

Policy and Procedures

Title: General Rules of Conduct

Date issued / last revision: December 26, 2003

Date effective: Immediately

General Rules of Conduct

Statement:

Cooperstown Medical Transport, Inc. (CMT) is establishing a general code of conduct for all employees.

Purpose:

This policy is to establish rules of conduct for all employees of CMT.

Scope:

This policy applies to all employees of CMT, full time, part time, interns and observers.

Policy:

1. CMT has an 'at will' employment policy. This means that employment is for an indefinite period of time and either party may terminate employment at any time and for any reason.
2. All business of CMT is confidential and shall not be disclosed to persons outside of CMT except as directed by a Supervisor or as required by due process of law.
 - a. All media requests for information shall be directed to a Supervisor.
 - b. Refer to *Release of Information* for further information.
3. CMT employees shall at all times be civil and considerate of all other employees.
 - a. Employees shall not gossip, lie or otherwise discuss another employee in a manner which may be damaging, insulting, or which may invade the privacy of another employee.
 - b. An employee, who hears information concerning another employee that he/she deems to be of a concern, should direct the matter to his/her supervisor in private.
4. All persons having business with CMT are entitled to courtesy and respect. The public shall be met in this manner at all times.
5. Employees shall at all times be civil and orderly during the performance of their duties. They shall maintain professionalism, decorum, patience, command of temper, and a sense of tactfulness.
6. Employees shall at all times maintain a work environment that is free of any type of harassment, including sexual harassment (Refer to *Sexual Harassment Policy*).
7. All field personnel shall be responsible to the Field Supervisor for supply and equipment inventory and vehicle maintenance for the vehicle to which he/she is assigned.

8. It shall be the duty of all personnel to verbally instruct subordinate personnel in matters of policy, rules, and regulations of CMT.
9. Any patient care or CQI issues are confidential and should be directed to the CQI Administrator (Refer to *CQI Policy*).
10. All personnel may be called upon to participate, when necessary, in disciplinary or fact-finding meetings. However, if called upon to participate in such meetings, an employee may decline to participate for just cause.
11. All personnel may be expected to discuss violations of policy or procedures by another with the on duty Supervisor.
12. The crews shall be responsible to the Field Supervisor for the proper performance of all duties assigned them.
13. The crew shall be responsible for maintaining and cleaning equipment, vehicles and the station to which they are assigned.
14. The crews will be responsible to assure that their vehicle conforms to all applicable NYS DOH rules and regulations regarding Part 800 and applicable Bureau of Controlled Substance (BCS) regulations. Further, all crews shall document situations that may prohibit a vehicle from being in compliance with regulations and submit to their Supervisor. (Refer to *Incident Reports* policy and *Mandatory DOH Reporting* policy).
15. It is the responsibility of the crew to assure that all appropriate forms are completed, that all appropriate signatures are obtained, and that all appropriate PCR copies are left at the receiving facility.
16. The following are examples of violations of the general code of conduct. The following examples are illustrative and not all-inclusive.
 - a. Violation of any rule, regulation, or practice of the company.
 - b. Falsification of employment application or other company records.
 - c. An employees' failure to properly record his/her own time worked, altering another employees' time recorded or permitting another to record his/her time in an inaccurate manner.
 - d. Failure to report to work on time in accordance with the established work schedule or leaving work during work hours without being excused by his/her Supervisor.
 - e. Failure or refusal to follow the instructions of a duly assigned supervisor, refusal to accept a job assignment or insubordination.
 - f. Using vile, intemperate or abusive language or acting in a disrespectful manner toward any patient, visitor, supervisor, another employee, or any person at any time.
 - g. Willful or negligent conduct of any nature deemed by the company to be detrimental to patient care or company functioning.
 - h. Use or unauthorized possession of any intoxicating beverage on company property or reporting to work under the influence of intoxicants.

- i. Use of hallucinogenic, narcotics or sedatives, or the possession or use of any illegal drug or controlled substance.
- j. Threatening, intimidating, or coercing another employee by word, deed, or both.
- k. Disorderly conduct such as fighting, 'horseplay', or intentionally annoying other employees.
- l. Possession of any weapon of any type on company premises or on company time.
- m. Creating or contributing by act or omission to unsafe or unsanitary conditions.
- n. Smoking in unauthorized areas.
- o. Unauthorized solicitation or distribution of literature on company property at any time.
- p. Unauthorized posting and removal or defacing of notices on company property.
- q. Unauthorized possession, use, copying, or reading of company, patient, or business records or disclosure of information contained in such records to unauthorized persons.
- r. Larceny, misappropriation or unauthorized possession of property.
- s. Negligent or deliberate destruction or misuse of property.
- t. Poor personal appearance or personal hygiene.
- u. Excessive absences or tardiness.
- v. The commission of any unlawful act.
- w. Refusal to take a physical examination requested by the company.
- x. Lapse of certification(s) as required by CMT.