

University of Rhode Island Emergency Medical Services



Operational Policies & Procedures

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University of Rhode Island
Emergency Medical Services

OPERATIONAL POLICIES & PROCEDURES

I Membership Classifications

A. Active Members

1. Active members shall be required to hold a minimum of six (6) scheduled hours. The Vice Commander of personnel and the Executive Board hold the privilege to waive this minimum requirement.
Active membership shall be broken down into two (2) categories.
2. URI Affiliate Active Member - URI Affiliate active membership shall include individuals who are students, faculty, or staff, at the university of Rhode Island who currently hold the minimum of six (6) scheduled hours.
3. Non-URI Affiliate Active Member - Those persons who are not students, faculty, or staff at the University of Rhode Island that currently hold the minimum of six (6) scheduled hours shall be considered a Non-URI Affiliate Active Member.
 - a. Non-URI Affiliate Restrictions - Non-URI affiliate active members shall not exceed a percentage of the total population of Active membership at URIEMS.
 - b. The Commander of URIEMS and the Director of Health Services shall annually agree upon this specific percentage. The Commander of URIEMS and the Director of Health Services shall reserve the right to jointly change the above-mentioned specific percentage, at any time, in accordance with the Member in Good Standing - A member in good standing shall be a member who is not currently under disciplinary action, who fulfills all requirements of an active member, and who maintains his voting rights.

B. Inactive Members

1. Leave of Absence -Any general member may request a leave of absence from the corps by submitting in writing a request to the Vice-Commander of Personnel.
 - a. The Vice Commander of Personnel and Executive Board must approve and sign all leaves of absence.
 - b. The individual's name will be removed from the schedule until such time as their leave ends, whereupon they will be reinstated to their original duty hours and responsibilities.
 - c. Each leave of absence may extend to the end of the current semester only. Should a member require a longer leave, they must submit an additional request.
2. Medical Leave of Absence -This LOA shall be requested in the event that a medical illness or injury prevents a member from fulfilling their duties.
 - a. A medical LOA shall be confirmed by a Doctor's note and may only be rescinded by a request accompanied by a medical clearance note from a Doctor.
 - b. A medical LOA becomes effective on the date specified by the letter or upon receipt if not dated.
 - c. A Doctors note shall be turned into the Vice Commander of Personnel.

3. Personal Leave of Absence - This shall be a LOA requested for personal reasons, which must be specified in the request.
 - a. This LOA comes into effect upon approval of the Executive Board or upon approval of the Vice Commander of Personnel, should the leave be needed prior to the next Executive Board meeting appropriate interests of URIEMS.

C. Reserve Members

1. A member of another officially recognized ambulance or rescue squad that volunteers on URIEMS on a temporary basis. Reserve members shall not have voting privileges. The Commander and the Executive Board shall set guidelines for reserve membership.

D. Honorary Members

1. Those persons who are no longer active members, have served a minimum of one year with the corps, and have exhibited the highest level of commitment, above and beyond all expectations of a general member of URIEMS, will be granted honorary membership with the approval of the Executive Board. Honorary members may attend corps meetings, training sessions, and other activities. They may also ride on the ambulance, cover for active members' duty commitments, and sign up for temporary hours. Honorary members shall not have voting privileges. Honorary members may be returned to active duty status at any time with the approval of the Commander and the Executive Board, providing they still have the proper qualifications of a general member. The Command staff reserves the right to determine the status (i.e. Lieutenant, Driver, or General Crew Member) at which the honorary member may ride on the ambulance or return to active duty.

E. Auxiliary Members

1. Those persons who are no longer active members but wish to continue riding with URIEMS on a per diem basis. These members shall be granted auxiliary membership with the approval of the Executive Board. Auxiliary members may attend corps meeting, training sessions, and other activities. They may also ride on the ambulance, cover for active members' duty commitments, and sign up for temporary hours. Auxiliary members shall not have voting privileges. Auxiliary members may be returned to active duty status at any time with the approval of the Commander and the Executive Board, providing they still have the proper qualifications of a general member. The Command staff reserves the right to determine the status (i.e. Lieutenant, Driver, or General Crew Member) at which the auxiliary member may ride on the ambulance or return to active duty.

II Member Responsibilities

A. Probationary Members

- ELIGIBILITY:** Any interested individual who has completed an application
- REPORTS TO:** On duty Medical Officer
Their probationary advisor
- BASIC FUNCTION:** To learn skills of emergency medicine and the infrastructure of URI EMS by contributing to the on duty crew in a positive manner
- DUTIES:** Become certified in CPR/AED
Complete and document thirty (30) - hours of training in the probationary period between ninety (90) to one hundred eighty

(180) in service days.
An extension of the probationary period, if the situation warrants, will be reviewed and granted with the signed approval of the Commander, Vice-Commander of Personnel, and Executive Board.
Complete the probationary checklist
All responsibilities of a general member
To follow the probationary manual
To attend to all meeting/training schedule including the annual meeting

B. General Members

ELIGIBILITY: To have completed minimum requirements of a Probationary member along with proving through your actions and attitude you will be a positive member of URIEMS and be voted to general membership by the Executive Board

REPORTS TO: On duty medical officer
Vice Commander of Personnel

BASIC FUNCTION: To learn and maintain skills of emergency medicine and the infrastructure of URI EMS by contributing to the on duty crew in a positive manner

DUTIES: Must check for notices in the following locations regularly:
Headquarters
Website/intranet/email
Message board
Personal mailbox

Responsible for obtaining an adequate cover for their own on-duty shift if unable to come
Must keep up to date knowledge of the locations and uses of all equipment with in our service
When representing the corps, members will behave in a manner that will not degrade the corps's reputation as a professional organization.
If you will not be at headquarters for your assigned shift, you must have the on-duty OIC's permission to be elsewhere. It is your responsibility to inform the OIC on-duty of your whereabouts and where you will meet if there is a call. Leave a message on the board designated for this purpose.
Check the schedule and message board at the beginning of your shift to know who is the on-duty team during your shift, and to know your radio call sign.
Must wear id badge on duty
Must know their EMS call sign
Must wear uniform set by Uniform policy
Must follow special limitations policy
Must follow house rules when in headquarters
Members are recommended to assist with URIEMS departments
Maintain all necessary certifications

C. Probationary Advisors

ELIGIBILITY: Must be a general member in good standing

REPORTS TO: Vice-Commander of Personnel

SUPERVISES: Assigned probationary member

BASIC FUNCTION: To act as a mentor to incoming probationary members while instilling values of URIEMS and will be assigned by the Vice Commander of Personnel.

DUTIES: Responsible for ensuring the necessary paperwork is completed
 Advisor is responsible for signing off their probationary members checklist after ensuring they are competent in the skill
 Once you feel the probationary member is ready to come off probation and the ninety (90) in-service day probationary period is over you may submit the folder to the Vice Commander of Personnel
 You should attend the Executive Board Meeting when your probationary member is scheduled to be voted upon so as to give verbal report, a written letter, and to answer any questions the Executive Board might have.

D. Drivers

ELIGIBILITY: Must be a general member in good standing
 Must have a valid driver license
 Must have completed the driver training program and be approved by the Vice Commander of Equipment

REPORTS TO: On duty Medical Officer
 Vice Commander of Equipment

BASIC FUNCTION: To operate Emergency Vehicles of URIEMS safely in both emergency and non-emergency settings.

DUTIES: The driver is responsible for insuring that any passengers in the front have their seatbelt fastened at all times.
 The driver will drive in a manner that insures both safety and comfort of the patient.
 All drivers will know the Rt. 108, South Road and Rt. 138 to Rt. 1, routes to the hospital.
 Must adhere to Driver manual and special circumstances set forth by the Vice Commander of Equipment

III. Lieutenant

A. Lieutenant Promotion

1. Persons desiring promotion to Lieutenant shall meet all qualifications stated in Article 8.5 of the Constitution and use the following procedure:
 - a. Fill out an application and submit it to the Vice-Commander of Personnel. This application form will include, but not be limited to the following:
 - Name of Applicant
 - All Licenses and their expiration dates
 - Signature of applicant and date of submission
 - Any additional comments
 - b. Passing a test written by the command staff of the corps, with a grade of at least 80
 - c. At the meeting of the Vice-Commander of Personnel, Vice-Commander of Equipment, and the Captain, they will review the application.

- d. A recommendation on the application will be submitted to the Commander for approval. Upon Commander approval, the member will be given Lieutenant status.

B. Lieutenant evaluations

1. Every Lieutenant will be required to be evaluated by the Command Staff and Captain during the first week of December and the First Week of May.
2. The individual members of the Command staff will be evaluated during the same period by the remainder of the Command staff, Captain and a Senior Lieutenant.
 - a. If there are no senior Lts. a randomly picked Lt will be used.
 - b. A different Lt will be used for each member of the command staff.
3. The Command Staff and a randomly picked Senior Lieutenant will evaluate the Captain.
 - a. If there are no senior Lts. a randomly picked Lt will be used.
4. The Lieutenants will be evaluated on areas of job performance to include:
 - a. Medical Ability (based on spot checks and documentation)
 - b. Leadership Techniques
 - c. Corps Policy Enforcement
 - d. Professionalism & Attitude
 - e. Areas of improvement
5. This evaluation will be completed in a closed session of the Command Staff/Captain and the Lieutenant being evaluated. The evaluations will be placed in the Lieutenants Personnel file.
6. If an Lt/Commander/Captain. Disagrees with the evaluation they may appeal it to the Executive Board for discussion in closed session.
7. These evaluations will be used as a reference to see if the Lieutenant has improved in any weak areas and taken steps to better their job performance and enhance the corps.
8. The commander if he/she feels just cause can take a persons Lieutenant status away.
9. The VCP, VCE, and Captain with a unanimous vote may take away the status of a lieutenant.

IV. OIC responsibilities

- A. OIC's are responsible for the proper completion of all forms (i.e. state run reports, patient transfer forms, patient refusal forms, billing information, and the run statistics book and program) and for putting these forms in the proper place.
- B. Record use of all Nextel calls in and out in the log designated for this purpose.
- C. Ensuring the proper use of the ambulance and its equipment both on and off a call.
- D. The OIC should always know who his/her crew is for their specific shift. This will help avoid confusion in the case of a run. Only if there is a definite shortage should the OIC allow a person who is not on-duty to accompany the crew.
- E. Crew members must be instructed and trained in the performance of their duties and informed of their specific assignments. Constructive criticism should not be given to a crewmember when in the presence of others, especially family, hospital personnel, or the patient. Constructive criticism is a valuable tool when used for correcting and preventing mistakes, and not for embarrassment.
- F. They must ensure that their crew maintains a professional image. This includes proper behavior and appearance.
- G. Ensure house rules are enforced at all times while in headquarters.
- H. Must know and abide by all URI EMS SOPs.
- I. It is the responsibility of the OIC to ensure completion of the nightly rig check. This includes thoroughly checking that proper forms and equipment are present and in working condition. Notify the Vice Commander of Equipment or weekend administrator of equipment failure or lack of supplies.

V. Night Teams

- A. There will be a nightly training session at specified times unless special circumstances prohibit it. The time schedule and topic for night team training is posted as directed by the captain.
- B. A rig check must be completed every night. This includes thoroughly checking that the proper forms and equipment are present and in working condition. Notify the person of proper authority when the supplies are unavailable.
- C. Rig checks will be completed by 2000 hours unless circumstances prohibit.
- D. Responsible for putting away any bedding and items that they may use.
- E. Responsible for following the house daily schedule.

VI. Ambulance Operations

- A. At no time will the truck leave headquarters without a licensed RI EMT
- B. The driver must be an approved driver by the driver training policies.
- C. In cases of driver training, a non-driver may drive the truck if a RI EMT is in the truck and an appointed driver trainer is in the passenger's seat.
- D. Unless the on-duty OIC has made prior arrangements with the crew, the ambulance will not be taken without the presence of the on-duty Lieutenant. This should only be done in special circumstances, and not on a regular basis.
- E. The keys to the ambulance are to be kept on the wall near the telephone. A spare set of keys is kept in the equipment restock cabinet.
- F. Any traffic accident involving the truck must be reported to the vice-commander of equipment and an accident report filed no matter how minor it may be.
- G. The ambulance must follow RI State laws regarding emergency response.
- H. Do not leave the ambulance parked in front of the emergency room. The ambulance should be moved as soon as possible to allow other ambulances access to the ER.
- I. Do not leave the ambulance running outside of URI HS. The engine must be shut down upon arrival.
- J. Do not drive away with the shoreline still attached to the truck and the driver is responsible for plugging the truck back in upon return to headquarters.
- K. Members not on-duty may not take the truck out without prior permission of the on-duty OIC.
- L. A minimum of one person (excluding the patient) who holds a RI EMT license, must ride in the back with the patient(s) at all times.
 - 1. In cases in which a patient is possibly a victim of assault or rape, some one of the same sex, may accompany the patient to the hospital at the discretion of the OIC.
- M. When the main oxygen needs to be changed, it is the responsibility of the on-duty OIC and the on-duty driver to change it.
- N. If a patient gives any indication of being potentially violent or unruly, the OIC at his/her discretion, may request that a police officer accompany the patient to the hospital.
- O. The on-duty crew shall normally consist of no more than four (4) members: 1 Lieutenant, 1 Driver, 1 EMT, and 1 general member.
 - 1. In the event that a fifth non-member individual wishes to ride as an observer, it must be cleared with the on-duty Lieutenant and a Commander. The proper paperwork *must* be filled out.
 - 2. Any fifth member (i.e. observer, driver or Lieutenant trainee) riding on a team may not respond to any mutual aid call outside the University.
 - 3. Any additional members may ride with the approval of the on-duty OIC in the event that factors involved in a specific emergency call dictate that it would be beneficial.
 - 4. The OIC may limit the persons going on the call in the best interest of crew, patient, and/or service.
- P. There should never be more than two (2) people in the cab of the ambulance.

- Q. No more than one family or friend can accompany the patient to the hospital in the ambulance unless specific circumstances prevail (at the discretion of the OIC).
- R. All patients must ride on the stretcher and have no less than three (3) seatbelts secured when the ambulance is in motion.
 - 1. All children and infant passengers under the age of four (4), up to a forty (40) pound maximum, must ride in the infant/child seat.
- S. No equipment is to be removed from the ambulance for any purpose other than for use on a scene, unless it is being cleaned or used for training and can easily be placed back on the ambulance in the case of a call.
- T. Upon completion of each run, the ambulance will be cleaned and restocked as needed. Items used on a run should be restocked at the hospital when possible (i.e. sheets, blankets, emesis basins, etc.). Crews will follow the hospital restocking policies.
- U. When as a result of a run, equipment is left at the hospital; a note must be left on the message board listing the equipment, so that it can be recovered on the next trip to the hospital.
- V. Only personnel on-duty will respond to a call with the exception of the Commanders.
- W. In the case that a patient is a minor (under 16), the parent or guardian must be contacted before treatment, unless it is a life-threatening emergency. If the parent or guardian cannot be contacted, URI Police should be called to the scene. They can take the patient into custody, and the patient can be transported to the necessary facilities with a police officer in the truck.
- X. Refuel the ambulance, at three quarters, using the pumps on campus at the garage. If the pumps are down, the OIC, upon notification of a Commander, should use the most appropriate state facility for refueling.
- Y. If the truck will be running at headquarters for > 1 minute, a driver shall move the vehicle away from the building.
- Z. If a problem with the truck arises and the OIC cannot rectify it, Notify the Vice Commander of Equipment.

VII. Communications

A. Telephone Procedures

- 1. Identify both yourself and the organization when answering the phone.
(Ex: 'Hello, URIEMS, Raymond speaking')
- 2. URIEMS is charged for every phone call made, including local calls. Remember this is a business and someone may be trying to call, please try to limit calls to five minutes or less.
- 3. No members are to answer questions from other departments, agents, newspapers, etc. without prior permission of the Commander.
- 4. No contact numbers (pager, cell phone, home phone, etc.) of any member will be given out to any non-member.
- 5. The office phone is to be used for business purposes only.
- 6. The office phone is to be used by officers only, unless special circumstances prevail.

B. Ambulance Dispatching

- 1. A call may come in either through the pagers or through the headquarters phone.
- 2. If a call comes in via headquarters phone (i.e. no page went out):
 - a. Write down the message from the dispatcher and be sure to get all the information.
 - b. Have them page out for the crew.
 - c. Check the schedule and the on-duty board.
- 3. If a run is called directly into headquarters or the patient arrives at headquarters, write down complete information and contact the campus dispatch to notify them of the run; tell them to page out for the crew.
- 4. All runs are to be paged out.

C. Radio Usage

1. Members must be familiar with all radio codes, channels, and proper radio procedures before using the radios.
2. Proper radio procedures include but are not limited to the following:
 - a. Do not talk over or interrupt others already on a channel.
 - b. Radio use should be kept to a minimum to avoid confusion.
 - c. Transmit vital information only. Courtesy phrases (i.e. please, thank you) are extraneous and should be omitted.
 - d. Be business-like, calm and confident.
 - e. Speak slowly and clearly.
 - f. Profane and non-emergent transmissions are prohibited.
3. Portable radios should not be taken by anyone except the OIC, the Driver, and the EMT. Exceptions may be made with the permission of the on-duty OIC.
4. When a radio is taken from headquarters and the label does not coincide with the person's listed position, a note must be left on the board stating who has the radio.
5. No one should tamper with (i.e. try to fix) the radios unless authorized by the Vice Commander of Equipment.
6. URIEMS's private frequency should be used for all transmissions not including an ambulance call.

D. RIMCOM-*Rhode Island Medical Rescue Communication System*

*****Historical Purposes Only*****

To notify the medical facility to which you are transporting:

1. The radio on board must be on channel 8 (RIMCOM) in order to transmit.
2. Always monitor the frequency before transmitting to ensure that no one else is currently using the line.
3. Lift the handset and dial the proper numbers for the hospital you are calling. A list of phone numbers is located next to the phone.
4. Wait for red light to go off.
5. Press in the button on the headset and begin transmission.
6. Always identify yourself to initiate a transmission. If a communication lapses for more than thirty (30) seconds, re-identify yourself before continuing transmission.
7. Wait for a response from the hospital.
8. Continue message.
Follow the RIMCOM sheet located in the truck to ensure proper format.
9. Don't forget to give your ETA (estimated time of arrival).
10. When finished with your message say "over" and wait for reply.
11. When finished with the transmission, clear the line before hanging up. Example: 'URI Clear'.
12. "Code 99" messages always take precedent over other transmissions. This code indicates a priority transmission, another mobile unit is indicating a cardiac arrest or other vitally emergent case and requires immediate contact with a hospital base. All transmissions will be terminated to allow such a message to get through.
13. Only Lieutenants or EMT's are to use the RIMCOM system. Other members may use it if specifically instructed to by the Lieutenant.

E. Nextel system

The NEXTEL system is a cellular based communications system that allows users to communicate via cell phone, voice mail, and a two-way radio feature called Direct - Connect.

1. Commander Nextel Units (3)

The Nextels allow for URIEMS members to contact a commander via telephone, Direct-Connect, voice mail if a Commander is unable to answer. Since the Command staff is on-call 24 hours a day these units have a feature called Direct-Connect ALERT, if a Commander does not answer your Direct-Connect request and the issue is urgent you may press the ALERT button and a loud tone will transmit over the receivers Nextel alerting them of your request.

2. 1192 Nextel Unit (1)

The Nextel Unit assigned to the ambulance is a handheld portable unit that mounts in a vehicle bracket to keep the unit charged and available for use. This unit can be clipped to the Lieutenants uniform and taken out of the ambulance to the scene of the emergency for the purpose of contacting med-control via cell phone, contacting a Commander who is not monitoring the radio frequency, or for communication in a campus emergency/MCI

**THIS UNIT IS ONLY TO BE TAKEN OUT OF THE AMBULANCE
WHEN IT IS BELIEVED TO BE ABSOLUTELY NECESSARY**

3. EMS HQ/Detail Unit (1)

The Nextel Unit assigned to EMS HQ/Detail Team/Operations will be used primarily as a backup phone for a disaster, or emergent communication with the Commanders. This unit will remain at URIEMS HQ when not being utilized by a detail team, incident operations center, or service member on Corps business outside the range of normal radio frequency.

4. URI Health Services Triage Unit (1)

The Nextel Unit assigned to URI Health Services Triage is part of the internal Health Services disaster plan and is also to be used for direct communication with a triage nurse and or physician. This unit can be used to give incoming patient reports or to contact a physician with patient care questions or for HS Triage to give 1192 information on patient(s) being transported to another facility. It is recommended to use the Direct-Connect Feature to accomplish this communication.

5. URI Health Services Director (1)

The Nextel Unit assigned to URI Health Services Director is part of the internal Health Services Disaster plan and is to also be used for Director-Commander communications and any emergent issues pertaining to Health Services/EMS.

It is recommended that the Direct-Connect feature be used for all communications within the URIEMS NEXTEL SYSTEM; this is due to the pooling of Direct-Connect minutes and the ease of use. For all out of system communication (1192 to Hospital, Commander to Safety and Risk Director, etc) it is best to use the cell phone capabilities of the Nextel Units.

To learn more about this system contact a Lieutenant of Commander.

Policies

- All the Nextel units will be programmed with the telephone numbers corresponding to its use. (i.e. 1192's Nextel will have all Hospital numbers installed etc.)
- All the Nextel units will be programmed with the appropriate Direct-Connect ID's of the Nextels in the URIEMS system.
- All cellular minutes used for the ambulance and detail unit will be noted in their respective logs.
- The Lieutenant on-duty is the individual responsible for the operation and condition of the ambulance Nextel and the Detail Nextel when it's not on assignment to include the logging of all cellular minutes used.
- The ambulance Nextel **MUST** stay in the ambulance-charging unit when it is not in use. The Nextel is not to be worn by any member of URIEMS on-duty or off as part of their uniform except in emergencies.
- All Nextel units are to be charged on a regular basis and must never be allowed to go below a half charge, unless instructed by the Commander or Vice Commander of Equipment for maintenance issues.
- Any problems with the Nextel units should be addressed to the Vice Commander of Equipment.
- At any time when an member of the Command Staff or 1192 need to be contacted in a critical situation the NEXTEL ALERT feature should be utilized followed by calling the phone number of the Nextel you are trying to reach.
- Avoid using the Detail and 1192 Nextel unless it is absolutely necessary (emergency, calling the hospital, need to contact a Commander immediately, **not for hours**, etc)

VIII. Daily Operations

A. Daily Schedule

1. ALL MEMBERS must be awake and bedding supplies completely put away in either the laundry or the linen closet by 10:00am Monday –Friday. Weekend members may sleep in with the stipulation that all bedding supplies are stowed prior to the next incoming shift.
2. By 12:00 noon the following list of chores must be completed. (These chores are a minimum, any additional cleaning is encouraged)
 - a. Laundry Started
 - b. Dishes Washed & Put away
 - c. Trash Emptied
 - d. Rug & Couches vacuumed
 - e. Ambulance washed & Disinfected
 - f. HQ Entrance area swept and organized
 - g. Misc. Items in HQ stored away
3. At 1400 hours each day the Schedule for the following day must be started and any updates recorded on the schedule board. The schedule will continue to be worked on until it is filled or by 2000 hours at which time the Vice-Commander of Personnel is to be notified so that they may make plans to fill any gaps etc.
4. At the beginning of each shift for both Drivers and Lieutenants the appropriate check list must be completed and placed in the VCE's mailbox with any discrepancies noted.
5. Nightly Training must be performed and a note of what training was done placed in the Captains mailbox with a list of who was in attendance and who moderated the training.

B. Cabinets and Lockers

1. Any supplies, which are taken from the supply cabinet, are to be logged on the list provided on the inside of the cabinet door.
2. Any supplies that need to be ordered will be submitted in writing to the Vice Commander of Equipment.
3. Lockers in headquarters are assigned by the Vice Commander of Equipment to Lieutenants, Drivers, and senior general members, in order of seniority, as they are available.

C. Office

1. Only administrative staff are to receive keys to the office.
2. Officers and administrative staff should use the office only.
3. The office computer shall be used only by officers and strictly for corps business.
4. It is the responsibility of the officers to keep the office clean.

D. Parking

1. There are five parking spots reserved for the on-duty members.
2. No member will park in the staff lot behind Adams/Weldin unless they have an all access parking pass.

E. Headquarters

1. Do not leave books, clothes, and other personal items at headquarters for extended periods of time.
2. Replace paper towels (the key is in the supply cabinet) and rolls of toilet paper as needed.
3. Empty the garbage containers as needed outside of the daily schedule
4. Wash your own used dishes as soon as you are finished with them. Dishes will not be left in the sink.
5. The microwave is to be wiped clean after each use.
6. Clean up any food, spills, paper scraps, or messes that may occur.
7. Label all food items placed in the refrigerator with your name and the date placed in the refrigerator.
8. Keep the tables clean and free of papers. Clean the sink.

9. Keep both the bunkroom and the main room clean and orderly.
10. Vacuum both the main room and the couches as needed, outside of the daily schedule.
11. Throw away old food from the refrigerator (older than one week).
12. Both the inside and outside of the ambulance will be thoroughly cleaned as needed, outside of the daily schedule.
13. Medical waste will be properly disposed of A.S.A.P.
14. All non-duty members will leave headquarters by 2300 hours, or earlier by the on-duty team's request. Members not on-duty may remain in headquarters pending *unanimous* approval from all members of the night team. All non members must leave headquarters no later than 2200 hours, or earlier by the on-duty team's request and may not remain in headquarters after 2200 hours under any circumstances.
15. Wash corps' laundry as needed, outside of the daily schedule. Corps laundry must be completed before your own.
16. Any postings irrelevant to the working of the corps may be posted without verification. However, the Commander reserves the right to question such postings, which may or may not be corps related.
17. Smoking is prohibited within fifty feet away from the building according to University policy.

IX Dress Code

A. Uniform

1. The on-duty crew should be in pre-set uniform at the start of the shift and until the shift is completed. The day uniform will consist of blue pants with a minimum of an EMS T-Shirt, or preferably an EMS polo shirt/dress shirt appropriate to your rank. The night team uniform will consist of blue pants with a minimum of an EMS T-shirt or preferably an EMS polo or dress shirt. The detail uniform will consist of blue pants, with a minimum of an EMS polo shirt or preferably an EMS Dress shirt appropriate to your rank. Unless otherwise indicated by the Detail Commander.
2. The uniform for general membership shall consist of a light blue uniform shirt buttoned up to the collar button, URIEMS blue t-shirt, URIEMS Bluegrass polo shirt, or URIEMS work-shirt. Pants can either be a pair of EMS pants or similar (i.e. Dickies). Shoes and socks must be black and of a leather type material. (No sneakers). Shoes should be comfortable and must be worn of the appropriate work.
3. All members will wear the corps patch one (1) inch down from the shoulder seam on the left sleeve.
4. The RIEMT or National Registry Patch will be worn on the right sleeve with the corresponding rockers. The Executive Board and Administration should approve any patch worn on the right sleeve that does not designate Rhode Island or National Registry licensure prior to wearing.
5. Commanders, Lieutenants, and General Members only shall wear pins on the collar. All Lieutenants and Commanders will wear the same uniform as described in the uniform description for the general membership with the exception that the dress uniform shirt shall be white instated of blue. The Lieutenants with the exception of the senior EMS Lieutenants shall wear gold Lieutenant bars, senior ranking EMS Lieutenants shall wear silver bars, the Vice Commander of Equipment and the Vice Commander of Personnel shall wear Oak leaf clusters and the Commander shall wear gold stars. The general membership may wear pins on their collars that do not designate any type or rank, they may wear pins of an EMS nature. (i.e. star of life, cpr certified etc)
6. Badges: The Command staff of URIEMS will be issued service badges that are gold with silver accents. Lieutenants may wear badges that designate Emergency Medical Services, or of a design that has been approved by the Command Staff.

Badges must be silver. General members will not wear badges unless they are of a generic EMS nature and are approved by the Command Staff

X. General Business Policies

- A. The following regulations will be in effect at all times where the corps' membership exceeds thirty (30) members:
1. All members of URIEMS will be ranked to determine seniority. This ranking will be used for the purposes of scheduling requests only. At no time will this ranking be used to determine who is more senior on any on- duty crew, medical scene, or emergency scene. The following steps will be used to determine how much seniority each member has:
 - a. The date on which the person began the probationary period will be used to determine who has the most time as a member. The person with the most time affiliated with the corps will be considered more senior.
 - b. In the event of a "tie", the date on which a person becomes a general member of the Corps will be used to determine who has the most time. The person with the most time as a general member will be considered more senior.
 2. Members who elect to change their membership status to reserve, honorary, or auxiliary (as outlined in Articles 3.2.2- 3.2.4 of the Constitution), or for any reason become removed from the active membership roster will cease to accumulate time towards seniority in the Corps. Upon returning to active status in the Corps, the member will resume accumulating time towards seniority. However, all seniority concerning the time between active-duty periods will be forfeit.
 3. For the requesting of day hours (0700-1900), no member shall request greater than ten (10) hours for the next semester. At the conclusion of the final general meeting for the semester, members may submit addition requests for the next semester's day hours.
 6. For the requesting of night team shifts, no member shall request more than one shift. This is void when all appropriate personnel have been contacted and the shift cannot be filled.
 7. Lieutenants and drivers may not request or cover general member spots at any time. Driver/EMT's may only fill the EMT spot if the driver spot is already filled. Only EMT's may fill the EMT spot. ~This is void when all appropriate personnel have been contacted and the shift cannot be filled.
 6. No members shall work more than forty (40) hours per week. This is void when all appropriate personnel have been contacted and the shift cannot be filled.
 7. No member except a Commander shall ride more than one (1) night team in a forty-eight (48) hour period without appropriate Command staff approval.
 8. The Commanders will adjust the membership cap on an as-needed basis.
- B. **Disciplinary Actions**
1. Termination
 - a. Definition - The removal of a member from the core on a permanent basis, based on detrimental behavior, continuous or severe breach of core policies, and/or a serious infraction of state or federal laws.
 - b. Authority- Executive Board
 - c. Procedure - The executive board can terminate with the recommendation of the Commander along with documentation of the incident and any prior disciplinary actions. This requires a majority vote.
 - d. Appeal – any member can appeal this decision at the next general meeting with a vote according to the constitution executive board appeal process. If the appeal is not brought to the first general meeting to be held after the individual has been notified, the individual forfeits the right

to an appeal. In addition, the appeal process will include, if requested, a meeting with the University Administrator responsible for the corps. The administrator will hear both sides of the issue at hand, either orally or in written form, and make the final decision.

2. Suspension
 - a. Definition - the removal of a member from the core for a specified amount of time, based on detrimental behavior, continuous or severe breach of core policies, and/or a serious infraction of state or federal laws. That person shall lose all core privileges for the duration of the suspension, including being in headquarters, responding to call, and other functions.
 - b. Authority – Executive Board
-Commander
 - c. Procedure – following a written suspension, or after an incident of just cause the commander can suspend a member for a period not to exceed fourteen (14) days. Following the commander must notify VCP, VCE, Captain, and Lieutenants. The executive board shall be notified of the suspension and surrounding circumstances at the next meeting, if a longer suspension or other action is suggested the executive board will make the decision.
 - d. Appeal – There can be no appeal to the commander decision until after the executive board renders the decision. The person can be present at the meeting.
3. Written reprimand
 - a. Definition – a detailed documented response to a policy, procedure, or core infraction.
 - b. Authority – Command Staff
 - c. Procedure - The Command Staff as a whole or individually shall meet with the individual, and explain that they are receiving a written reprimand and the reasons for it. The written reprimand will clearly state the reasons for the reprimand and that the individual has the opportunity to dispute the allegations. the written reprimand will be given to the individual at the time of the meeting; one copy will be placed in their personnel file, and one to the Commander.
 - d. Appeal - The reprimand may be appealed to the Executive Board
4. Oral reprimand
 - a. Definition – simple documentation following a meeting with a person who blatantly disregarded a procedure or policy.
 - b. Authority – Command Staff
- Captain
- Lieutenants
 - c. Procedure – after an infraction the person of authority will meet with the person one on one and clearly explain what the corps expects of them in similar circumstances. Written notification of an oral reprimand, which states the date and time of the meeting, the reason for the reprimand, who was present, and the discussion that occurred, will be given to the individual and to the vice commander of personnel.
 - d. any appeal can be appealed to the next person of authority, except in the case of the commander who can be appealed by the Executive Board.
5. Loss of voting rights – see election (section XII Subsection F)
6. Special Circumstances
 - a. If any member is on-duty or responds to a call while under the influence of alcohol or drugs, the OIC may remove them from their duties, until

the Vice Commander of personnel can be notified. He/she shall be suspended or terminated, by decision of the Commander and Executive Board.

- b. If anyone driving the ambulance is in an accident, their driving privileges will be temporarily removed, at the end of his/her shift or sooner at the OIC's discretion and the OIC shall write an incident report, until an internal investigation can be conducted by the Vice Commander of Equipment to determine the level of disciplinary action, if any, that is appropriate.
- c. ANY MEMBER THAT RECEIVES THREE INCIDENT REPORTS or reprimands (NEGATIVE OR POSITIVE) WITHIN ONE SEMESTER WILL BE INVESTIGATED BY THE COMMAND STAFF AND Captain. The purpose of this meeting will be to determine if severe disciplinary action up to Termination is necessary, or if the individual should be rewarded/praised in some way.
- d. Under discretion of the OIC, he/she may send someone home at any time during their shift, an oral reprimand must be written.
- e. Disciplinary Actions against the Commander All proposed disciplinary actions against the Commander are to be brought to the Vice-Commander of Personnel. The Vice-Commander of Personnel will submit them to the Executive Board, who will hold a special hearing to review the matter and to make the final determination. The Commander may appeal the Executive Board decision to the general membership, with a two-thirds majority vote necessary for it to be overturned.

C. Resignations

- 1. Any member may resign from the corps orally at any Executive Board, General, or Special meeting or by submitting, in writing, a letter of resignation to the Commander or Vice-Commander of Personnel, who must submit the letter to the Executive Board for approval.
 - a. The resignation will become effective upon the date specified or upon receipt if a date is not specified.
 - b. This letter shall be signed and dated by the Commander or Vice-Commander of Personnel upon receipt and by the Chairperson of the Executive Board upon acceptance.
- 2. Resigning from Office - All officers, Executive Board members, and Department heads may resign from office by submitting a letter of resignation to the Vice-Commander of Personnel who shall date and sign it upon receipt and submit it to the Executive Board.
 - a. An oral resignation shall be accepted at general, special, or Executive Board meetings.
 - b. The resignation shall be effective on the date specified in the letter, or upon receipt if no date is specified.

D. Removal from Office

- 1. Any officer, Executive Board member, or Department head may be removed from office by resolution of lack of confidence, adopted by a two-thirds vote of the general membership at a business meeting. This motion must be presented in writing at the previous business meeting.
- 2. Exception for executive board members (meeting attendance)

E. All officers are responsible for their regular duties during all school vacations and holidays.

- 1. In cases where an officer feels that they are unable to perform their duties while on vacation, the officer must be excused from said responsibilities in writing by the Commander.

- F. Presence of Officers on Scene
1. Should the Commander, Vice-Commander of Personnel, and/or Vice-Commander of Equipment is present on a scene they shall in an interdepartmental and administrative capacity only, unless otherwise deemed necessary.
 2. The Lieutenant on duty position shall have patient control.
 3. The Captain May be present on scene but only in a training capacity.
 4. Administrative officers shall act in an interdepartmental and administrative capacity only, unless otherwise deemed necessary.
 5. No member other than the above stated officers are permitted to show up on a medical scene while not on duty, unless either the member was a bystander at the time of the emergency or the on duty Lieutenant requests additional manpower.
- G. No member may consume alcohol eight (8) hours prior to coming on-duty, upon entering headquarters, or attending meetings.
1. The abuse and/or use of illegal drugs shall not be tolerated.
- H. Seniority and leaves of Absence/Change in Membership Status -Officers who elect to change their membership status to reserve, honorary, or auxiliary or for any reason become removed from the active membership roster, will cease to accumulate time towards seniority in the Corps. Upon returning to active status in the corps, the officer will resume accumulating time towards seniority. However, all seniority concerning the time between active-duty periods will be forfeit.

XII Meetings

A. Meetings.

1. General Meeting also called business meetings.
2. Annual meeting – he
3. Executive Board Meetings
4. Other Meetings
5. Attendance to meetings is mandatory. Two (2) or more absences, for probationary members, are grounds for termination. Two (2) or more unexcused absences for general members are grounds for suspension of voting rights. This is to include all general meetings, Executive Board meetings, and special meetings.

B. General meetings

1. There will be a five (5) minute limit on Committee Reports, with additional discussion at the discretion of the Executive Board Chair, provided he/she has received written requests prior to the start of the meeting.
2. There will be a ten (10) minute limit on Officer Reports, with additional discussion at the discretion of the Executive Board Chair, provided that he/she has received written requests prior to the start of the meeting.
3. Attendance by all active members is mandatory. All excuses must be submitted in writing prior to the meeting to the Executive Board Chairperson for approval.
4. The date and time of the business meetings of each semester shall be determined by the Executive Board Chairperson and posted no later than the date designated as the last day for hour requests. A business meeting will be held during each month URIEMS is in-service.
5. Quorum for a business meeting shall consist of one-quarter of those members who have voting privileges
6. All general members present at a meeting are eligible to vote provided they have not lost their voting privileges. The Executive Board Chairperson's vote shall remain sealed unless needed to break a tie. In the event that the Executive Board Chairperson is not present at the meeting, the sealed vote shall be made by whoever is moderating the meeting.

C. Annual Meeting

1. The annual meeting shall be held during the first week of December. The general membership of the corps must be notified at least twenty-one (21) days prior to the appointed date. The purpose of the meetings will include the election of: Executive Board members, Officers, Committee Chairpersons.

D. Executive Board Meetings

1. Executive Board meetings shall be held thirty (30) minutes prior to each business meeting providing there is pertinent personnel business to be discussed. The remainder of the Executive Board meeting shall be conducted after the general business meeting. Should there be no pertinent personnel business, the executive board meetings shall be held after the general business meeting. The Executive Board Chairperson with the consent of the Executive Board may schedule additional Executive Board meetings.
2. Quorum for the Executive Board meetings shall consist of seven (7) voting Executive Board members

E. Other Meetings

1. Director of Health Services Meeting - No member shall set up a meeting or attend a meeting, which is related to URIEMS, with the Director of Health Services without prior permission of a Commander.
2. Medical Director of Health Services - No member shall set up a meeting or attend a meeting, which is related to URIEMS, with the Medical Director of Health Services without prior notification of a Commander.
3. Interdepartmental Meetings - No member shall set up a meeting, which is related to URIEMS with another emergency service department, or non-emergency service department without the prior permission of the Commander.

F. Loss of Voting Rights

1. Any general member who is absent two or more meetings per business year, without an excuse approved prior to the meeting by the Executive Board Chairperson, will lose voting privileges at all remaining meetings for that business year. This decision may be appealed to the general membership at the next business meeting by a two-thirds majority vote.

G. Election Procedures

1. Elections will be conducted under the Vice Commander of Personnel's business at any meeting.
 - a. Before nominations are opened for each position, the duty description and the eligibility criteria will be read aloud to the membership.
2. Any voting member may nominate any eligible member for any office or elected position.
 - a. All nominees must meet the requirements for the position for which they are nominated, with the exception of age requirements, which must be met prior to taking office.
 - b. In the case of regular elections, nominations shall be opened from the floor.
 1. If the election is to fill an immediate vacancy, the nominations will be held immediately after the duty description and eligibility criteria are read aloud.
 2. The voting shall take place at the close of nominations for that specific position.
 - c. The nominations for annual elections shall be accepted at both the March and April business meetings, after which nominations shall be closed.

- d. Any member eligible for a position may still be a candidate for the position if they are not present at the meeting. The member must submit a letter of interest to the Vice-Commander of Personnel, prior to the meeting, stating his or her desire to hold the position and the acceptance of the nomination.
 - e. No person shall hold more than one administrative office and/or department head position at a time.
 - f. Once all motions for nomination have been made, nominations will be closed.
3. In the event the election is for the Commander, Vice Commander of Personnel, or Vice Commander of Equipment positions, there will be a discussion period for the candidates.
 - a. This discussion period will be 5 minutes in duration for each nominated candidate (i.e. if there are 3 candidates, the discussion period will be 15 minutes in duration). During this discussion period, the membership may comment on any candidate, ask any candidate questions pertinent to the elected position and candidates may respond to any question, make any comments and ask questions of other candidates pertinent to the election.
4. A count of voting members will be completed to insure accuracy in the tabulation of votes.
 - a. All voting members must submit a ballot, but do not need to vote for a specific candidate.
 - b. If a member does not wish to vote for any candidate, they must mark the ballot with the word "ABSTAIN". This must be done to insure that the ballots of all members are counted.
 1. Each voting member may only submit one voting ballot.
5. Once the ballots have been counted and the nominee has won the election by the criteria set forth in the Constitution, the winner will be announced.
 - a. The numbers of the election will remain undisclosed; the exceptions will be that the Commander, Executive Board Chairperson, and the Secretary will have knowledge of the counts and the Commander and/or Executive Board Chairperson will insure that all voting and counting procedures are correct.
6. If no candidate possesses a majority after voting occurs, the two candidates with the most votes shall be considered in a runoff election. Should the first round of runoff elections not produce the necessary result, the candidate possessing the most votes will advance to the second runoff election. An election between the remaining candidates will be held and the individual with the most votes will advance to compete in the third runoff election.
7. In the event that an election has only one nominee, the nominee must be elected by the voting criteria set forth in the Constitution. The following is the procedure for conducting an election with only one nominated candidate that shall be referred to as a vote of Confidence:
 - a. The election procedures as outlined above will be followed; the exception to this is that the candidate will be given a 10-minute discussion period.

- b. The nominee must meet the number of votes as outlined in the Constitution.
- c. In the event that the nominee does not meet the number of votes required to be elected, there will be a second discussion period as outlined above.
- d. If the nominee fails to meet the number of votes as outlined in the Constitution for a second time, the nominee will **not** be declared as the winner and the position will remain vacant until another election can be held. The Commander may elect to appoint a member until another election may be held as outlined.

H. Voting Definitions

- 1. Simple Majority: A vote where the issue being voted upon is decided by the most votes.
- 2. Majority: A vote where the issue being voted upon is decided by more than half of the eligible voting members present at the time of the vote.
- 3. No Confidence: A vote when a majority vote is taken to decide between two (2) sides of an issue, and a majority is not reached by reason of abstention. In this situation the vote is noted as a vote of ‘no confidence’. A decision has not been reached between the two sides of the issue and further discussion or another vote is needed.
- 4. Two-Thirds Majority: Used in an appeal of a decision, this is a vote where two-thirds of the eligible voting members must vote to appeal in order for the decision to be overturned.

I. Suspension of Voting Rights

- 1. A member shall have their voting rights suspended after the following criteria have been met:
 - a. The member has failed to meet any criteria of their membership or as outlined in the Constitution and Policies and Procedures.
 - b. The Executive Board Chairperson has directly informed the member that their voting rights have been suspended.
 - c. The Vice Commander of Personnel has been notified that the member has had their voting rights suspended.
 - d. Suspension of voting rights is effective after the above criteria are met.
 - e. The suspension of voting rights is upheld during all appeals until the decision is overturned or the time of suspension has elapsed.

J. Commander Appointments

- 1. The Commander may elect to appoint a member to a position until an election may be held. The appointment of a member to a position must meet the following criteria:
 - a. The position must be instrumental in the daily operation of the corps. This may be any position that has pertinent business to conduct during the time of the vacancy until an election may be held.
 - b. The Commander must make every effort to appoint a member that is qualified for the position; if this is not possible, the appointed member must meet a majority of the criteria to hold the position. The exceptions to this will be age requirements, prehospital licensure and driver status; the Commander must show just cause to overlook these areas of qualification.
 - c. All appointments are subject to the discretion of the Executive Board.
 - d. The Executive Board may contest appointments on the basis of qualification; the Executive Board Chairperson must have a written complaint that cites the specific reasons for contesting the appointment

and suggest an alternate candidate. The Executive Board must agree that the appointment is not in the best interest of the Corps and must have a recommendation of an appointee; the Executive Board must void the appointment by the Commander and recommend an alternate appointee by a majority vote of the Executive Board members present.

- e. The General Membership may contest an appointment by the Commander to the Executive Board Chairperson by submitting a written complaint to the Executive Board Chairperson as outlined above. This complaint must originate from a General Member and be signed by two additional General Members prior to its submission to the Executive Board Chairperson.
- f. The General Membership may contest any appointment by the Executive Board to the Executive Board Chairperson by submitting a written complaint to the Executive Board Chairperson as outlined above. The Executive Board Chairperson must bring this to the attention of the membership at the Executive Board meeting or call a special meeting if circumstances dictate.

XII. Paperwork

A. Patient Transfer Form

- 1. Patient transfer forms are located within the clipboard in the ambulance.
- 2. A patient transfer form is to be completed by the Lieutenant when a patient, who is a URI student, is taken to a medical facility other than Health Services. This form is to be given to the nurse in Room 1.
- 3. URIEMS will receive a Patient Transfer Form from Health Services when a patient is transported from Health Services.
- 4. Complete all the information on the form.

B. Billing Information Forms

- 1. These forms must be completed for each run.
- 2. This form should be paper-clipped to the run sheet and filed with the run sheet in the appropriate place.

C. State Run Reports

- 1. These forms are to be kept in the clipboard on the ambulance.
- 2. Must be completed by the EMT or Lieutenant.
- 3. These forms must be completed for each run as mandated by RI State law, to document the events that occurred.

D. Run Statistics

- 1. Must be recorded at the completion of each run, in the logbook designated for this purpose.

E. RIMCOM/ NOTIFICATION Practice Sheets

- 1. These worksheets are stored next to the captain's chair on the ambulance.
- 2. The purpose of this worksheet is to provide a uniform and thorough RIMCOM report.

F. Incident Reports

- 1. Incident reports must include all appropriate information pertaining to the incident. They should be objective, not subjective, and should include a complete description of the incident.
- 2. All incident reports must be submitted to the Vice Commander of Personnel within forty-eight (48) hours of the incident.

G. Applications forms for membership

1. Previously approved by the Executive Board, are available at URIEMS headquarters.
2. Any eligible person may apply to become a probationary member of this organization.
3. Applications for membership shall be submitted to the Vice-Commander of Personnel.

XIII Sensitivity/Diversity Policies

A. Policy of Non-Discrimination & Non-Harassment

This policy is to notify all persons that URIEMS does not discriminate against any person because of his/her race, color, religious creed, national origin, sex, sexual orientation, age, ancestry, disability, veteran status, or marital status in the provision of or access to services, employment, and activities. This is in accordance with all applicable federal and state laws.

More specifically, it is the policy of URIEMS to make all employment decisions solely on the basis of an individual's merit, qualifications, and abilities, without regard to an individual's race, color, religious creed, national origin, sex, sexual orientation, age, ancestry, disability, veteran status, or marital status. This policy applies to all aspects of employment, including hiring, training, performance reviews, promotions, discipline and termination.

In addition to prohibiting discrimination, URIEMS will not tolerate any form of unlawful harassment by or against any of our members during working time, in connection with business, or work-related functions.

Moreover, URIEMS will not tolerate harassment that is based on a person's race, color, religious creed, national origin, sex, sexual orientation, age, ancestry, disability, veteran status, or marital status.

HARASSMENT IS DEFINED AS:

Harassment is conduct that has the purpose or effect of unreasonable interfering with an individual's work performance by creating an intimidating, hostile or offensive working environment. It can include verbal abuse or insults, demeaning jokes or innuendoes, gestures or physical contact and display or circulation of demeaning pictures or materials.

It includes conduct by anyone employed by URIEMS, affiliated with it, or doing business with URIEMS, including clients.

SEXUAL HARASSMENT IS DEFINED SPECIFICALLY AS:

Sexual Harassment is behavior directed at an individual on the basis of their gender, which is not welcome, is offensive, affects morale and as a result, interferes with the work effectiveness of the victim. **Sexual Harassment in the workplace is unlawful.**

Unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct will not be tolerated by URIEMS.

In particular, Sexual Harassment includes any conduct when;

- Submission to such conduct is made either explicitly or implicitly as a term or condition of employment or;
- Submission to or rejection of such conduct is used as the basis for employment decisions affecting an individual; or
- Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

If any member of URIEMS believes that he or she has been subject to discrimination or harassment of any type based upon their personal status, the member should IMMEDIATELY inform his/her supervising officer or the Vice-Commander of Personnel or the Commander. An investigation will then be made of the allegations and where appropriate, corrective actions will be taken. All persons involved in an investigation will be instructed that the investigation is confidential and should not be discussed with other persons.

All members are responsible for maintaining a discrimination-free and harassment-free workplace environment at URIEMS.

Also, the officers of the service are responsible for preventing and correcting discrimination and harassment in their areas of responsibility and oversight. This means ensuring that;

1. Members in their span of control are aware of URIEMS's Policy of Non-Discrimination & Non-Harassment
2. All employment decisions are made in accordance with this policy
3. Corrective actions are immediately taken when violations of the policy are reported or observed. If an Officer becomes aware of an incident of discrimination or harassment (whether or not the incident involves a person in particular person's area of responsibility or oversight) it must be reported to the Vice – Commander of Personnel or the Commander. If the individual(s) alleged to have caused the discrimination or harassment is not employed by URIEMS, the Command Staff will determine the most appropriate course of action to include investigating and addressing the issue and implementing effective remedial action. To the extent practicable, the procedures for complaints regarding members shall be followed.

PROCEDURE FOR REPORTING & INVESTIGATING INCIDENTS OF CLAIMED DISCRIMINATION & HARASSMENT

URIEMS has adopted an informal grievance procedure providing a prompt resolution of complaints alleging any discrimination or harassment based on a person's race, color, religious creed, national origin, sex, sexual orientation, age, ancestry, disability, veteran status, or marital status in the provision of or access to services, employment, and activities.

A member who believes that he or she has been the victim of any incident of discrimination or harassment is encouraged to tell the individual(s) involved in the incident to **STOP**.

The member is also encouraged to report the incident immediately to their on-duty officer or directly to the Vice-Commander of Personnel or the Commander.

The Command Staff or their designee will then investigate any report of discrimination or harassment promptly and thoroughly in a confidential manner with cooperation of the member, as follows;

1. The member reporting the incident will be interviewed. In order to gain all of any important facts or other information, the investigation also will include the interviewing of witnesses or other persons who have been identified as having knowledge of the events. All persons involved will be asked to maintain the confidentiality of the investigation and respect the privacy of all persons involved.
2. The individual(s) who is alleged to have caused the discrimination or harassment will be separately interviewed.
3. If the investigation determines that the incident either involved improper discrimination or harassment, appropriate remedial and or disciplinary action will be taken. Depending on the severity of the incident, remedial actions could include eliminating contact between the members involved in the incident and or requiring the member to undergo

counseling. Depending on the severity of the incident, discipline of the individual(s) engaged in the improper conduct could lead up to and include termination of employment. The individual(s) that the discrimination and or harassment affects will be able to offer suggestions to their desire as to the severity of corrective actions.

4. There will be on-going follow-up with both the individual reporting the incident and the person(s) who engaged in any improper conduct to confirm that the discrimination or harassment has stopped and that retaliatory actions have occurred. If the follow-up indicates no further improper conduct, further disciplinary action usually will not be taken. If the improper conduct has not terminated, further corrective action will be taken as appropriate.

The member reporting the incident of discrimination of harassment should know that, although the investigation is confidential, the scope of confidentiality is limited. URIEMS will make every reasonable effort to maintain the confidentiality of the investigation and will instruct all persons in the process not to discuss the investigation with any other members. The persons involved in the investigatory process usually will include the persons involved in or who have knowledge of the incident complained of, the officers of the person(s) involved in the complaint, the Vice Commander of Personnel, the Commander, and the Executive Board Chairperson to include the full board when a summary report is given of the incident.

If any member needs further guidance on these procedures or assistance at any time during a complaint, members of the Command Staff are always available for advice and assistance.

Please Remember:

- Retaliation against a member for filing or cooperating in an investigation of a discrimination of harassment complaint is unlawful and will be dealt with immediately.
- The principle investigating team will be comprised of the Vice-Commander of Personnel and the Commander. The Executive Board Chairperson will be informed of the investigation so that they may be prepared for a summary at the next Executive Board Meeting.
- If a member of the Command Staff is involved in the complaint of improper actions or discrimination or harassment the investigation team will consist of the Executive Board Chairperson and the remainder of the Command staff to investigate the allegations
- The terms “employed, employer or employees” throughout this document are general terms that refer to both our volunteer members of URIEMS and the paid Command Staff.
- All members of URIEMS will read and sign this policy at the time of application and all Officers of URIEMS will read and sign this policy in regard to their roles as an enforcer of this policy and as a subject of this policy.

Further information of Non-Discrimination & Non-Harassment can be found at:

The Commission for Human Rights
10 Abbott Park Place
Providence, RI 02903
401-277-2661

The United States Equal Employment Opportunity Commission
Congress Street, 10th Floor
Boston, MA
(617)-565-3200