

Galena Area Emergency Medical Service District



Policy Manual

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These policies are in effect for the GAEMS Board of Directors and/or GAEMS Association members. All policies are subject to review and amended as is the Operational Manual as needed.



Background

Emergency Service is a noble calling, one, which is founded on mutual respect and trust between EMS providers and the citizens, they serve. To ensure the continuing integrity of the service, the highest standards of ethical conduct must always be maintained.

The Galena Area EMS District has adopted the model and content of the National Firefighter Code of Ethics to the extent of application that best fits the type, size, and structure of the GAEMSD.

The purpose of this Code of Ethics is to establish criteria that encourage emergency service providers to promote a culture of ethical integrity and high standards of professionalism in our field. The broad scope of this recommended Code of Ethics is intended to mitigate and negate situations that may result in embarrassment and waning of public support for what has historically been a highly respected profession.

Ethics comes from the Greek word *ethos*, meaning character. Character is not necessarily defined by how a person behaves when conditions are optimal, and life is good. It is easy to take the high road when the path is paved, and obstacles are few or non-existent. Character is also defined by decisions made under pressure, when no one is looking, when the road contains land mines, and the way is obscured.

As members of emergency services, we share a responsibility to project an ethical character of professionalism, integrity, compassion, loyalty and honesty in all that we do, all the time. We need to accept this ethics challenge and be truly willing to maintain a culture that is consistent with the expectations outlined in this document. By doing so, we can create a legacy that validates and sustains distinguished emergency service institutions, and at the same time ensure that we leave this domain in better condition than when we arrived.



Mission Statement

To enhance the quality of life and unique character of the Galena Area Emergency Medical Service District by providing prompt, professional emergency medical services with well-trained personnel.

Vision Statement

Provide quality emergency medical care, support education and training, skill development, and community involvement and use these opportunities to further enhance the quality of life of our citizens and visitors.

Values

Embrace and reflect our emergency medical service responsibilities through stewardship, professionalism, integrity, character, accountability and empathy.

Non-discrimination Policy

The Galena Area Emergency Medical Service District will not discriminate and will take 'affirmative action' measures to ensure against discrimination in employment, recruitment, advertisements for membership, employment, compensations, termination, upgrading, promotions and other conditions of employment against any employee or job applicant on the basis of sex, race, ethnicity, national origin, age, religion or any other legally protected characteristic.



Code of Ethics

Each person understands that they have the responsibility to conduct themselves in a manner that reflects proper ethical behavior and integrity. In so doing, they will help foster a continuing positive public perception of public emergency service.

Always conduct themselves on and off duty, in a manner that reflects positively on the GAEMSD. Accept responsibility for their actions and for the consequences of their actions.

Support the concept of fairness and the value of diverse thoughts and opinions.

Avoid situations that would adversely affect the credibility or public perception of the Galena Area Emergency Medical Service District, hereafter referred to as the GAEMSD profession.

Be truthful and honest at all times.

Be respectful and conscious of each member's safety and welfare.

Conduct their personal affairs in a manner that does not improperly influence the performance of their duties, or bring discredit to the Galena Area Emergency Medical Service District.

Recognize that the district serves in a position of public trust that requires stewardship in the honest and efficient use of publicly owned resources, including uniforms, facilities, vehicles and equipment and that these are protected from misuse and theft.

Exercise professionalism, competence, respect and loyalty in the performance of their duties and use information, confidential or otherwise, gained by virtue of our position, only to benefit those we are entrusted to serve.

Avoid financial investments, outside employment, outside business interests or activities that conflict with or are enhanced by their official position or have the potential to create the perception of impropriety.

Responsibly use social networking, electronic communications, or other media technology opportunities in a manner that does not discredit, dishonor or embarrass the organization, the GAEMSD and the public. It is also understood that failure to resolve or report inappropriate use of this media equates to condoning this behavior.



2020-1

POLICY: Billing for Services Rendered and Patient Accounts Credit and Collection

Services rendered will be billed using the District's fees in effect at the time of service except for those patients who sign a "Refusal of Services" form and receive no treatment other than an initial assessment. Those patients who call for a lift assist will only be charged after the third time called within one calendar month.

No discounts will be allowed for any third-party payer other than those required by federal or state regulation.

Active Galena EMS Association members and active Board of Directors with a balance remaining from GAEMSD patient billing, after all third-party payments have been received will have that balance written off as a Member Allowance.

Private Pay accounts that reach the ninety (90) day old period without any payment or response to the standard three billings will be automatically forwarded to the collection agency. All requests to reduce or write off the patient's portion of a bill will be done in writing by the requestor and forwarded to the Board President. Those requests and any other accounts selected for placement with a collection agency or write off to bad debt will be presented to the Board of Directors at the regular monthly meeting. No patient name, only the account number will be used to identify an account during the Board's review.

Accounts with balances due after all insurance payments have been received are considered Private Pay accounts and as such will be sent three (3) statements. If there is no payment or response the accounts will be automatically forwarded to the collection agency.

Medicare requires ambulance services to bill an all-inclusive rate plus mileage and accept the Medicare's Fee For Service rates.

Illinois Department of Health and Human Services is always the payer of last resort. They require ambulance services to bill an all-inclusive rate plus mileage and accept their Fee For Service rates.

Specific rates are subject to change and may be adjusted as needed and approved by the GAEMSD Board of Directors and may be found in Appendix A.



2020-2

Policy: Records Retention

Pre-Hospital Care Reports (PCRs) and Attached Documents

PCRs and attached documents will be filed in alphabetical order.

Stored in properly marked storage boxes by calendar year, at the Galena EMS facility.

Kept for ten (10) calendar years from the year in which they were created.

Records for minors must be kept until after the minor turns 20. The minor's report after ten (10) years will be placed in minor's records folder which will be reviewed, after a minor reaches the age of 20 the records are to be pulled and destroyed.

PCRs are destroyed by shredding, during the eleventh year, except those involving a minor. Before destroying the reports, a list with date of shredding, by who, and a description of what was destroyed will be completed and kept on file at the Galena EMS facility.

Attorney requested PCRs

When an attorney requests a PCR, the date the copies of the PCR is forwarded to the attorney is to be documented on the attorney's letter. The originals of the request for record documents are to be attached to the original PCR and its documents. The PCR and attached documents are to be **refiled** in their appropriate file location. See the billing schedule in Appendix A.

Billing records

Records that are billed will be stored in properly marked storage boxes by calendar year at the Galena EMS facility.

Kept for ten calendar years from the year in which they were created.

Billing records are destroyed by shredding during the eleventh year. Before destroying the reports, a list with date of shredding, by who, and a description of what was destroyed will be completed and kept on file at the Galena EMS facility.

Annual audit reports

The Annual audit and federal and state tax returns will be retained indefinitely in the District office. These will include the annual Audit & IRS 1099 records.

Monthly financial statements

Monthly financial reports, paid bills and other financial items will be stored by Fiscal Year in properly marked storage boxes at the Galena EMS facility. Kept for eight (8) fiscal years after the year they were created. The reports/statements will be destroyed by shredding during the ninth (9th) year. Before destroying the reports, a list with date of shredding, by who, and a description of what was destroyed will be completed and kept on file at the Galena EMS facility.

Digital Storage

All reports, to include Billing Records, Annual Audit Reports and Monthly Financial Statements will be stored digitally at the Galena EMS facility.



2020-3

Policy: Check written and Credit Card use / Contracts / Donations / Vendor Proof of Liability Coverage

Written Checks and Use of the Credit Card

All invoices are approved at the regular District board meeting. There will be no check written or debit applied without Board approval, and there will be no blank check signed. All expenditures of the corporation shall require two (2) signatures on the check/draft payment.

One credit card will be issued to the Board President, Coordinator, Administrative Assistant and Fleet Manager for District purchases only, and a limit will be established for purchases. The card issued to Board President, Coordinator and Administrative Assistant will have a limit of \$5,000 and the Fleet Manager will have a limit of \$1,000.

A credit card will be issued to the President, Vice President, and Treasurer of the EMS Association, with a limit of \$1,000; with the EMS Association having the approval of all purchases.

When a regular monthly meeting is cancelled pursuant to the By-Laws and not rescheduled until the following month, all regular monthly expenditures for that month shall be approved and paid.

Contract Generation: Contracts are created with the intended customer in coordination with the District Board.

Contract Review: Prior to final authorization, all contracts must be submitted for review and approval by the District Board, and the District attorney.

The final signed copy of the contract and all updates will be placed in a master contract file. A District Board motion must approve all contracts. All contracts will be signed by two of the following personnel; District President, Vice President and or their designee.

Vendor Proof of Liability Coverage

The Coordinator or their designee shall obtain from all vendors that enter or do work on the property of Galena Area Emergency Service District proof of liability coverage before any work or delivery can be completed. Once proof of coverage is obtained it will be kept on file.

Donated Funds Distribution and Use

All donations that are received will be given to the District Board Treasurer
The District Board Treasurer will advise the District Board of the donation.

Donations received by the District that are specifically restricted by the Donor will be deposited in the appropriate District's bank account.

If the restricted donation is over \$10,000 a Certificate of Deposit may be obtained until the funds are spent as per the donor's request.

Donations received that are not specifically restricted by the Donor for the use of the District will be forwarded to the Treasurer of the Galena Area EMS Association for deposit in the appropriate EMS bank account. Copies of all receipts and expenditures will be forwarded to the District's Accounting Clerk for entry into the District's financial reporting system.



2020-4

POLICY: Compensation

EMS Personnel

The pay period is monthly in the form of a direct deposit to each member's account. Recording the time should be completed on an EMS scheduler program. Everyone must complete both state and federal W-4 forms, direct deposit form and return all completed forms to the Coordinator. Emergency contact information must be provided to the coordinator for worker compensation.

The District Board will set the EMS personnel compensation for on-call time and per call for all EMR, EMT, Drivers, and stipend for completing a PCR. The amount will be listed on Appendix C.

If a member would happen to have personal clothing damaged on a call, the member should notify the Coordinator immediately, and fill out a reimbursement form (Operational Procedure Manual). Once the Coordinator approves the damages, the member can obtain replacement, and then submit the bill to the Coordinator, for reimbursement. The Coordinator will submit the bill to the District Board for the member to be reimbursed.

Coordinator

The District Board, as a part of the hiring process, will set the rate of compensation. If at that time the District Board determines the need to hire an assistant, their compensation will be a part of the hiring process.

District Board Members

Any Board Member will be reimbursed for actual expenses by turning in the appropriate receipt for reimbursement



2020-5

Policy: Discipline - RULES AND REGULATIONS

The following Rules are Regulations reflect GAEMSD Board Policy.

1. All members shall familiarize themselves with the organization's *Operational Policy Manual (OPM)*, MercyHealth™ Protocol, and Rules and Regulations, herein collectively identified as 'Guiding Documents'.
2. A plea of ignorance of any Guiding Documents will not be accepted as an excuse for violation of same.
3. Members will enforce and abide by these Guiding Documents. Infractions are to be reported promptly to the EMS Coordinator.
4. The penalty for failure to comply with and/or enforce these Guiding Documents will be addressed in the following manner:

Employment (membership) with the Galena Area Emergency Medical Service District is at will, meaning that both you and the organization remain free to terminate the relationship at any time, for any reason, with or without notice. Nothing in this Manual shall be construed to alter the at will nature of employment within the organization, and nothing in this Manual shall be construed to create a contractual relationship between Galena Area Emergency Medical Service District and any employee (member) where such a relationship does not otherwise exist.

- A. The concept of "progressive discipline" will be implemented and practiced by Galena Area EMS District members. The degree of penalty imposed on an employee for a specific offense shall be dependent upon numerous considerations, including severity of infraction, cost incurred to the organization in time and/or materials, the interval between violations, and the length and quality of the member's service record. An employee being counseled or reprimanded is one thing; one being suspended or terminated is quite another. All discipline must be based on a solid foundation. This means that discipline will follow a course of action that progresses through a proper and fair procedure. Thus, mild penalties, such as documented verbal counseling or written reprimand, will be used when appropriate prior to implementing severe penalties such as suspension(s) or termination. Again, the degree of penalty must fit the severity of the offense.
 - B. All disciplinary issues will be dealt with according to Galena Area EMS District Policy. The Progressive Discipline Policy will be provided to all members. It is their responsibility to be familiar and compliant with Board Policy. It is important to note that attendance, or lack thereof, does not fall under the category of discipline. Due to the nature of our service, and the obvious relationship between public safety services and a member's desire and responsibility to provide that service, a lack of participation on the call schedule, training sessions, EMS meetings and/or a general lack of participation in the GAEMSD organization will be addressed under the at will provision and not be impacted by any disciplinary criteria or policy. Attendance issues are not related to discipline but recognized as an organizational commitment and dedication issue and addressed by the at will provision of this policy.
5. Members will follow the chain of command, if applicable, when pursuing any operational or disciplinary issue. No member has the authority to go to any GAEMSD Board Member without first notifying the EMS Coordinator or their designee.



6. Members shall respond to calls in a safe manner with the understanding that there are few traffic exceptions allowed for EMS personnel while driving either their personal vehicle or an ambulance.
7. No member shall enter the EMS Station, respond to an alarm, or attend a meeting, or other department sanctioned event or activity while under the influence, to any degree, of alcohol, drugs, marijuana or any other debilitating substances. Doing so will result in immediate termination.
8. Good conduct and behavior of all personnel is critical to getting the job done. All members will respect all other members and will conduct themselves in a professional and respectful manner, regardless of the chain of command and situational circumstances. Members will not harass or engage in any verbal or physical altercation with other GAEMSD personnel or other public safety personnel.
9. Members shall maintain a professional demeanor and appearance when dealing with the public. All interactions with the public will be courteous and respectful. Public use of profanity, obscene language, and unnecessary criticism of public members, victim or otherwise, will not be tolerated.
10. All crew members can collectively make a decision that impacts a safe conclusion in an emergency. There are situations in which a “decision challenge” needs to fall on the person with the most experience.
11. Members will provide to the EMS Coordinator a *Member Emergency Information Form* with current contact information as well as other pertinent information that can be used in the event of a member illness or injury.
12. No member shall speak slightly of the race, religion, color, creed, age, marital status, national origin, ancestry, gender, sexual preference, medical condition, handicap, character or reputation of any person. All members will show due respect to all members, Board members, and the public. Harassment is considered a serious offense that will not be tolerated.
13. Ambulance Drivers will drive with care without exception. Our goal on any call response is to arrive as soon as reasonable possible without taking unnecessary and stupid chances that can cause an accident or injury. Any mechanical defects, damage, or missing equipment will be promptly reported to the Coordinator and recorded
14. Members shall be responsible for the security, care and condition of all vehicles, equipment, PPE and other equipment issued or available to them. If any equipment is found to be in substandard condition for any reason, the problem will be promptly addressed and brought to the Coordinator’s attention.
15. Any member of who misplaces or damages GAEMSD-owned property due to negligence or carelessness (as opposed to normal use or accidental damage) will be subject to discipline. The Coordinator will make a recommendation to the GAEMSD Board as to whether reimbursement costs to replace said equipment will be required from the member, as well as the dollar amount of any such reimbursement.
16. All members will follow a standard routine for cleaning and maintenance of the station, vehicle, and equipment.



17. Weapons of any kind will not be allowed on GAEMSD property, including ambulances, or while on a response assignment and during transit. They can be secured in the member's personnel vehicle. On-duty Law Enforcement personnel are exempt from this policy.
18. Smoking or use of tobacco products, including vaping of any kind, will not be allowed, and no one will display, smoke, inhale, or chew tobacco, or marijuana, on GAEMSD property, or on any ambulance at any time.
19. Members will use communication equipment and social media devices in an appropriate, respectful, or ethical manner as to not bring discredit or embarrassment to the GAEMSD. This includes the sharing of organizational or duty-related photos, documents and commentary that are not intended to be viewed within the public domain due to personal privacy laws and the Health Insurance Portability and Accountability Act (HIPAA).
20. In the event of a conflict between these Rules and Regulations within this Operational Policy Manual and GAEMSD policies and standards, these Rules and Regulations will prevail, until properly addressed by the Coordinator in coordination with the Board President.

Grievance

A grievance may be initiated by any member against the coordinator or against any other member of the service. The primary purpose of the procedure is to insure that the chain of command is to follow equitable solutions of the grievance.

The chain of command is followed as presented in Appendix B.

If the grievance is not resolved in the initial meeting, the member and/or Association must submit the grievance in writing, within ten business days to the next level in the chain of command. A meeting will be arranged within four business days. The District Board or the Coordinator shall not take any reprisal against any member because of said person's participation in a grievance process. All documents, communications, and records dealing with a grievance shall be filed separately from the personnel files of the participants. A grievance may be withdrawn at any level without establishing precedent.



2020-6

POLICY: Harassment

Galena Area Emergency Service District is dedicated to a harassment free environment. Any behavior, actions, words, jokes, pictures or comments based on an individual's race, color, religion, sex/gender, age national origin, disability, citizenship, veteran status, genetic information or any other legally protected category will not be tolerated. All forms of harassment, including intimidation and retaliations are damaging to the EMS environment, as outlined in the Operational Manual.

If a member feels they are a victim of harassment or sexual harassment they should bring the concern to the attention of the Coordinator immediately. If anyone feels harassed by the Coordinator they can and should contact the District Board President.

**Galena Area Emergency Medical Service District
217 SummitStreet
Galena, Illinois 61036**

Contactinformation:815.777.3575

Email: galenaems@gmail.com



2020-7

Social Media Policy

Social media provides a valuable means of assisting the service, as well as the organization and their respective members in meeting community education, community information and other related organizational and community objectives. GAEMSD also recognizes the role that social media tools may play in the personal lives of District and/or Association members.

This policy is a means to provide guidance of a precautionary nature as well as provide restrictions and prohibitions on the use of social media by District and/or Association members.

The website and the District Facebook page shall be approved by the Board President, or designee, and shall be overseen and administered by a member assigned to be responsible for information services.

Social media page(s) should link to the District's official website. Social media page(s) should be designed for the target audience(s) such as the community, civic leadership clubs, as well as potential recruits and Galena Area Emergency Service District organization members. Social media pages should state that the opinions expressed by visitors to the site do not reflect the opinions of the GAEMSD.

Social media pages shall clearly indicate that posted comments will be monitored and that the GAEMSD reserves the right to remove obscenities, obvious discriminatory content, off-topic comments, and personal attacks.

Department-Sanctioned Use

GAEMSD members representing the organization via personal social media outlets shall abide by the following rules:

Always conduct themselves as representatives of GAEMSD, and shall adhere to all District and/or Association standards of ethical behavior and conduct and observe conventionally accepted protocols and proper decorum.

Observe and abide by all copyright, trademark, and service mark restrictions in posting materials to electronic media.

DO NOT post, transmit, or otherwise disseminate confidential information, including photographs or videos, related to department training, activities, or work-related assignments without express written permission of the Board President or their designee.

DO NOT conduct political activities or conduct personal business on GAEMSD computers.

Potential Uses

Social media is a valuable investigative tool when providing information including, but not limited to:

Road closures

Public Community Relations initiatives

Special and Public events

Weather emergencies

Major events in the jurisdiction that affects the entire community



2020-8

POLICY: Confidential Information

The nature of the work undertaken by Galena Area EMS District demands that the service and everyone associated with the service adheres to strict confidentiality standards. Furthermore, all personnel of GAEMSD are bound to the rules set forth by the HIPAA Privacy Rules. GAEMSD strictly forbids all personnel from revealing patient's name or identifying any details to any party outside the service. No personnel shall take picture(s) and transmit those pictures to others, including other EMS persons, unless in the course of the patient's care.

Moreover, personnel are not allowed to make any public statement on behalf of GAEMSD, either orally or in writing, without the express permission of the District Board President. Anyone found to have made any public statement on behalf of the services without prior permission may be subject to disciplinary action up to and including termination.

All phone calls, emails or personal contact from a reporter or news media must be forwarded to the Board President or their Designee.

The GAEMSD endorses the secure use of social media to enhance communication and information exchange, streamline processes, and foster productivity with its members.



2020-9

Policy: HIPPA – Protected Health Information

Purpose of this Notice: The Galena Area Emergency Medical Service District is required by law to maintain the privacy of certain confidential health care information, known as Protected Health Information or PHI, and to provide you with notice of our legal duties and privacy practices with respect to your PHI. This notice describes your legal rights, advises you of our privacy practices and lets you know how the Galena Area Emergency Medical Service District is permitted to use and disclose PHI about you.

The Galena Area Emergency Medical Service District is also required to abide by the terms of the version of this Notice currently in effect. In most situations we use this information as described in this Notice without your permission, but there are some situations where we may use it only after we obtain your written authorization, if we are required by law to do so.

Uses and Disclosure of PHI: The Galena Area Emergency Medical Service District may use PHI for treatment, payment and healthcare operations, in most cases without your written permission. Examples of our use of PHI:

For Treatment: This includes verbal and written information that GAEMSD obtains about someone and uses pertaining to their medical condition and treatment provided to them by GAEMSD and other medical personnel (Including doctors and nurses who give orders to allow us to provide treatment). It also includes information EMS personnel give to other health care personnel to whom they transfer the patient's care and treatment and includes transfer of PHI via radio or telephone to the hospital or dispatch center as well as providing the hospital a copy of the written record we create while providing treatment and transport.

For Payment: This includes any activities GAEMSD must undertake to get reimbursed for the services provided to a patient, including such things as organizing their PHI and submitting bills to insurance companies (either directly or through a third-party billing company), management of billed claims for services rendered, medical necessity determination and reviews, utilization review and collection of outstanding accounts.

For Health Care Operations: This includes quality assurance activities, licensing and training programs to ensure that GAEMSD personnel meet our standards of care and follow established policies and procedures, obtaining legal and financial services, conducting business planning, processing grievances and complaints, creating reports that do not individually identify the patient for data collection purposes, fundraising and certain marketing activities.

Internet, Electronic Mail and The Right to Obtain a Copy of Paper Notice on Request: If GAEMSD maintains a web site; GAEMSD will prominently post a copy of this Notice on our web site. If the patient allows, GAEMSD will forward the patient a Notice by electronic mail instead of on paper and the patient may also request a paper copy of the Notice.

Use and Disclosure of PHI Without Patient's Authorization: The Galena Area Emergency Medical Service District is permitted to use PHI without patient's written authorization or opportunity to object in certain situations, including: GAEMSD is not required to give the patient an accounting of GAEMSD uses of the patient's PHI for which they have already given GAEMSD written authorization. If they want an accounting of their personal medical information that GAEMSD has used or disclosed, that is not exempt from the accounting requirements, the patient should contact the privacy official listed at the end of this Notice.



The Right to Request that GAEMSD Restrict the Uses and Disclosures of the Patient's PHI: The patient has the right to request that GAEMSD restrict how they use and disclose the patient's medical information that GAEMSD has about the patient's treatment, payment or health care operations, or to restrict the information that is provided to family, friends and other individuals involved in the patient's health care. If the patient requests a restriction and the information they asked GAEMSD to restrict is needed to provide the patient with emergency treatment, then GAEMSD may use the PHI or disclose the PHI to a health care provider to provide the patient with emergency treatment. The Galena Area Emergency Medical Service District is not required to agree to any restrictions the patient requests, but any restrictions agreed to by the Galena Area Emergency Medical Service District are binding on the Galena Area Emergency Medical Service District.

Revisions to the Notice: The Galena Area Emergency Medical Service District reserves the right to change the terms of this Notice at any time, and changes will be effective immediately and will apply to all PHI that we maintain. Any material changes in the notice will be promptly posted in our facility and posted to our web site, if we maintain one. You can get a copy of the latest version of this notice by contacting the Privacy Official listed below.

Patient's Legal Rights and Complaints: If the patients believe their privacy rights have been violated, they have the right to file a complaint with the Galena Area Emergency Medical Service District, or, the Secretary of the United States Department of Public Health and Human Services via the U.S. Department of Health and Human Services Office for Civil Rights, 200 Independence Avenue, Washington, DC 20201 by Phone 1-877-696-6775 or visiting www.hhs.gov/ocr/privacy/hipaa/complaints/. The patient will not be retaliated against in any way for filing a complaint with us or to the government. Galena EMS has an obligation to contact the patient in the event a breach occurs that may compromise the privacy or security of their information. Should the patient have any questions, comments or complaints, they may direct all inquiries to the privacy officer listed below. Individuals will not be retaliated against for filing a complaint.

**Galena Area Emergency Medical Service District
217 Summit Street
Galena, Illinois 61036**

Contact information: 815.777.3575

Email: galenaems@gmail.com



2020-10

Policy: Alcohol, Drugs and Tobacco

The Galena Area Emergency Medical Service District campus is a tobacco free zone. Smoking or use of any tobacco products, including vaping of any kind, will not be allowed, and no one will display, smoke, inhale, or chew tobacco, or marijuana, on GAEMSD property. Signs will be posted to inform all who may use or enter the facility.

2020-11

Policy: Tuition and Mileage Reimbursement

The District will pay the tuition and mileage for active association members in good standing who wish to complete an approved program for licensure as a First Responder EMR, EMT Basic or EMT Intermediate, hereafter referred to as EMR, EMT-B or EMT-I.

For a Paramedic course reimbursement, the Association member(s) will require the Coordinator's approval.

The District will require the student to sign a "Promissory Note for Training Tuition and Mileage" (see Operational Manual) prior to enrollment in a course.

Mileage driven to the course site will be reimbursed at the IRS mileage rate in effect at the time the mileage is incurred.

Student ride time with the District will be paid only if the member is a licensed EMR, EMT-B or EMT I enrolled in higher study level and covering their licensed level. If the course the member is enrolled allows payment to be received.

Upon completion of their course work and ride time the student will have two months in which to complete their National Registry exam and file for an Illinois EMS license. Failure to comply will result in termination and the member will reimburse all funds expended by the District for training and mileage.

2020-12

Policy: Weapons

Galena Area EMS Members cannot be in possession of any weapon at any meeting, function or response of the Galena Area EMS District. Members who are licensed to carry a concealed weapon will secure their weapon at home or in their personal vehicle. (Pursuant to 430 ILCS 66/65) On-duty Law Enforcement personnel are exempt from this policy.



2020-13

Policy: Duties and Responsibilities of Officers

President:

Preside over the monthly the meeting of the District. To conduct all meetings using the Roberts Rules of Order.

Oversee correspondence for the District, in coordination with the EMS Coordinator.

Establish permanent and ad hoc committees to conduct business, as needed. Appoint members to special and or permanent and ad hoc committees. Serve as an ex-officio member on all committees.

Ensure that all material pertaining to the office of President, in good order, is turned over to the newly elected President.

Grant approval of the use of the District Credit card.

After District Board approval and authorization shall sign any contracts.

Vice-President:

Perform the duties of the President in their absence, or as directed.

Secretary:

Preside at the meeting in the absence of the President and Vice-President.

Maintain accurate meeting minutes and attendance records for meetings.

Provide via email; a meeting agenda, the previous meeting minutes, a current Treasurer's Report to all members of the District at least 48 hours prior to the monthly meeting.

Ensure that all material pertaining to the office of Secretary, in good order, is turned over to the newly elected Secretary.

Treasurer:

Accurately record the financial transactions, and ensure all disbursements are properly reviewed and approved.

Ensure all checks received are deposited in a timely manner, and ensure the banking information is current.

Cooperate with the outside accountants in conducting the District's annual audit.

Provide the EMS Treasurer with copies of the EMS financial documents as requested

Ensure that all material pertaining to the office of Treasurer, in good order, is turned over to the newly elected Treasurer.

Criteria for Cancellation of the Monthly Meeting of the Board of Directors

The President may change or cancel a regular monthly meeting if necessary due to inclement weather, lack of pending business, lack of a quorum, or any other bonafide reason. If such cancellation is made the President shall make every responsible attempt to notify all Board Members, EMS personnel, and the public as soon as possible.



2020-14

Policy: Duties and Responsibilities of Coordinator

GENERAL PURPOSE OF JOB DESCRIPTION

The position of the Coordinator is appointed by the District Board of Directors and is responsible for the efficient functioning of the GAEMSD. The Coordinator shall oversee recruitment, supervise and train all EMS members, assign duties, prescribe policy, regulations, Standard Operating Guidelines, coordinate the billing process, coordinate the scheduling process, coordinate grant funding, and be responsible for all property and overall maintenance relating to Galena EMS.

The position of the Coordinator will ensure oversight and coordination of the GAEMSD administration and operations is accomplished with the guidance and approval of the Board of Directors. The Coordinator is responsible to the Board of Directors, and reports GAEMSD activities and issues directly to District Board of Directors. The Coordinator will possess (within 3 months of hire) the necessary credentials with MercyHealth™, the Affiliate Hospital for the GAEMSD. The Coordinator will strive to ensure an active and positive relationship with MercyHealth™.

The purpose of this classification is to assume overall administrative and operational responsibility for the direction of personnel and activities of the GAEMSD. The Coordinator will be able to respond to emergency calls, and able to respond to incident situations requiring their attention. The Coordinator shall plan, organize, and direct the administration and operations of the department; enforcing all applicable EMS and associated protocols and laws, including the maintenance of the EMS station; apparatus, as well as management of all EMS staff and EMS members who oversee specific EMS tasks, projects and other initiatives, and will keep the membership informed of GAEMSD initiatives,

This position requires extensive knowledge and skill regarding emergency medical service responsibilities and activities as well as the 'soft skills' necessary to effectively and efficiently communicate with EMS personnel, community members, patients, other customers, hospital personnel, the Board of Directors, the community, vendors, and other public safety agencies. This position requires excellent management skills, human resource experience, progressive and transformational leadership and the art of delegation and follow-up. A performance evaluation from designated GAEMSD Board of Directors will take place annually.

ESSENTIAL FUNCTIONS

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Represents the City of Galena, Jo Daviess County, and those in our service district with pride and respect and be willing to devote the time necessary to provide quality service.

Directs the administrative and operational functions of the GAEMSD; takes responsibility for personnel, property, and the operation of the service, and serves as the chief steward of GAEMSD property, buildings, apparatus, and equipment, and be accountable to the public and to the District Board of Directors.



Assists with the GAEMSD budget preparation/facilitation; exercises control over expenditures; reviews revenue sources; seeks grant opportunities; approves purchases and maintains records of transactions, funds received, and allocation of funds; and accepts the concept of fiduciary responsibility that extends beyond the simple budget process.

Reviews policies and procedures, standard operating guidelines, and by-laws; takes necessary action to improve departmental operations and administrative functions and ensures that all guiding documents are reviewed, updated, and distributed at least every two years.

Develops and implements reporting systems that are compatible with Medical Control and billing software.

Prepares and Initiates recruitment and associated hiring with each new employee being provided with a hiring packet, a classroom orientation session, a familiarity of the operational policy, mentorship program and vehicle orientation, as well as any future standards requiring oversight and/or training.

Develops and maintains a mandatory EMS training program that meets all fundamental skills and applications requirements of the GAEMSD and Medical Control.

Ensures maintenance and security of GAEMSD records along with timely submission of reports required by the Board of Directors, Medical Control, and local, state, and federal authorities.

Supervises, directs, enables, and evaluates personnel, processes member concerns and problems, ensures counseling and disciplinary measures as needed; and provides overall supervision, management and leadership of all personnel.

Oversees the recruitment, retention, succession planning, as well as the orientation and mentorship process; and oversees and coordinates GAEMSD personnel training, with coordination with Medical Control and other applicable authority.

Ensures compliance with city, county, state, and national EMS mandates and guidelines and contributes time as needed to county, state, and national public safety organizations.

Ensures development, maintenance, and reporting of detailed response data that can be used as a measurement for future projects and future success.

Reviews all electronic and written documentation and correspondence directed to the Coordinators Office.

Develops, implements, and maintains GAEMSD system programming for education of the public by promoting emergency medical preparedness while serving as a recruitment tool.

Evaluates and procures necessary personnel, apparatus, materials, and supplies.

Determines the need for committees and selects committee members, based on organizational needs.

Regularly meets with GAEMSD personnel as a means of sharing organizational issues and selects teams to assist in the management process which encourages member engagement and interest.



Performs complex administrative work in the development and application of policy designed to facilitate efficient and effective emergency medical services to the Galena Area EMS District.

Determines department needs and objectives and develops a process for strategic teambuilding and assignments that will accomplish these needs.

Serves as the GAEMSD liaison to the response area and associated communities and to public safety partners including other emergency service providers, law enforcement, fire rescue, EMS first responder organizations, the county Emergency Manager, as well as the GAEMSD Board of Directors and local elected officials. Serves as the GAEMSD liaison to community groups, agencies, and organizations; represents the GAEMSD at various functions, and maintains effective relationships with the media, the public, and city and county staff.

Attend regular meetings of the Galena EMS Association, the GAEMSD, Mutual Aid Box Alarm System (MABAS), the Local Emergency Planning Committee (LEPC), the Jo Daviess County EMS Coordinators, as well as other pertinent public safety meetings.

RECOMMENDED KNOWLEDGE, SKILLS, AND ABILITIES

Comprehensive knowledge of all aspects of emergency medical services operations.

Promotes good internal and external relationships and quality of service.

Exceptional management, coordination and collaboration skills, and the ability to communicate complex concepts in both written and oral formats, including public presentations.

Be willing to delegate authority as required within the NIMS and ICS framework.

Ability to develop and maintain accurate records, articulate findings clearly in reports, and train others in completing accurate reports.

Documented EMS training experience.

Ability to interact with and positively motivate volunteer personnel in a variety of situations.

Possess strong analytical abilities.

Proficiency with Microsoft Office and spreadsheet applications.

Excellent time management, delegation and project management skills.

Knowledge of County, State and Federal EMS policy and regulation.



2020-15

Policy: Freedom of Information Act Officers and Open Meeting Training

FOIA Officer Registration

FOIA Officers must successfully complete this electronic training curriculum within 30 days after assuming the position. Thereafter FOIA officers must successfully complete the training each year that they continue to serve as a FOIA officer. The Public Access Counselor in the Attorney General's office is responsible for developing these training programs.

Open Meeting Electronic Training

Each Board of Director subject to the OMA must successfully complete the electronic training between January 1, 2012 and January 1, 2013. Those persons who become members of a public body after January 1, 2012 must complete the electronic training not later than 90 days after the member takes the oath of office or otherwise assume responsibilities as a member of a public body. A member who completes the training and files a copy of the certificate of completion with the public body is not required to subsequently complete this training under subsection (b). The Public Access Counselor in the Attorney General's office is responsible for developing these training Programs.

All Open Meeting Act designees must successfully complete the electronic training on an annual basis. When a public body designates an additional employee, officer or member to receive this training, that person must successfully complete the electronic training within 30 days after that designation. The Public Access Counselor in the Attorney General's office is responsible for developing these training programs



2020-16

Policy: FACILITY ACCESS AND SECURITY MONITORING

This policy is written to insure all our members feel safe while in the building, and to secure all vehicles, equipment, electronics and supplies that are the property of GAEMSD. Each member's complete cooperation is required to make this policy achieve its intended purposes. Access and accountability will be monitored by a key fob/intercom and security monitoring system.

The building security system consists of three distinct systems; the key fob system, the intercom/remote door lock system, and recorded camera monitoring. The key fob system will allow members access to the building in general to specific rooms based on their role within the organization. It will record which members enter, or attempt to enter, specific areas of the station and the times that the entry was made. In addition, the intercom/remote door lock entry system at the main front door will allow those other than EMS and District Board members to communicate with personnel inside the station near the office area. Each door is controlled independently. If a member's key fob fails to open a door, try another door for access. All failed attempts to open a door using the assigned fob should be reported to the Coordinator.

A key fob with a specific number will be assigned and provided to EMS members and District Board members. The key fob is for the sole use of the person it was assigned, and it is not transferable at any time or for any reason. Anyone issued a key fob will be provided with this information and will acknowledge initial receipt of the key fob by signature and date. All key fob recipients will also annually acknowledge this policy on May 1 of each succeeding year. Each member is responsible and will be held accountable for maintaining their key fob. Should the key fob become misplaced or lost, it is the responsibility of the member to report the situation immediately to the Coordinator. A replacement key fob will be issued to the member upon receipt of a twenty-five-dollar (\$25.00) product and programming fee.

For emergency response purposes, an EMS key fob has been provided to the Galena Fire Department, via the Knox Box mounted on the front of the EMS Station, and the Galena Police Department.

This system allows access for vendors, community members, class participants, meetings, and other groups using our facility. These issues will be handled on a case-by-case basis and requires coordination with members knowledgeable of an event and the Coordinator's office.

The goal of this policy is to encourage all active members of the Galena Area Emergency Medical Services District (GAEMSD) to take pride in their organization and to accept responsibility for ensuring station security by complying with the access policy outlined herein. Keys fobs remain the property of the GAEMSD and may be retrieved at any time. Misuse of the key fob or failure to follow proper procedures will result in disciplinary action including forfeiture of access privileges. Such actions will be at the sole discretion of the Coordinator in coordination with the Board President.



2020-17

Policy: CITIZEN'S COMMENTS

Every monthly meeting Agenda has a provision allowing Citizen's Comments at the beginning of the meeting and again before the meeting is adjourned.

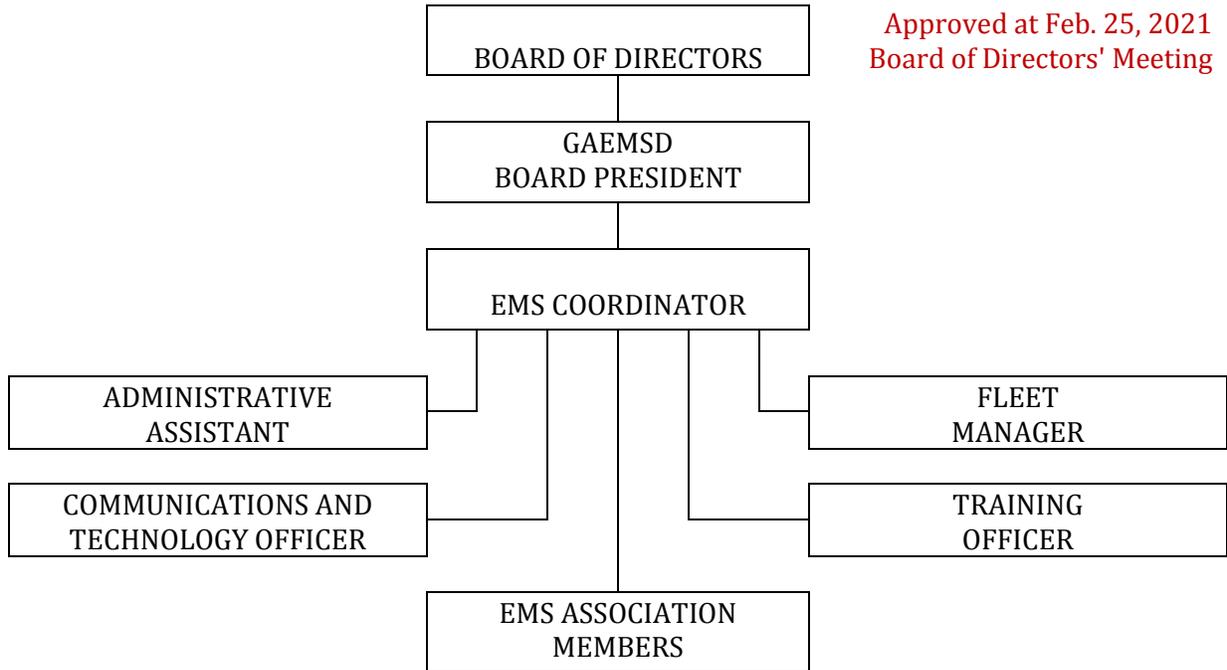
Those wishing to make a brief comment are not required to give advance notice.

Those making comments shall limit their comments to three (3) minutes per speaker and not more than 15 minutes in total as an Agenda item. The Board may, at its discretion, allow a speaker more time but reserves the right to ask that the topic be put on a subsequent meeting Agenda.

AMBULANCE > Galena > DISTRICT POLICY > Policy CITIZEN'S COMMENTS



GALENA AREA EMS DISTRICT ORGANIZATION CHART



From **Board Member Orientation** by Michael E. Batts:

Pg. 3... the authority and responsibility of the board of directors exists only as a body and not for individual board members. Individual board members do not have authority to direct the affairs or actions of the organization....

Pg. 7... the board should not be involved at all in the operational activities of the organization. ... one fundamental principal: **boards and board members should not micromanage the affairs of the organization.**

Per the GAEMSD Board of Directors' Policy Manual, approved 07-23-2020:
Page 10

2020-5 Discipline - RULES AND REGULATIONS

#5. Members will follow the chain of command, if applicable, when pursuing any operational or disciplinary issue. No member has the authority to go to any GAEMSD Board member without first notifying the EMS Coordinator or their designee.

Per the Operations Manual August 2020:

Page 15:

#5. Members will follow the chain of command, if applicable, when pursuing any operational or disciplinary issue. No member has the authority to go to any GAEMSD Board member without first notifying the EMS Coordinator or their designee.

#10. Members will respect the authority of those in-charge of a response. The EMT with the highest classification makes the final decision after consultation with other members and with input from senior and/or more knowledgeable members.