

**OKALOOSA COUNTY
EMERGENCY MEDICAL SERVICES
STANDARD OPERATING PROCEDURE**

Title:	Professional Conduct
Policy:	110.00
Purpose:	To insure that all employees are aware of the expectations of Okaloosa County EMS as it relates to their conduct while at work.

Policy:

Conduct while on-duty:

EMS employees should conduct themselves professionally at all times and pursuant to county policy.

No employee will report for duty under the influence of or in possession of any intoxicant; i.e., alcohol, illegal drug, or other compound. Nor shall they appear at the station off-duty while under the influence of or in possession of any of the above-mentioned substances. An illegal drug is any drug, which is not legally obtainable; may be legally obtainable but which has not been legally obtained; or is being used in a manner or for a purpose other than as prescribed.

Scuffling, horseplay, or any other form of physical encounters not compatible with standard of conduct will not be permitted while on duty.

At no time should confidential matters, activities, or duties be discussed outside of the department.

All personal business shall be conducted off duty, unless the Shift Supervisor grants permission.

The use of tobacco products shall not be permitted inside any department facility or in any county vehicle during any response or when dealing with the general public.

Profane and abusive language will not be used while on duty.

All employees will adhere to patient confidentiality guidelines.

All employees shall adhere to the customer service policies outlined in Customer Service Policy (106.00).

It is the policy of the County that what a person does on his or her own time is exclusive of employment with the County. However, such policy is not absolute. If an employee's outside conduct impairs the reputation of the County; causes the employee to be unable to perform work or appear at work; or leads to refusal or reluctance on the part of others to work with the employee, barring protection under law; then the appropriate supervisory authority is justified in taking disciplinary action. When an employee is on County property, he or she is subject to the County's work standards. Furthermore, an employee officially representing the County at a location other than his or her normal place of work is accountable for compliance with the County's policies, procedures, and standards.

All employees shall adhere to the county's nondiscrimination policy as outlined in the county's Human Resources Policy Manual.

All employees shall adhere to the EMS Uniform Policy (105.00).

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Telephones:

All employees of the department shall maintain an active telephone for contact. The employee shall furnish the department with their telephone number and must keep the department informed when their telephone number changes.

The proper procedure for answering any station or facility telephone is to answer by giving the station number and the individual's surname.

Personal phone calls:

- Will never interrupt patient care and shall be a reasonable length of time (20 minutes or less).
- No long distance calls charged to the County will be made without prior approval from the Shift Commander. All long distance calls will be logged in the station logbook.
- If the call waiting signal beeps on any county telephone (land line or mobile), the call must be answered.

Meals:

Meal breaks will not be permitted prior to the completion of the daily station or vehicle duties, and will not conflict with the daily work schedule.

Meals should be eaten in as short a time as practical and shall at no time require more than one hour per meal.

Crews will eat meals in establishments as deemed appropriate by the Shift Commander or EMS Chief. Prior to eating a meal, the crew will notify dispatch of its intent and location.

At no time will multiple units eat at the same establishment at the same time with out Shift Commander approval.

Variances must have prior approval from the Shift Commander.

Emergency Personnel Recall:

All off-duty personnel are subject to emergency recall.

Failure to respond to a special recall, unless excused, shall be subject to disciplinary action.

Visitors:

All visitors will be limited to periods that will not interfere with the work schedule or training periods.

Visitors shall be greeted, presence made known, and treated with courtesy.

Visitors are not allowed in the stations or in ambulances unattended. No visitors are permitted in the bunk rooms.

No visitors are permitted before 1100 hours or after 2200 hours.

No visitor or student shall be given the combination to the stations.

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Accountability and Compliance:

Issues of non-compliance may be reported by any of the following; members of the public, other EMS employees or any EMS supervisor. Once an incident of non-compliance has been identified it is to be reported immediately to the on duty supervisor, who will start an investigation into the events. The results of the investigation will be forwarded to the chief who will make the decision as to if disciplinary action is needed. If at time of initial report any EMS supervisor believes an employee's actions have or could endanger another's life or safety that employee should be removed from service immediately.

Policy #: 110.00
CAAS: 106.07.01
Author: Bailey
Reviewed: Leadership
Approved: Leadership
Status: Active
Effective Date: 03/20/16
Revision Date: 03/20/16