

## Catawba County Emergency Medical Services

### Employee Conduct

Catawba County EMS personnel are constantly in public contact due to the nature of their profession. Public opinion of EMS and each individual provider is often formed while employees are en route to, at the scene of, or returning from an emergency or non-emergency call and while stationed at EMS bases of operation. Remember to make each impression of Catawba County EMS and yourself a good one.

- Always use courtesy and consideration when providing services or when services cannot be rendered.
- The title of Doctor, Mister, Mrs., Miss, or Ms. should be used with family names of all persons.
- Politeness in behavior and speech is mandatory at all times.
- Close Relationships
  - Employees engaging in a relationship with a co-worker may create potential conflicts of interest among employees.
  - Any employee involved in a close relationship with another EMS employee must report this relationship to the EMS Manager upon its inception.
  - The EMS Manager will notify the appropriate Crew Chief (s) and Shift Supervisor (s) to ensure the employees are not in violation of staffing guidelines.
- Use of Alcohol
  - No employee shall be on duty, nor participate in any duty-related activity, while under the influence of any alcoholic beverage, within eight (8) hours after consuming any alcoholic beverage, or with any odor of alcohol on his/her breath.
  - The consumption of any alcoholic beverage while on-duty or the possession of any alcoholic beverage with the seal broken while on County premises is cause for immediate dismissal.
- Drug Use
  - Employees are prohibited from using or possessing any drug, medication, or controlled substance not specifically prescribed to them by a physician.
  - If taking a prescription, while on-duty or prior to duty, which may impair judgment, ability to operate equipment, or impair the employee's conduct, the employee is required to advise the EMS Manager.
  - The presence of any EMS employee at a place where such drugs, medications, or controlled substances are consumed is strongly discouraged.
- Tobacco Use

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- The use of tobacco products is prohibited at all Catawba County EMS facilities and in county vehicles.
- All employees shall refrain from use of any tobacco product while in the presence of a patient or members of the patient's family.
- All employees shall refrain from use of any tobacco product while at any location that prohibits the use of tobacco products (i.e., FRMC campus, CVMC campus, Catawba County Public Health, etc...)
- Weapons
  - The possession of a firearm or concealed weapons is prohibited on all county property. The sole exception is for sworn on-duty law enforcement officers.
- Treatment of family members
  - Employees should relinquish the acute treatment of their own family members to other qualified technicians when such persons are available.
- Solicitation
  - The solicitation for or selling of any product or service while on-duty is prohibited, unless approved by the county.
- EMS personnel must be able to perform essential functions of the job. Any employee that cannot perform these essential job functions may be released from duty, by the on-duty Shift Supervisor or a member of the administrative staff, for the remainder of the shift.
  - The EMS Manager must be informed of the situation immediately.
- No personal vehicles may be washed at any EMS base.
- All Catawba County EMS employees are responsible for equipment issued to them.
  - Catawba County EMS will consider equipment secure when in a locker room or area that is not readily accessible by the public. Catawba County vehicles are considered a secure area for equipment. Any equipment lost, stolen, or damaged during the course of providing services will not be the responsibility of the employee.
  - All equipment left in areas that are accessible by the public (i.e., coat rack in the day room) will be considered not secure and the employee will be held responsible for the damage, loss, or theft of the equipment.
  - Any equipment lost, stolen, or damaged while not on Catawba County property will also be the responsibility of the EMS employee.

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- Employees are expected to replace or repair any equipment lost, stolen, or damaged while being maintained in an unsecured area or while off county property.