

City of New Carlisle

New Carlisle Fire Division Policy Manual

And

Operating Guidelines

***New Carlisle Fire Division
315 North Church Street
New Carlisle, Ohio 45344***

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CUSTOMER RELATIONS

Customers are among our organization's most valuable assets. Every employee represents the New Carlisle Fire Division to our customers and the public. The way we do our job presents an image of our entire organization. Customers judge all of us by how they are treated with each employee contact. Therefore, one of our first business priorities is to assist any customer or potential customer. Nothing is more important than being courteous, friendly, helpful and prompt in the attention we give to customers.

Our personal contact with the public, our manners on the telephone, and the communications we sent to customers are a reflection not only of ourselves, but also of the professionalism of the New Carlisle Fire Division. Positive customer relations not only enhance the public's perception or image of the New Carlisle Fire Division, but also pay off in greater customer loyalty.

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1.1 Policy Manual

Effective Date: 12/08/2003

1.1.1 Policies set forth in this manual are not intended to create a contract, nor are they to be construed to constitute contractual obligations of any kind or a contract of employment between the New Carlisle Fire Division and any of its employees. The provision of this manual have been developed at the discretion of management, and, except for its policy of employment-at-will, may be amended or cancelled at any time by New Carlisle Fire Division management.

1.1.2 These provisions supersede all existing policies and practices and may not be amended without the express written approval of the Fire Administrator of the New Carlisle Fire Division.

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1.2 Employee Relations

Effective Date: 12/08/2003

1.2.1 Employment with the New Carlisle Fire Division is voluntarily entered into, and the employee is free to resign at will at any time, with or without cause. Similarly, the New Carlisle Fire Division may terminate the employment relationship at any time, with or without notice or cause, as long as there is no violation of applicable federal or state law.

1.2.2 The New Carlisle Fire Division believes that the work conditions, wages, and benefits it offers to its employees are competitive with those offered by other employers in this area and in this industry. If employees have concerns about work conditions or compensation, they are strongly encouraged to voice these concerns openly and directly to their supervisor.

1.2.3 Our experience has shown that when employees deal openly and directly with supervisors, the work environment can be excellent, communications can be clear, and attitudes can be positive. We believe the New Carlisle Fire Division amply demonstrates its commitment to employees by responding effectively to employee concerns.

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1.3 Equal Employment Opportunity

Effective Date: 12/08/2003

1.3.1 In order to provide equal employment and advancement opportunities to all individuals, employment decisions at the New Carlisle Fire Division are based on merit, qualifications, and abilities. The New Carlisle Fire Division does not discriminate in employment opportunities or practices on the basis of race, color, religion, sex, national origin, age, disability, or nay other characteristic protected by law.

1.3.2 The New Carlisle Fire Division will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in undue hardship. This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.

1.3.3 The New Carlisle Fire Division has established an affirmative action program to promote opportunities for individuals in certain protected classes throughout the organization.

1.3.4 Any employee with questions or concerns about any type of discrimination in the workplace is encouraged to bring these issues to the attention of their immediate supervisor. Employees can raise concerns and make reports without fear of reprisal. Anyone found to be engaging in any type of unlawful discrimination will be subject to disciplinary action, up to and including termination of employment.

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1.4 Business Ethics and Conduct

Effective Date: 12/08/2003

1.4.1 The successful business operation and reputation of the New Carlisle Fire Division is built upon the principles of fair dealing and ethical conduct by our employees. Our reputation for integrity and excellence requires careful observance of the spirit and letter of all applicable laws and regulations, as well as a scrupulous regard for the highest standards of conduct and personal integrity.

1.4.2 The continued success of the New Carlisle Fire Division is dependent upon our customer's trust and we are dedicated to preserving that trust. Employees owe a duty to the New Carlisle Fire Division, its customers, and shareholders to act in a way that will merit the continued trust and confidence of the public.

1.4.3 The New Carlisle Fire Division will comply with all applicable laws and regulations and expects its directors, officers, and employees to conduct business in accordance with the letter, spirit, and intent of all relevant laws and to refrain from any illegal, dishonest, or unethical conduct.

1.4.4 The use of good judgment, based on high ethical principles, will guide you with respect to lines of acceptable conduct. If a situation arises where it is difficult to determine the proper course of action, the matter should be discussed openly with your immediate supervisor, and, if necessary, with a Chief Officer for advice and consultation.

1.4.5 Compliance with this policy of business ethics and conduct is the responsibility of every employee of the New Carlisle Fire Division. Disregarding or failing to comply with this standard of business ethics and conduct may lead to disciplinary action, up to and including possible termination of employment.

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1.5 Hiring of Relatives

Effective Date: 12/08/2003

1.5.1 The employment of relatives in the same area of an organization may cause serious conflicts and problems with favoritism and employee morale. In addition to claims of partiality in treatment at work, personal conflicts from outside the work environment can be carried over into day-to-day working relationships.

1.5.1.1 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. This policy applies to all employees without regard to the gender or sexual orientation of the individuals involved.

1.5.2 Although the New Carlisle Fire Division has no prohibition against employing relatives of current employees, we are committed to monitoring situations in which such relationships exist in the same area. In case of actual or potential problems, the New Carlisle Fire Division will take prompt action. This can include reassignment or, if necessary, termination of employment for one or both of the individuals involved.

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1.6 Employee Medical Examinations

Effective Date: 12/08/2003

1.6.1 After an offer of employment has been made to an applicant entering a designated job category, a medical exam may be required and will be performed at New Carlisle's expense by a health professional of New Carlisle's choice. The offer of employment and assignment to duties is contingent upon satisfactory completion of the exam.

1.6.2 To the extent required by law, the New Carlisle Fire Division will protect medical records of employees and other staff in a confidential manner. Only those with a need to know will have access.

1.6.2.1 Medical records of staff will be kept in separate files apart from the employee's general employment records.

1.6.2.2 Access will be limited to the information minimally necessary for legitimate use.

1.6.3 Employment records are not considered to be protected health information including certain medical records of employees that are related to the job. These records include but are not limited to:

- Suitability to perform job duties
- Drug and alcohol tests obtained in the course of employment
- Work related injury and occupational exposure reports
- Laboratory reports related to work related injury and occupational exposure

1.6.3.1 Despite not being considered protected, the New Carlisle Fire Division will limit the use and disclosure of these records only to those with a need to access them such as certain management staff, the designated physicians, and state agencies pursuant to state law.

1.6.4 Health information obtained about staff in the course of providing EMS services to them is considered protected health information under the Health Insurance Portability and Accountabilities Act.

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1.7 Immigration Law Compliance

Effective Date: 12/08/2003

1.7.1 The New Carlisle Fire Division is committed to employing only United States citizens and aliens who are authorized to work in the United States and does not unlawfully discriminate on the basis of citizenship or national origin.

1.7.2 In compliance with the Immigration Reform and Control Act of 1986, each new employee, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility. Former employees who are rehired must also complete the form if they have not completed an I-9 for the New Carlisle Fire Division within the past three years, or if they're previous I-9 is no longer retained or valid.

1.7.3 Employees may raise questions or complaints about immigration law compliance without fear of reprisal.

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1.8 Disability Accommodation

Effective Date: 12/08/2003

1.8.1 The New Carlisle Fire Division is committed to complying fully with the Americans with Disabilities Act (ADA) and ensuring equal opportunity in employment for qualified persons with disabilities. All employment practices and activities are conducted on a non-discriminatory basis.

1.8.2 Hiring procedures have been reviewed and provide persons with disabilities meaningful employment opportunities. Pre-employment inquiries are made only regarding an applicant's ability to perform the duties of the position.

1.8.3 Post-offer medical examinations are required only for those position in which there is a bona fide job-related physical requirement. They are given to all persons entering the position only after conditional job offers. Medical records will be kept separate and confidential.

1.8.4 Reasonable accommodation is available to all disabled employees, where their disability affects the performance of job functions. All employment decisions are based on the merits of the situation in accordance with defined criteria not the disability of the individual.

1.8.5 Qualified individuals with disabilities are entitled to equal pay and other forms of compensation (or changes in compensation) as well as in job assignments, classifications, organizational structures, position descriptions, lines of progression, and seniority lists. Leave of all types will be available to all employees on an equal basis.

1.8.6 The New Carlisle Fire Division is also committed to not discriminating against any qualified employees or applicants because they are related to or associated with a person with a disability. The New Carlisle Fire Division will follow any state or local law that provides individuals with disabilities greater protection than the ADA.

1.8.7 This policy is neither exhaustive nor exclusive. The New Carlisle Fire Division is committed to taking all other actions necessary to ensure equal employment opportunity of persons with disabilities in accordance with the ADA and all other applicable federal, state, and local laws.

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2.2 Access to Personnel Files

Effective Date: 12/08/2003

2.2.1 The New Carlisle Fire Division maintains a personnel file on each employee. The personnel file includes such information as the employee's job application, resume, records of training, documentation of performance appraisals and salary increases, and other employment records.

2.2.1.1 Personnel files are the property of the New Carlisle Fire Division, and access to the information they contain is restricted. Generally, only senior officers or their designees who have a legitimate reason to review the information will be granted access.

2.2.2 Employees who wish to review their own file should contact an Assistant Chief. With reasonable advance notice, employees may review their own personnel files in the offices of the New Carlisle Fire Division and in the presence of an individual appointed by the New Carlisle Fire Division to maintain the files.

2.2.3 The files are not maintained by nor stored at the fire division. All personnel files are maintained at the city building.

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2.3 Personnel Data Changes

Effective Date: 12/08/2003

2.3.1 It is the responsibility of each employee to promptly notify the New Carlisle Fire Division of any changes in personal data. Personal mailing addresses, telephone number, number and name of dependents, individuals to be contacted in the event of an emergency, educational accomplishment, and other such status should be accurate and current at all times. If personal data changes, notify your immediate supervisor or a chief officer.

2.3.1.1 Blank personnel data sheets are available in the dispatch office of the fire division.

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2.4 Introductory Period

Effective Date: 12/08/2003

2.4.1 The introductory period is intended to give new employee an opportunity to demonstrate their ability to achieve a satisfactory level of performance and to determine whether the new position meets their expectations. The New Carlisle Fire Division uses this period to evaluate employee capabilities, work habits, and overall performance. Either the employee or the New Carlisle Fire Division may end the employment relationship at will at any time during or after the introductory period, with or without cause or advance notice.

2.4.2 All new and rehired employees work on an introductory basis for the first 180 calendar days after their date of hire. Any significant absence will automatically extend the introductory period by the length of the absence. If the New Carlisle Fire Division determines that the designated introductory period does not allow sufficient time to thoroughly evaluate the employee's performance, the introductory period may be extended for a specified period of time.

2.4.2.2 Upon satisfactory completion of the introductory period employees enter the "regular" employment classification.

2.4.3 During the introductory period, new employees are eligible for those benefits that are required by law, such as workers' compensation insurance and Social Security. They may also be eligible for other New Carlisle Fire Division-provided benefits, subject to the terms and conditions of each benefit program. Employees should read the information for each specific benefits program for the details on eligibility requirements.

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2.5 Employment

Effective Date: 12/04/2006

2.5.1 The New Carlisle Fire Division 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 the exclusion of the individual from further consideration for employment, or, if the person has been hired termination of employment.

2.5.2 The New Carlisle Fire Division requires both an Ohio Bureau of Motor Vehicles check and Criminal Background Investigation conducted by the Clark County Sheriff's Office. The outcome of this investigative process will enable the division to determine employment eligibility.

2.5.3 EMPLOYMENT REQUIREMENTS:

2.5.3.1 On-Call Program

2.5.3.1.1 Be a High School graduate of equivalent and at least 18 years of age.

2.5.3.1.2 Reside within five (5) driving miles of the New Carlisle Primary Response Area (city limits) as defined by Google Earth or similar mapping program.

2.5.3.1.3 Current Ohio Certification as an EMT-B or higher or able to complete the certification within one year after employment begins for EMS.

2.5.3.1.4 Current Ohio Firefighter 1A (36-hour) Certification or able to complete the certification within one year after employment begins for firefighter.

2.5.3.1.5 Successfully complete the application and screening process for employment by the New Carlisle Fire Division

2.5.3.2 In-Station Program

2.5.3.2.1 Current Ohio Certification as an EMT-B or higher

2.5.3.2.2 Functioned as a certified EMT-B or higher for a period of at least one year.

2.5.3.2.3 Current Ohio Firefighter 1A (36-hour) Certification or higher.

2.5.3.2.4 Successfully complete the application and screening process for employment by the New Carlisle Fire Division.

2.5.4 Personnel holding or desiring an Officer position shall comply with all provisions of 2.5.3.1. In addition if cross-trained compliance with 2.5.3.2 is desirable. EMS Officers shall be EMS certified, Fire Officers shall be firefighter certified.

2.5.5 Section II, Operating Guidelines, addresses additional specific requirements for employment in the part-time program.

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2.6 Salary Administration

Effective Date: 12/08/2003

2.6.1 The salary administration program of the New Carlisle Fire Division was created to achieve consistent pay practices, comply with federal and state laws, mirror our commitment to Equal Employment Opportunity, and offer competitive salaries within our labor market. Because recruiting and retaining talented employees is critical to our success, the New Carlisle Fire Division is committed to paying its employees equitable wages that reflect the requirements and responsibilities of their positions and are comparable to the pay received by similarly situated employees in other organizations in the area.

2.6.1.1 Compensation for every position is determined by several factors, including essential duties and responsibilities of the job, and salary survey data on pay practices of other employers. The New Carlisle Fire division periodically reviews its salary administration program and restructures it as necessary.

2.6.2 Employees should bring their pay-related questions or concerns to the attention of their immediate supervisors, who are responsible for the fair administration of department pay practices. The designated chief officer is also available to answer specific questions about the salary administration program.

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3.1 Workers' Compensation Insurance

Effective Date: 12/08/2003

3.1.1 The New Carlisle Fire Division provides a comprehensive workers' compensation insurance program at no cost to employees. This program covers any injury or illness sustained in the course of employment that requires medical, surgical, or hospital treatment. Subject to applicable legal requirements, workers' compensation insurance provides benefits after a short waiting period or, if the employee is hospitalized, immediately.

3.1.1.1 Employees who sustain work-related injuries or illnesses shall inform their supervisor immediately. No matter how minor an on-the-job injury may appear, it is important that it be reported.

3.1.1.2 Neither the New Carlisle Fire Division nor the insurance carrier will be liable for the payment of workers' compensation benefits for injuries that occur during an employee's voluntary participation in any off-duty recreational, social, or athletic activity sponsored by the New Carlisle Fire Division.

3.1.1.3 Any employee who sustains any injury whatsoever shall immediately (or as soon as possible) complete an incident report detailing what occurred, injury sustained and any witness (s) that may have been present at the time of injury.

- Incident reports shall be complete, dated and signed by employee.
- Blank incident reports are available in the stations dispatch office.

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4.1 Timekeeping

Effective Date: March 21, 2006

4.1.1 Accurately recording time worked is the responsibility of every nonexempt employee. Federal and state laws require the New Carlisle Fire Division to keep an accurate record of time worked in order to calculate employee pay and benefits. Time worked is all the time actually spent on the job performing assigned duties.

4.1.2 Employees shall accurately record the time they begin and end their work on the time cards provided.

4.1.2.1 Employees on the part time program shall use the cream colored time cards. Record the beginning and ending time of any split shift or departure for work for personal reasons. Overtime must be approved by the Fire Administrator before it is performed.

4.1.2.1 Other Employees (Medic 2 responses, Fire Responses, or additional personnel shall use the blue timecards. Record the beginning time, ending time, and run number of any responses.

4.1.2.2 The Officer or Senior Crew Member shall also complete a Crew Report for each run. The crew report shall be the supporting document for the time card. The Officer or Senior Crew Member will list each person in attendance on the run.

4.1.3 It is the employees' responsibility to calculate their hours. All completed timecards must be deposited in the door mail slot, or in the designated location at station 2, on the employee's last day of work for each pay period. Employees are encouraged to utilize one timecard for the entire pay period, using the left side of the timecard for the first week and the right side of the timecard for the second week.

4.1.3.1 Altering, falsifying, tampering with time records, or recording time on another employee's timecard may result in disciplinary action, up to and including termination of employment.

4.1.3.2 Employees who fail to properly follow this policy may experience a delay in receipt of their check and/or may be required to wait until the next pay period to correct deficiencies.

4.1.3.3 Employees must **SIGN** their timecard at the end of each pay period in order to validate hours worked.

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4.2 Paydays

Effective Date: March 21, 2006

4.2.1 Employees are paid bi-weekly.

4.2.2 Each pay statement will include earnings for all work performed through the end of the previous payroll period.

4.2.3 Employees SHALL have their pay directly deposited into their bank accounts.–Employees will receive an itemized statement of wages when the City of New Carlisle makes direct deposits.

4.2.3.1 Employees are required to complete appropriate direct deposit forms. Forms are available in the dispatch office.

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4.3 Employment Termination

Effective Date: 12/08/2003

4.3.1 Termination of employment is an inevitable part of personnel activity within any organization, and many of the reasons for termination are routine. Below are examples of the most common circumstances under which employment is terminated.

- Resignation – voluntary employment termination initiated by an employee
- Discharge – involuntary employment termination initiated by the organization

4.3.2 Employment with the New Carlisle fire Division is based on mutual consent, both the employee and the New Carlisle Fire Division have the right to terminate employment at will, with or without cause, at any time.

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4.4 Pay Advances

Effective Date: 12/08/2003

4.4.1 In the event of a personal emergency employees may submit a written request for a pay advance to a chief officer indicating the nature of the emergency involved. The request will be properly evaluated and a determination of eligibility will be obtained. Pay advances are generally limited to no more than an employee would earn during a normal pay period.

4.4.1.1 Any pay advances approved by the division will require the execution of an approval document allowing the Finance Director to recover the advance during the next regular pay period.

4.4.2 In all cases the finance director in consultation with the city manager will determine and decide whether the division's recommendation for the advance will be authorized.

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4.5 Administrative Pay Corrections

Effective Date: 3/1/2004

4.5.1 The New Carlisle Fire Division takes all reasonable steps to ensure employees receive the correct amount of pay in each paycheck and that employees are paid promptly on the scheduled payday.

4.5.2 In the unlikely event there is an error in the amount of pay; the employee shall promptly bring the discrepancy to the attention of the designated payroll officer so that corrections can be made as quickly as possible.

4.5.2.1 No employee shall be permitted to go directly to the Finance Director without the prior consent of the fire administrator.

4.5.3 All personnel are required to appropriately clock in and out for each tour of duty. At the end of the pay period the employee shall calculate and sign timecard.

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5.1 Safety

Effective Date: 12/08/2003

5.1.1 To assist in providing a safe and healthy work environment for employees, customers, and visitors, the New Carlisle Fire Division has established a workplace safety program. This program is a top priority for the New Carlisle Fire Division. The division officers have responsibility for implementing, administering, monitoring, and evaluating the safety program. The success of the program depends on the alertness and personal commitment of all.

5.1.2 Each employee is expected to obey safety rules and to exercise caution in all work activities. Employees must immediately report any unsafe conditions to the appropriate supervisor. Employees who violate safety standards, who cause hazardous or dangerous situations, or who fail to report or, where appropriate, remedy such situations, may be subject to disciplinary action, up to and including termination of employment.

5.1.2.1 The New Carlisle Fire Division provides information to employees about workplace safety and health issues through regular internal communication channels such as bulletin board postings, memos, internal newsletter, or other written communications.

5.1.2.2 In case of an accident that results in injury, regardless of how insignificant the injury may appear, employees should immediately notify a division officer and submit a written incident report at the earliest possible moment. Such reports are necessary to comply with laws, initiate insurance and workers' compensation benefits procedures.

5.1.2.3 In keeping with in-house safety, no member of the division shall allow any family member, relative, friend, associate and/or member of the community to freely roam the division offices and/or apparatus bay without immediate supervision.

5.1.2.4 All incident reports should be as complete and detailed as possible.

5.1.2.5 Any person who is witness to incident and/or accident shall complete report that details what they observed and any other factors that may have been present at the time the incident occurred.

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5.2 Work Schedules

Effective Date: 12/04/2006

5.2.1 Work schedules for employees vary throughout the organization. Officers will advise employees of their individual work schedules. Staffing needs and operational demands may necessitate variations in starting and ending times, as well as variations in the total hours that may be scheduled each day and week.

5.2.2 All part time employees are required to complete sign-up sheets by no later than the designated day of each month. Personnel failing to turn in a schedule will not be scheduled for the upcoming month. (See 11.2.1.1)

5.2.2.1 Section II, Operating Guidance delineates the date, times, etc., of the scheduling process.

5.2.3 In the event a person is unable to fulfill a shift, or desires a shift cover, that person must secure a replacement for that defined time period. Section II, Operating Guidance addresses tardiness, absenteeism, and shift covers.

5.2.4 In the event of a bona-fide family emergency the employee shall contact the appropriate officer and advise the officer of their inability to complete the assigned shift.

5.2.4.1 For the purposes of this policy family is defined as immediate family, plus the spouses and children of the immediate family.

5.2.5 Failure to adhere to this policy may result in disciplinary action and/or possible termination of employment.

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5.3 Use of Telephones

Effective Date: 12/08/2003

5.3.1 Personal use of New Carlisle Fire Division telephones for long distance and toll calls is not permitted. Employees should practice discretion when making local personal calls and may be required to reimburse the New Carlisle Fire Division for any charges resulting from their personal use of the telephone.

5.3.2 To ensure effective telephone communications, employees should always identify the station and themselves to the caller and speak in a courteous and professional manner. Confirm information received from the caller and hang up only after the caller has done so.

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5.4 Smoking

Effective Date: 12/08/2003

5.4.1 In keeping with the New Carlisle Fire Division's intent to provide a safe and healthy work environment, smoking in the workplace is prohibited except in those locations that have been specifically designated as smoking areas.

5.4.1.1 In situations where the preference of smokers and non-smokers are in direct conflict the preferences of non-smokers will prevail.

5.4.2 Smoking is strictly prohibited in all fire division vehicles.

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5.5 Visitors in the Workplace

Effective Date: March 21, 2006

5.5.1 To provide for the safety and security of employees and facilities at the New Carlisle Fire Division, only authorized visitors are permitted in the workplace. Restricting unauthorized visitors helps maintain safety standards, protects against theft, ensures security of equipment, protects confidential information, safeguards employees welfare, and avoids potential distractions and disturbances.

5.5.1.1 All visitors should enter the facility at the main entrance. Authorized visitors will receive directions or be escorted to their destination. Employees are responsible for the conduct and safety of their guests.

5.5.1.2 Employees should notify their immediate supervisor if unauthorized individuals are observed on the premises of the New Carlisle Fire Division.

5.5.1.3 All department members who bring family members, friends, and/or associates shall remain with them during the time they are on premises.

5.5.1.4 At no time will minors be allowed in the apparatus bay without close supervision. Playing, climbing on apparatus is strictly prohibited.

5.5.1.5 Under no circumstances shall visitors be permitted in the station after 2200 hours.

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5.6 Computer and E-Mail Use

Effective Date: 12/08/2003

5.6.1 Computers, computer files, the email system, and software furnished to employees are New Carlisle Fire Division property intended for business use. Employees shall not use a password, access a file, or retrieve any stored communication without authorization. Computer and email usage may be monitored to ensure compliance.

5.6.2 The New Carlisle Fire Division strives to maintain a workplace free of harassment and sensitive to the diversity of its employees. The New Carlisle Fire Division prohibits the use of computers and the email system for ways that are disruptive, offensive to others, or harmful to morale.

5.6.2.1 The display or transmission of sexually explicit images, messages, and cartoons is not permitted.

5.6.2.2 Other misuse includes, but is not limited to, ethnic slurs, racial comments, inappropriate jokes, or anything that may be construed as harassment or showing disrespect for others.

5.6.2.3 Email may not be used to solicit others for commercial ventures, religious or political causes, outside organizations, or other non-business matters.

5.6.3 Employees should notify their immediate supervisor/officer upon learning of violations of this policy. Violations may be subject to disciplinary action, up to and including termination of employment.

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5.7 Internet Use

Effective Date: 12/08/2003

5.7.1 Internet access to global electronic information resources on the World Wide Web is provided to assist employees in obtaining work-related data and technology. This policy has been established to ensure responsible and productive Internet usage.

5.7.2 Data that is composed, transmitted, or received via New Carlisle Fire Division computer systems is considered to be part of the official records of the New Carlisle Fire Division and, as such, is subject to disclosure to law enforcements and other third parties. Employees shall always ensure the business information contained in Internet email and other transmissions is accurate, appropriate, ethical, and lawful.

5.7.3 The equipment, services, and technology provided to access the Internet remain at all times the property of the New Carlisle Fire Division. The fire division reserved the right to monitor Internet traffic, and retrieve and read any data composed, send, or received through our online connections I stored in our computer systems.

5.7.4 Data that is composed, transmitted, accessed, or received via the Internet must not contain content that may be considered discriminatory, offensive, obscene, threatening, harassing, intimidating, or disruptive to any employee or other persons,

5.7.4.1 Examples of unacceptable content may include, but are not limited to, sexual comments or images, racial slurs, gender-specific comments, or any other comments or images that may offend someone on the basis of race, age, sex, religious or political beliefs, national origin disability, sexual orientation, or any other characteristic protected by law.

5.7.5 The unauthorized use, installation, copying, or distribution of copyrighted, trademarked, or patented material on the Internet is expressly prohibited. If an employee did not create the material, does not own the rights to the material, or has not received authorization to use the material, it should not be put on the Internet. Shall not be copied and/or saved on any division computer.

5.7.6 The following behaviors are examples of previously stated or additional actions and activities that are prohibited and can result in disciplinary action, these are examples and are not intended to be all-inclusive:

- Sending or posting discriminatory, harassing, or threatening messages or images.
- Using the organization's time and resources for personal gain.
- Stealing, using, or disclosing someone else's code or password without authorization.
- Copying, pirating, or downloading software and electronic files without permission.
- Sending or posting confidential material, trade secrets, or proprietary information outside the organization.
- Violating copyright law.
- Failing to observe licensing agreements.
- Engaging in unauthorized transactions that incur a cost to the organization or initiate unwanted Internet services and transmission.

5.7 Internet Use (continued)

Effective Date: 12/08/2003

5.7.6 (continued)

- Sending or posting material that could damage the organization image or reputation.
- Viewing or exchange of pornographic or obscene material.
- Sending or posting messages that defame or slander other individuals.
- Attempting to break into the computer system of another organization or person.
- Refusing to cooperate with a security investigation.
- Sending or posting chain letters, solicitation, or ads not related to business activities.
- Using the Internet for political or religious causes or activities.
- Any sort of gambling activities.
- Jeopardizing the security of the organization's electronic communications systems.
- Sending or posting messages that disparages another organizations products or services.
- Passing off personal views as representing those of the organization.
- Sending anonymous email messages.
- Engaging in any other illegal activities.

5.7.7 No files may be downloaded from the Internet without prior authorization and without conducting a virus scan before the files are installed on New Carlisle Fire Division systems.

5.7.8 Abuse of the Internet access provided by the New Carlisle Fire Division and violation of this policy may result in disciplinary action up to and including termination of employment.

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5.8 Cellular Phones

Effective Date: 12/08/2003

5.8.1 The New Carlisle Fire Division provides cellular phone to some employees as a business tool. The phones are provided to assist employees in communicating with management and other employees, their clients, associates, and others with whom they conduct business. Cell phone use is primarily intended for business related call, however, personal use is permitted. Cell phone invoices may be regularly monitored.

5.8.1.1 Employees may be required to reimburse the New Carlisle Fire Division for excessive private use of division cell phones.

5.8.2 Employees may have access to a cell phone while driving, only in rare extreme emergency circumstances that warrants such usage.

5.8.3 Regular business etiquette used when speaking on an office phone or in meetings applies also to conversations conducted over a cell phone.

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6.1 Medical Leave

Effective Date: March 21, 2006

6.1.1 The New Carlisle Fire Division provides medical leaves of absence, without pay, to eligible employees who are temporarily unable to work due to a serious health condition or disability.

6.1.1.1 For the purposes of this policy, serious health conditions or disabilities include inpatient care in a hospital, hospice, or residential medical care facility; continuing treatment by a health care provider; and temporary disabilities associated with pregnancy, childbirth, and related medical conditions.

6.1.2 Employees should make requests for medical leave to their supervisor at least 30 days in advance of foreseeable events and as soon as possible for unforeseeable events.

6.1.3 A health care provider's statement must be submitted verifying the need for medical leave and its beginning and expected ending dates. Any changes in this information should be promptly reported to the New Carlisle Fire Division.

6.1.3.1 Employees returning from medical leave must submit a health care provider's verification of their fitness to return to work on the form provided by the New Carlisle Fire Division.

6.1.4 Employees are normally granted leave for the period of the disability, up to a maximum of 12 weeks within any 12-month period. Any combination of medical leave and family leave may not exceed this maximum limit.

6.1.4.1 If the initial period of approved absence is insufficient, consideration will be given to a request for extension.

6.1.4.2 Any employee taking leave in excess of 30 calendar days at one time must return all NCFD provided equipment prior to taking the leave.

6.1.5 An employee on medical leave shall provide the New Carlisle Fire Division with at least two weeks advance notice of the date they intend to return to work. When a medical leave ends, the employee will be reinstated to the same position, if it is available, or to an equivalent position for which the employee is qualified.

6.1.5.1 If an employee fails to return to work on the agreed upon return date, the New Carlisle Fire Division will assume the employee has resigned.

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6.2 Personal Leave

Effective Date: 12/08/2003

6.2.1 The New Carlisle Fire Division provides leaves of absences, without pay, to eligible employees who wish to take time off from work duties to fulfill personal obligations.

6.2.1.1 As soon as eligible employees become aware of the need for a personal leave of absence they should request a leave of absence from a chief officer. All requests shall be in writing and signed prior to giving it to a chief officer.

6.2.2 A personal leave of absence may be granted for a period up to 30 calendar days in any 12-month period.

6.2.2.1 If this initial period of absence proves insufficient consideration may be given to a written request for extension for no more than 70 total calendar days.

6.2.2.2 Requests for personal leaves of absence will be evaluated on a number of factors, including anticipated workload requirements and staffing considerations during the proposed period of absence.

6.2.2.3 Any employee taking a leave of absence in excess of 30 calendar days at one time must return all NCFD provided equipment prior to taking the leave.

6.2.3 When a personal leave of absence ends, every reasonable effort will be made to return the employee to the same position, if it is available, or to a similar available position for which the employee is qualified. The New Carlisle Fire Division cannot guarantee reinstatement in all cases.

6.2.3.1 If an employee fails to report to work at the expiration of the approved leave of absence period, the New Carlisle Fire division will assume the employee has resigned.

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7.1 Employee Conduct and Work Rules

Effective Date: March 21, 2006

7.1.1 The New Carlisle Fire Division expects employees to follow rules of conduct that will protect the interests and safety of all employees and the organization.

7.1.2 It is not possible to list all the examples of unacceptable behavior in the workplace. The following are examples of unacceptable behavior that may result in disciplinary action, up to and including termination of employment:

- Theft or inappropriate removal or possession of departmental property
- Falsification of timekeeping records
- Working under the influence of alcohol or illegal drugs
- Possession, distribution, sale, transfer or use of alcohol or illegal drugs in the workplace while on duty, or while operating employer-owned vehicles or equipment
- Fighting or threatening violence in the workplace
- Boisterous or disruptive activity in the workplace
- Negligence or improper conduct leading to the damage of employer-owned or customer-owned property
- Insubordination or other disrespectful conduct
- Violation of safety or health rules
- Sexual or other unlawful or unwelcome harassment
- Possession of dangerous or unauthorized material, such as explosives or firearms in the workplace
- Excessive absenteeism or any absence without notice
- Unauthorized absence from the work station during the workday
- Violation of personnel policies
- Unsatisfactory performance or conduct

7.1.3 Authorized absences from the work station.

7.1.3.1 Meals:

7.1.3.1.1 Members assigned duty at the Elizabeth Township station shall take all meals at the Township Station or at commercial eating establishment within the contract area.

7.1.3.1.2 Members assigned duty at the New Carlisle Station may take meals at the New Carlisle station or at any commercial eating establishment within the city limits. In addition members may purchase meals "to go" in the Park Layne area and return to the station to eat.

7.1.3.1.3 Under no circumstances may members take meals at private residences.

7.1.3.2 Members are permitted to make brief errands to their quarters within the city limits for short durations, not to exceed 10 minutes. Members shall take the Medic Unit and go as a crew.

7.1.3.3 Crews are encouraged to attend sporting and other events within the city limits where the presence of the crew and the Medic Unit will reflect favorably on the City and the Division

7.1.4 Employment with the New Carlisle Fire Division is at the mutual consent of the Fire Division and the employee, and either party may terminate that relationship at any time, with or without cause, and with or without advance notice.

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7.2 Drug and Alcohol Use

Effective Date: 12/08/2003

7.2.1 The New Carlisle Fire Division provides a drug-free, healthy, and safe work environment. Employees are required to report to work in the appropriate mental and physical condition to perform their jobs in a satisfactory manner.

7.2.2 While on New Carlisle Fire Division premises and while conducting business-related activities on/off Fire Division premises, no employee may use, possess, distribute, sell, or be under the influence of alcohol or illegal drugs.

7.2.2.1 The legal use of prescribed drugs is permitted on the job only if it does not impair an employee's ability to perform the essential functions of the job effectively and in a safe manner that does not endanger other individuals in the workplace.

7.2.3 Employees with questions or concerns about substance abuse dependency are encouraged to contact a chief officer or designated representative of the city New Carlisle. They may also wish to discuss these matters with their supervisor to receive assistance or referrals to the appropriate resources in the community.

7.2.4 Violations of this policy may lead to disciplinary action, up to an including immediate termination of employment, and/or required participation in a substance abuse rehabilitation or treatment program. Such violations may also have legal consequences.

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7.3 Sexual and Other Unlawful Harassment

Effective Date: 12/08/2003

7.3.1 The New Carlisle Fire Division is committed to providing a work environment that is free from all forms of discrimination and conduct that can be considered harassing, coercive, or disruptive, including sexual harassment. Action, words, jokes, or comments based on an individual's sex, race, color, national origin, age, religion, disability, sexual orientation, or any other legally protected characteristic will not be tolerated.

7.3.2 Sexual harassment is defined as unwanted sexual advances, or visual, verbal, or physical conduct of a sexual nature. This includes many forms of offensive behavior and includes gender-based harassment of a person of the same sex as the harasser. The following is a partial list of sexual harassment examples:

- Unwanted sexual advances
- Offering employment benefits in exchange for sexual favors
- Making or threatening reprisals after a negative response to sexual advances
- Visual conduct that includes leering, making sexual gestures, or displaying of sexually suggestive objects or picture, cartoons, or posters
- Verbal conduct that includes making or using derogatory comments, epithets, slurs, or jokes
- Verbal sexual advances or propositions
- Verbal abuse of a sexual nature, graphic verbal commentaries about an individual's body, sexually degrading works used to describe an individual, or suggestive or obscene letters, notes, or invitations
- Physical conduct that includes touching, assaulting, or impeding or blocking movements

7.3.3 Unwelcome sexual advances (verbal or physical), requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute harassment when:

- submission to such conduct is made either explicitly or implicitly a term or condition of employment
- submission or rejection of the conduct is used as a basis for making employment decisions
- the conduct has the purpose or effect of interfering with work performance or creating an intimidating, hostile, or offensive work environment.

7.3.4 Report sexual or other unlawful harassment to your supervisor immediately.

7.3.4.1 If the supervisor is unavailable or you believe it would be inappropriate to contact that person, you should contact a chief officer or any officer. You can raise concerns and make reports without fear of reprisal.

7.3.5 All allegations of sexual harassment will be quickly and discreetly investigated. Your confidentiality and that of any witnesses and the alleged harasser will be protected against unnecessary disclosure. After completion of the investigation you will be informed of the outcome.

7.3.6 Any supervisor or manager who becomes aware of possible sexual or other unlawful harassment must immediately advise a chief officer to begin the investigative process. Anyone engaging in sexual or other unlawful harassment may be subject to disciplinary action, up to and including termination of employment.

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7.4 Attendance and Punctuality

Effective Date: 12/08/2003

7.4.1 The New Carlisle Fire Division expects employees to be reliable and to be punctual in reporting for scheduled work. Tardiness places a burden on other employees and the Fire Division. In the rare instances when employees cannot avoid tardiness they should contact their scheduled partner as soon as possible, notify their partner of the tardiness, and provide their arrival time.

7.4.2 Section II, Operating Guidance, addressed the procedure to be used when employees cannot report for work as scheduled.

7.4.3 Excessive tardiness is disruptive and may lead to disciplinary action, up to and including termination of employment.

7.4.4 For purposes of punctuality the fire division's time clock will be considered as the official and accurate time of arrival or departure.

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7.5 Personal Appearance

Effective Date: 12/08/2003

7.5.1 Dress, grooming, and personal cleanliness standards contribute to the morale of all employees and affect the business image the New Carlisle Fire division presents to customers and visitors.

7.5.2 During business hours, or when representing the New Carlisle Fire Division, you are expected to present a clean, neat, and tasteful appearance. Dress and groom yourself according to the requirement of your position, accepted social standards, and the task to be accomplished.

7.5.3 Section II, Operating Guidance, provides the standards for uniform and personal appearance.

7.5.3.1 If your supervisor feels your personal appearance is inappropriate, you may be asked to leave the workplace to groom yourself and/or dress appropriately. You will not be compensated for the time away from work.

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7.6 Return of Property

Effective Date: March 21, 2006

7.6.1 Employees are responsible for items issued to them by the New Carlisle Fire Division or in their possession of control. These items include but are not limited to:

- Clothing with departmental identification
- Warning radios
- Portable two-way radios
- EMS coats
- Equipment
- Identification badges
- Keys
- Pagers
- Personal protective equipment
- Uniforms
- Written materials

7.6.2 All New Carlisle Fire Division property must be returned by employees on or before their last day of duty with the Fire Division.

7.6.3 Employees shall notify the appropriate supply officer of lost and/or stolen New Carlisle Fire Division property within 24 hours of the loss or theft.

7.6.4 A copy of the police report shall accompany all notifications of stolen Fire Division property.

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7.7 Drug Testing

Effective Date: 12/08/2003

7.7.1 The New Carlisle Fire Division provides a safe, efficient, and productive environment for all employees. Using or being under the influence of drugs or alcohol on the job may pose serious safety and health risks. Employees and job applicants may be required to provide body substance samples, such as urine and/or blood, to determine the illicit or illegal use of drugs and/or alcohol.

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7.8 Progressive Discipline

Effective Date: 12/08/2003

7.8.1 The best disciplinary measure is one that does not have to be enforced and comes from good leadership and fair supervision at all employment levels. The New Carlisle Fire Division's own best interest lies in ensuring fair treatment for all employees in making certain that disciplinary actions are prompt, uniform, and impartial. The major purpose of any disciplinary action is to correct the problem, prevent recurrence, and prepare the employee for satisfactory service in the future.

7.8.2 Although employment with the New Carlisle Fire division is based on mutual consent and both the employee and the Fire Division have the right to terminate employment at will, with or without cause or advance notice, the Fire Division may use progressive discipline at its discretion.

7.8.2.1 Disciplinary action may call for any of four steps – verbal warning, written warning, suspension with or without pay, or termination of employment – depend on the severity of the problem and the number of occurrences. There may be circumstances when one or more step is bypassed.

7.8.2.2 Progressive discipline means that with respect to most disciplinary problems, these steps will normally be followed:

- First offense: Verbal warning
- Second offense: Written warning
- Third offense: Suspension
- Fourth offense: Termination

7.8.2.3 If more than 12 months have passed since the last disciplinary action, the process will normally start over.

7.8.2.4 The New Carlisle Fire Division recognizes that there are certain types of problems that are serious enough to justify either a suspension, or, termination of employment without going through the progressive discipline steps.

7.8.3 It is impossible to list every types of behavior that may be deemed an offense. The "Employee Conduct and Work Rules" policy lists examples of conduct that may trigger progressive discipline and/or immediate suspension or termination of employment.

7.8.4 By using progressive discipline, it is our hope that most employee problems can be corrected at an early stage, benefiting both the employee and the New Carlisle Fire Division.

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7.9 Workplace Etiquette

Effective Date: 12/08/2003

7.9.1 The New Carlisle Fire Division strives to maintain a positive work environment where employees treat each other with respect and courtesy. Issues may arise when employees are unaware their behavior in the workplace is disruptive or annoying to others. Many of these day-to-day issues can be addressed by politely talking with a co-worker to bring the perceived problem to his or her attention. Common sense should dictate an appropriate resolution. The Fire Division encourages all employees to keep an open mind and graciously accept constructive feedback or a request to change a behavior that may be affecting another employee's ability to concentrate and be productive.

7.9.2 The following workplace etiquette guidelines are not necessarily intended to be hard and fast work rule with disciplinary consequences. They are suggestions for appropriate workplace behavior to help everyone be more conscientious and considerate of co-workers and the work environment. Contact an officer if you have comments, concerns, or suggestions regarding these guidelines.

- Avoid public accusations or criticisms of other employees. Address such issues privately with those involved or your supervisor.
- Be considerate of how your voice travels. Try to lower the volume of your voice when talking on the phone or to others in open areas.
- Refrain from using inappropriate language (swearing).
- Avoid discussions of your personal life/issues in public conversations.
- Monitor the volume when listening to music, voice mail, or a speakerphone that others can hear.
- Clean up after yourself and do not leave behind waste or discarded papers.

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7.10 Administrative Chain of Command

Effective Date: 12/31/2003

7.10.1 The Administrative Chain of Command shown in this policy shall be used for all administrative and/or disciplinary actions.

7.10.2 This Chain of Command does not supersede nor contradict “Policy Guidance 10.2, On-Scene Command”, and is for actions as indicated in 7.10.1.

7.10.3 Administrative/disciplinary actions shall be handled at the lowest supervisory level possessing the capability and/or authority for the actions.

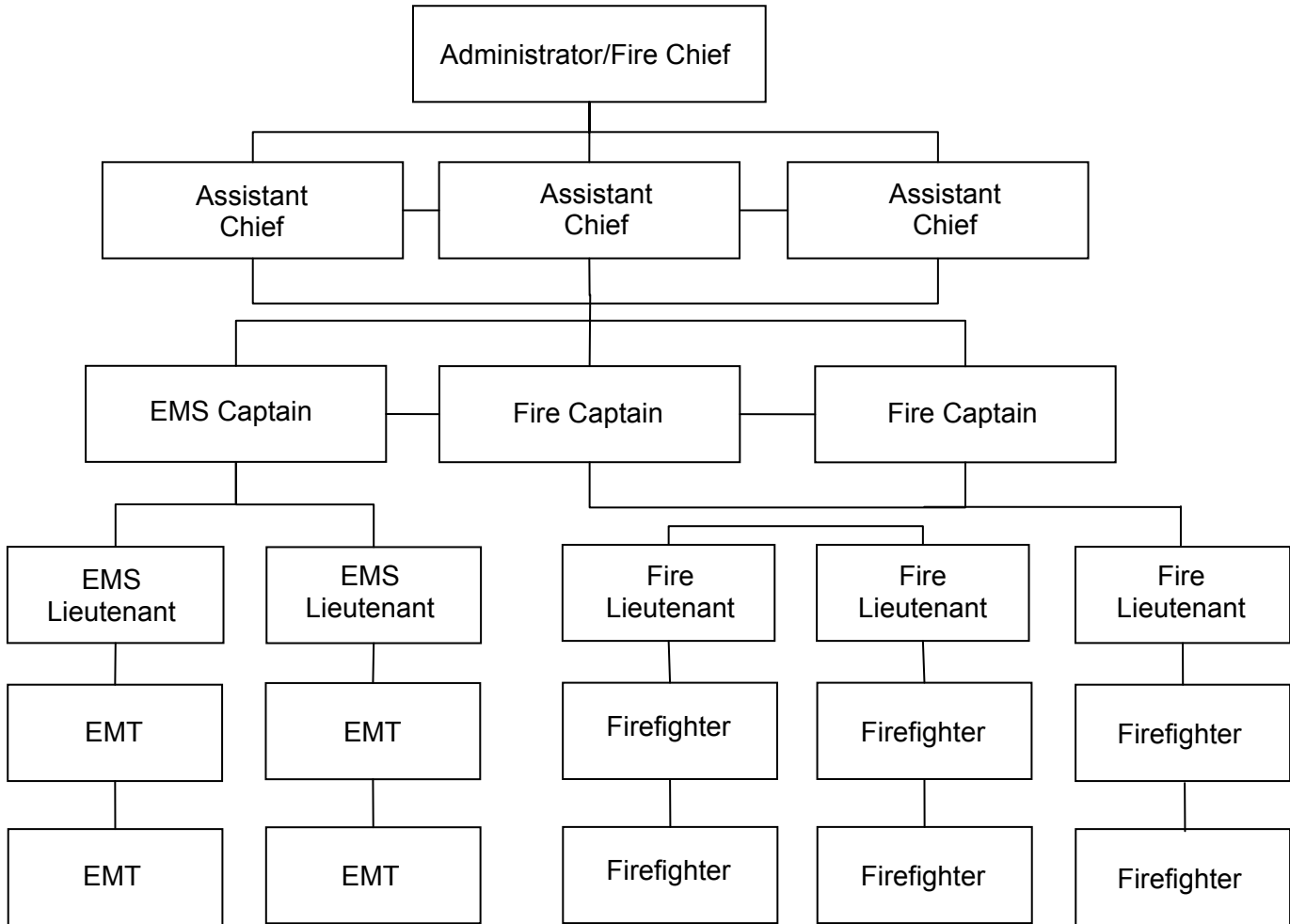
7.10.4 Division personnel shall follow this Chain of Command when addressing problems and issues. By-passing levels in the chain of command intentionally or unintentionally is a breach of conduct that may lead to disciplinary action.

7.10.5 The Chain of Command is a “two-way” . Information/action will flow up and down the Chain. The Chain of Command shall be observed by all division members regardless of level and/or position.

7.10.6 While all officers maintain an “open door policy”, management expects issues to be resolved at the lowest supervisory level and individual members may be referred to a lower level of the chain.

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**NEW CARLISLE FIRE DIVISION
ADMINISTRATIVE CHAIN OF COMMAND**



7.11 Training

Effective Date: March 21, 2006

7.11.1 External training (training conducted through classes other than those provided by the Fire Division) may be requested for initial certification, refresher training or other job related training that will have a positive impact on the Fire Division.

7.11.2 If funds are available the Fire Division may pay in advance for the training, or may request you pay in advance and the Fire Division will reimburse you.

7.11.3 Training shall be requested on the Form provided in the dispatch office.

7.11.3.1 The form shall be completely filled out.

7.11.3.2 Attach a course syllabus and the registration documentation from the organization sponsoring the training.

7.11.3.3 Submit the Form and attachments to the Division Training Officer.

7.11.4 To qualify for Division funding, the training and your attendance must be approved by the Training Officer prior to registration.

7.11.5. Do not commit the Division to funding any training prior to approval of your request by the Training Officer.

7.11.5.1 Failure to follow this instruction will result in the cost of the training being the responsibility of the individual

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8.1 Security, Levels of Access and Limiting Disclosure to PHI

Effective Date: 12/08/2003

8.1.1 The New Carlisle Fire Division maintains strict requirements on the security, access, disclosure and use of Protected Health Information (PHI).

8.1.2 Access, disclosure and use of PHI is based on the role of the staff member and shall be only to the extent necessary to complete job functions.

8.1.3 Access to PHI is limited to those who need access to carry out their duties. The following describes the specific categories of PHI to which certain employees would need access and defines conditions of access:

Job Title	Description of PHI	Conditions of Access
EMT-B	Intake forms from dispatch, patient care reports	Access only as part of completion of a patient event and post event activities only while on duty.
Paramedic	Intake forms from dispatch, patient care reports	Access only as part of completion of a patient event and post event activities only while on duty.
Billing Clerk	Intake forms from dispatch, patient care reports, billing claim forms, remittance advice statements, other patient records from facilities	Access only as part of duties to completed patient billing and follow up and only during actual work shift
Field Supervisor	Intake forms from dispatch, patient care reports	Access only as part of completion of a patient event and post event activities, as well as for quality assurance checks and corrective counseling of staff.
Dispatcher	Intake forms, preplanned CAD information on patient address	Access only as part of completion of an incident, from receipt of information necessary to dispatch a call, to the closing out of the incident and only while on duty.
Training Coordinator	Intake forms from dispatch, patient care reports	Access only as part of training and quality assurance activities. Individually identifiable PHI will be redacted prior to use.
Division Officers	Unlimited	Access only to the extent necessary to monitor compliance and to accomplish supervision and management of personnel

8.1 Security, Levels of Access and Limiting Disclosure to PHI (continued)

Effective Date: 12/08/2003

8.1.4 Disclosures authorized by the patient are exempt from minimum necessary requirements.

8.1.5 Authorization received from 3rd parties such as Medicare and other insurance companies is not subject to minimum necessary standards.

8.1.6 The New Carlisle Fire Division may need to request PHI from another health care provider. Limit requests to only the necessary information needed for the intended purpose. The following describes purposed and information in this category:

Holder of PHI	Purpose	Information
Skilled Nursing Facility	Adequate patient records to determine medical necessity for service and to properly bill for services provided.	Patient face sheets, discharge summaries, Physician certification statements. Statements of medical necessity, and mobility assessments.
Hospitals	Adequate patient records to determine medical necessity for service and to properly bill for services provided.	Patient face sheets, discharge summaries, Physician certification statements. Statements of medical necessity, and mobility assessments.
Mutual Aid Ambulance or Paramedic Services	Adequate patient records to determine medical necessity for service and to properly bill for services provided.	Patient Care Reports

8.1.7 The New Carlisle Fire Division understands that there will be times when there are incidental disclosures of PHI.

8.1.7.1 All employees shall be sensitive to avoiding incidental disclosure to other health care providers and others who do not have a need to know the information.

8.1.7.1.1 If possible bring patients to a screened area before engaging in discussions concerning PHI.

8.1.7.1.2 Discuss patient care information only with those who are involved in the care of the patient, regardless of your physical location.

8.1.7.1.3 Employees shall be sensitive to their level of voice and that others may be in the area where you are speaking.

8.1.7.2 Patient care reports shall be stored in safe and secure areas. Reports shall not be left in any open areas or on desktops, etc.

8.1.7.3 Billing records, including note, advices, charge slips, or claim forms shall not be left out in the open.

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8.2 Designated Record Sets (DRS)

Effective Date: 12/08/2003

8.2.1 A Designated Record Set (DRS) includes medical records that are created and used by the New Carlisle Fire Division to make decisions about a patient.

8.2.2 The DRS shall only include HIPAA covered PHI.

8.2.2.1 Do not include information used for the operation purposes of the New Carlisle Fire Division such as quality assurance, data, accident reports, and incident reports.

8.2.3 The Designated Record set includes:

- Patient care report created by EMTs (including photographs, monitor strips, physician certification statements, refusal of care forms, or any other source data that is included in the patient care report)
- The electronic claims records or other paper records of claims submissions to insurance companies.
- Any patient specific claim information including responses from insurance payers
- Medicare Advance Beneficiary Notices, Notices from insurance companies indicating coverage, documentation submitted by the patient, and copies of the patient's insurance card that relate directly to the care of the patient.
- Amendments to PHI, or statement of disagreement by the patient requesting amendment when PHI is not amended upon request

8.2.4 The DRS also includes copies of records created by other service providers and health care providers such as 1st responder units, mutual aid ambulances, air medical service, hospitals, police departments coroner's office, etc. that are used by the New Carlisle Fire Division as part of treatment and payment purposed related to the patient.

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SECTION II
OPERATING GUIDANCE

9.1 Vehicle Operations

Effective Date: March 21, 2006

9.1.1 Ohio Revised Code Section 4511 covers the responsibility of drivers of emergency vehicles with regard to other vehicles, speed limits, and right of way. Employees who violate these laws are subject to prosecution as individuals, and not as a member of the organization of which they are employed. The following is an attempt to guide drivers of the New Carlisle Fire Divisions in the operation of emergency vehicles.

9.1.2 Seatbelts should be worn at all times when operating or riding in emergency response vehicles. EXCEPTION: Conducting patient care operations and donning personal protective equipment enroute to an emergency.

9.1.2 No emergency vehicle shall travel faster than 10 M.P.H. above the posted speed limit or greater than 65 M.P.H. on a limited-access highway.

9.1.2.1 Speed shall be adjusted as road, weather, and traffic dictate. In the operation of an EMS vehicle patient condition shall also be considered

9.1.2.2 Reckless driving shall not be tolerated. Poor driving habits may result and disciplinary action or suspension of driving privileges.

9.1.3 The siren shall be activated when responding to all emergencies. The driver will coordinate its use with traffic conditions and will operate the siren as deemed necessary. All vehicles shall proceed with due caution at all times during an emergency run with red light and siren in operation.

9.1.3.1 When an emergency vehicle, using lights and siren, approaches any traffic control light or stop sign, the driver of the vehicle shall proceed at a reduced speed, and stop, if necessary, to assure a safe right of way and operation of the vehicle.

9.1.3.2 While transporting a patient, lights and siren shall be used only when life or limb is critically endangered.

9.1.4 A driver shall not pass a stationary school bus, until the driver of the bus has waved the emergency vehicle around. Then pass the bus with extreme caution.

9.1.5 Emergency response vehicles shall not use private property as a route of travel to an emergency scene, unless all other means of travel are blocked or advised to do so by the Incident Commander.

9.1.5.1 Fire apparatus shall not be turned around on concrete and/or asphalt residential driveways.

9.1.6 Maneuvering emergency response vehicles shall always be done with the help of a crew employee stationed at the truck cab or rear of the vehicle within sight of the driver as conditions require.

9.1.7 When backing an emergency response vehicle (excluding staff cars) a rear ground guide must be posted behind the vehicle on the driver's side and in full view of the driver at all times.

9.1.7.1 When reasonably possible the ground guide shall be a division employee. The guide shall be responsible for guiding the vehicle safely backwards and ensuring that no people or objects are in the path of the backing vehicle.

9.1.8 When backing an emergency response vehicle a long distance, station an employee to the outside rear portion of the vehicle on the driver's side of the vehicle and guide the driver from that location.

9.1.8.1 Use the headset (if available) and visual signals to alert the driver to potential problems.

9.1 Vehicle Operations(continued)

Effective Date: March 21, 2006

9.1.8.2 The driver must keep any rear guide completely in view at all times. If at any time a ground guide moves out of sight of the driver, the driver must immediately stop the vehicle and wait until the guide is in view and has given the signal to continue backing.

9.1.9 When operating vehicles equipped with retarders, the driver should utilize normal braking procedures along with reducing speed on wet and slippery pavement.

9.1.9.1 Drivers should not use retarders when pavement is wet and slippery..

9.1.9.2 Downshifting emergency response vehicles without retarders is only permitted during descent of a steep hill or when the driver is presented with a situation needing an emergency stop.

9.1.10 After parking an emergency response vehicle, put the transmission in "Park" or "Neutral" and set the air brake if so equipped.

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10.1 Alarm Response

Effective Date: March 21, 2006

10.1.1 The New Carlisle Fire response protocol shall be followed for the type of incident.

10.1.2 When a dispatch is received for a fire alarm drop of any type, (e.g. Sprinkler, heat/smoke detector, pull box etc.) all dispatched apparatus shall respond with emergency lights and siren.

10.1.2.1 If additional information is received (e.g. smoke in building, odor etc.) from dispatch or during the response, the other responding vehicles shall upgrade to emergency status.

10.1.2.2 Fire apparatus with less than two firefighters shall respond non-emergency unless instructed otherwise by the officer in charge.

10.1.3 The driver must fully accept the primary responsibility for the safety of the apparatus and firefighters riding on it.

10.1.3.1 The driver's primary responsibility is to deliver all personnel safely to the emergency scene.

10.1.3.2 The driver shall stop the apparatus on the ramp when exiting the fire station enroute to an emergency and check for clearance of all traffic hazards.

10.1.4 The Officer in charge has the responsibility to be aware of road conditions and other hazards and to insure the driver operates within safe limits.

10.1.4.1 An officer should ride in the front seat with the driver on all emergencies. The Officer shall be in charge, assist the driver with directions, help watch for traffic hazards, handle radio communications, and spot the hydrant. This individual shall be in charge until relieved by a senior officer.

10.1.4.2 If more than one officer is present when the fire apparatus departs for a fire call, the highest-ranking Officer will be in charge of the operations and personnel, and ride in the cab of the unit responding, or in a staff car if available.

10.1.4.3 If there are no officers, the Senior Firefighter will assume this role.

10.1.4.4 Officers should consider having the second due apparatus back into the scene whenever possible. This is done so the apparatus may lay a supply line and/or be prepared for another service request.

10.1.5 Officers should not drive apparatus to an emergency scene when qualified driver/operators are available.

10.1.6 Only two firefighters should ride in the front cab. Up to four should ride in jump seats and don S.C.B.A. as needed.

10.1.6.1 Riding the tailboard is prohibited at all times.

10.1.6.2 Hearing protection when available shall be worn when sirens are in use.

10.1.7 Absolute cooperation is required between all employees while fighting a fire. Any refusal or neglect on the part of any firefighter to perform a duty will be cause for disciplinary action up to and including dismissal.

10.1.8 The driver/operator will operate the engine during an emergency unless the Officer-in-charge designates someone else.

10.1 Alarm Response (continued)

Effective Date: March 21, 2006

10.1.8.1 The driver/operator must know the location of suitable lights, cones, and reflective triangles for traffic control. The driver/operator must ensure the engine and crew are protected at all times.

10.1.8.2 When an emergency vehicle is parked in the roadway and traffic is still moving, the driver/operator shall wear personnel protective clothing, including helmet.

10.1.8.3 During all emergencies, all necessary lights should be used. The driver/operator must watch the amp/volt gauge and maintain the engine RPM so the amp/volt readings are positive. All unnecessary lights should be turned off, especially during daytime hours and after arriving to the scene.

10.1.8.4 The driver/operator should observe the instrument gauges for possible trouble, (temperature, oil pressure, fuel, amperes, voltage, etc.). If there is any reason for alarm, the officer-in-charge should be notified.

10.1.8.5 During hot weather, the engine covers and doors may be raised/opened to help keep engine temperature down. Ensure hood latches are secure before moving the engine.

10.1.9 If it is necessary to park an engine on a roadway at night during a fire call or drill, the Officer-in-charge shall assign firefighters lights or cones to protect the engine from traffic from both directions.

10.1.9.1 Firefighters will control traffic through a single lane until a law enforcement officer arrives.

10.1.10 After all fire calls or drills, the equipment must be returned to the station as soon as possible and prepared for the next alarm. It shall be the duty of every employee to help unless they have been individually released from this duty by the OIC.

10.1.10.1 The duty crew on the apparatus will ensure the vehicle is adequately cleaned after returning to the station.

10.1.10.2 Mud and dirt will be hosed from the wheels and wheel openings before the apparatus is pulled into the station.

10.1.10.3 During inclement weather the apparatus may be parked inside the fire station for clean up. If dirt is washed from the apparatus, it should be hosed from the floor.

10.1.10.4 It is the duty of the driver to check the fuel and fill tanks (no less than 3/4 tank). Following the fueling of any apparatus proper documentation shall be completed utilizing the appropriate fuel log.

10.1.11 The officer in charge of the apparatus will ensure all equipment is in the proper place, that missing equipment is documented, and that the vehicle is operational for the next emergency.

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10.2 On-Scene Command

Effective Date: March 21, 2006

10.2.1 The first arriving engine will respond directly to the scene. Later arriving units (including medic) will respond and stage approximately one block from the scene and await instructions. (Level 1 staging)

10.2.2 The first Officer or senior firefighter arriving at an emergency scene shall begin to size up the situation and inform the first incoming unit of their assignment.

10.2.2.1 The Officer will remain in command of the scene until a senior Officer arrives, and relieves the first Officer.

10.2.2.2 The Officer-in-charge of an emergency scene shall be referred to as "Command" or the "Scene Commander".

10.2.2.3 If two Officers of the same rank are present at an emergency scene, both Officers, without conflict, shall determine who shall be the Officer-in-charge.

10.2.2.4 The first officer at an emergency scene may turn command over to a senior Officer arriving at the scene, update that officer on the status of operations, and be available for other tasking.

10.2.2.5 The highest ranking officer on the scene, at their discretion, and/or if necessary, may assume command of the scene or may permit the subordinate officer to continue the command.

10.2.3 The scene commander shall be responsible for all radio traffic and operations at an emergency scene.

10.2.3.1 The Officer-in-charge of any incoming units shall report directly to the on-scene commander for assignment of personnel and vehicles.

10.2.3.1.1 An arriving officer is responsible for performance, safety, and the location of the personnel arriving on that vehicle.

10.2.3.2 The scene commander shall be responsible for establishing sector commands, a command post, or activating the Emergency Operations Center if the size or seriousness of the emergency dictates.

10.2.3.3 Consideration will be given to the assignment of a safety sector officer to assist the on-scene commander in ensuring all tasks are performed in the safest possible environment.

10.2.4 The on-scene commander shall assign officers to the supervision of necessary tasks as part of the Incident Management System (e.g. interior, ventilation, salvage, front, rear, side A).

10.2.4.1 Sector officers must utilize the Accountability System designed to track the movement and assignment of firefighters on the fire ground.

10.2.4.2 No assignment should be made without the sector officer first taking the accountability tag from the individual. The sector assignment and/or time assigned should be recorded where applicable.

10.2.4.3 Any discrepancy, unaccounted individual, or firefighter in distress must be reported to the on-scene commander immediately for appropriate actions.

10.2.5 Officers assigned to emergency scene tasks and responsibilities shall be responsible for the supervision of such assignments and shall be responsible for reporting the status and progress of tasks to the on-scene commander.

10.2 On-Scene Command (continued)

Effective Date: Upon approval

10.2.5.2 Officers assigned to supervise tasks may delegate the actual completion of a task to firefighter when possible. Shortage of personnel may dictate the need for an officer to personally handle the task.

10.2.5.3 Supervision of such tasks shall be close-hand and the supervising officer should assist those firefighting personnel assigned to complete the task. The supervising officer has the responsibility to assure the safety of the firefighter assigned to complete the task.

10.2.5.4 If the officer assigned to supervise or complete a task finds conditions different than those known to the OIC, they should take what action they deem necessary and then report back to the OIC.

10.2.5.5 Multiple Officers may be assigned to the accomplishment of one area of operations (interior attack, ventilation, etc.) if the size or difficulty of the operation dictates.

10.2.5.6 The scene commander or another senior officer may assign an officer to directly complete a task if the circumstances dictate

10.2.6 When the scene commander feels that the scene operations are sufficiently under control, the commander may turn over on-scene command to a junior officer at the scene.

10.2.7 All the field incident reports should be completed by the officer in charge or the designated Officer. The officer in charge on the report shall be the senior Officer on the scene.

10.2.8 The Incident Command System (ICS) shall be followed.

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10.3 Tactical Attack Standards

Effective Date: 12/08/2003

10.3.1 Definitions

10.3.1.1 Supply line: a hose line from a hydrant to an engine intake. Normally a 5" supply line.

10.3.1.2 Relay line: a hose line from the discharge of one engine to the intake of another engine, either a 5" or 2 1/2" hose line.

10.3.1.3 Fire line: a hose line from an engine to the fire.

10.3.1.4 Pre-Connect: a hose line that is carried in or on a compartment with a pre-plumbed discharge on the engine.

10.3.1.5 Trash line: a 1-3/4 inch hose used for small fires where there is no potential for high dollar lose.

10.3.2 Emergency fire ground signals:

10.3.2.1 Changing modes for offensive to defensive: 4 short air horn blasts and state change of strategy on the radio.

10.3.2.2 Emergency Evacuation: 1 long air horn blast and state imminent collapse on the radio.

10.3.2.3 After each event the Incident Commander shall initiate a Personal Accountability Report (PAR) from each sector.

10.3.3 Pump Pressure:

10.3.3.1 Hose size 1-3/4"

125 psi	100'	120 gpm
135 psi	150'	120 gpm
145 psi	200'	120 gpm
165 psi	300'	120 gpm

10.3.3.2 Hose size 3"

105psi	150'	250 gpm
110 psi	200'	250 gpm
120 psi	300'	250 gpm

10.3.3.3 Deck gun

80 psi = 1000gpm

10.3.3.4 F.D.C.

100 psi using two 2 1/2" or one 5" max = 150 psi
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10.3 Tactical Attack Standards (continued)

Effective Date: 12/08/2003

10.3.3.5 These are starting points, if the attack crew needs more or less, they will communicate through command to reach the desired pressure.

10.3.4 A fire line from an engine shall be deployed any time extrication measures are necessary. This line shall be staffed with the minimum of one person. The objective is to protect crews in the event of fire and/or explosion.

10.3.5 When CAREFLIGHT or MED/FLIGHT has been requested, an engine shall be dispatched to set up the landing zone.

10.3.5.1 Firefighters shall be in full personnel protective equipment and be in place.

10.3.5.2 Firefighters on this unit will assist CAREFLIGHT or MED/FLIGHT in landing and take-off, as well as being on-hand for any in-flight emergency during the process.

10.3.5.3 A CO2 extinguisher will be available with the engine, positioned for mobility in the event of any emergency in the landing zone.

10.3.5.4 Fire apparatus should be positioned so as not to interfere with the landing operations of said aircraft.

10.3.5.5 The size of the landing zone shall be a minimum of 100' by 100', free of all obstructions, and with a ground slope of not more than 10 degrees.

10.3.5.6 Information regarding the nature and extent of injuries, patient's age and sex, landing sites, and ground radio frequencies shall be relayed through communication to the appropriate air transport unit.

10.3.5.7 Safety Guidance

- Do not approaching the helicopter unless authorized by the pilot
- Always approach the front of the craft in direct visual contact of the pilot
- Do not open or close aircraft doors
- Keep on-lookers back
- Keep landing lights faced down at night
- Keep all lights out of the eyes of the pilot
- Remove helmets and/or hats when approaching the aircraft while operating in a "HOT" mode
- Never approach the tail of the aircraft

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10.4 Mutual Aid/Dual Response

Effective Date: 12/08/2003

10.4.1 Mutual aid may be required to augment the resources of the New Carlisle Fire Division within the division's primary response area.

10.4.1.1 When requesting mutual aid inform the dispatcher of the equipment that is required/requested.

10.4.1.2 The officer-in-charge of the apparatus responding into New Carlisle, should contact the on-scene commander for assignment.

10.4.2 The New Carlisle Fire Division will supply a mutual aid engine, rescue or medic only if resources are available.

10.4.2.1 New Carlisle will only respond the Apparatus that has been requested.

10.4.2.2 All requests for mutual aid fire apparatus will be handled by the volunteer sector if manpower is available. If after three (3) sets of tones adequate manpower is not available the on duty crew may respond.

10.4.2.3 The officer-in charge of the New Carlisle apparatus arriving at the scene will contact the on-scene commander for instructions.

10.4.2.3.1 If New Carlisle apparatus is the first on scene, the New Carlisle officer in charge will assume command and begin fire ground operations until relieved.

10.4.2.3.2 New Carlisle personnel will remain with the apparatus until instructions are received.

10.4.3 After a mutual aid call, and before leaving the scene, all New Carlisle equipment shall be picked up and returned to our apparatus.

10.4.4 If dispatched in error to a neighboring Fire/EMS Area, continue the response and advise dispatch to notify the proper department.

10.4.4.1 Assume command of the scene/emergency until the proper department arrives.

10.4.4.2 Upon the proper department's arrival provide assistance if requested. Otherwise the New Carlisle apparatus shall return to the station.

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10.5 Accountability

Effective Date: 12/08/2003

10.5.1 Accountability of all personnel is vital. Each employee shall be issued four accountability tags. Tags will be attached with Velcro to helmet.

10.5.2 Accountability begins when a person boards the apparatus for an emergency response.

10.5.2.1 Individual accountability tags for each person shall be secured to a passport, located in the cab of each vehicle, while responding.

10.5.3 Upon arrival at the scene, the passport with the accountability tags, shall be given to the driver/operator.

10.5.3.1 The driver/operator shall secure the passport on the driver door of the apparatus.

10.5.4 After command has been established, the incident commander shall assign an accountability officer.

10.5.4.1 The accountability officer shall secure a status board and place the passports in the appropriate columns.

10.5.4.2 It is the responsibility of the accountability officer to keep the status board current.

10.5.5 When an employee does not have the appropriate number of accountability tags, the employee shall notify their Lieutenant to obtain the proper replacement tag(s).

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10.6 Hazardous Atmosphere Exposure

Effective Date: 12/08/2003

10.6.1 Whenever a department employee is exposed to a hazardous atmosphere (i.e. smoke, toxic gas etc.) without the use of a properly functioning positive pressure Self Contained Breathing Apparatus, the employee will complete a Hazardous Atmosphere Exposure Form to document the incident.

10.6.1.1 The Hazardous Atmosphere Exposure Form will become part of the official report of the incident and is critical for documenting any future respiratory or circulatory problems.

10.6.2 After completion of the form, it must be checked and signed by the on duty officer.

10.6.2.1 A copy of the form will be retained by Administration, a copy will be placed in the employee's personnel record, and a copy will be retained by the employee.

10.6.3 The exposure will be investigated by the chief officers to assure that any lessons learned from the incident will provide a safer working environment for department personnel.

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10.7 Personal Protective Equipment

Effective Date: 12/08/2003

10.7.1 All firefighters and other personnel responding to a fire and/or auto accident shall wear complete personal protective equipment.

10.7.1.1 Personal protective equipment consists of issued helmet, nomex hood, coat, bunker pants, boots, gloves, accountability tag and self contained breathing apparatus.

10.7.1.2 After initial extinguishment it is necessary to continue wearing this equipment while overhauling, unless authorized to remove the equipment by command.

10.7.2 Upon arrival at the scene, all firefighters shall egress the apparatus in full protective gear and with the appropriate tool(s) in hand (Halligan tool, Axe, Hand Light).

10.7.3 Move-up: Full personnel protective equipment will be worn by all firefighters and Officer in charge while apparatus is in motion.

10.7.3.1 At the discretion of officer in charge, the turnout coat maybe removed.

10.7.3.2 The driver/operator is not required to wear personal protective equipment while driving.

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10.8 On-Scene Conduct

Effective Date: 12/08/2003

10.8.1 Firefighters and EMT's do not possess police authority in the matter of traffic regulations or any other infraction of the law.

10.8.2 Absolute cooperation is required between all employees while fighting a fire or on an EMS call.

10.8.2.1 Any refusal or neglect on the part of any firefighter or EMT in performing their duty will be justification for disciplinary action.

10.8.2.2 No disputes, arguments or controversy will be tolerated at a fire scene or emergency.

10.8.3 Complaints by property owners or others will be handled by a chief officer.

10.8.3.1 No public statement regarding such complaints or criticism shall be made by any employee until division management has addressed the issue.

10.8.4 Orders and directions shall be given by the Officer-in-charge, unless the officer in charge authorizes someone to assist in issuing orders.

10.8.4.1 When relaying an order to another firefighter or EMT, state clearly that the Officer-in-charge gave the order.

10.8.4.2 Any firefighter who has been requested to relay signals shall immediately perform this duty without delay, and shall not leave a post without permission of the officer-in-charge.

10.8.4.3 An officer shall not unnecessarily risk the lives of firefighters. The Officer must be consider the abilities physical condition, and limitations of a firefighter when assigning tasks.

10.8.5 Inattention, carelessness, neglect, or abandonment of a post on the part of a driver/operator, relay person, firefighter, or EMT will not be tolerated.

10.8.5.1 Failure of a driver/operator, relay person, firefighter, or EMT to remain alert and at their post shall reason for disciplinary action.

10.8.6 Firefighters are not to enter a building without issued personal protective equipment.

10.8.6.1 Use discretion when entering private family quarters where valuable items or merchandise may be stored.

10.8.6.2 Always work in pairs in order to help the other firefighter in case of an emergency or accident.

10.8.7 All firefighters shall be familiar with the emergency signal system used at a fire or other emergency.

10.8.7.1 When ever possible, these signals should be practiced at fire trainings.

10.8.8 Firefighters should work as quietly as possible on a fire scene so that orders or warnings may be heard. Shouting only adds to confusion.

10.8.9 Do not run at a fire or other emergency scenes. Move deliberately and carefully.

10.8 On-Scene Conduct (continued)

Effective Date: 12/08/2003

10.8.10 When electricity threatens the safety the electric company must be notified immediately. If there is any doubt about safety, the main electrical fuse or breaker should be thrown.

- Priority 1 - Immediate danger to life or health
- Priority 2 – Immediate danger to property
- Priority 3 – No life or property hazard

10.8.11 All persons, including firefighters and EMTs should be kept at a safe distance.

10.8.11.1 Do not permit civilians enter a fire area that has not been secured by the division personnel.

10.8.11.2 Officers and firefighters should use caution in regards to falling chimneys or parts of walls or structures that may endanger spectators or firefighters.

10.8.11.3 Fire line tape should be used to outline and secure dangerous areas.

10.8.11.4 The occupant/owner of the structure shall be the only person allowed in, and only after the scene is secured by division personnel.

10.8.12 Salvage. Before leaving the scene of a fire:

10.8.12.1 Remove all refuse and debris created by the fire department, including excess water, from the premises.

10.8.12.2 Small roof openings should be covered by nailing roofing paper or plastic sheeting over the openings.

10.8.12.3 Nail salvage covers only by the eyelets.

10.8.13.4 Make arrangements prior to leaving the scene to return retrieve salvage covers.

10.8.14 The driver/operator will be notified by the officer-in-charge when work at the fire scene has been completed. (When to breakdown).

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10.9 Emergency Scene Rehabilitation

Effective Date: March 21, 2006

10.9.1 The Incident Commander or Safety Officer will determine the need for a rehabilitation sector.

10.9.1.1 A rehabilitation sector should be considered for any training or incident that is large, long in duration, and/or labor intensive.

10.9.2 Establish the rehab sector away from the fire scene or incident to avoid the byproducts of the fire such as smoke, gases, and/or fumes.

10.9.2.1 The area should be readily accessible to EMS personnel and equipment.

10.9.2.2 If available, misting/cooling systems, heating systems, SCBA refilling stations, and refreshment service should be stationed in this area.

10.9.2.3 For large-scale operations command should consider multiple rehab areas.

10.9.3 Command of the rehab shall be assigned to an EMS Officer, or most qualified Paramedic or EMT.

10.9.3.1 A minimum of two trained EMS personnel should initially be assigned to monitor and assist firefighters in the rehab sector.

10.9.4 Command and fire officers should continually monitor personnel for signs of exhaustion, stress, and/or physical injury.

10.9.4.1 Symptoms may include:

- Weakness
- Dizziness
- Chest pain
- Muscle cramps
- Nausea
- Altered mental status
- Difficulty breathing

10.9.5 Regardless of physical well-being, all fireground personnel should report to the rehab section following:

- Strenuous activity, forcible entry, advancing hoselines, ventilation, etc.
- Use and depletion of two SCBA bottles.
- Thirty minutes operation within a hazardous/dangerous environment.
- Failure of SCBA

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11.1 Employment Requirements

Effective Date: March 21, 2006

11.1.1 In-Station Program

11.1.1.1 To be considered for employment in the New Carlisle Fire Division in-station program the applicant must meet the following requirements:

11.1.1.1.1 Possess a current state of Ohio certification as an EMT-B or higher.

11.1.1.1.2 Have functioned as a certified EMT-B or higher for a period of at least one year.

11.1.1.1.3 Possess a minimum firefighter 1A (36 hour) certification

11.1.1.1.4 Successfully complete the clinical and written protocol tests of the Greater Miami Valley EMS Council.

11.1.1.1.5 Complete the New Carlisle Fire Division HIPAA training.

11.1.1.1.6 Successfully completed the application and screening process for employment by the New Carlisle Fire Division.

11.1.2 On-Call Program

11.1.2.1 To be considered for employment in the New Carlisle Fire Division on-call program the applicant must meet the following requirements:

11.1.2.1.1 Be a high school graduate or equivalent and at least 18 years of age.

11.1.2.1.2 Successfully complete the application and screening process for employment by the New Carlisle Fire Division.

11.1.2.1.3 Possess a current state of Ohio certification as an EMT-B or higher or are able to complete the certification within one year after employment begins for EMS.

11.1.2.1.4 Possess a current state of Ohio certification as a Firefighter 1A (36 hour) or higher or be able to complete the certification within one year after employment begins for Firefighter.

11.1.2.1.5 Complete the New Carlisle Fire Division HIPAA training.

11.1.2.1.6 Successfully complete the clinical and written protocol tests of the Greater Miami Valley EMS Council.

11.1.3 EMT and Firefighter training may be funded by the New Carlisle Fire Division.

11.1.3.1 Applicants shall serve in a trainee capacity with the Division for 6 months prior to the division funding any initial training. This will allow an observation period for division personnel and for the applicant to determine the applicant's potential for success.

11.1.3.2 Applicants will participate in a trainee status on a minimum of 2 runs per month during this observation period.

11.1.3.3 Prior to attending training that is funded by the New Carlisle Fire Division the applicant shall be required to enter into a Good-Faith Agreement with the Division.

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11.2 Scheduling

Effective Date: March 21, 2006

11.2.1 Scheduling for the part time EMS program is completed monthly.

11.2.1.1 Each employee shall complete a schedule and return the schedule to the EMS division no later than the due date for each month.

11.2.1.1 Members who do not schedule within a three-month period will be removed from the part time program.

11.2.2 The following shifts are available in New Carlisle and Elizabeth Township:

- 0000-0600
- 0600-1200
- 1200-1800
- 1800-0000

11.2.3 The Elizabeth Township contract requires a paramedic to be on duty 24/7 at Station 2. Staffing of this station in most instances shall be a Paramedic/FF and EMT-B/FF. Instances may occur that require a non cross-trained Paramedic and/or EMT-B to cover a shift due to a lack of available personnel. After a thorough attempt at seeking coverage has been made the EMS Captain may, on a case by case basis, allow a non cross-trained Paramedic or EMT-B to cover a shift at Station 2.

11.2.4 It is the goal of the New Carlisle Fire Division to maintain ALS coverage in both locations.

11.2.5 Employment is part-time only.

11.2.6 Scheduled Hours:

11.2.6.1 Cross trained employees may not work more than 212 hours in a 28 day period, either regularly scheduled or as covers. These work hours also include Fire Runs. There will be no exception to this policy.

11.2.6.2 Non Cross trained employees will be scheduled for no more than 36 hours per week.

11.2.6.3 No person shall work longer than 48 continuous hours without a mandatory 12 hour time-off period. Any situation that may require an employee to work long than 48 continuous hours shall have the express consent of a Chief Officer prior to engaging in such activity.

11.2.6.4 Employees are responsible for monitoring their total hours worked.

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11.3 Tardiness, Absenteeism, and Shift Covers

Effective Date: March 21, 2006

11.3.1 The New Carlisle Fire Division part time program is an employment situation.

11.3.2 In the event of a bona-fide family emergency, illness, or injury, the employee shall contact the appropriate EMS officer and advise the officer of their inability to complete the assigned shift.

11.3.2.1 For the purpose of this guidance, family is interpreted as parents, spouse, children, and siblings.

11.3.3 In the event an individual is unable to fulfill a shift, or desires a shift cover, that person must secure coverage for the defined time period.

11.3.3.1 Shift covers must be of the same EMS certification or higher.

11.3.3.2 Members that can not secure the required coverage must contact EMS-1 or EMS-2 for approval to fill the shift at a lower certification level.

11.3.3.3 Chief officers that can not secure the required coverage must contact the Fire Administrator for approval to fill the shift at a lower certification level.

11.3.3.4 Shift covers will be managed individually between employees

11.3.3.5 Employees used as shift covers must normally meet the eligibility requirements of the program. Exceptions may be authorized by an EMS officer.

11.3.3.6 The employee accepting the shift cover assumes total responsibility for the shift.

11.3.4 When obtaining shift cover:

11.3.4.1 If using the pager system, do not page the requirement out more than twice. If you have no response, use the New Carlisle Fire Division roster and call individuals to obtain the necessary coverage. The requirement to obtain coverage of the same certification or higher applies.

11.3.4.2 Employees needing a cover may directly contact another member of the division to secure coverage without using the paging system, The requirement to obtain coverage of the same certification or higher applies.

11.3.4.3 Ensure the schedules at New Carlisle and Elizabeth Township are annotated with the change.

11.3.5 An employee who reports one minute past the shift start time is considered tardy.

11.3.5.1 If a member knows they will be tardy, they shall contact the station and advise their partner of their tardiness and expected arrival time.

11.3.5.2 Frequent violations may subject the employee to disciplinary action.

11.3.6 Employees that do not report for duty and do not comply with the above procedures shall be considered "No Call/No Show".

11.3.6.1 This is a very serious infraction and shall subject the employee to disciplinary action.

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11.4 Station Duties

Effective Date: 12/08/2003

11.4.1 Station duties make the stations presentable to the public and to our customers.

11.4.1.1 Station duties shall be completed at shift origin or as specified.

11.4.1.2 If during the day the duties need re-accomplished, the crew is expected to act responsibility and complete the extra duties.

11.4.2 The following are duties to be performed. This is not an all-inclusive list:

- Complete inspection of front line medic unit shall be completed immediately at shift origin.
- Clean kitchen including dishes, countertop, etc.
- Clean restrooms and maintain toiletries.
- Complete laundry (wash, dry, and fold).
- Sweep and/or mop all floors.
- Empty all waste cans
- Clean all equipment used during the day and ensures serviceability.
- Inspect outside perimeter of buildings and pick-up trash if necessary.
- Ensure all appartus is clean and washed.

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11.5 Uniform Policy

Effective Date: 12/08/2003

11.5.1 Employees of the New Carlisle Division will project a positive, professional image to the community, hospitals, and general public at all times.

11.5.2 Division personnel will maintain a conservative appearance avoiding items that may be construed as controversial or offensive.

11.5.3 High personal grooming standards must be maintained.

11.5.3.1 Uniform items shall be clean and serviceable.

11.5.3.2 Hairstyles and jewelry will reflect accepted civilian standards and will not interfere with the proper wear and fit of personal protective equipment, nor compromise the safety of the patient of the employee.

11.5.4 The following is the approved uniform code for normal duty:

Shirt	Dark blue golf shirt, tee shirt, or sweatshirt with departmental logo.
Pants	Department issued and/or approved dark blue EMS pants or dress pants.
Coat	Department issued and/or approved coat or jacket with departmental logo.
Shoes	Black, hard soled, conservative.
Boots	Black, hard soled, conservative.
Belt	Black, conservative buckle.
Hat	Department issued and/or approved.

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11.6 Medic Response

Effective Date: March 21, 2006

11.6.1 Personnel will wear an appropriate uniform. The uniform will be neat and clean and follow the guidance of 11.5.

11.6.2 EMS personnel shall have their issued Personal Protective Equipment with them on EMS runs involving fires, motor vehicle crashes, and extrications.

11.6.3 Additional responding personnel shall respond to the station for assignment of or for the backup medic response.

11.6.3.1 Under normal circumstances an EMT will not respond to any EMS emergency scene unless assistance is requested by the medic crew.

11.6.3.2 If you must pass the scene enroute to the station, you may stop but must notify the EMS crew of your location.

11.6.3.3 Keep radio communications to the minimum required to accomplish the task.

11.6.4 Responding EMTs will provide medical care and transportation in accordance with the Greater Miami Valley EMS Protocol.

11.6.4.1 At least one EMT shall be in the rear of the medic when transporting a patient to the hospital.

11.6.4.2 Relative or friends of the patient should not ride in the rear of Ambulance unless their presence would benefit the condition of the patient.

11.6.5 Removals will be made to hospitals only.

11.6.5.1 Removals will be made to the closest appropriate hospital equipped to provide the patient the required care.

11.6.5.2 Normally removals will be made to one of the following hospitals for both New Carlisle and Elizabeth Township:

- Mercy Medical Center, Springfield
- Community Medical Center, Springfield
- Children's Medical Center, Dayton
- Dayton Heart Hospital, Dayton
- Good Samaritan Hospital, Dayton
- Grandview Hospital, Dayton
- Miami Valley Hospital, Dayton
- Wright Patterson AFB Medical Center, Fairborn
- Upper Valley Medical Center, Troy

11.6.5.3 When possible use this predetermined list. Exceptions do exist and patient accommodation should be determined by protocol and paramedic assessment, not by a list.

11.6.5.4 Removal of psychiatric patients will be made to the closest appropriate facility, and may be at the request of a law enforcement agency with an Officer in the EMS unit, if readily available.

11.6.6 In cases of violent death or suspicious circumstances, the scene shall be secured and the appropriate law enforcement agency is to be notified immediately.

11.6 Medic Response (continued)

Effective Date: March 21, 2006

11.6.6.1 The Fire Administrator shall be notified of all death related runs.

11.6.7 A minor patient, younger than 18 years of age, must have their parent or legal guardian sign the refusal for treatment form or the senior crew member must speak to the parent or legal guardian by phone to secure permission not to transport the patient..

11.6.7.1 This form should be witnessed by the senior crewmember and/or a law enforcement official.

11.6.7.2 In the absence of a parent or legal guardian, the minor shall be treated and transported to the appropriate medical facility.

11.6.8 When requesting mutual-aid, request the dispatcher notify the nearest department by name.

11.6.9 In the event of a mass casualty incident, the first arriving EMS unit shall establish command, perform triage ,and secure additional resources as necessary.

11.6.9.1 When an additional officer arrives on scene, command shall be transferred to the arriving officer.

11.6.9.2 When responding to a mutual aid request, NCFD EMS personnel will report to the officer-in-charge and follow instructions.

11.6.10 When an EMT has possession of a patient's valuables the EMT will give the valuables to the charge nurse, in front of witnesses. Document the name of the person at the hospital who received the valuables on the run report.

11.6.11 If an exposure to body fluids occurs, seek initial treatment and/or advice from the receiving medical facility.

11.6.11.1 Before leaving the hospital obtain a "Request for information by Emergency Care Worker" form.

11.6.11.2 Upon return to the fire station, complete the injury / exposure form. And give the form to the Infection Control/OSHA representative who will proceed with any follow up that is necessary, and attempt to secure information regarding the infectious disease status of the patient.

11.6.11.3 All information on an employee's exposure will remain confidential and is only released with the express written consent of the exposed employee.

11.6.11.4 Employees will also complete the appropriate incident/accident forms.

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11.7 Post Response Actions

Effective Date: Upon approval

11.7.1 The run report is the responsibility of the member providing patient care.

11.7.2 Medical supplies and linen used should be replaced at the hospital.

11.7.2.1 If the supplies are not stocked and issued by the hospital replace the supplies upon return to the station.

11.7.3 Equipment left at the hospital should be noted on the white board/equipment sheet at the station in order for the equipment to be recovered on the next trip to the hospital.

11.7.4 When returning from a medic run the following actions shall be taken:

- Clean the equipment used.
- Clean the interior of the medic unit.
- Replace supplies unavailable at the hospital.
- Refuel medic unit if under 3/4 tank.
- Wash outside of medic unit.
- Complete medic reports for non-removals.
- Refill "D" bottles of O₂ at 500 psi.
- Replace "H" bottles of O₂ at 300 psi

11.7.5 The senior crewmember or officer shall ensure the operational readiness of the medic unit.

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11.8 Rehabilitation Sector Operations

Effective Date: 12/08/2003

11.8.1 Arriving personnel shall be examined for proper disposition. The workup shall include:

- Respiratory rate
- Pulse
- Blood pressure
- O2 Saturation with pulse oximeter
- Skin color, turgor, and condition
- Lung sounds and depth
- Body core temperature
- EKG with any irregular heart rate or chest pain

11.8.2 Heart rate should be measured early.

11.8.2.1 Take an oral temperature if heart rate exceeds 110 beats per minute.

11.8.2.2 If core temperature exceeds 100.6 degrees, do not permit the firefighter to wear protective equipment or re-enter the work environment until temperature and heart rate have decreased.

11.8.2.3 Reevaluate the firefighter every ten minutes.

11.8.3 After physical examination the following steps shall be taken to minimize further risk to the firefighter:

- Remove turnout gear, masks, and hood immediately.
- Re-hydrate the firefighter with water or "Gatorade" type fluids. 1-2 quarts of fluids over a span of fifteen minutes.
- Reduce body core temperatures by gradual cooling with fans, cool towels, misting systems, etc.
- Offer oxygen therapy via nasal cannula or non-rebreather mask.
- Ensure rest before reporting for further assignment.

11.8.4 The firefighter will not report for further assignment until presentation is deemed normal by EMS personnel.

11.8.5 If a firefighter's presentation appears abnormal, the firefighter should receive immediate additional treatment, especially if conditions persist after 15 minutes rest.

11.8.6 Any firefighter complaining of chest pain, shortness of breath, or altered mental status must receive immediate ALS treatment and transportation to the nearest appropriate medical facility.

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11.9 Light Duty Assignment

Effective Date: March 21, 2006

11.9.1 The New Carlisle Fire Division does not permit any “light-duty” assignments nor does it maintain a “light-duty” program.

11.9.2 The New Carlisle Fire division participates in the State of Ohio Bureau of Workman’s Compensation (BWC) program and provides disability insurance through the Volunteer Fireman’s Insurance Service, Inc. (VFIS).

11.9.3 All personnel participating in the In-Station program shall be capable of meeting all physical duty requirements for the program in order to be scheduled.

11.9.3.1 Personnel shall notify management if at anytime they cannot meet all duty requirements and provide a physicians evaluation of the condition with a projected return to duty date.

11.9.3.2 Final physician certification shall be required and provided to the appropriate officer/scheduler, on the form prescribed by the New Carlisle Fire Division, prior to being permitted to return to full duty.

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12.1 HIPAA Training

Effective Date: 12/08/2003

12.1.1 All employees of the New Carlisle Fire Division are required to undergo privacy training in accordance with the HIPAA Privacy Rule

12.1.1.1 All new employees will be trained in accordance with the HIPAA Privacy Rule within a reasonable time after employment begins and before being permitted to schedule in the part time EMS program.

12.1.1.2 All employees will undergo additional training when there is a material change to the New Carlisle Fire Division's policies or procedures on privacy practices.

12.1.2 The Privacy Training will be conducted by the designated Privacy Officer of his/her designee.

12.1.2.1 All employees will receive copies of the New Carlisle Fire Division policies and procedures regarding privacy.

12.1.2.2 All employees must attend the training in person and certify their attendance.

12.1.2.3 All employees must certify their agreement to adhere to the New Carlisle Fire Divisions policies and procedures on privacy practices.

12.1.3 Training may be conducted using a variety of methods.

12.1.4 Topics will include but may not be limited to:

- Overview of federal and state laws concerning patient privacy
- Description of protected health information
- Patient's rights under HIPAA
- Staff member responsibilities under HIPAA
- Role of the Privacy Officer
- Reporting employee and patient concerns
- Importance and benefits of compliance
- Consequences of failure to follow policies
- Use of specific privacy forms

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12.2 Guidance for Patient Access, Amendment and Restriction on Use of PHI

Effective Date: 12/08/2003

12.2.1 Only information contained in the DRS as outlined in policy will be provided to patients who request access, amendment, and restriction on the use of their PHI in accordance with the practices of the New Carlisle Fire Division.

12.2.2 Procedures for gaining access for PHI are as follows:

12.2.2.1 The patient or appropriate representative will complete a Request for Access Form.

12.2.2.2 The employee receiving the form will verify the patient's identity using a driver's license, social security card, or other government-issued form of identification.

12.2.2.3 The completed form will be presented to the Privacy Officer.

12.2.2.4 The Privacy Officer will act on the request within 30 days. This requirement may be extended an additional 30 days if the record set is not maintained on site.

12.1.2.5 If the Privacy Officer cannot act on the request within this time frame, the requestor must be given a written notice within the initial 30 days.

12.1.2.6 If approval is granted, the patient has the right to access the PHI contained in the DRS and may make a copy of the PHI upon verbal or written request.

12.1.2.7 A fee may be charged for copying PI for the patient or appropriate representative.

12.2.3 Patient access to PHI may be denied by the Privacy Officer.

12.2.3.1 The following reasons to deny are not subject to review, are final, and may not be appealed by the patient:

- The information requested was compiled in reasonable anticipation of, or use is, a civil, criminal, or administrative action or proceeding.
- The information requested was received from someone other than a health care provider under a promise of confidentiality.

12.2.3.2 The following reasons to deny are subject to review and the patient may appeal the denial:

- A licensed health care professional has determined that access is likely to endanger the life or physical safety of the individual or another person.
- The PHI makes a reference to another person and a licensed health professional has determined that access is reasonably likely to cause substantial harm to that person.
- If the request for access was made as a personal representative of the patient and a licensed health care professional has determined that access is reasonably likely to cause harm to the patient or another person.

12.2.3.3 If denial of the request is made for any of the reasons above, the patient may request review of the denial by sending a written request to the Privacy Officer.

12.2.4 The New Carlisle Fire Division will designate a licensed health professional, not directly involved in the denial to review the decision.

12.2 Guidance for Patient Access, Amendment and Restriction on Use of PHI (continued)

Effective Date: 12/08/2003

12.2.4.1 The New Carlisle Fire Division will promptly refer the request for review to the designated official

12.2.4.2 The designated official will determine if the denial was appropriate within 30 days.

12.2.4.3 The New Carlisle Fire Division will provide the patient with written notice of the determination of the designated reviewing official.

12.2.5 The patient may also file a complaint in accordance with the Procedure for Filing Complaints About Privacy Practices if the patient is not satisfied with the New Carlisle Fire Division's determination.

12.2.6 Access to the actual files or computers that contain the DRS shall not be accessed by the patient or the requestor.

12.2.6.1 Copies of the records should be provided for the review in a confidential area under direct supervision of a New Carlisle Fire Division staff member.

12.2.6.2 Under no circumstances shall originals of PHI leave the premises

12.2.7 When a patient requests access to a DRS a record shall be maintained in logbook indicating the date and time of request, the date access was provided, what records were reviewed, and what copies were left with the patient.

12.2.8 Following a request for access, a patient or requestor may request an amendment to their PHI, and request restriction on its use.

12.2.9 Procedures for requesting amendment to PHI are as follows:

12.2.9.1 The patient may only request amendment to PHI contained in the DRS. The Request for Amendment Form must accompany any request for amendment.

12.2.9.2 The New Carlisle Fire Division must act upon a Request for Amendment within 60 days. It must provide the patient with a written statement of the reasons for delay if it cannot act within 60 days.

12.2.9.3 All requests for amendment shall be forwarded to the Privacy Officer for review.

12.2.9.4 If the Privacy Officer grants the request for amendment the requestor will receive a letter indicating the appropriate change has been made.

12.2.10 Written permission must be provided by the patient so the New Carlisle Fire Division may notify persons with whom the amendments need to be shared.

12.2.10.1 The patient must identify individuals that may need the amended PHI.

12.2.11 The New Carlisle Fire Division will add the request for amendment, the denial of granting of the request, as well as any statement of disagreement by the patient and any rebuttal by the New Carlisle Fire Division to the DRS.

12.2 Guidance for Patient Access, Amendment and Restriction on Use of PHI (continued)

Effective Date: 12/08/2003

12.2.12 The New Carlisle Fire Division may deny a request to amend PHI for the following reasons:

- If the New Carlisle Fire Division did not create the PHI
- If the information is not part of the DRS
- If the information is accurate and complete

12.2.12.1 The New Carlisle Fire Division must provide a written denial, written in plain language, stating the reason for denial and appeal procedures.

12.2.12.2 If the patient submits a “statement of disagreement” the New Carlisle Fire Division may prepare a written rebuttal statement.

12.2.13 If the New Carlisle Fire Division received a note from another covered entity that it has amended its own PHI in relation to a particular patient, the New Carlisle Fire Division must also amend its own PHI.

12.2.14 A patient may request a restriction on the use and disclosure of their PHI.

12.2.14.1 The New Carlisle Fire Division is not required to agree to any restriction, and, given the emergent nature of our operation, we generally will not agree to a restriction.

12.2.14.2 All requests for restriction on use and disclosure must be submitted in writing.

12.2.14.3 All requests will be reviewed and denied or approved by the privacy officer.

12.2.15 If the New Carlisle Fire Division agrees to the restriction, we will not use or disclose the PHI in violation of the agreed upon restriction.

12.2.15.1 The New Carlisle Fire Division may use the information if the patient who requested the restriction is in need of EMS services and the restricted PHI is needed to provide that service.

12.2.15.2 The New Carlisle Fire Division may disclose such PHI to another health care provider to provide treatment to the patient.

12.2.15.3 The agreement to restrict PHI will be documented.

12.2.16 A restriction may be terminated if the individual agrees to or requests termination.

12.2.16.1 Oral agreements to terminate restrictions must be documented.

12.2.16.2 A restriction may be terminated by the New Carlisle Fire Division as long as the Division notifies the patient that PHI is no longer restricted

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