

Add new policy

**Western Virginia EMS Council, Inc.**  
**Employee Handbook**

## **114 Disability Accommodation**

WVEMS 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.

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.

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.

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.

WVEMS 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. WVEMS will follow any state or local law that provides individuals with disabilities greater protection than the ADA.

This policy is neither exhaustive nor exclusive. WVEMS is committed to taking all other actions necessary to ensure equal employment opportunity for persons with disabilities in accordance with the ADA and all other applicable federal, state, and local laws.

Effective Date: 3/1/2013  
Revision Date:

*Add New Policy*

### **386 Breaks for Nursing Mothers**

Staff personnel who are nursing mothers are provided with unpaid breaks as often as needed to express breast milk for the staff member's nursing child. A private place (other than the bathroom) which is shielded from view and free from intrusion from co-workers and the public is provided for this purpose. These unpaid breaks for expressing breast milk are in effect for up to one year after the child's birth.

Effective Date: 3/1/2013  
Revision Date:

## **522 Workplace Violence Prevention**

WVEMS is committed to preventing workplace violence and to maintaining a safe work environment. Given the increasing violence in society in general, WVEMS has adopted the following guidelines to deal with intimidation, harassment, or other threats of (or actual) violence that may occur during business hours or on its premises.

All employees, including supervisors and temporary employees, should be treated with courtesy and respect at all times. Employees are expected to refrain from fighting, "horseplay," or other conduct that may be dangerous to others. Firearms, weapons, and other dangerous or hazardous devices or substances are prohibited from the premises of WVEMS without proper authorization.

Conduct that threatens, intimidates, or coerces another employee, a customer, or a member of the public at any time, including off-duty periods, will not be tolerated. This prohibition includes all acts of harassment, including harassment that is based on an individual's sex, sexual orientation, race, age, or any characteristic protected by federal, state, or local law.

All threats of (or actual) violence, both direct and indirect, should be reported as soon as possible to your immediate supervisor or any other member of management. This includes threats by employees, as well as threats by customers, vendors, solicitors, or other members of the public. When reporting a threat of violence, you should be as specific and detailed as possible.

All suspicious individuals or activities should also be reported as soon as possible to a supervisor. Do not place yourself in peril. If you see or hear a commotion or disturbance near your workstation, do not try to intercede or see what is happening.

WVEMS will promptly and thoroughly investigate all reports of threats of (or actual) violence and of suspicious individuals or activities. The identity of the individual making a report will be protected as much as is practical. In order to maintain workplace safety and the integrity of its investigation, WVEMS may suspend employees, either with or without pay, pending investigation.

Anyone determined to be responsible for threats of (or actual) violence or other conduct that is in violation of these guidelines will be subject to prompt disciplinary action up to and including termination of employment.

WVEMS encourages employees to bring their disputes or differences with other employees to the attention of their supervisors or the Executive Director before the situation escalates into potential violence. WVEMS is eager to assist in the resolution of employee disputes, and will not discipline employees for raising such concerns.

Effective Date:  
Revision Date:

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## **107 Immigration Law Compliance**

WVEMS 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.

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 with WVEMS within the past three years, or if their previous I-9 is no longer retained or valid.

Employees with questions or seeking more information on immigration law issues are encouraged to contact the Administrative Assistant. Employees may raise questions or complaints about immigration law compliance without fear of reprisal.

Effective Date: 3/1/2013  
Revision Date:


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### **1.03 Equal Employment Opportunity**

Effective Date: 9/1/2006

Revision Date: 5/21/2006

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at WVEMS will be based on merit, qualifications, and abilities. WVEMS does not discriminate in employment opportunities or practices on the basis of race, color, religion, sex, sexual orientation, national origin, age, marital status, or any other characteristic protected by law. WVEMS complies with the Genetic Information Nondiscrimination Act (GINA) which protects applicants and employees from discrimination based on genetic information in hiring, promotion, discharge, pay, fringe benefits, classification, and other aspects of employment. 

This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.

Any employees with questions or concerns about any type of discrimination in the workplace are encouraged to bring these issues to the attention of their immediate supervisor or the Executive Director. 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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### **2.05** Introductory Period

Effective Date: 9/1/2006

Revision Date: 5/21/2006

The introductory period is intended to give new employees the opportunity to demonstrate their ability to achieve a satisfactory level of performance and to determine whether the new position meets their expectations. WVEMS uses this period to evaluate employee capabilities, work habits, and overall performance. Either the employee or WVEMS may end the employment relationship at will at any time during or after the introductory period, with or without cause or advance notice. (It is understood by the employee that voluntary resignation without notice as described in Policy 3.15 will forfeit payment for accrued PTO.)

All new and rehired employees work on an introductory basis for the first ~~180~~ 90 calendar days after their date of hire. Any significant absence will automatically extend an introductory period by the length of the absence. If WVEMS 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. 

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

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 WVEMS-provided benefits, subject to the terms and conditions of each benefits program. Employees should read the information for each specific benefits program for the details on eligibility requirements.

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### **3.13 Benefits Continuation (COBRA)**

Effective Date: 9/1/2006

Revision Date: 5/21/2006

The federal Consolidated Omnibus Budget Reconciliation Act (COBRA) gives employees and their qualified beneficiaries the opportunity to continue health insurance coverage under WVEMS's health plan when a "qualifying event" would normally result in the loss of eligibility. Some common qualifying events are resignation, termination of employment, or death of an employee; a reduction in an employee's hours or a leave of absence; an employee's divorce or legal separation; and a dependent child no longer meeting eligibility requirements. Former employees (and their dependents) are not eligible for COBRA continuation coverage if the employee was discharged for gross "misconduct."

} New language

Under COBRA, the employee or beneficiary pays the full cost of coverage at WVEMS's group rates plus an administration fee. WVEMS provides each eligible employee with a written notice describing rights granted under COBRA when the employee becomes eligible for coverage under WVEMS's health insurance plan. The notice contains important information about the employee's rights and obligations.

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### **3.15 Paid Time Off (PTO)**

Effective Date: 9/1/2006

Revision Date: 9/11/2006

Paid Time Off (PTO) is an all purpose time-off policy for eligible employees to use for vacation, illness or injury, and personal business. It combines traditional vacation and sick leave plans into one flexible, paid time-off policy. Employees in the following employment classification(s) are eligible to earn and use PTO as described in this policy:

- \* Regular full-time employees
- \* Introductory employees

Once employees enter an eligible employment classification, they begin to earn PTO according to the schedule below. They can request use of PTO after it is earned.

The amount of PTO employees receive each year increases with the length of their employment as shown in the following schedule:

- \* Upon initial eligibility the employee is entitled to 27 PTO days each year, accrued biweekly at the rate of 8.31 hours.
- \* After 5 years of eligible service the employee is entitled to 33 PTO days each year, accrued biweekly at the rate of 10.15 hours.
- \* After 10 years of eligible service the employee is entitled to 39 PTO days each year, accrued biweekly at the rate of 12 hours.

The length of eligible service is calculated on the basis of a "benefit year." This is the 12-month period that begins when the employee starts to earn PTO. An employee's benefit year may be extended for any significant leave of absence except military leave of absence. Military leave has no effect on this calculation. (See individual leave of absence policies for more information.)

PTO can be used in minimum increments of one-half day. Employees who have an unexpected need to be absent from work should notify their direct supervisor before the scheduled start of their workday, if possible. The direct supervisor must also be contacted on each additional day of unexpected absence.

**Prior approval is required to take more than two consecutive days of PTO.** To schedule planned PTO, employees should request advance approval from their supervisors. Requests will be reviewed based on a number of factors, including business needs and staffing requirements.

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In the event that more than one employee requests the same period of time off, approval will be at management's discretion.

*3 New*

PTO is paid at the employee's base pay rate at the time of absence. It does not include overtime or any special forms of compensation.

All full-time employees must take at least two weeks (80 hours) of PTO per fiscal year. Employees are encouraged to take at least one full week (five consecutive work days) during each fiscal year.

In the event that available PTO is not used by the end of the benefit year, employees may carry unused time forward to the next benefit year. If the total amount of unused PTO reaches a "cap" of 600 hours, further accrual will stop. When the employee uses PTO and brings the available amount below the cap, accrual will begin again.

Upon voluntary termination of employment with at least two weeks notice, employees will be paid for unused PTO that has been earned through the last day of work, not to exceed 200 hours. However, if WVEMS, in its sole discretion, terminates employment for cause, forfeiture of unused PTO may result.

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### 4.10 Pay Deductions and Setoffs

Effective Date: 9/1/2006

Revision Date: 5/21/2006

#### **VOLUNTARY**

WVEMS offers programs and benefits beyond those required by law. Eligible employees may voluntarily authorize (in writing) deductions from their paychecks to cover the costs of participation in these programs. Such voluntary deductions are truly voluntary, and are not signed as a condition of employment.

*} new language*

Pay setoffs are pay deductions taken by WVEMS, usually to help pay off a debt or obligation to WVEMS or others. Tax liens and garnishments must be honored in accordance with the State garnishment law and the Federal Wage Garnishment Law. Handling such liens and garnishments places an undue burden on WVEMS staff, and as such, employees are expected to take steps to minimize such actions. Garnishment for more than one debt can result in disciplinary action, up to and including termination.

If you have questions concerning why deductions were made from your paycheck or how they were calculated, the Office Manager can assist in having your questions answered.

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#### **5.02 Work Schedules**

Effective Date: 9/1/2006

Revision Date: 3/4/2013

The normal work schedule for all employees is 8 hours a day, 5 days a week. The work week begins at 12:01 AM on Sunday and continues until 12:00 midnight on Saturday. Supervisors will advise employees of the times their schedules will normally begin and end. 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.

*definition*

Flexible scheduling, or flextime, is available in some cases to allow employees to vary their starting and ending times each day within established limits. Flextime may be possible if a mutually workable schedule can be negotiated with the supervisor involved. However, such issues as staffing needs, the employee's performance, and the nature of the job will be considered before approval of flextime. Employees should consult their supervisor to request participation in the flextime program.

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#### **5.08 Use of Equipment and Vehicles**

Effective Date: 9/1/2006

Revision Date: 3/4/2013

Equipment and vehicles essential in accomplishing job duties are expensive and may be difficult to replace. When using property, employees are expected to exercise care, perform required maintenance, and follow all operating instructions, safety standards, and guidelines.

Please notify the Council's designated fleet manager if any equipment, machines, tools, or vehicles appear to be damaged, defective, or in need of repair. Prompt reporting of damages, defects, and the need for repairs could prevent deterioration of equipment and possible injury to employees or others. The supervisor can answer any questions about an employee's responsibility for maintenance and care of equipment or vehicles used on the job.

To schedule the use of a Council vehicle, please use the Vehicle Reservation Calendar or contact the ~~Office Manager~~ Administrative Assistant. *change*

The Council maintains fleet fuel and maintenance accounts with some local governments. Wherever possible, fuel for Council vehicles should be obtained at approved fueling facilities which accept the Council's fleet card. Routine maintenance will be scheduled by the fleet manager and will be performed at designated governmental service centers. Only when traveling out of the region should fuel be purchased at retail.

The improper, careless, negligent, destructive, or unsafe use or operation of equipment or vehicles (including text messaging and emailing while the vehicle is in operation), as well as excessive or avoidable traffic and parking violations, can result in disciplinary action, up to and including termination of employment. *New*

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#### **7.04 Attendance and Punctuality**

Effective Date: 9/1/2006

Revision Date: 3/4/2013

To maintain a safe and productive work environment, WVEMS expects employees to be reliable and to be punctual in reporting for scheduled work. Absenteeism and tardiness place a burden on other employees and on WVEMS. In the rare instances when employees cannot avoid being late to work or are unable to work as scheduled, they should notify their supervisor as soon as possible in advance of the anticipated tardiness or absence.

Poor attendance and excessive tardiness are disruptive. Either may lead to disciplinary action, up to and including termination of employment.

An employee who is absent for two consecutive work days without notifying his or her supervisor or management will be considered to have resigned his or her position with the company.

*New*

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### 7.18 Problem Resolution

Effective Date: 9/1/2006

Revision Date: 3/4/2013

*Adds time limits for reporting & response*

WVEMS is committed to providing the best possible working conditions for its employees. Part of this commitment is encouraging an open and frank atmosphere in which any problem, complaint, suggestion, or question receives a timely response from WVEMS supervisors and management.

WVEMS strives to ensure fair and honest treatment of all employees. WVEMS management, supervisors, and employees are expected to treat each other with mutual respect. Employees are encouraged to offer positive and constructive criticism.

If employees disagree with established rules of conduct, policies, or practices, they can express their concern through the problem resolution procedure. No employee will be penalized, formally or informally, for voicing a complaint with WVEMS in a reasonable, business-like manner, or for using the problem resolution procedure.

If a situation occurs when employees believe that a condition of employment or a decision affecting them is unjust or inequitable, they are encouraged to make use of the following steps. The employee may discontinue the procedure at any step.

1. Employee presents problem to immediate supervisor within three business days of the time that the incident occurs. If supervisor is unavailable or employee believes it would be inappropriate to contact that person, employee may present problem to Executive Director or any other member of management. (If the employee reports directly to the Executive Director, then the problem may be reported by the employee directly to the President.)
2. Supervisor responds to problem during discussion or after consulting with appropriate management, when necessary, within three business days of the time that the incident was reported. Supervisor documents discussion.
3. If problem is unresolved, the employee may present the problem to Executive Director (or to the President if the problem involves the Executive Director or has already been addressed by him) within three days of receipt of receiving initial response from the supervisor.
4. Executive Director (or President in the case of the Executive Director) counsels and advises employee, assists in putting problem in writing, visits with employee's supervisor if necessary, and directs employee to President for review of problem.
5. Employee presents problem to President in writing.
6. President reviews and considers problem. President informs employee of decision and forwards copy

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of written response to Executive Director for employee's file within 10 work days of receipt of written communication from the employee. The President has full authority to make any adjustment deemed appropriate to resolve the problem.

Not every problem can be resolved to everyone's total satisfaction, but only through understanding and discussion of mutual problems can employees and management develop confidence in each other. This confidence is important to the operation of an efficient and harmonious work environment, and helps to ensure everyone's job security.