate will not face any retribution or retaliation for any complaints or concerns that are raised in this constructive format.

All personnel are always welcome to approach any member of management with additional concerns at any time, and for any purpose. The use of an informal, social, low pressure setting that exists with the periodic meetings is often a way for Reading Emergency Unit to obtain useful information to improve our operations and our relationship with our staff.

The meetings are also a great way for "front -line" personnel and management to interact in a relaxed and informal setting. Mutual respect, equality, and individual attention to everyone's concerns are of utmost concern. Efforts will be made to answer any concerns, or resolve any problems as quickly as possible. A short, written summary of the meeting identifying the key issues and the response to those issues will be provided shortly after the meeting, and be distributed to all personnel. As discussed above, individual suggestions will not be attributed to the person making the comment. At times, we may even solicit anonymous comments, in order to better assure confidentiality when sensitive issues are raised. Personnel offering suggestions or complaints will face no retribution or retaliation for raising their good faith concerns.

Staff Attendance at Board Meetings:

Reading Emergency Unit highly encourages and welcomes staff attendance at board meetings. Furthermore, there should be free and open sharing between members of the board and the staff at any level in the organization. Both board and staff benefit from this interaction. Healthy sharing of details of the operation of our organization motivates and informs board members and staff, and makes their jobs easier and more fulfilling. REU staff members are encouraged to share ideas with board members. Summations of board meetings will also be promulgated via the Reading Emergency Unit website.

In the event that a staff member(s) wishes to attend a board of directors meeting, the following etiquette must be followed:

1. Staff members are not allowed to circumvent the authority of management by addressing any and all policy issues at a board meeting without first attempting to address the issue at the management level.

2. No staff member may go past the Executive Director to lobby for a certain board action or decision without the knowledge of the Executive Director. The delegation of authority should flow from the board to the ED and from the ED to the staff.

3. Any staff member wishing to address the board of directors shall do so in a professional manner at the appropriate time in the agenda. Any disruptive behavior will not be tolerated.

Testifying in Court & Depositions:

Personnel are expected to testify about work related matters, when properly subpoenaed to do so, in an honest and truthful manner. Personnel testifying for work related matters when required shall receive compensation for time spent in providing such testimony. Personnel engaged in court testimony for personal matters will not be paid, and may use personal time off (PTO) to handle such matters.

- Personnel who must attend a hearing, deposition or court appearance for reasons other than for testimony related to the performance of job duties with Reading Emergency Unit, will have to request time off, on either a paid, or unpaid basis, depending upon available accrued time off that may be available. In accordance with company scheduling policies, appropriate provisions for coverage must be made when testimony conflicts with a scheduled work assignment.

- You must submit a copy of the subpoena or other related court document to the Chief Financial Officer that indicates the nature of the court appearance and the reason for the presence at the hearing or deposition.

- You are required to notify your supervisor if you are the subject of personal action by an individual or agency that has any business or patient relationship, affiliation or contact with Reading Emergency Unit. This includes patients, operators of vehicles that may be involved in an accident with Reading Emergency Unit vehicles, and the employees and staff of an organization with whom we work. We will make every effort to respect and maintain the confidentiality of such information.

Respectful Workplace:

Reading Emergency Unit strives to maintain a working environment that fosters mutual respect and promotes harmonious, productive working relationships. Our organization believes in going beyond what is required by law and expects our employees to treat each other in a manner in which they would like to be treated and to give to others the respect that is due to every individual whether it is a patient, fellow employee, member of management, vendor, or visitor to our facility. Therefore, Reading Emergency Unit prohibits any behavior that is discourteous or demeaning to others. Disrespectful behavior may include, but not be limited to, the following:

- Jokes that demean another individual or group of individuals;
- Name calling or nicknames that may be offensive;
- Taking credit for another individual's work or ideas;
- Refusing to communicate or speak with another individual;
- Offensive verbal, visual, or physical conduct;
- Repeated negative comments about others either orally or in writing;
- Threatening another individual;
- Invading another's privacy;
- Knowingly blaming other individuals for a mistake they did not make;
- Purposely invading another's personal space;
- Gossiping about another individual; and
- Any type of "bullying" behavior.

Reading Emergency Unit expects that everyone will act responsibly to establish a pleasant and friendly work environment. However, if an employee feels s/he has been subjected to any form of disrespectful behavior, the employee should report the incident immediately to the Chief Financial Officer and/or Executive Director.

Employees are not required to approach the person who was disrespectful to them and may bypass any offending member of management. All employees should notify the Chief Financial Officer and/or Executive Director of any disrespectful behavior that they witness or are told another person received.

Reading Emergency Unit will conduct its investigation in as confidential a manner as possible. Interviews, allegations, statements, and identities will be kept confidential to the greatest extent possible. However, Reading Emergency Unit will not allow the goal of confidentiality to be a deterrent to an effective investigation. A timely resolution of each complaint will be reached and communicated to the employee. Appropriate corrective action, up to and including termination, will be taken promptly against any employee engaging in disrespectful behavior.

Discrimination:

Reading Emergency Unit is committed to providing a work environment that is free of discrimination.

It is the responsibility of each employee to understand that equal treatment applies to all employees; to respect the rights of fellow employees by avoiding any activities that could be viewed as discrimination or harassment.

Harassment in any form verbal, physical or visual is strictly against Reading Emergency Unit policy and will result in corrective action.

Illegal harassment involves conduct that occurs against a patient , an employee(s) , business associate, visitor, vendor, or applicant because of race, color, creed, sex (including pregnancy and conditions related to pregnancy) , religion , marital status, registered domestic partner status, age, national origin or ancestry, physical or mental disability, genetic characteristics, sexual orientation , weight, height , veteran status, misdemeanor arrest record or any other consideration made unlawful by federal, state, or local laws.

Sexual Harassment Prohibition:

It is the policy of Reading Emergency Unit to prohibit sexual harassment of its employees in any form. Violation of this policy will result in disciplinary action up to and including termination of employment.

Sexual harassment encompasses a wide range of unwanted, sexually directed behavior and has been defined in the following manner:

- Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct or communication of a sexual nature when:

- Submission to such conduct is made a term or condition, either explicitly or implicitly, to obtain employment; (2) submission to or rejection of such conduct or communication by an individual is used as the basis for employment decisions affecting such individual (i.e. performance appraisal, compensation, advancement, assigned duties or any other condition of employment or career development); or (3) such conduct or communication has the purpose or effect of unreasonably interfering with an individual's work performance, or creating an intimidating, hostile, or offensive work environment.

Sexually harassing conduct in the workplace, whether committed by management personnel, co-workers, vendors or agents or visitors of/to REU, is strictly prohibited.

This includes but is not limited to: offensive sexual flirtations or gestures, advances or propositions, commentaries about an individual's body, sexually offensive language, and the display in the workplace of sexually suggestive cartoons, pictures or objects.

All employees are held responsible for complying with this policy and eliminating conduct which has the purpose or effect of interfering with any employee's work performance, or in creating an intimidating, hostile or offensive work environment.

Reporting Sexual Harassment:

Any employee who has a complaint concerning possible sexual harassment should report such conduct to the Chief Financial Officer and/or Executive Director. If such conduct involves the Chief Financial Officer and/or Executive Director the employee is to report the matter to the Board.

A confidential investigation of the complaint will be undertaken immediately.

Disciplinary Measures:

Where an investigation reveals allegations of unwelcome harassment or discrimination are true, appropriate sanctions will be applied up to and including termination of employment. All disciplinary measures will be implemented promptly and shall be commensurate with the individual's conduct. The remedies vary depending on the entire facts and circumstances found by the investigation, but may include termination of employment.

The corrective action issued will be proportional to the severity of the conduct. The alleged perpetrator's employment history and any similar complaints of prior disrespectful behavior will be taken into consideration.

Reading Emergency Unit reserves the right to determine whether any type of behavior is disrespectful and injurious to the morale of the organization.

Continued Harassment. Non-Discrimination and Retaliation:

If, following disciplinary action, the unwelcome harassment continues, the victim should report the recurrence of the conduct. Reading Emergency Unit will take all additional disciplinary measures necessary to end the conduct.

Bullying:

Bullying can be a direct result of Sexual Harassment or other protected characteristics such as race, color, gender, ethnicity etc. Behavior can take the form of:

- Teasing;
- Pranking;
- Threats;
- Giving impossible deadlines; and
- Cutting an employee off from the rest of the team

Employees should always be fair and courteous to patients, co-workers, suppliers, visitors or people who work on behalf of REU. Also, keep in mind that employees are more likely to resolve work-related complaints by speaking directly with their co-workers or by utilizing our Open Door Policy than by bullying them.

Retaliation:

Reading Emergency Unit prohibits retaliation. Whether it be used by a member of management or any employee against any other employee who has made a complaint under these procedures. The company will immediately investigate claims of harassment as confidentially as possible and will remedy the situation when an allegation is determined to be valid. Corrective action may take a variety of forms, including termination of employment.

Whistleblowers' Protection:

Employees who report a violation or suspected violation of any local, state or federal law are protected by the Michigan Whistleblowers' protection Act. The protection also extends to employees who are about to, but have not completed or reported the infractions and to those employees who participate in hearings, legislative inquiries and court cases.

Contact with The News Media:

It is Reading Emergency Unit's policy to cooperate as fully as possible with news media inquiries and to communicate truthfully with the media on Reading Emergency Unit matters appropriate for public knowledge. To ensure accuracy regarding REU's position and/or actions, **Reading Emergency Unit's Executive Director or his/her designee will serve as the only authorized media spokesperson for Reading Emergency Unit.** No other employee may grant an interview concerning company business to any form of media without verbal or written permission from Reading Emergency Unit's Executive Director.

Employees are asked to refrain from giving an "off the record" comment. Never consider any comment as "off the record."

Information you may provide:

- Name of hospital. You may provide the name of the hospital to which patients have been transported. (Acceptable Example: The media calls about "the accident at Third and Main earlier this afternoon." You may inform the media "a patient was transported from the accident scene to County General Hospital."). **THE NAME OF THE PATIENT SHOULD NOT BE RELEASED TO THE MEDIA.** It is not appropriate for us to confirm or deny the identity of a patient. Requests for patient identity should be directed to a law enforcement agency or to the hospital. Law enforcement agencies are not subject to the strict requirements of protecting patient information as we are under HIPAA

Contact with The News Media (Cont'd):
Information you may provide (Cont'd):

- Number of patients. You may provide the total number of patients involved in an accident or transported to a facility. You may not indicate specifics about the vehicle a patient was driving or which patient went to a particular facility. (Acceptable Example: You may inform the media that "four patients were transported from the fire at the XYZ Chemical Factory. Two were taken to County General Hospital and two were taken to the Regional Medical Center.")

- Age & Gender. You may provide the age of a patient and the gender of the patient, unless it could reasonably be used to identify the patient. (Acceptable Example: You may inform the media "a 39 y/o male was transported from the accident on the Interstate." You would not want to disclose to the media "a 39 y/o male was transported from 124 Main St." since this information can be used to determine the identity of the patient.)

- Designation of crew members. The designation of crew members as paramedics or EMTs is not protected health information. You may state, for example, that one paramedic and two EMTs were involved in caring for the patients involved in a motor vehicle accident. Names of EMS personnel should not be given. You are not permitted to describe the specific type of care rendered to patients at the scene or on the way to the hospital. Nor may you speculate on what injuries a patient may or may not have sustained. (Acceptable Example: "Personnel on the scene of the incident included two paramedics and a supervisor and advanced life support was administered.")
- Type of Transport. You may indicate that a particular call was an emergency and that transportation was facilitated by ambulance or helicopter. Do not speculate on the patient's condition even if you are sure of that condition. (Acceptable Example: "Of the 3 patients on the scene of the incident, one was transported by helicopter to the ABC Trauma Center and two were transported as non-emergency patients to the local hospital emergency department.")

- Non-PHI. Information that is not classified as PHI may be released to the media consistent with policy and state law. For instance, information about a fire response or a standby that did not involve patient care may be released to the media, as may general information about an event. (Acceptable Example: "We treated 45 patients during the two-day festival, and 6 were transported to local hospitals for various heat-related complaints").

Contact with The News Media (Cont'd):

- Disclosures Authorized by the Patient. In the event that the patient or the patient's legally responsible decision maker signs a HIPAA authorization form, disclosures of information, including PHI, may be made so long as they are done in accordance with the express terms of the written authorization.

- Authorization forms for this purpose must be HIPAA-compliant and must be approved by Executive Director.

If at any time you are unclear about whether information may be disclosed to the media, always err on the side of caution and do not disclose.

INTERNET COMMUNICATIONS AND SOCIAL MEDIA

Social Media:

Communications made over the internet can be published world-wide instantaneously, and stored indefinitely. As a result, employees must exercise discretion and care when making any online communications related to Reading Emergency Unit and/or its employees, particularly on social networking sites and services such as Facebook, Twitter, YouTube, LinkedIn, and Parlor. Employees are expected to adhere to the following rules regarding internet and social media communications both at work, in working areas and outside of work time and work areas. Because these policies apply in part to communications that may be made after an employee has stopped working for Reading Emergency Unit, any employee that does not agree to these rules and terms should contact Reading Emergency Unit Executive Director immediately. In no other way, however, shall this policy modify the terms of employment or the "at will" employment relationship between Reading Emergency Unit and its employees.

This policy applies to all forms of online communications and conduct, whether such conduct takes place during work hours or otherwise.

- Employees may not reveal, disclose, or discuss any information that Reading Emergency Unit deems (in its sole discretion) to be confidential, proprietary, or trade secret information. If an employee is unsure whether certain information is confidential, s/he should consult with Reading Emergency Unit's Executive Director before the information is discussed or disclosed online.

- Employees may not reveal personal information of patients, other Reading Emergency Unit employees, independent contractors, and/or vendors and their employees, without the consent of the specific individual.

- Employees may not make any communication or engage in any conduct online that violates Reading Emergency Unit 's anti-discrimination policy, or violates any other provision of Reading Emergency Unit's Employee Manual.

- Employees may not use any Reading Emergency Unit logo, brand, trademark, service mark, or any material for which

- Reading Emergency Unit owns a copyright, in any online communication, without Reading Emergency Unit's express, advance written consent.

Social Media Cont'd):

- Employees may not state or imply in any online communication, explicitly or implicitly, that the employee speaks for or otherwise represents Reading Emergency Unit, without Reading Emergency Unit's express, advance written consent.

- Employees may not make any statement or engage in any conduct online that creates a conflict of interest with Reading Emergency Unit in any way, or disparages, denigrates, or defames Reading Emergency Unit or in any way harms REU patients, employees, business associates or REU business interests. By continuing to accept employment with Reading Emergency Unit all employees agree to take whatever steps may be demanded by Reading Emergency Unit in order to delete, remove, retract, or otherwise correct, remediate, or mitigate any such statements or action. This obligation shall continue past any termination of employment. Any employee who does not agree to this ongoing obligation should advise Reading Emergency Unit 's Executive Director immediately. In the event that it may become necessary for Reading Emergency Unit to take any additional steps to enforce this policy, employees shall be liable to Reading Emergency Unit for the costs of such enforcement, including but not limited to any attorneys ' fees and/or court costs that may be incurred.

Employees may not make any online communication or engage in any online conduct that violates any Federal, state, or local law or regulation, or constitutes a breach of any contract to which Reading Emergency Unit is a party.

This policy shall apply (but is not limited) to online communications and actions that take place on social networking websites that may not be fully accessible by the general public, such as a Facebook "status" or "wall " post that is viewable only by an employee 's approved "friends."

Employees violating any part of this policy are subject to disciplinary action, up to and including termination.

Any questions related to this policy or acceptable online conduct should be promptly directed to Reading Emergency Unit's Executive Director.

Covert Recording:

Using Smartphones to record, scan or photocopy company documents is a violation of Reading Emergency Unit's policy and will lead to disciplinary action, up to and including termination.

Bulletin Boards:

Items posted on the bulletin boards are generally of an REU nature. If you wish to post an item on the bulletin board please adhere to a "No solicitation, profit-making material, political material, defamatory material, controversial material, or commercial items of any type" prohibition.

PHONES, INFORMATION SYTEMS AND SECURITY

Personal Telephone Calls:

The telephone is a business tool. First impressions of Reading Emergency Unit are often created on the telephone. Telephones are to be answered promptly, normally within the first three (3) rings. A courteous and helpful telephone manner is expected of every employee.

Reading Emergency Unit phones should be limited to REU employees and third-party providers covered by non-disclosure agreements. Conversations on any phones (to include Cellular and Cordless Communication devices) involving Confidential Information should be on a business need to know basis; the use of speaker phones is discouraged. Restricted information should always be discussed in person.

Cellular Phone Use:

Personal use of cell phones is only permitted during limited times when work responsibilities are not being performed.

Company-issued cellular phones shall be used for Company business, including, but not limited to, contacting dispatch, medical command, or a receiving hospital. Personal use of the Company cell phone should be limited.

- Personnel will not utilize a cellular telephone while driving if at all possible. If cellular communication is necessary, the passenger should handle the telephone.

- Michigan Law prohibits drivers from reading, manually typing, or sending a text message on a wireless 2-way communication device that is located in the person 's hand or in the person 's lap, including a wireless telephone used in cellular telephone service or personal communication service, while operating a motor vehicle that is moving on a highway or street in this state.

- Personnel working aboard one-person vehicles will minimize the use of Company-issued cell phones while operating Company vehicles.

Information and Systems Security:

The integrity of REU' s computer information system requires strict security measures. Access to the system requires user I.D. and password identification. You are responsible for maintaining the confidentiality/integrity of your user I.D. and password, and reporting any irregularities you encounter.

Password sharing is prohibited. An employee shall not disclose or share his/her password(s) to any information systems with anyone, including administrative assistants and secretaries. Any employee who shares his or her password(s) with anyone else is solely responsible for any damages or liability that may result.

Internet Access and Use:

Use of the Internet by Reading Emergency Unit employees is a privilege, not a right. This privilege may be revoked at any time for inappropriate conduct when and if accessed. REU employees are required to use their Internet access in a responsible and informed way, conforming to network etiquette (netiquette), customs and courtesies. Use of the Internet encompasses many different interconnected networks and computer systems. Some of these systems may be provided free of charge by universities, public service organizations and commercial companies. Each system has its own rules and limitations, and guests on these systems have an obligation to learn and abide by the rules. Users must identify themselves properly when using any Internet service, and must be careful about how they represent themselves. Users are not authorized to speak or act on behalf of REU. Users must also be aware that their conduct can reflect on the reputation of Reading Emergency Unit and its employees. Examples of inappropriate conduct include, but are not limited to:

- Use of the Internet for unlawful activities
- Use of abusive or objectionable language in either public or private messages;
- Misrepresentation of oneself or REU; and
- Malicious use of the Internet including hate mail, harassment or discriminating remarks.

Employees shall respect intellectual property rights at all times when obtaining information over the Internet. Illegal or unauthorized downloading, uploading, copying, or distribution of copyrighted works is strictly prohibited. Employees are hereby warned that such infringement could also result in personal legal liability.

Internet Access and Use (Cont'd):

At the discretion of their supervisors, REU employees may be permitted to use work time to attend meetings and programs related to the Internet.

Permission to use the Internet for job enhancement endeavors - such as training during working hours must be received from employees ' supervisors.

You are required to obtain the approval from Management prior to placing any information on the Internet/web site and make every attempt to ensure that information placed on the Internet is accurate and up to date.

Business Equipment, Internet, E-Mail, and Voice Mail:

Reading Emergency Unit strives to maintain a workplace free from harassment and is sensitive to the diversity of its employees. Therefore, Reading Emergency Unit prohibits the use of all business equipment, internet, e-mail, voice mail or any communication system in ways that are disruptive, offensive to others or harmful to morale. For example, the display or transmission of sexually explicit images, messages or cartoons is not allowed. Additional misuse includes, but is not limited to ethnic slurs, racial comments, off color jokes, vulgar, profane or offensive messages or anything that may be construed as harassment or showing disrespect for others.

Other prohibited uses of business equipment, internet, e-mail, voice mail or any communication system include, but are not limited to: soliciting outside business ventures, advertising for personal enterprises or soliciting for non-company related purposes.

E-Mail Use:

Employees shall not use e-mail to send personal information or discuss private matters about anyone, including themselves. There are no rights to individual privacy in any email communications, whether through the local area network or the company's Internet capabilities.

- Except as may be specifically permitted under our company's privacy policies, patient information should not be discussed over electronic mail

- Improper use of e-mail may also expose personnel to criminal charges separate and apart from disciplinary action.

Access and Security:

Under no circumstances should personnel be logged in under someone else's user name or use any computer on which they have not logged in under their own name.

For security purposes, personnel should log out of the computer system when they will be away from their desk for a prolonged period of time or use an automatic screensaver password to prohibit others from utilizing an unauthorized machine.

Accessing Internet sites may identify to third parties both the user's name and the Reading Emergency Unit name. Appropriate caution must be exercised in accessing sites.

- Disclosing privileged and/or confidential information and offering opinions or advice over the Internet must not occur.

- Many websites have software, which can identify the user accessing the site. When accessing sites, be aware that such access may be tagged or identified with an identifying name and the Reading Emergency Unit name.

The intentional access and use of Internet sites in a manner that could compromise Reading Emergency Unit in any manner is prohibited.

The company owns all data stored on its network and systems (including e-mail, voicemail and Internet usage logs) and reserves the right to inspect and monitor any and all such communications at any time. The company may conduct random and requested audits of employee accounts. Reading Emergency Unit may also capture activity such as telephone numbers dialed and web sites. There is no right to privacy in an employee 's use of company technology resources.

- Personnel are not permitted to bring in their own computer and use Reading Emergency Unit modems, Internet, or E-mail connections to access the Internet, or E-mail systems with such personal devices unless prior approval is granted. This includes PCs, hubs, printers, scanners, remote connections, and wireless or wired devices.

Access and Security Cont'd):

- Reading Emergency Unit 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, Reading Emergency Unit does not have the right to reproduce such software for use on more than one computer.

- Reading Emergency Unit strictly prohibits the duplication of software and its related documentation.

- No software may be installed on any personal computer or network without prior consent and authorization from the Executive Director

Employees who violate these policies will be subject to disciplinary action, up to and including termination of employment.

Computer Games Prohibited:

Computer Games (other than RED-installed games designed to assist employees with computer training) are prohibited, unless approved by the Executive Director.

Workstation Physical Security:

To ensure the physical security of workstations and the information residing on them, employees will comply with the following directives:

- Workstations connected to the network must store sensitive information on file server drives as much as possible.

- No information should be stored on local computer drives. Information stored on removable media must be physically secured in a manner appropriate to its sensitivity level. Information stored on jump drives, DVDs, CDs and other removable media must be physically secured in a manner appropriate to its sensitivity level.

- Environmental hazards to hardware such as food, smoke, liquids, high or low humidity, extreme heat or cold direct sunlight, and magnetic fields should be avoided.

Remote Access:

In today's business environment it is sometimes necessary to provide and support remote access for employees of REU and third-party service providers to the internal information system infrastructure. Remote access to computers will be granted only to those who have a demonstrable business need for such access and will only be provided via a management-approved method. Permission to access REU computers remotely is granted by and periodically reviewed by the Executive Director. All remote users must sign a Remote Access Agreement.

Portable User and Home Workers Equipment:

Only employees with REU devices, equipped with REU installed VPN may access the REU internal web-based network. Based on the work required, REU may provide an employee with equipment, where appropriate. The equipment shall at all times remain the property of Reading Emergency Unit, and shall be returned to Reading Emergency Unit within twenty-four hours of RED's verbal request, or immediately upon the termination of employee's employment with Reading Emergency Unit.

Employee Owned Equipment:

REU does not assume any liability for loss, damage, or wear and tear on Employee-owned equipment used while performing services.

- All remote Users must obtain appropriate software, user ID, and logon rights from the IT Department before their remote access privileges are granted or periodically renewed.

- To ensure that the requirements for remote access are consistently observed, Reading Emergency Unit reserves the right to conduct surprise audits of users with remote access privileges. These surprise audits could include visits to remote sites as well as a review of the contents of a computer used to access systems.

Physical Security of Laptop Computers and Tablets:

The theft, loss or damage to Reading Emergency Unit laptop computers and tablets is a large concern in light of the regulations required to ensure we protect the confidentiality of our sensitive data. The loss of a single laptop has a far-reaching impact.

Laptop and tablet users must comply with the following physical security requirements:

- Laptop computers and tablets must not be left in view within an unattended vehicle, even for a short period of time, left in a vehicle overnight, or positioned so that they are visible from outside a ground floor window unless there is no alternative.

- When viewing confidential or restricted information, the user must position the screen so that it cannot be viewed by others.

- In vulnerable situations, e.g. public areas such as hospitals, clinics, physicians' offices, airport lounges, hotels and conference centers, laptops and tablets must never be left unattended.

- Users must not store passwords, user IDs, or any other access information in portable or remote systems.

Outside Employment:

Any outside employment or volunteer service must be reported to management. At all times any outside employment or volunteer activities with another agency cannot interfere with job responsibilities at Reading Emergency Unit.

Any employee engaged in or contemplating outside employment must divulge the relationship, or contemplated relationship to his or her supervisor.

- Employees are expected to devote full efforts to their employment with Reading Emergency Unit (whether full or part time).

- Reading Emergency Unit will work with employees to coordinate second jobs that are necessary y out of need and/or desire.

Requests for outside employment shall be reviewed, and will generally be approved, when the outside employment:

- Does not conflict with responsibilities, including the ability to work overtime as required in your position. Specifically:

  - Any outside employment shall not take precedence over Reading Emergency Unit employment.

  - Employees are not permitted to arrive late or leave early, to meet obligations with any outside employment.

  - Any outside employment or volunteering on behalf of a competitor or service that regularly does business with Reading Emergency Unit may be disallowed , in accordance with the Conflict of Interest provisions of the "General Compliance "Policy.

- Does not interfere with job duties and expectations. Specifically:

  - Outside employment that affects the ability to perform job function (including the requirements that employees arrive for work well rested) will be denied.

  - Part time Reading Emergency Unit employees are more likely to be granted a request to work outside employment, since it will generally have less of an impact on the schedule than the full time employee.

Outside Employment (Cont'd):

- Does not interfere with job duties and expectations. Specifically:

  This will generally be permitted as long as the employment is not detrimental to the interests of Reading Emergency Unit.

  - Employees that are granted a request to work outside employment, but where the outside employment interferes with their ability to complete job duties with Reading Emergency Unit, may be asked to cease the outside employment, or make schedule changes.

  - Employees that are denied a request to work outside employment, yet continue to do so, will need to choose between the outside employment and employment with Reading Emergency Unit.

  - To the extent that the outside employment is a home-business or other business that can be conducted by phone or computer, under no circumstances shall an employee be permitted to conduct such outside employment while on work-time with Reading Emergency Unit.

Off-Duty Access:

Reading Emergency Unit limits off duty employee access to the building and equipment after the employee's work shift ends.

- Employees are expected to promptly leave the premises at the end of their shift, so as not to disrupt the work of the oncoming shift. Employees may stay with the permission of the Executive Director or their Supervisor.

- Employees may enter the station when they are not scheduled to work, or otherwise off-duty, for the limited purposes of retrieving a paycheck, attending authorized Company meetings or educational activities, conducting official Company business, or at the request or with the approval of a supervisor.

- Employees may not "volunteer" their services while off duty, since the law requires that such hours must be counted as work time, for which payment will be required. Non-work related volunteer services (i.e. fundraisers) that may require off-duty participation at the station are permitted.

Off-Duty Access (Cont'd):

- Off-duty access is limited to protect facility security, prevent distractions to on-duty personnel, and avoid possible inappropriate disclosure of patient information. Off-duty personnel in the workplace could lead to unnecessary and preventable disclosures of patient information

Gifts and Gratuities:

Employees may not accept gifts or gratuities from vendors, suppliers or patients for individual and personal use. Our special position of trust makes it essential for us to conduct our business affairs in a manner which is above suspicion and avoids the appearance of impropriety.

Nominal gifts such as candy, cookies, flowers, advertising items, etc. may be accepted and shared with other employees, as appropriate.

Violation of this policy will result in disciplinary action up to and including termination of employment.

Solicitation and Distribution:

In the interest of an efficient operation and the continued goodwill of our employees, except for non-working time in non-working areas, and with the exception of "collecting for birthday, retirement type celebrations" there shall be no solicitation of any kind by any non-employee during work on the premises of any REU facility. Additionally, any solicitation by employees must be with the approval of the Executive Director.

Collections for Office Celebrations:

While Reading Emergency Unit permits celebrations (birthdays, births, etc.) Reading Emergency Unit will not require employees to participate in such events. Guidelines include:

- Participation in collection for such events is left solely to the discretion of each individual employee.
- No employee is to feel 'required ' or 'pressured' to donate towards the celebration.
- All requests shall be made via a single email at the time the event is announced.
- All monies collected may be deposited into an account or given directly to the individual(s). This information should also be communicated via email.
- There is to be no "one-on-one" requesting or soliciting for the collection of money.

Care of Work Area:

You have been provided with a work area and equipment to assist you in the carrying out your work responsibilities. Maintenance of work areas and files is required of all employees. Confidential information should never be left unattended overnight. When you leave at the end of your workday, please make sure your work area is neat and organized.

PROPER ATTIRE

Uniform, Dress Code, and Personal Appearance:

- Pins, jewelry, hats, name/insignia or other identifying symbols which are not professionally related to authorize uniforms should be worn under garments and out of sight or not at all.

- Any tattoos should be covered wherever possible.

- Extremes of fingernail length, color, or design are not permissible

- Hair is to be neat and groomed at all times. If an employee has long hair then he or she must arrange it in such a way that it does not present a safety hazard or distract from duties. Wearing of wigs or hairpieces shall be prohibited, unless they conform to all conditions of this policy. Beards are not permitted, Sideburns shall not extend below the lowest part of the ear lobe and will end in a clean-shaven, horizontal line. Mutton chop sideburns are not permissible. Mustaches are not allowed to extend more than % of an inch beyond the edge of the mouth or not more than % of an inch below the mouth.

- Perfume, cologne, aftershave, scented lotion, etc., should be used in moderation or avoided altogether. Jewelry should not be excessive and should be limited to items that do not functionally restrict the employee or create a danger to personnel or others. Because of safety concerns, earrings may only be worn by field personnel if they are of a stud type nature. Other jewelry should be worn conservatively by both genders. Facial jewelry, such as eyebrow rings, nose rings, lip rings and tongue studs, is not permitted to be worn during working hours or while on duty.

Uniforms:

- Reading Emergency Unit will provide four (4) uniforms to full-time personnel who work a rotating schedule. All full-time personnel who work five (5) days a week will receive five (5) uniforms. Two (2) uniforms will be provided to casual/part-time personnel. Additional uniforms may be purchased through Reading Emergency Unit's designated vendor.

- Only the standard Reading Emergency Unit uniform shall be worn while on duty and at all PRJ special events, unless otherwise approved by the Executive Director.

Uniforms (Cont'd):

- Uniforms must remain clean, unwrinkled, neat, and in good repair. Uniforms items that are faded, tom, or worn are not acceptable.

- The radio and the company-issued phone are considered a part of the uniform and must be worn appropriately.

- All personnel are responsible for the care and maintenance of their uniforms. If your uniform becomes soiled during a shift, it should be changed, if at all possible.

- Personnel should not wear their uniform when not on duty, except that personnel who are on call may wear their uniform during on call time.

- Reading Emergency Unit will replace uniforms that are contaminated or damaged in the line of duty.

- **Pants:** Navy blue uniform pant as approved by REU. A black belt must be worn. Any equipment holsters should be black or navy blue.

- **Shirt:** The uniform shirt will be only that which has been approved by REU. The shirt will be neatly and completely tucked into the uniform pants, with no part hanging on the outside of the pants. Undergarments are approved as long as they are white or navy blue to match the uniform.

- Undergarment sleeves must not extend beyond shirt sleeve length unless undergarment is either white or navy blue to match with uniform. All buttons on the uniform shirt will be buttoned, with the exception of the top (collar) button.

- The company ambulance patch (red border) will be placed on both sleeves, 1 to 1 1/2 inches below the shoulder seam. No other patches are allowed unless approved by management.

- **Name badge (ID tag)** will be worn on the right side of the uniform shirt. The ID tag will consist of photo, name, and level of licensure.

- All employees shall wear silver collar brass as appropriate to their level of licensure, whether EMS, EMT, EMT-S, EMT-P, or Caduceus. If collar brass is lost or broken, management shall be contacted immediately so a replacement can be made. Any other pins worn on the uniform must be approved by management.

Uniforms, (Cont'd):

- **Collar Brass:**
  EMT-Basic: Both sides of collar. Level of licensure (EMT-B)

  AEMT and Paramedic: Right side of collar = Level of licensure
  Left side of collar = Caduceus

- **Hats:** Ski/or winter type hats are only allowed during extremely cold weather conditions and should be black or dark blue in color. REU "baseball style" caps are allowed only if approved by management.

- **Footwear:** Only appropriate shoes or boots, black in color are approved. Because of exposure to blood and body fluids, tennis/athletic shoes are not acceptable for field personnel. All footwear will be clean and polished as needed. Dark blue or black socks are preferred to be worn with the "oxford" type shoe. (ankle high or higher in length).

- **Sweaters/sweatshirts:** Sweaters and sweatshirts may be worn that are navy blue in color only if uniform shirt worn underneath with collar and collar brass showing. No hooded sweatshirts will be allowed to be worn while on duty.

- **Jackets:** Only company issued (yellow, high-vis) uniform jackets may be worn by employees in the winter.

- **T-shirts:** EMS T-shirts may not be worn in lieu of the uniform shirt while on duty or any PR event, unless approved by the Executive Director. Shirts given by REU may be worn while off-duty.

- Uniforms will be worn on duty and may be worn while enroot to or from duty, but no part of the uniform will be worn off duty. All uniforms shall be clean, wrinkle free, and free of stains, rips, and tears when you arrive for duty. Partial uniforms are prohibited. Personnel should keep in their personal vehicle or locker, a spare, clean uniform for use in the event that one uniform is soiled or tom on duty. General maintenance and upkeep of the uniforms is the responsibility of the employee.

- **Replacement:** Issued items damaged will be replaced one-for-one at company expense with written approval by management. Lost and stolen articles will be the employee's responsibility. Items damaged must have an Incident Report written and presented before replacement.

Uniforms, (Cont'd):

Non-field employee: Non-field employees are expected to dress in a manner that is normally acceptable in professional business establishments providing service to the public. Extremes of any style are not permissible. Blue jeans are also not permissible, unless approved by the Executive Director.

Administrative personnel: professional business attire, includes: slacks, Khaki pants, skirts no shorter than two (2) inches above · the knee when standing. Ties are not required.

Disciplinary action: If an employee reports to work or a PR event improperly dressed or groomed, he/she will be instructed to return home to change clothing or to take other appropriate corrective action. The employee will not be compensated during such time away from work, and repeated violations of this policy will be cause for disciplinary action.

Employees are encouraged to initiate and/or maintain a program of diet and physical conditioning sufficient to maintain their strength, endurance, health, and personal appearance.

TIME AT WORK

Scheduling:

Reading Emergency Unit will provide a staffing schedule on a monthly basis. Work schedules may be changed from time to time at the discretion of Reading Emergency Unit to meet operational demands, schedule changes, and personal conflicts that may arise among assigned staff. Attempts will be made to notify all personnel of any changes made to a posted schedule. To the greatest extent possible, Reading Emergency Unit will attempt to maintain a flexible and fair schedule, and accommodate requests of personnel. It is your responsibility to arrive for and complete in full your scheduled shift.

Job Assignments:

- Regardless of job title or employment classification, all employees are expected to be available to participate in any job as needed, and where capable, and/or certified to perform such a job.

- It is the Supervisor's responsibility to assign available personnel to jobs based on the needs of Reading Emergency Unit.

- Any employee who refuses reassignment to an area of greater need will be sent home, without pay, for the balance of the shift and will be subject to disciplinary action up to and including termination.

- Employees shall not be asked to perform tasks unrelated to their job description that require a higher level of responsibility or training.

- Employees may be called upon to perform work normally assigned to other staff members. We expect everyone's cooperation on these occasions.

- It may be necessary to work beyond a scheduled shift to complete an assignment or to meet an urgent situation. Employees are required to work overtime when mandated by a supervisor.

Absenteeism and Tardiness:

Employees must report to work on time, and may not be absent from work unless absolutely necessary, and/or with supervisor approval.

Employees are asked to call in (at least six (6) hours in advance, where possible) when they are going to be absent.

- It is unacceptable for the employee to call in with a message for management, or for a friend or family member to place the call. You may call to have management paged if he/she is unavailable.

- If you are absent due to an illness for three (3) or more consecutive work shifts, Reading Emergency Unit may request written documentation from a doctor to verify that you were ill. Similar written documentation may be required to verify you are medically cleared to return to work after a three (3) consecutive day absence.

- When you will be absent for consecutive shifts, you must call in each shift to ensure proper scheduling.

- Employees that do not call in to indicate that they will be absent without just cause and/or without giving proper notice to the supervisor/management, may be considered to have voluntarily terminated employment.

Tardiness:

Employees are asked to call in (at least four (4) hours in advance, where possible) when they are going to be late. We understand that sometimes, lateness will be a sudden event (traffic accident, child care issues, car troubles, etc.), and adequate notification is impossible. In these instances, as soon as you know that you will be late, you should notify the appropriate management/supervisor immediately.

Inclement Weather:

As a public safety and emergency service organization, Reading Emergency Unit is committed to providing continuous and quality service to our community at all times. For this reasons Reading Emergency Unit will attempt to operate under our normal work schedules in all weather conditions. Unless otherwise notified, all personnel are expected to report to work regardless of the weather conditions.

Standard Time-off procedures and use of P.T.O. time will apply in situations where weather affects the ability to get to work.

Lunch and Rest Periods:

Due to the nature of our business, there are no designated meal breaks during the scheduled shift for Emergency Medical Staff.

All non-exempt/hourly employees may take advantage of a thirty (30) minute unpaid lunch break and two (2) paid breaks per day of ten (10) minutes each authorized by their supervisor. Rest periods are not cumulative and employees must not use rest periods to offset late arrival or early departure from work, to extend the meal period or to accumulate paid time off from one day to the next.

Employees leaving the facilities during their lunch period are required to clock out during this time period and clock back in upon return to work. Employees will be subject to disciplinary action for late returns from meal breaks.

Breaks for Nursing Mothers:

Reading Emergency Unit is pleased to provide a place, other than a bathroom, that is shielded from view and from intrusion of coworkers and the public for nursing mothers to express milk for nursing children for one year after the child's birth each time such employee has need to express milk.

Reasonable unpaid breaks will be provided upon request.

Administrator On-Call:

The administrator on-call will be notified in the following instances:

- Injury to staff or accidental injury to a patient caused by the actions of staff or equipment.
- Damage to corporate or private equipment.
- Indication of disaster response.
- Threat of severe weather.
- Unannounced inspections.
- Media/Police request

Administration will maintain an on-call schedule, which shall be posted at all divisions weekly. The administrator on-call will be responsible to alert staff of any changes to the posted schedule, and will respond to a request within twenty (20) minutes.

Working Time:

All employees will have time recorded and be at their assigned workstations ready to respond at the start of their shift.

All employees shall adhere to the terms of the "Scheduling" Policy, including the provisions for trading shifts with other personnel.

Operational staff is paid for the full work shift and is expected to work the full shift. Meal breaks may be taken as the call volume permits. All operational staff must remain ready to respond during meal breaks.

Recording Work Time:

Reading Emergency Unit uses an on 1in electronic time clock system. Employees are responsible for utilizing this system when reporting for or leaving work.

Anyone found falsifying work time will be subject to discipline.

Operational Staff Definitions:

For purposes of this Policy, "Operational Staff ' means Call In-Take personnel, EMTs, EMT- Specialists, Paramedics, and others actively engaged in patient care in the field.

MEMBERSHIP IN TRADE AND PROFESSIONAL ORGANIZATIONS

Reading Emergency Unit encourages employees to become involved in RED-related trade and professional organizations that complement their work responsibilities and assist in their professional development. REU sponsored membership must be approved by the executive Director.

Participation in Community Activities:

We encourage employees to participate in recognized civic, business, and community organizations and activities, particularly those that will complement their work responsibilities and enhance their professional development.

WAGE AND BENEFIT INFORMATION

Payday:

Our pay period runs from Sunday through Saturday.

The official payday is the first Thursday in a two week pay period. The pay day will cover pay for the preceding two-week pay period. Reading Emergency Unit will deliver the pay packets to the individual stations or will have the stations come to the office to pick them up. All employees will be paid by check or through direct deposit.

Any employee who sends a representative to pick up their pay packet must sign a statement authorizing that person to pick it up. If it is for an unlimited time period, the signed authorization will be put in the employee 's personnel file, so there will be no need to write an authorization each time.

Salary Administration:

It is the policy of Reading Emergency Unit to establish and maintain a Salary Administration Program that will best serve the organization in attracting; retaining, motivating and rewarding highly qualified employees to successfully achieve the goals and objectives of our organization.

Wage Deductions:

Reading Emergency Unit will deduct from each paycheck only those amounts required by law or authorized by the employee. This will include all deductions as required by state, federal, or local law, or by court order (e.g. garnishment of wages), Retirement Savings. 401k, correction of errors or obligations deductions, miscellaneous Deductions such as Health Insurance premiums; AFLAC; etc. Other deductions authorized in writing by the employee.

Administrative Pay Corrections:

Reading Emergency Unit takes all reasonable steps to ensure that employees receive the correct amount of pay in each paycheck and that she/he is 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 Reading Emergency Unit's Chief Financial Officer, so that corrections can be made as quickly as possible. Once underpayments are identified, they will be corrected in the next regular paycheck. Overpayments will also be corrected in the next regular paycheck.

Garnishments:

A garnishment is an order of a Court to an employer (the garnishee) to withhold a sum of money from an employee's earnings for payment of a debt. This is an involuntary procedure. The State of Michigan draws a distinction between garnishments for support obligations and garnishments for other kinds of debts. Employees are expected to conduct their financial affairs in a sound manner. Reading Emergency Unit will not protect employees against garnishments of salary. Reading Emergency Unit may be held in Contempt of Court for failure to abide by any withhold payment requirements. Therefore, Reading Emergency Unit will follow all Federal, State and Local requirements with regard to any garnishments.

In support cases, Reading Emergency Unit will not use an Order of Income Withholdings as the basis for discharge, discipline, refusal to hire, or the imposition of any penalty on an employee.

Loans and Advances:

Under no circumstances will Reading Emergency Unit offer wage "advances" to employees. This especially applies in situations where there is a garnishment order and the "take-home" pay is significantly reduced.

Overtime:

The hours of work of exempt employees are determined by the necessity of the work to be done. While this can usually be accomplished within Reading Emergency Unit's normal workweek, it is understood that exempt employees will devote whatever additional time is necessary in order to carry out the responsibilities of their position. Exempt level employees are not eligible for overtime pay.

In accordance with the Fair Labor Standards Act and Wage and Hour Law, Non-exempt Salaried and Hourly employees are entitled to overtime payments of one and one-half (1Y2) times their rate of pay for all the time worked over forty (40) hours in a regularly scheduled work week.

Travel Time:

If/when a non-exempt/hourly employee travels on Reading Emergency Unit business, the employee will receive the proper amount of compensation that is due. Therefore, s/he should carefully account for his/her time when s/he travels and make certain s/he accurately reports this time to Reading Emergency Unit 's Executive Director. In addition to the hours an employee worked, s/he must report time commuting, time spent waiting at airports, train stations, or bus terminals, and the time s/he takes for breaks and meal periods. We account for this time in the following way:

- **Commute time:** Travel to and from work or at the end of the workday from the Reading Emergency Unit worksite is classified as a commute and is not reimbursable. However, if employee commutes to the travel destination (i.e., airport, train station, etc.), commuting time minus thirty (30) minutes each way will be paid by Reading Emergency Unit.

- **Waiting time:** Waiting time will .be considered as time traveled and paid to employee under the following conditions:

  - Time spent waiting at the airport for domestic flights will be deemed compensable, not to exceed one (1) hour per check in.

  - Time spent waiting at the airport for international flights will be deemed compensable, not to exceed two (2) hours per check in.

  - All time spent waiting for connecting flights will be deemed compensable.

- **Meal periods:** Meal periods are not compensable and need to be accounted for on timesheets. Exceptions need to be noted and approved.

Business Use of Personal Automobile:

On occasion an employee may be requested to conduct REU business which would involve the use of their personal automobile. The employee will be reimbursed at the business mileage rate established by REU, plus any parking fees. There is no reimbursement for traffic violation fines.

It is expected that the employee's automobile will be fully insured if used on ERU business.

Travel and Other Business Expenses:

Employees may be eligible for travel expenses related to Business conducted on behalf of Reading Emergency Unit. If travel has been pre-approved, employees shall submit the standard Reading Emergency Unit expense reimbursement form to the Chief Financial Officer and/or Executive Director. Reimbursements will be covered for the following:

- Automobile mileage reimbursements
- Insurance coverage for rented automobiles
- Membership, Clubs, Association fees
- Reasonable lodging
- Meals
- Tourist Class - airfare, bus, train travel
- Transportation to and from transit stations (airport, train, bus etc.)
- Parking
- Tips/Gratuities

Reimbursement Guidelines:

Reading Emergency Unit will reimburse personnel for reasonable, work-related expenses as pre-approved by management. All requests for advance approval and for reimbursement shall be submitted to the Chief Financial Officer and/or Executive Director.

- Where the item(s) have already been purchased, a request for reimbursement must be accompanied by a receipt clearly indicating the item(s) purchased, the price, and the name of the vendor.

- Where possible, requests for reimbursement shall be submitted prior to any purchase, in which case a Purchase Order (PO) will be completed (if applicable).

Reimbursement Guidelines, (Cont'd):

The following items, but not limited to, are reimbursable with approval:

- Uniforms pants- only the difference between the cost that REU would have paid by ordering and the cost by personal purchase.

- EMS related training courses and seminars Reading Emergency Unit requires personnel to take.

- A single class or a course of study (e.g. to obtain a degree) taken to advance and increase knowledge, such as college-level degree programs or adult education courses, provided all of the following are met:

  - You remain employed with Reading Emergency Unit for one (1) year following the course or courses of study. Any person who leaves within one year of completing a course or courses of study (upon the receipt of a grade) shall be responsible for repayment of the cost of the course(s) previously reimbursed by Reading Emergency Unit.

  - You attain a grade of at least B in the course or course of study. If you fail to obtain this grade, Reading Emergency Unit will not provide reimbursement for the cost of the course.

  - You are in good standing with Reading Emergency Unit, and the taking of the course or course of study does not adversely affect your ability to perform your duties.

Salary Increases:

Salary increases are granted on the basis of individual performance, team performance. Although all staff salaries are reviewed annually, increase consideration will be a decision of the supervisor based on an employee's achievement of established objectives.

A pay review may also take place when assigned to a position of increased responsibility, or in the granting of a special merit increase.

Evaluations of work performance and pay reviews are not a guarantee of an increase in pay.

Position Descriptions:

Written job descriptions have been prepared for each position within REU. When the function or duties of a position change, the job will be re-evaluated by individuals designated by the Executive Director and a new job description will be written.

Performance Evaluations:

Reading Emergency Unit maintains a performance evaluation process, which may be modified from time to time, to assist employees in understanding their job responsibilities and to encourage communication between the employee, their manager, and the Executive Director concerning the work performance expected of them. The performance evaluation process:

- Provides for documentation of performance measured against the requirements of the job;
- Provides the opportunity for employees to respond to their evaluation; and
- Assists in employee development.

Employees will be provided with a copy of their performance evaluation.

The performance evaluation process does not alter the "at-will" nature of the employment relationship.

Advancement Opportunities:

Reading Emergency Unit encourages its employees to develop their skills and abilities and to seek advancement opportunities as they occur. Criteria considered for advancement include the knowledge and skills required, the employee's work performance, attendance record and special training the employee has received that can be useful in completing their position responsibilities.

When a position providing a promotional opportunity becomes available, preference will typically be given to current employees who are equally or more qualified than applicants for the opening.

Assignment of employees to pos1t10ns, including decisions on advancement, is the responsibility of the management team, subject to the approval of the Executive Director.

COBRA:

If you are an employee of Reading Emergency Unit, who is covered by the Insurance Policy, you have a right to choose this continuation coverage if you lose your group health coverage because of a reduction in your hours of employment or the termination of your employment (for reasons other than gross misconduct on your part.)

If you are the spouse of an employee, covered by the insurance policy, you have the right to choose continuation coverage for yourself if you lose group health coverage under the Insurance Policy for ANY of the following four reasons:

- The death of your spouse;
- A termination of your spouse's employment (for reasons other than gross misconduct) or reduction in your spouse's hours of employment with Reading Emergency Unit;
- Divorce or legal separation from your spouse; or
- Your spouse becomes entitled to Medicare.

In the case of a dependent child of an employee covered by the Insurance Policy, he or she has the right to continuation coverage if group health coverage under the Insurance Policy is lost for ANY of the following five reasons:

- The death of the employee;
- A termination of the employee's employment (for reasons other than gross misconduct) or reduction in the employee's hours of employment with Reading Emergency Unit;
- The employee's divorce or legal separation;
- The employee becomes entitled to Medicare; or
- The dependent child ceases to be a "dependent child" under the Insurance Plan.

COBRA (Cont'd):

Under the law, the employee or a family member has the responsibility to inform Reading Emergency Unit, Plan Administrator of a divorce, legal separation or a child losing dependent status under the Insurance Policy within 60 days of the date of the event. Reading Emergency Unit has the responsibility to notify the Plan Administrator of the employee's death, termination, reduction in hours of employment or Medicare entitlement. Similar rights may apply to certain retirees, spouses, and dependent children if your employer commences a bankruptcy proceeding and these individuals lose coverage.

When the Plan Administrator is notified that one of these events has happened, the Plan Administrator will in tum notify you that you have the right to choose continuation coverage. Under the law, you have at least 60 days from the date you would lose coverage because of one of the events described above to inform the Plan Administrator that you want continuation coverage.

If you do not choose continuation coverage on a timely basis, your group health insurance coverage will end.

If you choose continuation coverage, Reading Emergency Unit is required to give you coverage which, as of the time coverage is being provided, is identical to the coverage provided under the plan to similarly situated employees or family members. The law requires that you be afforded the opportunity to maintain continuation coverage for 36 months unless you lost group health coverage because of a termination of employment or reduction in hours. In that case, the required continuation coverage period is 18 months. This18 months may be extended for affected individuals to 36 months from termination of employment if other events (such as a death, divorce, legal separation, or Medicare entitlement) occur during that 18-month period.

In no event will continuation coverage last beyond 36 months from the date of the event that originally made a qualified beneficiary eligible to elect coverage. The 18 months may be extended to 29 months if a qualified beneficiary is determined by the Social Security Administration to be disabled (for Social Security disability purposes) at any time during the first 60 days of COBRA coverage. This 11-month extension is available to all individuals who are qualified beneficiaries due to a termination or reduction in hours of employment. To benefit from this extension, a qualified beneficiary must notify the Plan Administrator of that determination within 60 days and before the end of the original 18-month period. The affected individual must also notify the Plan Administrator within 30 days of any final determination that the individual is no longer disabled.

COBRA (Cont'd):

A child who is born to or placed for adoption with the covered employee during a period of COBRA coverage will be eligible to become a qualified beneficiary. In accordance with the terms of the Insurance Policy and the requirements of federal law, these qualified beneficiaries can be added to COBRA coverage upon proper notification to the Plan Administrator of the birth or adoption.

However, the law also provides that continuation coverage may be cut short for any of the following five reasons:

- Reading Emergency Unit no longer provides group health coverage for any of its employees;

- The premium for continuation coverage is not paid on time;

- The qualified beneficiary becomes covered - after the date he or she elects COBRA coverage - under another group health plan that does not contain any exclusion or limitation with respect to any pre-existing condition he or she may have;

- The qualified beneficiary becomes entitled to Medicare after the date he or she elects COBRA coverage;

- The qualified beneficiary extends coverage for up to 29 months due to disability and there has been a final determination that the individual is no longer disabled.

The Health Insurance Portability and Accountability Act of 1996 (HIPAA) restricts the extent to which group health plans may impose pre-existing condition limitations. These rules are generally effective for plan years beginning after June 30, 1997. HIPAA coordinates COBRA's other coverage cut-off rule with these new limits as follows:

- If you become covered by another group health plan and that plan contains a pre- existing condition limitation that affects you, your COBRA coverage cannot be terminated. However, if the other plan's pre-existing condition rule does not apply to you by reason of HIPAA's restrictions on pre-existing conditions clauses, Reading Emergency Unit, Plan Administrator may terminate your COBRA coverage.

COBRA (Cont'd):

- You do not have to show that you are insurable to choose continuation coverage. However, continuation coverage under COBRA is provided subject to your eligibility for coverage; the Insurance Policy reserves the right to terminate your COBRA coverage retroactively if you are determined to be ineligible.

- Under the law, you may have to pay all or part of the premium for your continuation coverage. There is a grace period of at least 30 days for payment of the regularly scheduled premium. At the end of the 18-month, 29-month, or 36-month continuation coverage period, qualified beneficiaries will be allowed to enroll in an individual conversion health plan provided under the Insurance Policy.

The Health Insurance Portability and Accountability Act (HIPAA):

Under the HIPAA Privacy Rule, Reading Emergency Unit must guard against the misuse of individual's identifiable health information and limit the sharing of such information.

Personal Information is Collected:

How we may collect personal information:

- To assist in proving medical assistance to patients.

- To determine eligibility for health care coverage.

- To transmit premium payments to the health insurance carrier.

- To provide test results to an officer of the company, government regulatory agencies or companies that require certain tests under contract.

- For pre-employment physicals and to determine fitness-for-duty of the employee's job.

- To evaluate work-related injuries and comply with workers' compensation laws.

- To administer leave under FMLA.

- To comply with OSHA, MSHA and similar state laws.

COBRA (Cont'd):

Personal Information Collected from Employees:

We ask people seeking employment and benefits to provide certain information when they begin employment and enroll in a benefit plan. This information includes:

- Name, address and phone number.
- Social Security Number.
- Birth Date.
- Marital Status.
- Information regarding current illnesses, injuries or disabilities that may affect the ability to perform the job.
- Consent to release all applicable information, including physical exam, drug screening and fitness-for-duty results to the company and its agents and service providers.

How We Protect Personal Information:

Personal medical information is maintained in accordance with HIPAA, OSHA and/or any other state or federal law to protect the privacy of such information.

Written Authorization:

When applicable, an individual (Patient or Employee) will need to complete a written authorization for the disclosure or restriction of protected health information.

Retirement Savings:

Employees are eligible for participation in the Retirement Savings Plan ("Plan").

For a more complete description of the Retirement Savings Plan, review the "Summary Plan Description" and other official Plan documents.

Social Security:

Social Security is a federal program providing income when family earnings are reduced or discontinued because of retirement, disability, or death. Social Security taxes are deducted from the employee's pay. Reading Emergency Unit complies with all federal, state and local laws regarding social security.

Unemployment Insurance:

Unemployment insurance is required by Federal and state law. The cost of this program is paid entirely by Reading Emergency Unit, but represents a substantial benefit to every employee.

If an employee's employment is discontinued, s/he may be eligible to receive unemployment insurance. She/he must file a claim with his/her State Job Service Office in order to collect this benefit.

Workers Compensation:

Workers' Compensation insurance coverage is provided in compliance with state law. This pays benefits for lost time, medical and surgical expenses, and loss of life or dismemberment from injury arising out of or in the course of employment.

State law requires that a Workers' Compensation report be filed for any employee who is injured in the course of employment. Should you be injured on the job, please report your injury immediately.

Holidays:

Employees, who are scheduled to work on a holiday, shall be paid at a rate of one and one-half their regular rate of pay only for the hours actually worked in the 24-hour time period of the holiday; i.e. a dispatcher is scheduled to work 1700-0100 on July 3rd. The pay for that eight (8) hour period would be seven (7) hours straight pay and one (1) hour at time-and-one-half, since 2400-0100 is July 4th as a paid holiday.

The following days shall be considered paid holidays:

- New Year's Day
- Independence Day
- Memorial Day
- Labor Day
- Thanksgiving Day
- Christmas Day

Taking Vacation Days on Holidays:

A maximum of one EMT, one EMT-Specialist, one Paramedic, and one vacation shifts may be allowed per day. No vacation shifts will be approved for any holiday including but not limited to, Thanksgiving Day, December 24, 25, 31 or January 1. If the coverage can be arranged by the employee, these holidays will then be approved for payment by the Executive Director.

Part time employees are not eligible for sick/PTO time.

- In order to be eligible for sick time, employees must call in at least six (6) hours before the start of his or her scheduled shift, whenever possible.

- Time does count as hours worked and ·cannot be carried over from year to year. Any unused sick days at the end of the calendar year will be compensated for.

- Employees who are absent from work for three (3) consecutive days may be required to submit a written excuse from their doctor before they may return to work. The Company may verify this excuse by requesting additional information to determine that sick time benefits were paid for bona fide illness or injury.

- PTO may be scheduled in hourly increments only. No partial hour increments may be taken.

- To schedule planned PTO, employees should request advance approval from his or her supervisor. Employees should make requests at least 72 hours in advance of the planned time off. All requests shall be submitted electronically on the "Request for Time Off ' form and turned in to the Supervisor or to the Human Resource Office.

- If the time off request is a time trade with another employee, the request may be denied if that employee would have to be paid overtime.

- Requests will be reviewed based on a number of factors, including business needs and staffing requirements, and will be granted whenever possible, but Reading Emergency Unit cannot guarantee that a request for time off will be granted.

Rate of Pay and Overtime:

PTO is paid at the employee 's regular hourly rate of pay at the time of absence.

Separation from Employment:

When an employee separates from employment, for whatever reason, the employee will be paid for all of his or her earned accrued PTO time.

P.T.O. (Personal Sick/Vacation):

Paid Time off (P.T.O.) Personal/sick/vacation days shall accrue from date of hire. They shall be calculated as follows:

Years of Service:	**(P.T.O.)-Personal/Sick:**	**(P.T.O.)-Vacation:**
0-1	1 week (Prorated)	0 weeks
1-3	1 week	1 week
3-6	1 week	2 weeks
6+	1 week	3 weeks

(Example: 1 week equals the average weekly scheduled hours worked per pay period).

All unused PTO up to two weeks will be paid to the employee in the last pay period of the year.

Payroll is calculated on a "per calendar year," (January 1 thru December 31).

Vacation:

A maximum of one (1) EMT, one (1) EMT-Specialist, and one (1) Paramedic vacation shifts may be allowed per day. No vacation request will be approved on paid holidays unless approved by the Supervisor or Executive Director.

LEAVES OF ABSENCE-TIME OFF FROM WORK

All Forms of Non FMLA Leaves of Absence:

Reading Emergency Unit shall permit unpaid leaves of absence in certain situations as operational needs permit. All unpaid leave will be reviewed on a case-by-case basis and will be approved at the discretion of management.

- Reading Emergency Unit will make provisions for certain unpaid absences, taken at the request of the employee for certain health, medical, or personal reasons.

- We will make every effort to provide our employees with the requested unpaid leave of absence, but cannot guarantee that benefits will remain available during any such absence. Benefit continuation depends upon the terms of the plan, and the length of the desired leave.

- Any employee requiring an unpaid leave of absence is asked to contact his or her supervisor as far in advance as possible so that proper accommodations can be made, and to prepare for a possible return at some time in the future.

- Short term and temporary unpaid leaves of absence where additional time off is requested, but the employee has exhausted all Personal, sick and Vacation Time, can be granted so long as appropriate coverage is available, and operations are not negatively impacted.

- Leaves will be considered on a case-by-case basis. In determining whether to approve the leave, consideration will be given to the employee's work history, tenure, and need for leave time.

- Leave will only be granted for a maximum period of 6 months, and must be approved on a month-to-month basis.

- Upon completion of the leave, Reading Emergency Unit will attempt to assign the employee to the same position held at the start of the leave, but cannot guarantee that position will be available.

- Any employee who fails to report to work at the conclusion of the leave period will be considered to have voluntarily resigned his/her employment.

Service Member Family and Medical Leave:

The Family and Medical Leave Act (FMLA) also entitles eligible employees to take leave for a covered family member's service in the Armed Forces ("Service Member FMLA"). This policy supplements our FMLA policy and provides general notice of employee rights to such leave. Except as mentioned below, an employee's rights and obligations to Service Member FMLA Leave are governed by our existing FMLA policy.

Leave Entitlement:

Service Member FMLA provides eligible employees unpaid leave for any one, or for a combination of the following reasons:

- A "qualifying exigency" arising out of a covered member's active duty or call to active duty in the Armed Forces in support of a contingency plan; and/or

- To care for a covered family member who has incurred an injury or illness in the line of duty while on active duty in the Armed Forces provided that such injury or illness may render the family member medically unfit to perform duties of the members office, grade, rank, or rating.

Duration of Service Member FMLA:

- When Leave Is Due To a "Qualifying Exigency": an employee may take up to 12 weeks of leave during any 12-month period. "Qualifying Exigency" activities must be connected with the need to engage in activities on behalf of the service member and their active service in the Armed Services.

- When Leave is to Care for An Injured or Ill Service Member: An eligible employee may take up to 26 weeks of leave during a single 12-month period to care for the service member. Leave to care for an injured or ill service member, when combined with other FMLA- qualifying leave may not exceed 26 weeks in a single 12-month period.

- Service Member FMLA leave runs concurrent with other leave entitlements provided under Federal, State, and Local law.

Active Military Leaves of Absence:

The Universal Military Training and Service Act provides re-employment rights for men and women who leave their jobs to perform training or service in the armed forces. Application for re-employment must be made in accordance with the terms and conditions of the Act.

Reading Emergency Unit will grant eligible employee's military leaves of absence. Employees remain eligible for employment re-instatement rights for up to five years for individuals who have been absent from a position of employment on account of military duty in the "uniformed services" which are defined as:

Army, Navy, Marine Corps, Air Force, or Coast Guard; Army Reserve, Naval Reserve, Marine Corp Reserve, Air Force Reserve, or Coast Guard Reserve; Army National Guard or Air National Guard; Commissioned Corps of the Public Health Service; and any other category of persons designated by the President of the United States in time of war or emergency.

Re-Employment Rights:

Employees returning from Military Service will be required to meet the following eligibility rights to be eligible for re-instatement and other employment related benefits:

- Prior employment with Reading Emergency Unit;
- Have satisfied all advanced notice requirements that s/he was leaving the job for service in the "uniformed services:"
- The period of service must not have exceeded five years;
- The employee must have an honorable discharge;
- The employee must have reported back in a timely manner or have submitted a timely application for re-employment. Employees who fail to re-apply within the specified time limits will be subject to Reading Emergency Unit rules governing unexcused absences.

Re-Employment Rights, (Cont'd):

While on a military leave of absence the employee will not be covered under REU 's insurance programs during their tour of military duty.

An employee who is a member of a U.S. military reserve corps who, during their service, is obligated to participate in training exercises will be granted the necessary leave time. This period of duty is normally not expected to extend beyond two (2) weeks.

Benefits While on Leave:

- Employees on military leave will be treated as taking an unpaid leave of absence. Employees may elect to apply accumulated vacation time to the military leave if desired, in order to receive some compensation during military service time spent away from work.

- Employees are permitted to maintain health insurance coverage for up to 24 months while on military leave. Reading Emergency Unit may require you to pay for the cost of such health insurance (at a rate permitted by law). If coverage lapses, and/or upon reinstatement the employee should be entitled to the same health insurance benefits he or she would have been entitled had the military leave not occurred (without any waiting period or pre-existing condition exclusions being applied).

- All seniority dates and benefits will be retained during a military leave as though you remained continually employed, except that actual "working-time" benefits will not accrue, as military service time will not count as "working- time."

Jury or Witness Duty:

Employees who are summoned to serve on jury or witness duty will receive the required leave time. The employee's pay is continued, less compensation (excluding mileage) received from the court. Such compensation shall not be available in the event that the employee is serving as a witness against Reading Emergency Unit and/or any of its interests.

- Any employee called for jury duty must notify and provide the appropriate verification to their supervisor as soon as they are notified by the court.

- Employees are encouraged to fulfill their civic responsibilities by serving jury duty when required.

- All other benefits will be covered and will accrue during any jury duty leave as if the employee was continually working.

Voting:

Reading Emergency Unit shall permit employees to vote in any local, state or federal election, without negatively impacting their employment status or benefits.

- Employees are encouraged to fulfill their civic duty on Election Day by voting.

- If an employee is on duty the entire time the polls are open, Reading Emergency Unit will make every effort to allow the employee to vote in his or her district.

Death in Family:

Employees who lose a family member may be granted leave to attend services and address other matters related to the passing of a loved one.

- In the event of the death of a parent, child, spouse, brother, sister, grandchild or grandparent, or the employee's spouse's parent, child, sister, brother, grandchild or grandparent, employees may take up to three (3) days of paid bereavement leave is afforded.

- Employees are asked to provide Reading Emergency Unit with notice of the death and the need for the bereavement leave as soon as possible, so that adequate coverage can be arranged.

- When a request for bereavement leave is made, Reading Emergency Unit will coordinate coverage for any shift that is missed.

Emergency Leave Request:

To accommodate personnel who desire a leave of absence to assist with relief efforts related to local, state, and federal emergencies or disasters, when requested by appropriate officials and/or emergency management agencies.

- Reading Emergency Unit typically asks its employees to provide advance notice when requesting the use of paid time off.

- Reading Emergency Unit recognizes that there are times when an emergency arises and adequate advance notice cannot be given. This is especially applicable to persons who participate as part of emergency response teams ready to respond to any state or federal natural disaster. Reading Emergency Unit commends employees for participating in such programs, and does not want to hinder your involvement or otherwise adversely affect your employment status as a result of that involvement.

- At the same time, since Reading Emergency Unit is itself an emergency service organization, we need to maintain adequate staffing at all times. We must have sufficient staff to meet our obligations to the public. Therefore, we may only grant emergency leave requests to the extent we can adequately maintain staff coverage here. In other words, not all leave requests may be honored if doing so may compromise our operations.

- Employees will not be paid any wages when on leave, unless they are part of an authorized disaster response system which reimburses the employer for the wages of employees on emergency leave. If you are not specifically advised that you will be paid during the emergency leave assignment, you should assume that the leave is an unpaid leave.

PERFORMANCE IMPROVEMENT

Conflict Resolution and Problem Solving:

Reading Emergency Unit will handle and resolve misunderstandings, conflicts, and complaints that may arise in a systematic and non-discriminatory manner to ensure appropriate resolution.

- When a complaint or conflict among personnel is apparent, personnel should first discuss the situation with the Supervisor, preferably immediately following the event or incident.

- Complaints received by any personnel coming from non-personnel (e.g. patients, family members, vendors, hospitals, fire departments, etc., regarding incidents of quality care and poor relations) shall be forwarded to the Executive Director as soon as possible.

- The nature of the problem or complaint will be documented by the Supervisor and/or Executive Director.

- In the event of a personnel issue/complaint, an investigation of the problem will be conducted by the Supervisor and/or Executive Director.

- In cases where the problem relates to compliance, HIPAA, or raises a question of federal or state law, appropriate persons shall be notified and involved (including but not limited to, the Privacy Officer, the Compliance Officer, and/or legal counsel).

Discipline:

Employees are expected to provide acceptable levels of work performance by meeting the expectations of the position to which they are assigned, as well as maintaining productive working relationships. Discipline is invoked in response to inappropriate employee behavior.

Progressive Discipline:

Reading Emergency Unit **MAY** follow a progressive discipline approach or elect to expedite discipline depending upon the circumstances.

If progressive discipline is selected as the form of discipline the company deems appropriate it will "usually" follow these steps: - verbal warning, written warning, suspension, and termination.

Progressive Discipline, (Cont'd):

Regardless of the level of discipline selected staff members subject to discipline will have an opportunity to be heard and to present their "side of the story" whenever possible, so that "due process" is provided.

Rules of Conduct:

The following are examples of the types of conduct that can result in discipline, as imposed at the discretion of a supervisor or other member of management, based upon the degree and frequency of the offense.

Violations of any Policy contained within this Handbook, including but not limited to:

- Repeated absence or tardiness without prior notice.
- Failure to maintain required personnel records and licensures.
- Rules infractions.
- Damage or loss of Company property due to carelessness
- Inappropriate language or conduct toward other personnel, patients, healthcare facility staff, guests or vendors, in violation of the "Sexual and Other Harassment" Policy and Non-Discrimination Commitment.
- Violation of the "General Compliance" Policy.
- Participating in dangerous practical jokes and horseplay.
- Violation of policies pertaining to patient privacy.
- Unsatisfactory performance or conduct.
- Falsification of timekeeping or reimbursement records.
- Insubordination.
- Deliberate and willful destruction or misuse of patient information or property.
- Possession, use, or under the influence of drugs, in violation of the "Alcohol and Substance Abuse" Policy.
- Violation of the "Workplace Violence" Policy.
- Theft or other misappropriation of Company property

Any patient care related offense, or other violation related to licensure, certification, or term of employment, based upon Reading Emergency Unit or State EMS Agency requirements are considered very serious in nature and will generally result in immediate discharge.

Non-Work Activities:

Generally, Reading Emergency Unit will not initiate corrective counseling or impose discipline for actions and events that occur on non-work time. However, to the extent that unacceptable off duty conduct affects Reading Emergency Unit, or your ability to perform job duties, appropriate discipline may be imposed.

SAFETY AND WELLNESS

Illness and Diseases:

Reading Emergency Unit will permit personnel with certain illness and/or disease to continue to work, so long as their condition does not affect patient care and they can · continue to perform the essential functions of the job, with or without reasonable accommodation.

Disaster Recovery Plan:

Emergencies can occur. Reading Emergency Unit has developed a comprehensive preparedness plan for dealing with emergency situations that can be characterized as disasters. [Every manager has been provided with a copy of REU' s Disaster Recovery Plan.] It is important that you know what to do in the event of an emergency.

Tobacco Products:

In the interest of providing a safe and healthy environment the use of tobacco products, including but not limited to cigarettes, cigars, pipes, and smokeless tobacco or tobacco chewing products is prohibited. No person(s) shall use tobacco products in any REU owned, managed, operated or leased facility at any time and under any circumstances.

This policy relates to all work areas at all times, including before and after normal working hours.

Individuals are permitted to use tobacco products outside of Reading Emergency Unit buildings. A designated smoking area shall be established at each station and building. They are as follows:

- Station # 1: Outside north side door
- Station # 2: Outside south doors/porch
- Station # 3: Outside south bay entry door
- Training Center: Outside west side door

Tobacco Products, (Cont'd):

The door(s) to each of these designated areas shall be closed while smoking. Tobacco users are also expected to take a responsible attitude to ensure that areas are kept litter free and that they do not stand in close proximity to open doors or windows. A cigarette disposal container will be provided for each building.

Disposal of Tobacco Products:

- All cigarette butts will be placed in the designated receptacles in the smoking area. Cigarette butts should not be discarded on the ground or in any trash bins.

- Smokeless tobacco residue will be deposited in an appropriate receptacle. There shall be no spitting of tobacco juice on Company property, including in sinks or toilets.

This policy applies equally to all employees, independent contractors, members, visitors, vendors and their employees.

Lockers:

Lockers may be provided to those personnel who make a request for a locker.

- Lockers must be kept neat and clean.

- Dirty clothes should be removed for washing as soon as possible.

- Perishable food should not be stored in lockers and the storing of food in the lockers should be kept to a minimum.

- Personnel may not hang pictures or other decorations on the outside of lockers.

The company reserves the right to inspect lockers without notice for any legitimate business-related reason, including searching for contraband, alcohol, drugs, weapons, or company property that may have been improperly obtained.

Employees are reminded that lockers are company property and personnel should have no expectation of privacy when it comes to locker use.

Searches and Surveillance:

Reading Emergency Unit may conduct searches of employees for drugs, alcohol, weapons, stolen equipment etc. if REU has reasonable suspicion that the employee is in violation of the policy. Searches include, but are not limited to, searches of employee's personal effects, lockers, baggage, desks, lunch boxes, clothing, purses, billfolds, tool- boxes, and parcels located on REU premises.

Refusal of an employee to consent to such an inspection and/or search, or to otherwise co-operate with an investigation conducted by REU, is sufficient grounds for discipline up to and including immediate discharge.

No item purchased or supplied by Reading Emergency Unit should be removed from the premises without express written authorization of a supervisor. Further:

- All personnel may be subject to random searches as they leave Reading Emergency Unit premises, in accordance with the "Workplace Search" Policy.

- Personnel found possessing any Reading Emergency Unit property without express written authorization may be subject to discipline, up to and including termination.

Hazardous Communication:

Reading Emergency Unit provides a written hazard communication program. The program is available to all employees within each facility. Each facility relies on Material Safety Data Sheets (MSDS) from material suppliers to meet hazard determination requirements.

Labeling:

- All containers containing hazardous substances are properly labeled.

- All incoming labels are checked for: Identity, hazard warning, and name and address of responsible party.

- Reading Emergency Unit has assigned a coordinator to be responsible for seeing that all portable containers used in each facility are labeled with identity and hazard warning.

- Piping systems are painted at access points and every ten (10) feet where the piping is eight (8) feet or closer to employee contact.

Material Safety Data Sheets (MSDS):

- The MSDS Coordinator will be responsible for compiling the master MSDS file. It is each employee's responsibility to review MSDS's for any Hazardous Substance exposures.

- Copies of the MSDS for all hazardous chemicals to which employees may be exposed will be kept in a binder in the Coordinator's office or as defined by Management.

- MSDS will be available for review to all employees during each work shift. Copies will be available upon request.

- MIOSHA Right to Know posters and postings are provided notifying employees of new or revised MSDS' within five (5) days of receipt of a new or revised MSDS.

Exposure Control and Education:

Reading Emergency Unit expects all personnel to follow the "Exposure Control Plan" that has been developed, as well as all other safety reporting and training standards to minimize or eliminate instances of exposure to bloodborne pathogens and other contaminants or diseases and to otherwise prevent injury and illness in the workplace. Relevant exposure and safety areas include, but are not limited to:

- Universal precautions.
- Sharps disposal (engineering controls).
- Personal protective equipment.
- Disposal of regulated waste.
- Disposal of contaminated linens.
- Proper use of labels.
- Exposure reporting requirements.

Vaccinations:

Reading Emergency Unit may make the Hepatitis B vaccination available to personnel at no cost and within 10 days of initial assignment to personnel at risk of blood borne pathogen exposure. Vaccination is encouraged unless:

- Documentation exists that the employee or member has previously received the vaccination;
- Antibody testing reveals that the employee or member is immune, or
- Medical evaluation shows that vaccination is contraindicated.

Employees may choose to decline the vaccination. If personnel choose to decline the vaccination, he or she must sign a refusal form acknowledging the refusal to receive the vaccination.

Drug and Alcohol Policy:

The misuse of drugs and alcohol impairs the health of employees as well as employee productivity levels. Additionally, the misuse of drugs and alcohol may result in unsafe working conditions for patients, and employees. REU is committed to maintaining a productive, safe and healthy work environment free of unauthorized drug or alcohol use or abuse.

Definition – "Unauthorized Drugs."

For the purpose of this policy, the term "unauthorized drugs" shall include any substance which affects the body as a narcotic, depressant, stimulant, hallucinogen or cannabinoid. Unauthorized drugs include, but are not limited to marijuana, hashish, tetrahydracannabinol (THC), hallucinogens (e.g. Mescaline, LSD, and PCP), cocaine, heroin, opium, amphetamines and barbiturates. Drug presence detection levels shall be in accordance with the NIDA established standards in effect at the time of the employee's test.

Definition – "Prescription and over-the-counter Drugs:

Prescription drugs taken pursuant to a physician's instructions, or over the counter drugs taken in recommended dosages and in accordance with cautionary statements, are excluded from the definition of "unauthorized drugs". However, it is the employee's responsibility to notify the Operations Manager when he/she is taking any prescription or non-prescription medicine or substance that may impair judgment or performance or otherwise adversely affect normal mental function of physical abilities. Any prescription drug used by an employee at work shall be contained in a pharmaceutical vial in the employee's name.

Reading Emergency Unit has the right to assess, with the assistance of a medical practitioner, whether or not the use of the drug by the employee within the workplace is consistent with maintaining a safe and efficient workplace. Further, at the discretion of REU, affected employee may be moved to a more suitable position, grant the employee a leave of absence, or take whatever action REU deems appropriate to promote safety and efficiency.

Use of Alcohol While on Duty or On Call:

- You shall not respond to any call if you have ingested any alcoholic beverage eight (8) hours prior to your work shift, or if you are on call, eight (8) hours prior to being called out.

- Personnel who appear to be under the influence of alcohol at a scene (based on the reasonable judgment of the officer in charge) will be immediately dismissed from the scene and may be required to undergo alcohol testing and may face disciplinary action, up to and including termination.

- On-call/available personnel who have consumed alcoholic beverages and fail to respond to a call will be subject to appropriate discipline.

Drug and Alcohol Testing:

General Testing:

An illustrative list of factors that management may consider in determining whether there is reasonable suspicion include, but are not limited to:

- Pre-employment.

- Observable phenomena, such as direct observation of drug or alcohol use or possession and/or the physical symptoms of being under the influence of drugs and/or alcohol.

- Excessive Absenteeism/tardiness.

- A pattern of abnormal conduct or erratic behavior.

- Conviction of a drug related offense.

- Information provided by reliable and credible sources or otherwise independently corroborated, regarding an employee's substance abuse or rule infraction.

- Employees involved in an accident which is OSHA reported.

Violation of this policy will subject the employee to disciplinary action up to and including termination of employment.

Visitors:

Visitors in the workplace shall be restricted to specified areas and may be limited in the time of their visit.

- When a visitor comes to the building, the visitor must be met in the public area near the entrance to the station, or (when possible) outside. This is to prevent unnecessary visitor access to areas of the station that may house patient information and to prevent possible injury. An employee must remain with the visitor at all times during the visit.

- Visitors are not permitted in areas where patient information is stored or may easily be viewed or in other areas that could negatively impact operations.

- Visitors are NOT allowed in a station when the crew is not there, unless approved by management.

Possession of Firearms and Weapons:

Reading Emergency Unit does not permit the possession of firearms or weapons on premises. Violation of this policy will subject the employee to disciplinary action up to and including termination of employment.

- This Policy does not apply to law enforcement officers who are serving in an authorized law enforcement capacity.

- This Policy does not apply to legitimate Reading Emergency Unit equipment and supplies that may have dangerous potential (e.g. rescue knives, needles), or may have explosive tendencies (e.g. compressed gasses).

Violence and Threats in the Workplace:

Reading Emergency Unit forbids acts or threats of violence by any employee against any other person, patient, co-worker, vendor or visitor in or about Reading Emergency Unit vehicles and buildings, or on Reading Emergency Unit premises at any time.

- Reading Emergency Unit expects all its personnel (career or volunteer) to conduct themselves in a professional and courteous manner at all times. All staff/personnel should treat others in a manner that they would want to be treated.

- Any behavior that a reasonable person would construe as indicating a potential for violence are strictly prohibited. Examples of improper behavior include, but are not limited to: shouting angrily at others, swearing at others, making threatening gestures towards others, throwing or tossing things, slamming down equipment with the intent to startle another person, pounding or punching a wall, purposely breaking things, etc.

Prevention of Workplace Violence:

In keeping with the spirit and intent of this Policy, Reading Emergency Unit shall strive to:

- Provide as safe a work environment as possible.

- Take prompt remedial disciplinary action against any personnel who engages in any threatening behavior or acts of violence or who use any obscene, abusive, or threatening language or gestures.

- Take appropriate action when dealing with patients, current or former employees, vendors, business associates or Visitors who engage in such behavior. Such action may include notifying the police or other law enforcement personnel.

- Establish viable security measures to ensure that facilities are safe and secure to the maximum extent possible and to properly handle access to company facilities by the public, off-duty employees, and former employees.

Prevention of Workplace Violence (Cont'd):

In keeping with the spirit and intent of this Policy, personnel shall:

- Notify management 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, comments or remarks

Identity Theft Prevention Program:

Reading Emergency Unit is commitment to compliance with the Federal Trade Commission Standards under the Identity Theft Red Flags and Address Discrepancies under the Fair and Accurate Credit Transaction Act of 2003 ("the Red Flag Rules") at 16 C.F.R. §681.2, regarding the establishment of a written Identity Theft Prevention Program ("Program") that is designed to detect, prevent, and mitigate identity theft in connection with the opening of a covered account or any existing covered account.

Personal Items:

Employees are asked to not bring their valuables into the office. Please secure all personal items under lock and key. Reading Emergency Unit cannot assume responsibility for the loss, theft, or damage of personal property.

Parking:

Employees are to park their cars in the designated parking area. Cars should be kept locked at all times. Reading Emergency Unit cannot assume responsibility for damage to or theft of cars or their contents.

Incident and Near Miss Reporting Policy:

In order to ensure a safe, healthful, and efficient work environment for our employees, Reading Emergency Unit has established the following incident and near miss reporting policy as a condition of employment and continued employment.

Employees are required to report to their Supervisor/Operations Manager any job-related incidents of the following types:

- **Accidents:** unplanned events resulting in injury, illness, property damage, loss of materials, or environmental damage.

- **Exposures:** contact with potentially harmful chemical or physical agents or biological hazards, whether or not these result in injury or illness.

- **Injuries of Illnesses:** Even minor ones, and even if the employee believes the injury or illness may not be job-related (for example, signs and symptoms of ergonomic injuries, which may have more than one cause).

- **Near Misses:** Events which could have, under slightly different circumstances, caused injury, illness, death, property damage, loss of materials, or environmental damage.

Accidents, exposures, injuries and illnesses, and near misses must be reported to the employee's Supervisor/Operations Manager as soon as possible. If they cannot be reported immediately (for example, providing emergency medical care can take precedence over reporting).

Full compliance with this policy is a condition of employment at Reading Emergency Unit. Any employee who violates this policy will be subject to discipline, up to and including discharge.

TERMINATION OF EMPLOYMENT

Termination of Employment:

Involuntary termination may occur because the employee's position is eliminated, or because of conduct that is deemed to be in the best interest of the Executive Director to terminate employment.

Should you resign from employment with Reading Emergency Unit you are requested (but not required) to give at least two (2) weeks' notice prior to your actual termination date. Timely notice will assist Reading Emergency Unit in obtaining a replacement or making changes in the assignment of responsibilities.

Separation from Employment-Exit Interviews:

All departing staff members shall participate in an exit interview with a management representative prior to their departure.

Use of Company Equipment:

Any Reading Emergency Unit property issued to personnel, such as keys, pagers/cell phones, radios, gas cards, company and hospital ID cards, coats, vest, or uniforms, must be returned prior to receipt of any final paycheck.

Personnel may be responsible for paying for any lost or damaged items, as well as for any unreturned items at the time of separation from service. "Damaged items" are items damaged beyond what would be expected with normal "wear and tear." Any hospital ID card that has been lost will be replaced by the employee at a cost of $25.00.

Hazmat Response:

Reading Emergency Unit is committed in providing an effective and safe response to ALL HAZMAT and CBRNE (Chemical, biological, radiological nuclear, and explosive) incidents. REU policies remain in concert with the state of Michigan protocols and indicated in "Special Operations, 10.1 through 10.9.

OPERATIONAL INFORMATION

Stocking of Ambulances:

Employees shall ensure that ambulances are stocked, that equipment is in working order, and that supplies are checked at the beginning of each shift and are replaced at the conclusion of each call.

Philosophy on Patient Care:

Patients: The statement that follows is an expression of our responsibilities to the patient and also the responsibilities as a patient in our care. Please do not hesitate to discuss any concerns regarding patient treatment or transportation with members of Reading Emergency Unit staff or administration.

Equal Treatment: Patients of Reading Emergency Unit can expect the same consideration, respect, treatment, and care regardless of race, creed, religion, national origin, marital status, sex, age, handicap, sexual preference, or source of payment.

A patient's civil and religious beliefs including the right of independent personal decisions and the right of knowledge of available choices will not be infringed. We encourage patients to ask questions and exercise these rights.

Medical Care and Consent: The aim of Reading Emergency Unit is to provide the best care possible for the patient. The patient is entitled to obtain information from pre- hospital staff about his/her medical condition, proposed course of treatment, and prospects for recovery, in languages that he/she can understand. Except for certain routine care, an explanation will be given to him/her prior to receiving it. Please answer questions that the patient has about his/her care and about any alternatives to this care.

Patient May Refuse Treatment and/or Transport: Patients may refuse treatment and/or transport. If a patient refuses care, the paramedic will consult with a physician at the emergency department. Usually, the physician and staff will respect patient desires. An exception would be in certain types of cases where either a court of law may order otherwise or the patient's life is in immediate danger. Patients will be advised, however, of the possible medical consequences of their refusal. In addition, patient refusal to accept treatment and/or transport may prevent the paramedic from properly caring for the patient.

Philosophy on Patient Care (Cont'd):

Sometimes it may become necessary, because of the patient's condition, to restrain patients so that patients will not hurt the E.M.S. personnel, themselves, or others. If such a condition arises, the patient will be restrained by trained health care professionals who will document the reason for the restraints in the patient's medical chart. The emergency department physician will be notified promptly. Chemical restraints may be administered only by a physician's order.
Privacy and Comfort: Patient privacy and comfort are our concern. We will provide the patient with as much privacy as possible, both in treatment and in connection with care for the patient's personal needs. Our personnel have been instructed to treat patients with consideration, respect and full recognition of their dignity and individuality.

An ambulance service such as ours, in addition to providing patients with medical care and transportation to a medical facility, has an obligation to help with the training of paramedic and emergency medical technician students. Students and trainees may participate in patient care under the direction of a paramedic. If the patient questions any aspect of this educational process, please discuss this matter with the Manager or Executive Director.

Confidential Information: The information the patients share with Reading Emergency Unit staff is confidential, and is expected to remain so under HIPPA rules and regulations. The incident report will not be shown to anyone not directly involved in patient care and/or not connected with Reading Emergency Unit or the receiving hospital without the patient's written permission unless ordered by a court of law, or as otherwise permitted by third party payment contract or HIPPA rules and regulations.

Patients may view the information in the patient run report. If a patient wishes to obtain copies of their run report for themselves or for another person, a reasonable charge may be made. Patients will also be requested to sign a form permitting a release of the information on their run report. Reading Emergency Unit will assume no liability for breach of confidentiality and/or loss of said report(s) by the patient and/or any other person.

Passenger Policy: Patients may have a relative or friend accompany them during their transportation to the hospital. Since space is limited, the determination of who may accompany a patient will be the responsibility of the Paramedic. The person who will accompany the patient will be asked to ride in the front passenger seat and must wear a seat belt. Because the patient will be facing the back of the ambulance, he/she will not be able to see the person riding up front, but will be

Philosophy on Patient Care (Cont'd):

able to talk to and hear the person accompanying the patient. If the Patient has any questions, please ask the Paramedic.

Patient Responsibilities as the Patient: Just as we have responsibilities to the patient, the patients also have responsibilities to the staff. We ask that patients be direct and honest about everything that relates to the patient as a patient. Please provide us with a complete and accurate medical history. Please inform us whether or not you as a patient understand what care will be given you and what you are expected to do as a patient.

If a patient does not understand the illness, injury, or treatment, ask the Paramedic. We encourage patients to discuss the Paramedic's recommendations with them so that patients can make informed decisions based on the choices presented. If the patient's health changes in any way, it is important for the patient to immediately inform the Paramedic. If the patient has knowledge about unexpected complications that may arise from their treatment, such as allergies or special conditions they have, please notify the Paramedic. If during treatment, the patient discovers symptoms that may indicate developing complications, please notify the Paramedic at once.

The Cost of Patient Medical Care: It is the patient's obligation to provide Reading Emergency Unit personnel with accurate and timely information about how he/she plans to pay for treatment and transportation to a medical facility. If the patient wishes a written or oral explanation of the bill resulting from patient care and transportation, please ask to speak with the Reading Emergency Unit Business Office. Patients are entitled to this explanation regardless of how their bill is paid. If the patient has any billing inquiries resulting from the care and/or transportation given, please refer them to the Reading Emergency Unit Billing office at:
1-888-330-5405

Patient Relations:

Personnel must act competently and deal with patients and their families in a professional, courteous, and respectful manner. The way we perform our individual jobs presents an image reflective of our entire organization.

Personnel shall communicate pleasantly and respectfully, with other personnel, patients, family members, vendors, health care associates and business partners at

all times. Positive relations not only enhance the public 's perception or image of Reading Emergency Unit, but also pay off in loyalty and future service requests.

Personnel are expected to follow-up on orders and questions promptly, provide professional replies to inquiries and requests, and perform all duties in an orderly manner. Serving the best interests and needs of all patients is our ultimate goal.

Personnel should take great pride in the work they do, and to perform at the best level possible. Individual behavior and professionalism, as well as that presented by Reading Emergency Unit, is important for all persons with whom we deal.

Treatment of Relatives:

If a responding crew arrives at the scene of a medical emergency and discovers that their patient is a close relative (spouse, father, mother, child, sibling, etc.) and the patient requires advance life support intervention, the crew shall notify Dispatch immediately so that a second unit (if available) can be sent to the assume patient care.

Even the most experienced medical personnel may have trouble dealing with a situation such as this in a detached, professional manner which our jobs require, and allowing an employee to treat a severely ill or injured family member could lead to any number of adverse occurrences.

It shall be the responsibility of Dispatch to advise on-duty management personnel immediately of such an occurrence so that arrangements can be made to substitute the employee.

If expedient transport is deemed a necessity and the arrival of the second unit will be delayed for an unacceptable amount of time, it shall be the decision of the non-related crew member to determine if transport should be made by his or her unit, or to wait for the arrival of the second unit. A thorough explanation to Medical Control may help the employee make this decision, as will the overall mental condition of his or her partner.

EMSIS and Electronic Documentation System:

As indicated in Section 7.15, of the Michigan State Protocols, as approved by the Hillsdale County Medical Control authority (MCA), this policy is to be followed for completion of Reading Emergency Unit, Inc. (REU) EMS Patient Care Records (PCR) and the use of an electronic documentation and information system.

- **Responsibility:**

  - An electronic EMS PCR must be completed on any request for service to which REU is dispatched. This includes all emergency and non-emergency EMS incidents and patients, ambulance inter-facility transfers, patient refusals, other patient contact, no patient found and cancellations.

  - All PCR reports will be made available to the receiving facility, the MCA and the Bureau of EMS, Trauma and Preparedness, in electronic format.

  - If a patient is evaluated and/or treated and is not transported a Refusal of Treatment and/or Transport Evaluation Form shall be completed.

- **Documentation:**

  - The PCR shall be created using a National EMS Information System (NEMSIS) and State of Michigan compliant software package allowing for upload to the state repository. All electronic charting software must meet or exceed State of Michigan requirements. To be compliant with MI-EMSIS, agencies must use a NEMSIS Gold Compliant system.

  - Signed electronic or paper PCRs shall be maintained by the EMS agency as the official medical record for each patient treated and/or transported. Each PCR should include:
    - All demographic, response and other general information pertinent to the EMS personnel's actions related to the response or transfer.

    - Patient care information including chronology and clarity of patient care including history, assessment, treatment, response to that treatment, changes in patient's condition upon arrival at destination and transfer of responsibility for care.

  - REU PCRs shall be considered a confidential record and treated in accordance with state and federal law.

- Each REU PCR shall be signed by all crew persons documented as the Agency's Primary Care Provider for that particular patient/incident.

- **Distribution:**

  - REU shall provide written patient care documentation, along with a verbal report, prior to leaving the receiving facility. REU may be granted permission from their MCA to transmit a PCR by fax or electronically to the hospital deferring delivery under any of the following circumstances:

    - Transporting out of their primary service area.
    - Completion of the PCR using an MCA approved mobile EMSIS.
    - If REU is dispatched for another emergency call.
    - As otherwise approved by the MCA.

- **Submission to MI-EMSIS Data Repository:**

  - Reading Emergency Uses an approved EMSIS software, (ESO) and transfers data monthly. Reporting period begins at 00:00:01 hours on the 1st day of the calendar month, ending at midnight on the last day of the calendar month. Data is uploaded by the 15th of the month following the close of the reporting period. MCAs may require data to be transferred more frequently.

  - Reading Emergency Unit is responsible to ensure that the quality of the data submitted to MI-EMSIS repository is an accurate reflection of the information entered into their EMS information system.

- **Utilizing Data:**

  - Data submitted by Reading Emergency Unit, Inc. shall be reviewed by the medical control authority professional standards review organization for the purpose of providing professional oversight and for improving the quality of medical care within the MCA region.

- **Utilizing Data (Cont'd):**

  - The Hillsdale County MCA may use aggregate data that does not identify the patient or agency to support EMS system public health activities.

  - The Hillsdale County MCA may choose to maintain its own repository and in turn submit the data to the Department of Health and Human Services.

  - The information accessed by the MCA is confidential in nature and is intended for the medical control professional standards review organization (PSRO). Data protection is critical and is provided for through 1967 PA 270, MCL 331.531 to 331.533, other applicable confidentiality laws, and use and user agreements. The MCA will:

    - Only us or disclose data for the purposes described in Part 209 of the Public Health Code and the Michigan Administrative Code R 325.22101 Through R 22217. Any other uses or disclosures will be made only as required by applicable laws.

    - Use appropriate safeguards to prevent use or disclosure of the information other than as provided by this policy.

    - Limit access to the data to only those employees assigned to perform the functions under the above statute and

    - administrative rules and who have signed a data user agreement.

    - Report any actual or suspected breach, intrusion, or unauthorized use or disclosure to the MDHHS EMS and Trauma Systems Section and Reading Emergency Unit, Inc. within 10 days of becoming aware of such breach, intrusion, or unauthorized use or disclosure or shorter time period as is reasonable under the circumstances.

    - Mitigate the effects of any breach, intrusion, or unauthorized use or disclosure.

- **Utilizing Data (Cont'd):**

    - Comply with the Michigan Identity Theft Protection Act notification procedures at MCL 445.61 et. seq.

    - As a public body subject to the Freedom of Information Act (FOIA), redact all personal identifiers or other information pursuant to applicable FOIA exemptions. 1976 PA 441: MCL 15.231 et seq.

ACKNOWLEDGEMENT OF RECEIPT OF HANDBOOK AND AT-WILL EMPLOYMENT STATUS

I have received and read Reading Emergency Unit's (the "Company") Employee Handbook (the "Handbook"). I understand that it is my responsibility to comply with the policies contained in the Handbook and any revisions made to it. The Handbook contains important information about the Company, and I understand that I should consult my supervisor, Chief Financial Officer or Executive Director regarding any questions I have concerning the Handbook. Since the information , policies , and benefits described in the Handbook are necessarily subject to change, I acknowledge that with the except of the Company policy regarding at-will, employment revisions to the policies in the Handbook may occur at any time, with or without prior notice, I also understand that the Company reserves the right to unilaterally amend, modify or cancel this Handbook , and any or all of the various policies , procedures and programs contained within it. This Handbook supersedes any and all past handbook, policies, procedures, understandings, and standards, whether written or verbal, express or implied.

I acknowledge and agree that I have entered into my employment relationship with the Company voluntarily and acknowledge that there is no specified length of employment. I further understand and agree that my employment with the Company is at will, and may be terminated for any reason or no reason at all, at any time, with or without cause and with or without notice, by either me or the Company.

I understand that my At-will status does not impact my right to negotiate singly or in a group and participate in concerted activities regarding the terms and conditions of my employment.

Date: ____/____/____ Signature: _____

Printed Name: _____

AGREEMENT REGARDING 180 DAY STATUTE OF LIMITATIONS

I agree that any action or suit against Reading Emergency Unit arising out of or in any way related to my employment, including, but not limited to, claims arising under state or federal civil rights statutes, must be brought within 180 days of the event giving rise to the claims (where such statutes apply), or be forever barred. I knowingly and voluntarily waive any other limitations period which may apply to such claims.

Date: ____/____/____ Signature: _____

Printed Name: _____