

CYPRESS CREEK EMS EMPLOYEE HANDBOOK



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INTRODUCTION MATTERS

Introduction

Welcome to the Cypress Creek EMS Department (CCEMS). We appreciate and thank you for your commitment to CCEMS and the community.

The Employee Handbook has been developed to provide clarity to all employees of CCEMS. It is meant to clearly communicate our mission, expectations, policies and procedures. It is the responsibility of each employee to read and be familiar with the information contained in this Handbook. This Handbook can be a resource when questions arise. Please don't hesitate to contact your immediate supervisor if you have additional questions or concerns. In addition, the CCEMS Human Resource Department is available to assist you.

This Employee Handbook sets forth CCEMS employee policies. The purpose of this Employee Handbook is to familiarize employees with the human resources policies of EEMS. This Employee Handbook supersedes and replaces all previous personnel policies and procedures on issues that are addressed in this document.

This Employee Handbook is not a contract of employment. All employees are considered "at-will" employees. Nothing contained in this document is to be construed by any employee as establishing, creating or constituting a written, oral or implied contract of employment. Furthermore, nothing herein will be construed as a guarantee of continued employment or as a guarantee of any benefits or conditions of employment. Only the Board of Directors has the authority to enter into an agreement for employment other than at-will. Any such agreement must be in writing and signed by the Chief Executive Officer (CEO), Board President, and employee.

Any statement or promise made by any other supervisor or other employee will not change this Handbook or create an agreement. Final interpretation and implementation of any of the policies or rules in this Handbook are vested solely with management. This Employee Handbook is subject to change and modification by CCEMS with or without notice. Every employee is responsible for policy compliance, including any policy revision/update that has been distributed.

Open Door Policy

Communication is a joint responsibility shared by the Employer and Employee. If you have any questions about the information contained in this Handbook or about any other aspect of your job, we welcome your questions. Your opinions, suggestions and questions are important to us. Feel free to talk to any member of management about issues at work which concern you. We will attempt to provide you with honest, straightforward responses to your questions and comments.

Generally, if you are having a problem with an individual, we encourage you to approach that person first and attempt to resolve the conflict. If that does not resolve the problem, go to your immediate supervisor

next. In some cases, you and your supervisor may decide to refer the problem to another manager. We encourage you to talk with managers to prevent a small conflict from growing.

EMPLOYMENT

Equal Employment Opportunity

It is the policy of CCEMS to provide equal opportunity in employment to all qualified employees and applicants for employment. Positive action is required from all employees to help ensure that CCEMS complies with its obligations under state and federal law.

CCEMS is an equal opportunity employer and complies with the principles and practices of equal opportunity employment applicable by Federal, State and local laws and regulations prohibiting employment discrimination on the basis of race, color, age, religion, sex, sexual orientation, national origin, disability, marital status, veteran status, political affiliation, arrest and conviction record, or any other discriminatory basis prohibited by state or federal law. All employees are required to have proof of identity and authorization to work. It is our policy to seek and employ the best qualified personnel in all positions, to provide equal opportunity for advancement to all employees, including upgrading, promotion and training.

Further, CCEMS is committed to providing a work environment in which employees are treated with courtesy, respect and dignity. The Employer will not tolerate any form of harassment, verbal or physical, with regard to an individual's race, sex, national origin or any other protected characteristics. All employees are encouraged to bring any concerns to the attention of CCEMS as set forth in the Harassment Policy.

CCEMS provides reasonable accommodations for qualified individuals with disabilities in accordance with the Americans with Disabilities Act. Employees requiring reasonable accommodations should discuss potential accommodations with Human Resources. It is the employee's responsibility to notify CCEMS of the need for a reasonable accommodation and to provide medical documentation upon request.

Violations and/or complaints of this section shall be referred to the Human Resources Department. It is the intent that issues be dealt with in a timely and appropriate manner. Employees found to be in violation of this policy will be subject to disciplinary action.

Immigration Law Compliance

The Immigration Reform and Control Act (IRCA) requires employers to verify the identity of each employee hired to perform labor or services, in return for wages or other remunerations. All employees, citizens and non-citizens, are required to complete an Employment Eligibility Verification form (I-9 Form) as a condition of employment. This law applies to all individuals hired.

Additionally, CCEMS is an E-Verify employer. E-Verify is a web-based program administered by the U.S. Department of Homeland Security, USCIS Verification Division, and the Social Security Administration that

supplements the current I-9 employment eligibility verification process. The program determines whether the information provided by the new hire matches government records and whether the new hire is authorized to work in the United States.

All employees, upon being hired, must complete Section 1 of the I-9 Form on their first day of employment. Appropriate documentation must be provided, and the Verification of Employment Eligibility (Section 2 of the I-9 Form) must be completed by a Human Resources Staff within three (3) business days of the date employment begins. Any employee who fails to complete the I-9 Form with appropriate documentation within the three (3) day time period cannot continue to work at CCEMS.

Employees may raise questions or complaints about Immigration Law Compliance without fear of reprisal.

Employment Classifications

It is the intent of CCEMS to clarify the definitions of employment classifications, so employees understand their employment status and benefit eligibility.

Each employee is designated as either NONEXEMPT or EXEMPT from federal and state wage and hour laws. NONEXEMPT employees are entitled to overtime pay under the specific provisions of federal and state laws. EXEMPT employees are excluded from specific provisions of federal and state wage and hour laws. An employee's EXEMPT or NONEXEMPT classification may be changed only upon written notification by the Human Resources Director.

In addition to the above categories, each employee will belong to one (1) other employment category:

FULL-TIME employees are those who are not in a part-time, temporary, or introductory status and who are regularly scheduled to work CCEMS's full-time schedule of 30 hours per week or more. Generally, they are eligible for CCEMS's benefit package, subject to the terms, conditions, and limitations of each benefit program. Full-Time employees are categorized as follows:

- Administrative Operations Employees: Consists of all exempt and non-exempt employees who are responsible for directing, managing, coordinating, or supporting specific areas of responsibility.
- Field Operations Employees: Consists of all field paramedics, field supervisors, and dispatchers.

PART-TIME employees are those who are not assigned to a full-time, temporary, or introductory status and who are regularly scheduled to work less than 30 hours per week. While they do receive all legally mandated benefits (such as Social Security and Workers' Compensation Insurance), they are not eligible for other CCEMS sponsored benefit programs.

TEMPORARY employees are those who are employed for a pre-determined period of time, which is not permanent. Temporary employees generally work for up to six (6) months under this arrangement. While they do receive all legally mandated benefits (such as Social Security and Workers' Compensation Insurance), they are not eligible for other CCEMS sponsored benefit programs. Should the need for

continued employment exist for CCEMS, the Human Resources Director shall review the status of the incumbent for a change in employment category and benefit program eligibility.

INTRODUCTORY employees are those whose performance is being evaluated to determine whether further employment in a specific position or with CCEMS is appropriate. Employees who satisfactorily complete the Introductory Period will be notified of their new employment classification.

Introductory Period

The first 90 days of employment is considered an introductory period for new employees. During this time the employee will be receiving orientation and on-the-job training; and supervisory personnel will monitor the performance of the employee. This is also a time for the employee to determine if he/she is satisfied with the position. If the employee's job performance is found to be unsatisfactory at any time during the trial period, employment may be terminated. The 90-day Introductory Period does not change the nature of the at-will employment status. CCEMS reserves the right to terminate employment of any employee, both during and after the Introductory Period, as they deem appropriate.

Employees within CCEMS will also serve a 90-day Introductory Period in cases of promotions or transfers. Any employee who, in the sole judgment of management, is not successful in their new position, can be removed from that position. If this occurs, the employee may be allowed to return to his or her former position or to a comparable position for which the employee is qualified, depending on the availability of such positions and CCEMS's needs.

Upon satisfactory completion of the initial Introductory Period, employees enter the "Regular" employment classification.

During the initial Introductory Period, new employees are eligible only for those benefits that are required by law. After becoming a Regular employee, employees may also be eligible for other CCEMS-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. Benefits eligibility and employment status are not changed during the Introductory Period that results from a promotion or transfer within CCEMS.

Recruitment and Selection

CCEMS observes all equal employment opportunity laws and regulations in all of its recruitment and selection efforts. The selection process will include an evaluation of the applicant's education, relative abilities, skills, knowledge, and experience.

The Human Resources Director shall develop and conduct an active recruitment program designed to meet current and projected CCEMS needs. Recruitment shall be tailored to the position to be filled as determined by the Human Resources Director. The Human Resources Director has full responsibility and authority over the recruitment and selection procedures for CCEMS. It is the responsibility of the hiring managers to adhere to all administrative recruitment policies and procedures.

When CCEMS determines that a vacancy or new position will be filled, CCEMS will normally display a position announcement of such vacancy or new position on the CCEMS website, bulletin board, and via internal email communications. Position announcements will be publicly displayed for the period of time that applications are accepted. The position announcement information may include (but is not limited to) minimum qualifications required, the date the position is to be filled, rate of pay, benefit package, application process, and the current position description or position summary. CCEMS may advertise publicly as needed to yield the most qualified candidates. A CCEMS application is required of all applicants, regardless of current employment status with CCEMS. Applications are only accepted through the online application process found on the website.

Meeting the minimum qualifications does not automatically guarantee an interview. The selection process will include an evaluation of the applicant's education, relative abilities, skills, knowledge, and experience based on that information obtained on the Application.

The Human Resources Director shall determine the structure of the skills testing, pre-employment tests, and background screens for each position. The Human Resources Department will administer or make the decision to delegate this process.

Recommendations for line staff hiring will be based upon the approval of the hiring manager. Hiring for management level positions will be based upon the approval of the CEO. The Board of Directors will conduct the recruitment and hiring of the CEO. All applications will remain on file for a period of two (2) years. Whenever an applicant is rejected for any reason, the applicant will be notified via Human Resources that they are no longer being considered for the position for which they applied.

To be eligible to apply for a posted job, current employees must have performed competently for at least 180 calendar days in their current position. Employees who have been in a disciplinary process within the last 12 months or are serving an Introductory Period are not eligible to apply for posted jobs.

Criminal Background Checks

CCEMS requires an inquiry into the background of each applicant that is recommended for employment. Applicants are required to complete a Criminal Background Authorization form as well as sign a statement regarding any past convictions, dismissals, non-renewals. Employment will be offered pending the return and disposition of such background checks and contingent upon the results of the checks.

Existing employees who are certified/licensed EMS personnel are required to immediately notify CCEMS of an arrest, conviction, deferred adjudication community supervision, or deferred disposition for any criminal offenses which may cause the employee to lose their certification/license. This includes moving violations, chargeable accidents, violent crimes, and substance abuse offenses outlined by the Texas Department of State Health Services. Employees who have been arrested must immediately report this arrest to the Human Resources Director for further action.

Job Descriptions

The Board of Directors recognizes that it is essential for each staff member to be fully aware of the duties and responsibilities of his or her position. Job descriptions document and describe the essential functions for each position and thereby promote organizational effectiveness and efficiency.

Job descriptions shall summarize the skills, qualifications and responsibilities of the position. A job description cannot capture every nuance of the position and may be generically descriptive of similar jobs. A new employee or an employee who is in a new position, will receive a copy of the job description. The employee's immediate supervisor and employee should meet to discuss the responsibilities and expectations of the position. This job description will be reviewed annually for adjustment in duties /responsibilities that may occur over time. Any recommended adjustments to the job description will be submitted to the Human Resources Director for review. The Human Resources Department is the authority that holds all master job description documents on behalf of CCEMS.

Licensing/Certification

Employees are responsible to acquire and maintain any license or certification that is Federal, State, or CCEMS required to perform his/her job duties. Employees are responsible to submit renewed license or certifications for placement in the personnel file via procedures outlined by the Human Resources Department.

If an employee loses a required license or certification, he/she must inform their manager and the Human Resources Department immediately. Failure to notify the manager and Human Resources of the loss of a required license or certification may result in disciplinary action up to and including termination.

The loss of a license or certification (for any reason) includes but is not limited to suspension, revocation, cancellation, nonrenewal, failure by the employee to renew the license or certification in a timely manner, or never having been issued the required license or certification. Loss of a license or certification may result in termination from employment.

Nepotism/Relatives in the Workplace

It is the policy of CCEMS to restrict employment of immediate family members within the same department, division, shift and/or work unit. Compliance with this Policy is intended to prevent potential or perceived favoritism; or perceived or actual conflict of interest among employees, and to promote a harassment-free working environment.

No two (2) members of an immediate family shall be employed in, or promoted or transferred to, any department, division, shift and/or work unit when as a result they would be in a superior-subordinate relationship, unless prior written approval is received from the Human Resources Director. The individuals concerned will be given the opportunity to decide who is to be transferred to another available position. If that decision is not made within 30 calendar days, the CEO will decide who is to be transferred or, if necessary, terminated from employment.

In other cases where a conflict or the potential for conflict arises because of the relationship between employees, even if there is no line of authority or reporting involved, the employees may be separated by reassignment or terminated from employment. Employees in a close personal relationship in the workplace should refrain from public workplace displays of affection or excessive personal conversation.

Definitions

1. Immediate family member. For purposes of this policy, “immediate family member” shall include, but is not limited to an employee’s wife, husband, mother, father, son, daughter, brother, sister, grandparent, grandchild, and the various combinations of half, step, in-law, and adopted relationships that can be derived from the family members named herein.
2. Promotion. For purposes of this policy, “promotion” shall mean the assignment of an employee from one class to another class with a higher pay range.
3. Transfer. For purposes of this policy, “transfer” shall mean the assignment of an employee from one position to another in the same class or to a class with the same pay range.
4. Superior-subordinate relationship. For purposes of this policy, “superior-subordinate relationship” shall mean direct command or supervisory authority, or the capability to influence personnel or disciplinary actions, assignments or other benefits or privileges of employment.

Other Relationships

While the definition of Nepotism identifies relationships that are likely to be perceived as a conflict of interest in an immediate superior-subordinate relationship, employees should also guard against other superior-subordinate relationships that could be perceived as creating a conflict of interest. In order to safeguard the interests of both employees and CCEMS, the CEO and the Human Resources Director should be alerted to any employee relationships that pose, or potentially pose, a conflict of interest.

Outside employment

Although CCEMS expects you to devote your primary efforts towards your duties and responsibilities with us, you may engage in outside employment with the prior approval of the CEO. Generally, outside employment will be approved if the following conditions are met:

1. Does not conflict with your responsibilities at CCEMS, including your ability to work overtime as required in your position;
2. Does not interfere with your performance at CCEMS;
3. Does not prove detrimental to the interests of CCEMS;
4. Does not involve a conflict of interest or the appearance of a conflict of interest (such as working for a competitor, vendor, or customer); and
5. Does not involve the use of confidential or proprietary information of CCEMS or its customers.

Before you serve as a paid officer, director, or advisor for another company, CCEMS must determine that your accepting such a role is in the best interests of CCEMS.

Any issue regarding any outside employment you may be contemplating should be resolved prior to your accepting such employment.

TIME AT WORK & TIME AWAY FROM WORK

Hours of Work

Work schedules for employees will vary due to position they hold. Supervisors 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. CCEMS reserves the right to schedule and/or change all hours and schedules of work as deemed necessary and nothing contained herein shall be construed as a guaranteed work week.

Workweek

The normal work week shall consist of seven (7) consecutive calendar days, starting on Sunday and ending on the following Saturday of each calendar week.

Maximum Hours Worked

Employees may be required to work additional hours in a day to meet operational demands. All shift/work period assignments must be separated by a minimum of one (1) day or night shift (approximately 12 hours).

Work Schedules

Field personnel (including all field supervisory and paramedic personnel): Field personnel are typically scheduled 24-hour shifts but may be required work shifts up to 36 continuous hours in length. No field personnel may work more than 36 continuous hours without the prior consent of their immediate supervisor.

Dispatch and Support Personnel (including all administrative, maintenance, clerical, and other personnel not involved in field activities): Dispatch personnel are typically scheduled 12-hour shifts; and Support personnel are typically scheduled 8-hour shifts. Dispatch and Support personnel may work shifts up to 18 continuous hours in length. No dispatch or support personnel may work more than 18 continuous hours without the prior consent of their immediate supervisor.

Work Performed Outside the Typical Workplace

Generally, non-exempt Administrative Operations employees shall perform their duties only at the designated worksite. Non-exempt employees must receive advanced approval from their supervisor for any work performed outside the typical workplace. Non-exempt Administrative Operations employees approved for work outside the workplace must document and submit their hours, including but not limited to any and all time spent accessing work related emails and other programs and files, according to payroll policy.

Daylight Savings Time

Employees who are required to work during the change of Daylight Savings Time shall be paid for the hours actually worked.

Breastfeeding/Lactation

CCEMS supports the decision for mothers to breastfeed and is committed to enabling employees to maintain the breast-feeding relationship. In keeping with this philosophy and in compliance with certain provisions of Section 7 of the Fair Labor Standards Act, CCEMS will take the following appropriate measures to facilitate breastfeeding and expression of milk by mothers of newborns less than one (1) year of age.

1. CCEMS will provide reasonable break periods for an employee to express breast milk for her nursing child for one (1) year after the child's birth each time such employee has a need to express milk. Mothers may use their paid break periods and/or unpaid lunch periods for breastfeeding or expression of milk. If the designated break periods are not adequate, or the scheduled break periods do not meet the needs of the mother, she should discuss scheduling options with her supervisor. If the normal break period provided to the employee is not enough adequate time, the mother may use paid time.
2. CCEMS will provide a place, other than a bathroom, that is shielded from view and free from intrusion from coworkers and the public, which may be used by an employee to express breast milk.
3. When requested by the employee or supervisor, the Human Resources Department will work with the employee and supervisor to determine individual space options, which may be the employee's office, or another space temporarily created or converted into a space for expressing milk.
4. Employees are expected to provide their own equipment and storage.

Holidays

Administrative Operations

All regular full-time employees Administrative Operations Employees are immediately eligible to receive compensation for the paid holiday benefit. In order to receive holiday pay, employees must work the day before and the day after each observed holiday with the exception of normal days off or scheduled paid absences. Employees receiving Worker's Compensation benefits are not eligible for compensation for holidays that fall during their period of disability.

The following holidays shall be paid holiday for eligible employees:

New Year's Day	Labor Day
Good Friday	Thanksgiving Day
Memorial Day	Day after Thanksgiving
Independence Day	Christmas Day

Holiday pay is calculated at the straight time hourly rate of pay of the employee on that day. Full-time employees will receive eight (8) hours of holiday pay on the observed holidays.

In cases where an employee is required to work on a holiday due to unforeseeable circumstances or required to work on a holiday as part of their normal work schedule, the employee shall receive holiday pay

for the holiday in addition to the actual hours worked. Holiday pay is not considered time worked for the purposes of overtime.

Holidays falling within any unpaid period of absence for any reason will be without pay. For employees on paid FMLA over an observed holiday, the holiday will be counted as FMLA leave.

Holidays falling during a paid period of absence will be counted as holiday, not the paid time off benefit.

Whenever any of the observed holidays falls on a Saturday, the preceding Friday will be observed as the holiday, and when falling on a Sunday, the succeeding Monday will be observed as the holiday.

Field and Dispatch Operations

Field operations employees are required to work holidays if regularly scheduled. For each hour of work on identified holiday shifts, regular, non-exempt (hourly) employees shall receive holiday premium pay. Holiday premium pay is equal to two (2) times the employee's base hourly pay in lieu of their regular pay. Employees who are required to work on an applicable holiday receive holiday premium pay for each hour of work on designated holiday shifts. Hours of holiday pay are determined by the customary shift times for that department/unit.

The following holiday shifts shall be paid premium holiday pay for eligible employees:

New Year's Day	Day Shift
Memorial Day	Day Shift
Independence Day	Day Shift
Labor Day	Day Shift
Thanksgiving Day	Day Shift and Night Shift
Christmas Eve	Night Shift
Christmas Day	Day Shift and Night Shift
New Year's Eve	Night Shift

On identified holiday shifts, all regular, non-exempt, employees in good standing will receive holiday premium pay, provided they meet the following conditions:

- Work a full shift on the employee's last scheduled work shift prior to the applicable holiday.
- Work the full holiday shift.
- Work a full shift on the employee's first scheduled work shift following the holiday.

Should the employee be unable to work either of these two (2) days because of illness, proof of illness will be required to qualify for the holiday premium incentive.

Employees *will not* be entitled to holiday premium pay in the following circumstances:

- The employee does not physically work the applicable shift (PTO, shift-trade, call-off, etc.)
- The employee is on leave of absence when the holiday occurs.

Attendance

In order for CCEMS to run effectively, CCEMS expects employees to make every effort to be present for work. Further, while at work, CCEMS has an expectation for employees to perform their assigned duties and work all scheduled hours, unless the employee has received approved leave or prior approval from the supervisor. Each employee should also be familiar with and refer to the Time and Attendance Operational Policies for additional guidance. CCEMS expects all employees to assume diligent responsibility for their attendance and promptness. Recognizing, however, that illnesses and injuries may occur, CCEMS has established paid time options compensate full-time employees for certain time lost for legitimate medical reasons, including time off to secure necessary treatment for a disability. (Please consult the appropriate sections of this Handbook for information regarding these paid time benefits.)

Employees unable to work will follow all procedures outlined in the Time and Attendance Operational Policy for reporting his or her absence. Any time not spent working needs to be accounted for. CCEMS will monitor attendance and absence patterns. Habitual lateness or excessive absenteeism will not be tolerated by CCEMS and will be subject to disciplinary measures as outlined in the Time and Attendance Operational Policy. In the case of frequent absenteeism or other suspected abuse, a medical providers statement may be required of individuals to verify the reasons for the absence and/or return to work.

If you are absent for more than three (3) consecutive workdays, a statement from a medical provider may be required before you will be permitted to return to work. In such instances, CCEMS also reserves the right to require you to submit to an examination by a medical provider designated by CCEMS at its discretion. In addition, CCEMS may require you either to submit a statement from your medical provider in other instances at its discretion, such as where abuse is suspected.

If an employee has any communicable disease, the employee shall report it to his or her supervisor. The supervisor may require a return-to-work form from the employee's physician. The supervisor has the right to send an employee home if the employee is unfit or unable to perform the functions of his/her position or supervisor determines the ill employee poses a threat to the health or safety of customers or other employees.

Any employee absent from work for two (2) consecutive days of scheduled work without notifying the supervisor will be considered to have voluntarily quit.

Paid Time Off (PTO)- Field Operations

The purpose of the Paid Time Off (PTO) plan is to provide regular full time Field Operations employees a flexible means to carefully plan their time away from work and maximize time spent on the job. It is the CCEMS' belief that employees empowered to control their time at work and away from work will do so responsibly. PTO can be utilized for any purpose, subject to necessary request and approval procedures consistent with CCEMS policies and written procedures.

Employees earn PTO each month immediately upon hire. Employees may use earned PTO after a 90-day waiting period. PTO accrual and Maximum Hours Cap is as follows:

Years of Continuous Service	Per Month Hours Accrual	Annual Hours Accrual	Maximum Hours Cap
Less than 5	14.0	168	252
5-less than 10	16.0	192	288
10+	18.0	216	324

When the employee's length of service reaches the next higher rate of accrual, accrual at the new rate shall begin on the first day of the month of the effective date of eligibility.

An employee's total accrued PTO shall not exceed the indicated Maximum Hours Cap. Upon reaching the maximum hours, the employee will no longer continue to accrue hours until PTO hours are used.

Employees may request to use PTO following the month in which the PTO was accrued. PTO hours will be paid at regular straight time pay for the workday the PTO is taken.

Scheduled Absences

PTO must be requested by the employee as far in advance as reasonably possible (at least two (2) weeks but no more than 60 days in advance) and must be approved in advance by the Scheduler. Employees shall follow written department procedures for requesting PTO as outlined in the Time and Attendance Operational Policies. Requests for PTO may be denied based on the needs and workload of the department or if other employees are already scheduled for time off.

Unscheduled Absences

Employee PTO usage for personal injury or illness or other unforeseen circumstances must be made according to the Time and Attendance Operational Policies at least one (1) hour before the start of the workday or shift, except in cases of emergency or development of illness during work hours. The employee may be required to provide a physician's verification statement for use of PTO for medical purposes for absences spanning more than three (3) consecutive workdays.

Coordination with FMLA

CCEMS reserves the right to require substitution of paid leave, subject to applicable federal law. Therefore, an employee must use PTO for any federal FMLA qualifying leave including, but not limited to, intermittent leaves.

Coordination with Worker's Compensation /Disability

The employee may use accrued PTO to compensate for time lost that is not reimbursed by workers' compensation or Disability. The combination of any such payments and PTO cannot exceed the employee's normal weekly earnings.

Unpaid Time

With the exception of qualified Federal FMLA leave, an employee may not take unpaid leave. All employees are expected to work their shift, trade their shift, or utilize PTO. At no time shall an employee be authorized to carry a negative PTO balance.

Increments of Time

Employees shall use PTO in whole hour increments.

Presenteeism

PTO is designed to provide for effective planning of work hours and time away from work. Although PTO encourages employees to maximize time spent on the job; if you are ill, you should not report to work. The supervisor has the right to send an employee home if the employee is deemed to be too sick to work. The employee shall use PTO, if available to the employee, for their remaining workday.

Restrictions

An employee shall not be paid for time at work and receive PTO pay for the same time.

An employee may not donate PTO to a third party.

Separation

Upon separation from employment, employees will be paid for earned but unused PTO under the following conditions:

1. Resignation or retirement from employment with CCEMS with a two (2) week advanced written notice.
2. Permanent layoff from employment.

Employees discharged from employment for involuntary reasons, do not provide notice, or who do not fulfill the two (2) week advanced written notice shall forfeit all PTO payouts.

Death

Upon the death of an employee, the CCEMS shall pay to the estate of the deceased employee all accumulated and unused PTO for which the deceased employee may have otherwise been eligible to use at the time of his/her death.

Vacation – Administrative Operations

The purpose of the Vacation plan is to provide regular full time Administrative Operations employees time off from work to relax and enjoy personal pursuits without loss of income.

Employees earn vacation each month immediately upon hire. Employees may use earned vacation after a 90-day waiting period. Vacation accrual and Maximum Cap is as follows:

Years of Continuous Service	Annual Accrual (in Days)	Maximum Cap (in Days)
Less than 5	10	15
5-less than 10	15	22.5
10+	20	30

When the employee's length of service reaches the next higher rate of accrual, accrual at the new rate shall begin on the first day of the month of the effective date of eligibility.

An employee's total accrued vacation shall not exceed the indicated Maximum Cap. Upon reaching the maximum hours, the employee will no longer continue to accrue hours until vacation hours are used.

Employees may request to use vacation following the month in which the vacation was accrued. Vacation hours will be paid at regular straight time pay for the workday the vacation is taken.

Scheduled Absences

Vacation must be requested by the employee as far in advance as reasonably possible and must be approved in advance by the supervisor. Employees shall follow written department procedures for requesting vacation. Requests for vacation may be denied based on the needs and workload of the department or if other employees are already scheduled for time off.

Employee vacation requests of less than five (5) days' notice may be approved by the supervisor on a case by case basis, with the supervisor having full authority to approve or deny said request.

Coordination with FMLA

CCEMS reserves the right to require substitution of paid leave, subject to applicable federal law. Therefore, an employee must use vacation for any federal FMLA qualifying leave including, but not limited to, intermittent leaves after available sick leave has been exhausted.

Coordination with Worker's Compensation /Disability

The employee may use accrued vacation to compensate for time lost that is not reimbursed by workers' compensation or Disability only once sick leave has been exhausted. The combination of any such payments and vacation cannot exceed the employee's normal weekly earnings.

Unpaid Time

With the exception of qualified Federal FMLA leave, an employee may not take unpaid leave. At no time shall an employee be authorized to carry a negative vacation balance.

Increments of Time

Employees shall use vacation in whole hour increments.

Restrictions

An employee shall not be paid for time at work and receive vacation pay for the same time.

An employee may not donate vacation to a third party.

Separation

Upon separation from employment, employees will be paid for earned but unused vacation under the following conditions:

1. Resignation or retirement from employment with CCEMS with a two (2) week advanced written notice.
2. Permanent layoff from employment.

Employees discharged from employment for involuntary reasons, do not provide notice, or who do not fulfill the two (2) week advanced written notice shall forfeit all vacation payouts.

Death

Upon the death of an employee, the CCEMS shall pay to the estate of the deceased employee all accumulated and unused vacation for which the deceased employee may have otherwise been eligible to use at the time of his/her death.

Sick Leave – Administrative Operations

The purpose of sick leave is to provide regular full time Administrative Operations employees time off from work for periods of temporary absence due to illnesses or injuries. Sick leave benefits are intended solely to provide income protection in the event of illness or injury to themselves or a family member who resides in the employee’s household. Sick leave may not be used for any other absence.

Employees earn sick leave each month immediately upon hire. Employees may use earned sick leave after a 90-day waiting period. Sick leave accrual and Maximum accruals Cap is as follows:

Annual Accrual (in Days)	Monthly Accrual (in Days)	Maximum Days Cap
15	1.25	30

An employee’s total accrued sick leave shall not exceed the indicated Maximum Cap. Upon reaching the maximum hours, the employee will no longer continue to accrue hours until sick leave hours are used.

Employees may request to use sick leave following the month in which the sick leave was accrued. Sick leave will be paid at regular straight time pay for the workday the sick leave is taken.

Unscheduled Absences

Employee sick leave usage for personal injury or illness or other unforeseen circumstances must be made according to written departmental procedures at least one (1) hour before the start of the workday or shift, except in cases of emergency or development of illness during work hours. The employee may be required to provide a physician’s verification statement for use of sick leave for medical purposes for absences spanning more than three (3) consecutive workdays.

Coordination with FMLA

CCEMS reserves the right to require substitution of paid leave, subject to applicable federal law. Therefore, an employee must use sick leave for any federal FMLA qualifying leave including, but not limited to, intermittent leaves. Sick leave must be used before available vacation.

Coordination with Worker's Compensation /Disability

The employee may use accrued sick leave to compensate for time lost that is not reimbursed by workers' compensation or Disability. The combination of any such payments and sick time cannot exceed the employee's normal weekly earnings. The employee must use sick leave prior to vacation.

Unpaid Time

With the exception of qualified Federal FMLA leave, an employee may not take unpaid leave. At no time shall an employee be authorized to carry a negative sick balance.

Increments of Time

Employees shall use sick leave in whole hour increments.

Restrictions

An employee shall not be paid for time at work and receive sick pay for the same time.

An employee may not donate sick leave to a third party.

Separation/Death

Unused sick leave benefits will not be paid out at time of separation or death.

Bereavement Leave

All full-time employees are entitled to paid bereavement leave. In the event of a death of an immediate family member, a field and dispatch operations employees will be granted time off up to 48 scheduled hours and must notify their supervisor immediately. Administrative personnel will be granted time off up to five (5) business days. Employees may, with approval, use any available paid leave thereafter for additional time off as necessary.

CCEMS defines "immediate family" as the employee's spouse, parent, child, sibling; the employee's spouse's parent, child, or sibling; the employee's child's spouse; grandparents or grandchildren. Special consideration will also be given to any other person whose association with the employee was similar to any of the above relationships.

Bereavement leave will be paid at regular straight time pay for the workday the leave is taken.

Federal Family and Medical Leave

Under the Federal Family Medical Leave Act, you are potentially entitled to time off for child rearing, family illness, employee medical leave, and military call to-duty and military caregiver leave. It is the intent of CCEMS to comply with the Federal Family and Medical Leave Act. Should this policy conflict in any way with the applicable federal regulations, the regulations will control.

Any employee who has worked for more than 12 months (for a minimum of 1,250 hours worked) is eligible for unpaid leave under the Federal Family and Medical Leave Act of 1993. An employee will be required to substitute definite and certain paid leave benefits for unpaid leave including PTO, vacation, and sick leave.

The Federal Family and Medical Leave Law provides a combined total of twelve (12) weeks of family and medical leave for various purposes described below during any 12-month period. CCEMS will use a rolling 12-month period measured backward from the date an employee uses any leave under this policy to determine whether an employee has exhausted his or her 12 weeks of leave. Each time an employee takes leave, CCEMS will compute the amount of leave the employee has taken under this policy for any form of FMLA leave in the last 12 months and subtract that amount from the employee's 12 weeks of available leave, the balance remaining is the amount the employee is entitled to take at that time.

Federal and CCEMS leaves provided for the same purposes run concurrently; that is, they do not "stack." If the leave is an employer provided leave, plus federal FMLA leave as well, the leaves run concurrently.

A comprehensive FMLA Policy is available to explain your rights and responsibilities under the FMLA, as well as consequences for failure to meet these obligations. Please contact the Human Resources Department for more information or if you have any questions on this benefit.

Military Leave

CCEMS is committed to providing unpaid leave for purposes of fulfilling service in the uniformed services and ensure compliance with the Uniformed Services Employment and Reemployment Rights Act (USERRA) for any employee performing duty on a voluntary or involuntary basis in a uniformed service under competent authority and includes active duty, active duty for training, initial active duty for training, inactive duty training, full-time National Guard duty, an examination to determine the fitness of the person to any such duty, or performing funeral honors duty. Upon return from such service, the employee shall be entitled all provisions of USERRA.

Employees will be granted a military leave of absence without pay for the period of military service outlined in the orders, in accordance with applicable laws. Eligibility for reinstatement after military duty is completed is also determined in accordance with applicable laws.

Under USERRA, federal law requires that health plans must offer to continue coverage for employees who are absent due to service in the uniformed services and/or their dependents. The period of coverage available under USERRA shall run concurrently with the COBRA period available to an employee and/or eligible dependents. Employees entering military service shall be allowed the opportunity to continue to participate in CCEMS's group health insurance plan by utilizing their Federal COBRA rights. All other benefits shall be determined based on plan requirements.

Paid Time and Holiday benefits shall continue to accrue during unpaid military leave.

Employees returning from military leave will be placed in the position they would have attained had they remained continuously employed or a comparable one depending on the length of military service in accordance with USERRA. They will be treated as though they were continuously employed for purposes of determining benefits based on length of service.

Contact the Human Resources Department for more information or questions about military leave.

Jury/Witness Duty

Employees are encouraged to appear before a court, public body, or commission for witness duty when subpoenaed to do so. Employees are excused from work to fulfill their civic responsibilities when required.

Jury Duty

The employee who is summoned for jury duty is required to provide a copy of the jury duty summons to the employee's supervisor as soon as is reasonably possible. Employees are expected to report for work whenever the court schedule permits.

An employee who is excused for jury duty on a scheduled workday will be granted a maximum of eight (8) hours of paid Jury Duty Pay to serve for jury duty per summons. Jury Duty Pay will be calculated on the employee's base pay rate. If jury duty falls on a scheduled workday, the employee is to report to duty immediately following release from jury duty (unless paid leave is taken for the balance of the shift) unless they request unpaid jury duty leave for the length of absence beyond eight (8) hours.

Witness Duty

In the event an employee is subpoenaed to provide deposition testimony, or to testify as a witness in court proceedings or before an administrative body, commission or hearing officer in a matter that is not connected with CCEMS business, said employee shall be excused if a scheduled work day and will be granted up to eight (8) hours of unpaid time off, although the employee may substitute available paid time. The employee is to report to duty immediately following release from Witness Duty (unless paid leave is taken for the balance of the shift).

In the event an employee is subpoenaed to provide deposition testimony, or to testify as a witness in court proceedings or before an administrative body, commission or hearing officer in a matter that is connected with CCEMS business, said employee shall be considered working to appear in any such proceeding.

The subpoena should be shown to the employee's supervisor immediately after it is received so operating requirements can be adjusted, where necessary, to accommodate the employee's absence. The employee is expected to report for work whenever the court schedule permits.

Voting Leave

CCEMS encourages employees to fulfill their civic responsibilities by participating in elections. Generally, employees are able to find time to vote either before or after their regular work schedule. If employees are

unable to vote in an election during their nonworking hours due to their work schedule, CCEMS will grant up to two (2) hours of paid time off to vote.

Employees should request time off to vote from their supervisor at least two (2) working days prior to the election day. Advance notice is required so the necessary time off can be scheduled at the beginning or end of the work shift, or whichever provides the least disruption to the normal work schedule.

Employees must submit a voter's receipt on the first working day following the election to qualify for time off.

Weather Conditions

CCEMS remains open during bad weather conditions including hurricanes, tornados, flooding, and ice or freezing rain, unless the severity of those conditions and/or municipal or state government rulings close the operations. Except in cases of life-threatening conditions, all employees are expected to work their regular hours. Employees who are not able to report to work may request to use available paid time.

Workers Compensation Leave

CCEMS provides a comprehensive workers' compensation insurance program for employees. This program covers any injury or illness sustained in the course of employment that requires medical treatment. To be considered work-related, the injury or illness must arise out of and occur in the course of employment. All injuries, regardless of how insignificant the injury may appear, should be reported immediately.

When authorized by applicable workers' compensation laws, medical expenses related to the treatment of a work-related injury or illness are covered by the workers' compensation insurance in response to properly submitted claims under the program. Examples of covered expenses are doctor visits, hospital visits, physical therapy visits, surgical procedures, prescription medication and medical equipment.

Workers' compensation insurance may also pay for lost income as a result of an employee's inability to work due to a work-related injury or illness, provided that the injury or illness is compensable under workers' compensation laws. CCEMS encourages early return to work within work restrictions submitted by a physician.

Neither CCEMS 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 CCEMS.

Contact the Human Resources Department for further information on Worker's Compensation.

Separation from Employment

When an employee decides to resign from employment, CCEMS requires at least two (2) weeks working notice. When an employee separates employment, a written notice must be provided to their supervisor indicating their last day. The separation notice must then be forwarded to Human Resources within one (1) business day. Paid time may not be used during the notice period. The employee is prohibited from extending their last day of employment with available paid time.

If an employee fails to give the required notice, the employee's resignation or retirement shall not be considered a Qualified Separation, unless the Human Resources Director determines that acceptable reasons for a shorter notice period exist.

Separation Procedures

Upon separation from employment, employees should make an appointment with Human Resources to cover payout provisions, benefit termination and continuation options, and an exit interview.

Property

Prior to separation from employment, CCEMS equipment that was assigned to the employee must be returned. Such equipment includes, but is not limited to, ID Badge Access Card, Keys, Laptop Computers and other electronics, radio, and cellular devices. Where permitted by applicable laws, CCEMS may withhold from the employee's check or final payout the cost of any items that are not returned when required. CCEMS may also take all action deemed appropriate to recover or protect its property.

Work Reports

All medical reports are to be completed and turned in by the employee by the end of their last working shift, in accordance with operational policies. Any terminating employee who does not complete and submit all required reports by their last working shift shall forfeit their Paid Time Off (PTO) payout.

WAGES & OTHER FORMS OF COMPENSATION

Compensation System

It is the Policy of CCEMS to administer a uniform employee Compensation System. The salary and benefits provided by CCEMS to its employees are for the purpose of obtaining and retaining competent individuals to perform services which CCEMS is required to provide. CCEMS will provide salaries and benefits on the basis of external competitiveness and internal equity and within the financial limits established.

Position Titles

All positions within CCEMS are assigned an official title. All position requests are expected to conform to the identified titles. New or modified titles shall be approved only by the Human Resources Director.

All employees are to utilize the official assigned title when representing CCEMS as an employee performing their duties. This reduces the potential for misrepresentation of authority and potential liability.

Overtime

When operating requirements or other needs cannot be met employees may be scheduled to work overtime hours. When possible, advance notification of these mandatory assignments will be provided, however, employees are generally expected to remain on-duty until appropriately relieved.

Each position is designated as either “Non-exempt” or “Exempt” from the federal Fair Labor Standards Act and state wage and hour laws. Employees should contact Human Resources if they are unsure of their position’s designation.

- Non-Exempt positions that are paid on an hourly basis and are entitled to overtime pay for hours worked in excess of 40 hours per week, excluding premium overtime pay (29 C.F.R. §778.201).
- Exempt positions that are generally paid on a salary basis and are excluded from specific provisions of federal and state wage and hour laws and are not eligible for overtime pay.

Overtime

Non-exempt employees may receive pay for overtime hours. This will be paid at time and one half the hourly rate of pay for any hours worked in excess of 40 hours per workweek. Overtime may also be earned when working outside normal schedule rotation. Overtime pay is based on actual hours worked. PTO, sick leave, vacation, bereavement, holiday pay, or any leave of absence will not be considered hours worked for purposes of performing overtime calculations.

Approval

All overtime earned must be approved in advance by the supervisor. If advanced approval is not obtained, the employee is not authorized to work the overtime. The supervisor has the sole right to approve or deny overtime requests. Failure to obtain prior approval may result in disciplinary action, up to and including termination of employment. Requests to trade shifts cannot result in creating overtime for either party.

Safe Harbor

It is the policy of CCEMS to comply with the salary basis requirements of the FLSA. Therefore, improper deductions from the salaries of exempt employees are prohibited. If it is felt that an improper deduction has been made to your salary, you should immediately report this to the Human Resources Director. Reports of improper deductions will be promptly investigated, and reimbursements provided if it is determined improper deductions occurred.

Payroll & Payroll Deductions

Workweek

The workweek covers seven consecutive days for the purpose of compliance with the Fair Labor Standards Act and will consist of seven (7) consecutive calendar days starting at first scheduled shift on Sunday and ending at the last scheduled shift the following Saturday of each calendar week.

Pay Periods

A pay period shall be the two (2) consecutive workweeks, on the conclusion of which payroll is completed.

Pay Schedule

Paychecks are generally directly deposited biweekly on Thursdays. There may be slight variances due to the Federal Reserve holiday schedule in which pay day will be the day before the regularly scheduled pay day.

Pay Deductions

The law requires that CCEMS make certain deductions from employee compensation. Among these are applicable federal, state, and local income taxes. CCEMS also must deduct Social Security taxes on each employee's earnings up to a specified limit that is called the Social Security "wage base." CCEMS matches the amount of Social Security taxes paid by each employee.

CCEMS offers programs and benefits beyond those required by law. Eligible employees may voluntarily authorize deductions from their pay checks to cover the costs of participation in these programs.

Pay setoffs, or garnishments, are pay deductions taken by CCEMS, usually to help pay off a debt or obligation to CCEMS or others.

Corrections

If a payroll error occurs, it is the employee's responsibility to immediately notify his/her supervisor and the Human Resources Department. Corrections must be submitted for adjustment on the next payroll within fourteen (14) calendar days from the pay date.

Penalties

Altering, falsifying the time record, tampering with time records, recording time on another employee's time record (authorized personnel excluded) or any other infraction of this policy may result in disciplinary action, up to and including termination of employment.

Deductions

It is CCEMS' policy to comply with applicable wage and hour laws and regulations. If you have any questions or concerns about your status or you believe that any deduction has been made from your pay that is inconsistent with your status, you should immediately raise the matter with Human Resources who can assist you in understanding the information that is required in order to investigate the matter.

Pay Advances

CCEMS does not provide pay advances on unearned wages to employees.

Employee Responsibility

Each employee is responsible to review their pay deposits and direct any questions or concerns to the Human Resources Department. Items for review include but are not limited to salaried status and deductions that have been made from pay.

Employer Responsibility

It is the intent of CCEMS to comply with applicable wage and hour laws and regulations and to investigate and resolve all complaints as promptly, and as accurately, as possible. Consistent with the U.S. Department of Labor's policy, any complaint will be resolved within a reasonable time given all the facts and circumstances. If an investigation reveals that an improper deduction from pay has occurred, the employee will be reimbursed and CCEMS will take whatever action it deems necessary to ensure compliance with the salary basis test in the future.

Garnishments

CCEMS' policy is to comply with all valid claims against the wages of employees. If a wage garnishment, child support order, or some other legally valid claim is received by CCEMS against your wages, you will be notified about the amount and details of the garnishment or wage order. While you may attempt to work out your financial difficulties with your creditor in such situations, CCEMS will be required to comply with the provisions of the garnishment notice or order, as soon as practicable after it is received, to ensure its compliance with applicable law.

Personal Data Changes

If any of the following information changes, employees should update their information with Human Resources as soon as possible:

- Name
- Mailing address
- Telephone number
- Marital status
- Individuals to be contacted in the event of an emergency
- Number and names of dependents
- Change in tax exemptions

- Beneficiary changes
- Educational accomplishments/certifications

If an employee fails to inform Human Resources, their pay, dependent's insurance eligibility and other important matters may be affected.

Timekeeping

In accordance with Federal Labor Standards, all employees must accurately record the following on a daily basis:

- Time beginning/ending work each day;
- Time beginning/ending of each meal period;
- Absence from work with appropriate pay codes; and
- Total number of hours per day and week.

CCEMS utilizes the schedule as the timesheet once the employee verifies the shift. If any adjustments to the timesheet are required, it is the employee's responsibility to notify the Scheduler to request a change. The Scheduler will make necessary adjustments to the schedule and payroll.

All employees, when completing their schedule/timesheets, will adhere to the following procedures:

- Time worked is all the time actually spent on the job performing assigned duties.
- Overtime work must always be approved in advance before it is performed.
- Record correct pay codes and benefit codes on a daily basis.
- Maintain an honest and accurate daily record of hours worked and the correct time codes recorded on the time sheet. All absences from work schedules should be appropriately recorded and coded. Entries should be made daily.
- Entries for paid time away from work must be used in increments established for each leave.
- Clearly mark approved overtime on your timesheets.
- Altering, falsifying, tampering with time records, or recording time on another employee's time record may result in disciplinary action, up to and including termination of employment.

Each supervisor is responsible for the following procedures:

- Ensuring that employees report the correct codes.
- Ensuring that all employees submit accurate schedules/timesheets.
- Providing clear and timely approval for overtime.

Direct Deposit

All CCEMS employees shall have payroll wage payments and reimbursements disbursed through direct deposit to one (1) financial institution of the employee's choice. This convenience provides the employee with funds available in their bank account each payday. Employees will receive a Payroll Earnings Statements on payday that details the pay and deduction information.

All CCEMS employees shall adhere to the following:

- Each employee shall complete a Direct Deposit Authorization Agreement upon hire and submit to the Human Resources by timeframes specified by CCEMS administration.
- It is the employee's responsibility to immediately notify Human Resources if the employee's bank account changes by completing and submitting the new Direct Deposit Authorization Agreement.
- Any overpayments, underpayments or failure to timely submit timesheets will be adjusted on the following payroll.

Each bank will post deposits at different times. CCEMS cannot take the responsibility for your bank's policies. Please contact your bank if you have any questions on the policies.

Travel, Meal & Lodging Expense Reimbursements

CCEMS will reimburse employees for reasonable business travel expenses incurred while on assignments away from the normal work location. All business travel must be approved in advance by the CEO.

Each person shall be reimbursed for reasonable, necessary and actual travel and lodging expenses incurred in the performance of authorized official duties subject to limitations expressed in this Policy.

Abuse of this business travel expenses policy, including falsifying expense reports to reflect costs not incurred by the employee, can be grounds for disciplinary action, up to and including termination of employment.

1. Supervisors are responsible to ensure that all travel expenses shall be budgeted in their budget in advance of authorization for use.
2. Prior approval to the authorizing party for all expenses is required. Only conventions, seminars, and like meetings which have been approved by the CEO and justified in the budget process, shall be allowed.
3. Receipts are required. All expense claims \$5.00 and over shall be supported by written receipts.
4. Use of public transportation is encouraged.
5. Each authorizing party will be responsible for ensuring that employees plan their travel with the principles of fiscal austerity and energy conservation in mind.
6. Employees whose travel plans have been approved should make all travel arrangements through CCEMS's designated travel agency.
7. When approved, the actual costs of travel, meals, lodging, and other expenses directly related to accomplishing business travel objectives will be reimbursed by CCEMS based on the guidelines in this policy. Employees are expected to limit expenses to reasonable amounts.
8. Employees who are involved in an accident while traveling on business must promptly report the incident to their immediate supervisor. Vehicles owned, leased, or rented by CCEMS may not be used for personal use.
9. When travel is completed, employees should submit completed travel expense reports within ten (10) days. Reports should be accompanied by receipts for all individual expenses.

Air Travel

The maximum allowed for air travel shall be limited to the lesser of the most economical fare available. The making of a reservation well in advance is recommended to ensure the lowest possible air fare is obtained. Flight insurance will not be reimbursed.

Use of Personal Vehicles for CCEMS Business

All CCEMS employees who drive their personal vehicles on CCEMS business will be required to maintain personal automobile insurance as individual employee's insurance is primary for personal vehicles. Employees will be reimbursed for the use of their personal vehicles at the IRS mileage reimbursement rate, plus actual expenses for parking. Traffic violation expenses are not reimbursable.

Meals

Employees will be reimbursed for meals if the employee is attending an approved meeting, convention or seminar. The claim for meals will represent actual, reasonable and necessary costs expended for meals. Detailed receipts for all meals are required. There shall be no reimbursement for alcoholic beverages.

Meal Taxability

CCEMS may reimburse employees for expenses while traveling away from home overnight or outside of CCEMS for meetings. The taxability of these reimbursements depends on whether there is a valid business reason for the travel and whether the expense is substantiated. Reimbursements must meet IRS accountable plan rules in order to be tax-free. An IRS accountable plan needs to prove a Business Connection. The plan pays reimbursements only for otherwise deductible business expenses (such as travel, lodging or meal expenses incurred while away overnight on business). The reimbursements must be clearly identified as such when the employee is paid.

Only allowable business-related meal expenses paid for by CCEMS which are incurred while away overnight on business are tax-free to the employee. All other employer-paid business meal expenses must be reported as additional income to the employee and are taxable.

Lodging

When registering in hotels or motels or signing for any official purposes, employees will use their business address. The choice of lodging will be based primarily on cost with consideration given to accessibility in conducting business. Expenses for lodging at homes of relatives are not reimbursable.

BENEFITS

CCEMS strives to provide compensation and benefits that are competitive with the labor market. To that end, CCEMS seeks to set salary ranges/wage rates that are at levels competitive within the prevailing labor market. The benefits program of CCEMS is designed to help protect employees against significant financial losses due to sickness, disability, or death, to provide employees' rest and renewal, and to provide a means for retirement savings. Combined, salary levels and benefit design provide a total compensation package for employees. CCEMS administers this Policy in accordance with the principles of equal employment opportunity.

This section highlights some features of our benefits programs. Our insurance and retirement-related programs are described more fully in summary plan description booklets. These booklets are provided once you are eligible to participate in these programs.

CCEMS reserves the right to amend or terminate any of its benefit programs or to require or increase employee premium contributions toward any benefits with or without advance notice at its discretion. This reserved right may be exercised in the absence of financial necessity. Whenever an amendment is made to any of CCEMS' benefits programs the Human Resources Director will notify plan participants of all approved amendments or plan terminations, in accordance with the requirements of applicable federal law.

For more complete information regarding any of our benefits programs, please contact the Human Resources Director.

Health and Dental Insurance

CCEMS offers health insurance to all regular status full-time employees and their qualified dependents. If elected, insurance becomes effective on the first day of the month following two (2) full calendar months of employment with CCEMS.

Employee health insurance premium contributions are established by CCEMS. Any employee required to pay any portion of the health insurance premium shall make such payment by payroll deduction on a pre-tax basis. Health insurance premiums are paid during the month of coverage and shall be deducted in equal installments from each paycheck. If an employee is on an approved leave and a payroll deduction is not possible, unless other arrangements have been approved by the Human Resources Department, an employee on approved leave for whom payroll deduction is not possible in any given month shall be responsible to pay the monthly premium to CCEMS within five (5) business days following the applicable payroll deduction date.

Enrollment

Those employees who do not enroll in the health, dental vision or voluntary plans during their initial new employee eligibility period shall not be eligible again to enroll until one (1) of the following events occur:

1. Open Enrollment Event: CCEMS holds an open enrollment period annually. Employees are eligible to make any change(s) to, cancel or add insurance coverage during the open enrollment period. All elections during open enrollment shall be effective on June 1st.

2. Section 125 Qualifying Event: IRS Section 125 defines the circumstances under which a plan may permit an employee to change his or her plan elections with respect to health, dental or vision coverage. A qualifying event occurs when an employee or dependent that is covered becomes (or ceases to be) eligible under the Plan. A qualifying event allows employees to adjust health, dental or vision insurance coverage without waiting until the open enrollment period. The qualifying event shall be reported within 30 days of the event to the Human Resources Department along with along with written proof of the event. The qualifying event shall correspond with the change to the plan elections and shall be subject to the approval of the Human Resources Department. The effective date of the change shall be determined by the Human Resources Department but shall be no later than the first day of the month following the qualifying event date. Common qualifying events include, but are not limited to:
 - a. Marriage
 - b. Divorce or legal separation
 - c. Birth, adoption or placement for adoption of a child
 - d. Spouse's loss of employment/coverage
 - e. Death
 - f. Reduction in hours to less than full time status
 - g. Dependent turns 26 (effective date of the change for this event only is the last day of the month that the dependent turns 26)

Spouse Also an Employee

CCEMS provides health insurance coverage under two (2) single plans when spouses are both CCEMS employees. Should there be dependent children, one plan will be an employee plan with dependent children.

Waiver or Cancellation of Coverage

If an employee declines, waives or cancels any insurance coverage, the employee shall complete an insurance waiver form provided by the Human Resources Department. The effective date of any change due to waiver shall be dependent on the reason and timing of the waiver and shall be determined by the Human Resources Department consistent with the reason or timing of the waiver and any regulatory requirements (such as COBRA or Section 125 qualifying event changes).

Coverage upon Separation

Health, dental and vision insurance coverage shall cease on the last day of the month in which the employee's separation from employment (last day of work) with CCEMS occurs.

Insurance Continuation

Under the Federal Consolidated Omnibus Budget Reconciliation Act of 1985 (COBRA) and subsequent amendments to the Act, employees covered under an employer's group insurance plan are eligible for continuation of any insurance coverage under the group plan. COBRA contains provisions giving certain employees, former employees, spouses, former spouses, and dependent children the right to temporary continuation of insurance coverage at group rates plus a 2% administration fee. This coverage, however, is

only available when coverage is lost due to COBRA qualifying events. Insurance continuation under COBRA is administered by a Third-Party Administrator on behalf of CCEMS.

COBRA qualifying events are events that would cause an individual to lose insurance coverage. The type of COBRA qualifying event shall determine who the qualified beneficiaries are and the amount of time that a plan shall offer the insurance coverage to them under COBRA. COBRA qualifying events include:

1. Employee or spouse's voluntary or involuntary separation of employment for reasons other than gross misconduct.
2. Employee or spouse's reduction in the number of hours of employment.
3. Spouse becomes eligible for Medicare.
4. Divorce or legal separation from employee.
5. Death of employee.
6. Dependent child loss of dependent child status under the plan rules.

The employee (or qualified dependent) shall report the COBRA qualifying event within 30 days of the event to the Human Resources Department and provide written proof of the event. The effective date of the change shall be the qualifying event date. All employees, as well as their qualified dependents, shall receive notice of mandated insurance continuation benefits when the plan coverage for the employee begins.

Life Insurance

CCEMS provides basic life insurance for all regular status full-time employees. Life insurance becomes effective on the first day of the month following two (2) full calendar months of employment with CCEMS. Eligible employees may participate in the life insurance plan subject to all terms and conditions of the agreement between CCEMS and the insurance carrier.

Details of the basic life insurance plan including benefit amounts are described in the Summary Plan Description provided to eligible employees. Contact the Human Resources Department for more information about life insurance benefits.

Long Term Disability

CCEMS provides long-term disability (LTD) benefits for all regular status full-time employees. LTD insurance becomes effective on the first day of the month following two (2) full calendar months of employment with CCEMS. This provides financial assistance to for employees due to illness or injury that results in a long-term absence from employment. LTD is designed to ensure a continuing income for employees who are disabled and unable to work.

Eligible employees may participate in the LTD plan subject to all terms and conditions of the agreement between CCEMS and the insurance carrier. Eligible employees may begin LTD coverage after completing 60 calendar days of service.

Details of the LTD benefits plan including benefit amounts, and limitations and restrictions are described in the Summary Plan Description provided to eligible employees. Contact the Human Resources Department for more information about LTD benefits.

Short Term Disability

CCEMS provides short-term disability (STD) benefits for all regular status full-time employees. STD insurance becomes effective on the first day of the month following two (2) full calendar months of employment with CCEMS. This provides financial assistance to for employees due to illness or injury during the waiting period for LTD.

Eligible employees may participate in the STD plan subject to all terms and conditions of the agreement between CCEMS and the insurance carrier.

Disabilities arising from pregnancy or pregnancy-related illness are treated the same as any other illness that prevents an employee from working. Disabilities covered by workers' compensation are excluded from STD coverage. Details of the STD benefits plan including benefit amounts, when they are payable, and limitations, restrictions, and other exclusions are described in the Summary Plan Description provided to eligible employees. Contact the Human Resources Department for more information about LTD benefits.

401(k) Savings Plan

CCEMS has established a 401(k) savings plan to provide employees the potential for future financial security for retirement. To be eligible to join the 401(k) savings plan, you must complete twelve (12) months of service and be 21 years of age or older. You may join the Plan only during open enrollment periods. Eligible employees may participate in the 401(k)-plan subject to all terms and conditions of the plan.

The 401(k) savings plan allows you to redirect and contribute a portion of your salary, and direct the investment of your plan account, so you can tailor your own retirement package to meet your individual needs. CCEMS also contributes an additional matching amount to each employee's 401(k) contribution. Because your contribution to a 401(k) plan is automatically deducted from your pay before federal and state tax withholdings are calculated, you save tax dollars now by having your current taxable amount reduced. While the amounts deducted generally will be taxed when they are finally distributed, favorable tax rules typically apply to 401(k) distributions.

Complete details of the 401(k) savings plan are described in the Summary Plan Description provided to eligible employees. Contact the Human Resources Department for more information about the 401(k) plan.

Employee Assistance Program

The Employee Assistance Program (EAP) is a voluntary, no cost and confidential service provided to all CCEMS employees and their immediately family members. EAP provides professional counseling services to help employees identify or overcome personal problems and difficult situations. EAP is available to all employees offering problem assessment, short-term counseling, and referral to appropriate community and

private services. If further counseling is necessary, the EAP counselor will outline community and private services available

EAP is strictly confidential and is designed to safeguard your privacy and rights. All counselors are guided by a Professional Code of Ethics. Call the EAP at 1-800-633-3353 or visit mygroup.com to contact an EAP counselor.

Uniforms/Safety Equipment

All employees shall be required to wear uniforms as identified by CCEMS. To support a uniform image and to assist personnel in maintaining a fit duty wardrobe, CCEMS offers an annual uniform allowance.

- Regular Full Time Employees: Annual limit of \$300
- Part-time employees: Annual limit of \$150

This benefit is calculated based on a calendar year. CCEMS will pay 100% of the purchase price on duty-related garment items such as pants, footwear, t-shirts, etc. CCEMS will not pay for non-garment items.

Purchase balances beyond the annual limit are the responsibility of the employee. Unused balances may not be carried over to the next year. The company reserves the right to refuse reimbursement for unapproved, non-duty-related purchases.

Purchases from CCEMS vendors will be paid directly by the agency. The employee may purchase items from non-CCEMS vendors and submit original itemized receipts for reimbursement only with prior authorization.

HEALTH, SAFETY, AND SECURITY

Drugs and Alcohol

All employees have a right to work in a drug-free environment and to work with individuals free from the effects of prohibited substances. Employees who use or abuse prohibited substances are a danger to themselves, their co-workers, the public, and the Employer's assets. Consistent with the Drug-Free Workplace Act, CCEMS prohibits the manufacture, possession, use, distribution, transfer, sale, or dispensing of any controlled substance, including alcohol, by any CCEMS employee at any time while on CCEMS property, while working, or while involved in any CCEMS-related activity or event. CCEMS requires the cooperation of all employees in administering this policy. Any employee who violates this policy shall be subject to disciplinary action and may result in referral to law enforcement.

This Policy does not prohibit an employee from using a legally obtained prescription drug that was legally issued to said employee. Because prescription medication can also affect an individual's demeanor, job performance and ability to safely perform all job duties, it is the employee's responsibility to notify his or her immediate supervisor if he or she is taking legal prescription drugs that may affect performance or ability to perform the position duties. An employee may be required to provide CCEMS with a copy of the prescription and/or other medical verification. If an employee is unable to perform his or her job duties safely and effectively while taking a prescribed medication, the employee may be re-assigned, or, if no suitable position is available, may be placed on a leave of absence. Employee are reminded that remaining medically qualified to drive and perform patient care are conditions of continued employment or service with the Employer.

CCEMS reserves the right to implement at any time, random drug screening.

Any employee suspected of being under the influence of alcohol or other drugs during working hours or involved in a work-related injury will be taken to a local healthcare facility for further diagnosis. Should the employee refuse or be found to be under the influence of drugs, he/she shall be subject to disciplinary action, up to and including termination. Determination of drug screening will be based on the suspicion of drug and/or alcohol use, type and severity of a workplace accident or injury, and/or past history of the employee.

Drug and Alcohol Testing

It is a condition of employment, employees may be required to submit to drug and alcohol testing under circumstances that include, but are not limited to:

1. Pre-employment
2. Reasonable suspicion
3. Post-accident
4. Random
5. Upon return to work following positive drug/alcohol testing
6. Periodically following positive drug/alcohol testing

Any employee who refuses to submit to a request to test will be terminated. Refusal includes failure to timely report to a designated testing site (collection site) and the failure to execute all required test documents.

No employee who tests positive will be allowed to work until the individual has successfully completed assessment and/or treatment and has been certified by a qualified physician as free from the use of drugs. Nothing in this policy implies all employees of CCEMS are employed for an indefinite period. Such employment may be terminated with or without cause or notice at the will of either the employee or CCEMS. This policy and any related policies, practices, or guidelines are not employment contracts or parts of any employment contract.

Tobacco

CCEMS is committed to providing a tobacco-free environment. CCEMS prohibits the use of tobacco in any form including, but not limited to, cigarettes, E-Cigarettes, cigars, snuff, and chewing tobacco on CCEMS property or work vehicles. The use of tobacco must be in designated areas only and is prohibited in public view when in uniform and on any CCEMS property.

Workplace Safety

CCEMS is very concerned that employees are working in as safe and healthy an environment as can be provided. Employees must make a conscientious effort to be aware of security, safety and health procedures as well as potential hazards to staff and customers. The goal is to avoid accidents and not to create them. To accomplish this objective, all employees are expected to work diligently to maintain safe and healthful working conditions and to adhere to proper operating practices and procedures designed to prevent injuries and illnesses. CCEMS provides information to employees about workplace safety and health issues through regular internal communication channels such as supervisor-employee meetings, bulletin board postings, memos, or other written communications.

Each employee is expected to obey safety rules and to exercise caution in all work activities. Employees must immediately report any unsafe condition 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.

The responsibilities of all employees in this regard include, but are not limited to:

1. Exercise maximum care and good judgment at all times to prevent accidents and injuries;
2. Report all injuries to supervisors and seeking first aid, regardless of how minor;
3. Report unsafe conditions, equipment, or practices to supervisory personnel;
4. Use safety equipment provided by CCEMS at all times;
5. Conscientiously observe all safety rules and regulations at all times;
6. Notify supervisory staff, before the beginning of the workday, of any medication they are taking that may cause drowsiness or other side effects that could lead to injury to them and their coworkers;

7. Know the locations of all fire and safety exits;
8. Smoke only in areas designated as smoking areas;
9. Never attempt to catch falling objects;
10. Non-slip shoes must be worn at all times;
11. Make certain all emergency equipment, such as fire extinguishers, alarms, and exit doors, is accessible at all times;
12. Horseplay and practical jokes are prohibited;
13. Maintain all equipment in good repair; and
14. Know and be familiar with all CCEMS Health and Safety Plans including, but not limited to, Bloodborne Pathogen Exposure Control Plan, TB Control, Respiratory Protection Plan for TB, Hazard Communication, Workplace Violence Prevention, and Emergency Plan and Fire Safety.

Reporting of Accidents

All accidents are to be reported immediately to one's supervisor. This is to ensure correct treatment and the proper handling of the accident situation. Employees will be required to report accidents/incidents occurring on CCEMS property or during the course of work. Any eyewitnesses to an accident should note what happened, how it happened, and any other information that would be helpful in the treatment of the injured individual.

Refer to the Safety Operational Policies for work related accidents or injuries. Questions regarding accident reporting should be directed to the Safety Coordinator or Human Resources Department.

Use of Equipment/Vehicles

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

Employees are to notify the supervisor 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.

The improper, careless, negligent, destructive, or unsafe use or operation of equipment or vehicles, as well as excessive or avoidable traffic and parking violations, can result in disciplinary action, up to and including termination of employment.

Use of Fleet Vehicles

1. Only authorized CCEMS employees are allowed to operate CCEMS vehicles.
2. No employee will be permitted to operate a CCEMS vehicle without a valid driver's license applicable to the class of vehicle to be operated. Any operation of a CCEMS vehicle with a suspended driver's license

will subject the operator to disciplinary action. If an employee is involved in an accident with a CCEMS vehicle and has a suspended license, the employee will be subject to termination.

3. All operators of CCEMS vehicles shall abide by all traffic laws to include use of seat belts.
4. Payment of parking tickets and/or other traffic violations is the responsibility of the employee and shall not be reimbursed by CCEMS.
5. Smoking/smokeless tobacco/e-cigarettes is not be allowed in any CCEMS vehicles.
6. Operators shall manage their driving environment to minimize distractions that could have an impact on their ability to safely operate the vehicle (i.e. consuming food or beverages, talking to passengers, using cell phones, etc.).

Personal use of fleet vehicles is prohibited. Personal use is defined as any use which is for the benefit or enjoyment of the employee or not in the pursuit of the business or interest of CCEMS. Employees on distant trips can use CCEMS vehicles to attain lodging or food without violating this policy.

Firearms/Weapons

Firearms are not allowed in CCEMS stations or facilities. The storage and possession of a firearm while on duty must not contradict state law. Possession of a state issued License to Carry permit (LTC) does not exempt you from adhering to this policy. CCEMS is not responsible for the loss of weapons or any other personal property left in personal vehicles.

Members who are commissioned law enforcement officers are exempt from the CCEMS Fire Arms Policy at the sole discretion of the CEO. Members that are required to carry a firearm when functioning in a CCEMS capacity must have approval from the CEO prior to carrying the weapon on-shift. An exemption requires the officer to keep the weapon concealed at all times.

Authorized CCEMS personnel who are Special Operations members and commissioned law enforcement officers, while involved in special operations, are exempt from the CCEMS Firearms Policy for the duration of the operation or length of the training, as authorized by the Special Operations Director or designee.

Under no circumstances should a patient be transported with weapons. If a patient has weapons, an on-duty law enforcement officer should remove and/or secure a weapon in a safe and unloaded condition. If law enforcement is not available, contact a Field Supervisor for instructions.

If an on-duty law enforcement officer is riding in the ambulance due to patient being in custody or to assist crew with patient handling, they may carry weapons in accordance with their agency policy and applicable laws.

Disability

It is the policy of CCEMS to comply with all federal and state laws concerning the employment of persons with disabilities and to act in accordance with regulations and guidance issued by the Equal Employment Opportunity Commission (EEOC). Furthermore, it is CCEMS' policy not to discriminate against qualified individuals with disabilities in regard to application procedures, hiring, advancement, discharge,

compensation, training or other terms, conditions and privileges of employment. This Policy is neither exhaustive nor exclusive.

Procedure for Requesting an Accommodation

Qualified individuals with disabilities who are otherwise able to perform the essential functions of their job may make requests for reasonable accommodation to the Human Resources Director. On receipt of an accommodation request, the Human Resources Director will meet with the requesting individual to discuss and identify the precise limitations resulting from the disability and the potential accommodation that CCEMS might make to help overcome those limitations. Reasonable accommodations may include any action which enables a qualified individual with a disability to perform the essential functions of his or her position, but which does not result in an undue hardship to CCEMS or pose a threat to the health and safety of the employee or coworkers.

All employees are required to comply with CCEMS safety standards. Current employees who pose a direct threat to the health or safety of themselves or other individuals in the workplace shall be placed on leave until an organizational decision has been made in regard to the employee's immediate employment situation. Individuals who are currently using illegal drugs are excluded from coverage under this Policy.

The Human Resources Director and appropriate management representatives identified as having a need to know, is responsible for implementing this policy, including the resolution of reasonable accommodation, safety/direct threat and undue hardship issues.

Medical Examinations

As part of CCEMS employment procedures, an applicant is required to undergo a post-offer, pre-employment medical examination, physical test, and alcohol and drug screening. Any offer of employment from CCEMS is contingent upon, among other things, an applicant's satisfactory completion of this examination and screening and a determination by CCEMS and its examining physician that the applicant is capable of performing the essential functions of the position that has been offered, with or without a reasonable accommodation.

As a condition of continued employment, employees are also required to undergo periodic medical examinations, physical tests, and alcohol and drug screening at times specified by CCEMS. CCEMS receives only pass/fail information regarding the applicant's or employee's state of health.

CCEMS pays for all business required medical examinations in full. Questions about medical examinations should be directed to the Human Resources Director.

Immunizations

CCMES is committed to keeping its field operations personnel healthy and safe. First Responders may come into contact with bodily fluids and/or be exposed to contaminated materials that could lead to transmission of vaccine preventable diseases. As a result, a Tetanus booster, tuberculosis screening, and Hepatitis B

vaccination is highly recommended; in addition, talking with your personal health care provider to discuss other vaccines you may need is highly recommended.

Upon employment with CCEMS, all employees will be educated on recommended protections from the Centers for Disease Control (CDC) and The Texas Department of State Health Services and voluntary participation in the Texas Immunization Registry.

Return to Work

Return to Work programs promote and ensure the safe return of injured employees back into the work environment and enhance the mental and physical healing of the employee, thereby shortening the period of time an injured employee is off the job. A Return to Work (RTW) program that modifies an employee's job duties within work recommendations of the treating health care provider(s) shall be administered by, and at the discretion of the Human Resources Director for pregnancy or any work injury/illness that affects the employee's ability to perform some or all of their normal work duties. Modified job assignments are temporary, and the RTW program does not create positions to permanently accommodate a person with qualified disabilities.

The goal and expectation of the RTW program is that the employee shall progressively return to work within full capacity and be able to perform their prior job at 100% without limitations. The primary objectives of the RTW program are as follows:

1. Safely return employees to work as soon as possible.
2. Avoid deterioration in work skills due to prolonged absences from work.
3. Reduce the number of lost time incidents and total number of lost workdays.
4. Reduce disability and medical treatment costs.
5. Maintain productivity without hiring temporary employees.
6. Rapid and efficient return of employees to their original jobs.
7. Maintain a high level of communication with employees to help reinforce management's commitment.

Modified or light duty work, including transfer to another division, may be provided when:

1. The work is productive.
2. The work is within the employee's medical restrictions as provided by a physician.
3. The work is within the employee's skill level.
4. There is adequate capacity within the department or division to organize and supervise the work being performed.

Modified or light duty assignments are temporary, not to exceed 12 weeks, unless specifically approved by the Human Resources Director upon consultation with the affected department(s). Temporary modified or light duty work shall be specific to the injured employee's limitations, and the availability of work so as not to cause upheaval or restrict day to day operations. During periods of temporary modified or light duty work, the employee shall be compensated at the wage or regular rate of pay of the position they were in at the time of injury, regardless of the modified or light duty work performed.

CCEMS specifically reserves all rights to administer this policy. This policy does not have permanent modified or light duty positions, nor shall it create positions to permanently accommodate a person with a disability.

If an employee reports to modified or light duty work, the employee has an obligation to work within the restrictions provided by the physician. If a supervisor or designee unknowingly asks the employee to do a task outside of the restrictions, the employee is responsible for informing the supervisor of the restrictions and shall decline the task. The employee shall notify the Human Resources Director immediately. Employees who do not improve while participating in the RTW program may be removed from the program. Employees who have reached “end of healing” as established by a physician shall be removed from the RTW program.

Fitness for Duty

For employees, fitness for duty means being able to perform the essential duties of their job in a safe, appropriate, and effective manner. It is CCEMS’ policy to provide a consistent means of evaluating employees in determining that the physical and mental health of an individual allows them to complete assigned duties in a safe and reliable manner. Primary responsibility for fitness for duty rests with the employee. Being fit for duty means reporting to work mentally and physically fit to work safely, responsibly, productively, and reliably. Supervisors shall ensure that employees under their supervision are aware of and held responsible for fitness for duty (FFD). If an employee fails to take personal responsibility for FFD, the supervisor shall contact the Human Resources Director to discuss an FFD evaluation. A management request for FFD evaluation may be appropriate when:

- The employee identifies a medical condition as a cause of a performance problem.
- Unsafe behavior is observed that is not typical of the employee.
- There is a documented concern about whether the employee can work in a safe and reliable manner.
- There is reasonable suspicion of substance abuse.
- There is a management concern about excessive use of absences that are medical in nature.

An FFD exam may also be required for an employee who is returning from a medical leave of absence or work-related injury prior to their return to work. The FFD process is not a substitute for using performance guidance and counseling or, the disciplinary process. Supervisors should address performance problems through the performance review process or by implementing corrective or disciplinary action despite the existence or possibility of medical issues but should first consult with Human Resources. Supervisors should consult with Human Resources if a supervisor determines that an FFD evaluation may be necessary.

Workplace Violence

CCEMS is committed to providing a work environment that is free from violence. Any acts or threatened acts of violence shall not be tolerated. Anyone engaging in violent behavior shall be subject to discipline, up to and including discharge, and may also be personally subject to other civil or criminal liabilities. Enforcement of this Policy requires the combined efforts of all employees. Employees shall report any act of violence or any threat of violence to their supervisor. All such reports shall be fully investigated.

Supervisors shall take workplace violence concerns seriously and trust the instincts of employees who are worried or fearful of another employee or customer. Inexplicable, erratic, or aggressive employee/citizen behavior shall be brought to the attention of the Human Resources Director, except in the case of immediate/imminent danger when law enforcement shall immediately be notified.

Workplace violence is any act or threat (either verbal or implied) of physical violence, including intimidation, harassment, and/or coercion that involves or affects employees (on or off duty) or occurs on CCEMS property. Specific examples of conduct that may be considered threats, or acts of violence include, but are not limited to, the following:

- Hitting or shoving an individual.
- Threatening an individual.
- The intentional destruction or threat of destruction of CCEMS property.
- Harassing or threatening phone calls.
- Harassing surveillance or stalking.
- The suggestion or intimation that violence is appropriate.
- Possession or use of firearms or weapons.

All employees and non-employees should be treated with courtesy and respect at all times. Employees are expected to refrain from fighting, “horseplay”, verbal references of violence, or other conduct that may be dangerous to others.

CCEMS’ prohibition against threats and acts of violence applies to all employees, customers, and visitors to CCEMS property.

Employees shall notify their supervisor whenever they witness, experience or become aware of an act or threat of workplace violence. All suspicious individuals or activities shall be reported as soon as possible to the employee’s supervisor. When reporting a threat of violence, you should be as specific and detailed as possible. Employees who feel that they or their co-workers are in immediate or imminent danger should dial 911 to attain assistance from law enforcement.

The Human Resources Director shall receive, evaluate, interview and respond to reports of workplace violence with the assistance of appropriate parties, which may include local law enforcement. To maintain workplace safety, CCEMS may place an employee on administrative leave pending an investigation. Employees are expected to cooperate with the investigation of any workplace violence incidents. Employees who fail to cooperate with an investigation or who give false information shall be subject to disciplinary action, up to and including discharge.

Retaliation and/or reprisal against an employee who genuinely reports threats of workplace violence in good faith are in violation of this Policy. Anyone who engages in or assists in such retaliatory actions shall be subject to disciplinary action up to and including discharge.

Employees found to be in violation of this Policy shall be subject to disciplinary action, up to and including discharge, as well as arrest and prosecution.

Security Inspections

CCEMS wishes to maintain a work environment that is free of illegal drugs, alcohol, firearms, explosives, or other improper materials. To safeguard the property of our employees, customers, and CCEMS property, and in keeping with the spirit and intent of CCEMS drug-free workplace policy, CCEMS reserves the right to question employees and all other persons entering and leaving our premises, and to inspect any packages, parcels, purses, handbags, briefcases, lunchboxes, or any other possessions or articles carried to and from CCEMS property.

In addition, CCEMS reserves the right to search any employee's office, desk, files, locker, or any other area or article on our premises. It should be noted that all offices, desks, files, lockers, and so forth, are the property of CCEMS and are issued for the use of employees only during their employment with CCEMS. Inspections may be conducted at any time at the discretion of CCEMS with or without notice.

Persons entering the premises who refuse to cooperate in an inspection conducted pursuant to this Policy will not be permitted to enter the premises. Employees working on or entering or leaving the premises who refuse to cooperate in an inspection, as well as employees who after the inspection are believed to be in possession of stolen property or illegal drugs, will be subject to disciplinary action up to and including discharge if on investigation they are found to be in violation of any CCEMS policy or regulation.

EMPLOYEE CONDUCT

Personal Appearance/Dress Code

Employees are a visible and integral part of CCEMS. Being appropriately dressed and groomed at all times promotes the importance of one's work, presents an image of dignity, and encourages respect.

When on duty, all employees shall:

- Be physically clean, neat, and well-groomed.
- Be dressed in a manner consistent with their responsibilities.
- Be dressed in a manner that communicates pride in personal appearance.
- Be dressed in a manner that meets accepted social standards.
- Be dressed in a manner that does not cause injury to the employee or cause damage to CCEMS property.
- Follow all personal appearance guidelines provided.

Guidelines

- Be groomed in such a way that their dress, hairstyle, piercing, or tattoos do not disrupt the operations or cause a health or safety hazard.
- Hair and facial hair must be clean, well-trimmed, and neat.
 - Hairstyles are expected to be in good taste and present a professional appearance.
 - Long hair should be pinned or tied back for effective job performance and safety.
 - Unnaturally colored hair does not present an appropriate professional appearance and is not permitted. (i.e. purple, blue, pink, etc.)
 - The individual length of facial hair fully extended by may exceed ½ inch.
 - Sideburns may not extend below the top of the orifice of the ear. The length of an individual hair of the sideburn will not exceed 1/8 inch when fully extended.
 - For respirator fit-test requirements for personnel governed by respiratory protection guidelines, facial hair must not interfere with the sealing surface of the facepiece, nor interfere with valve function.
- Jewelry may not be functionally restrictive, dangerous to job performance, or excessive.
 - Earrings may not hang down for job performance and safety.
 - Multiple ear piercings do not present an appropriate professional appearance and is not permitted.
 - Facial jewelry of any type does not present an appropriate professional appearance and is not permitted.
 - CCEMS discourages the wearing of large rings while on duty. Rings have the potential to cut through gloves, creating an environment of possible exposures.
 - Torso body piercings with visible jewelry or jewelry that can be seen through or under clothing is not permitted.
- Shoes must provide safe, secure footing, and offer protection against hazards relative to your position.
 - Canvas or athletic type shoes are not appropriate professional attire and is not permitted.

- Shoes and/or boots must be clean.
- Tank tops, tube or halter tops, or shorts may not be worn unless consistent with uniform policy.
- Employees should not wear fragrant lotion, cologne, perfume, or related products while on duty. Your taste may not be that of another. Some patients may be allergic or made uncomfortable by these products.
- Excessive makeup is not permitted.

Tattoos and Body Art

Cypress creek EMS does NOT allow any visible tattoos or body art that are prejudicial to good order and discipline or any tattoos or body art that are drug related, gang-related, extremist, obscene or indecent, sexist, or racist.

- Extremist - Extremist tattoos are those affiliated with, depicting, or symbolizing extremist philosophies, organizations, or activities. Extremist philosophies, organizations, and activities are those which advocate racial, gender, or ethnic hatred or intolerance; advocate, create, or engage in illegal discrimination based on race, color, gender, orientation, ethnicity, religion, or national origin; or advocate violence or other unlawful means of depriving individual rights under the U.S. Constitution and federal or state law.
- Obscene or Indecent - Indecent tattoos or body art are those that are offensive to modesty, decency, or propriety.
- Sexist - Sexist tattoos or body art are those that advocate a philosophy that degrades or demeans a person based on gender.
- Racist - Racist tattoos or body art are those that advocate a philosophy that degrades or demeans a person based on race, ethnicity, or nationality.

Head or Neck tattoos and body art

- Tattoos or body art on the head or neck, including in or around the mouth area, are prohibited.
- The head is defined as the portion of the body above the first cervical vertebrae (C1).
- The neck is defined as the portion of the body above the collarbone in the front area, above the seventh cervical vertebrae (C7) in the back area.

Hand and Finger tattoos and body art.

- Tattoos or body art on the hands or fingers, are prohibited, with the exception of a single band tattoo or body art of no more than 3/8 of an inch in width on one finger.
- Any prohibited visible tattoos or body art noted above or any tattoos or body art in prohibited locations must be covered, while on duty or in uniform, with clothing, makeup concealer, or other covering and maintained throughout the shift.
- Any questionable cases in regards to the above policy will be reviewed by both HR and the Operations manager to determine if any violation exists.

If your supervisor feels your personal appearance does not meet the expectations of CCEMS, or you are emitting a malodorous air, you may be asked to leave the workplace until you are properly dressed or groomed. Under such circumstance, you will not be compensated for the time away from work. The CEO has final authority in determining any dress or appearance issue not defined in this Policy.

Dress Code - Field

All field and dispatch personnel will wear proper and complete uniforms while on duty. All personnel are to wear their uniforms properly at all times when on duty. All employees must be in uniform for any training conducted at CCEMS unless otherwise authorized by management.

Your uniform must remain clean, unwrinkled, neat, and in good repair. Uniform items that are faded, torn, or worn are not acceptable. If your uniform endures damage from anything other than natural wear and tear or your lack of care, please contact a supervisor for direction of uniform piece replacement. This includes material or functional defects, fading or shrinkage. Please note that some of your uniform pieces are covered with antimicrobial material that makes them safe for you and stain resistant. Improper washing will reduce this feature for you, so please follow washing instructions on each care tag.

Uniform items consist of the following:

1. **Short Sleeve Shirt:** Red, (black for Field Supervisors) CCEMS approved uniform shirt in good condition and not wrinkled. The CCEMS emblem will be affixed to the left upper sleeve, and the appropriate Texas certification level emblem will be affixed to the right upper sleeve. Sleeves will be creased with the crease either down the center of the patch and sleeve or ironed flat. Sleeves may not be rolled up. If the sleeves are too long the employee has the option to have the shirt professionally tailored (at the employees' expense). The sleeves may not be any shorter than 4 inches above the elbow. Extremely faded or worn shirts will not be allowed. All buttons will be present on the uniform and buttoned appropriately. Shirts will be tucked into the uniform pant at all times when on assignment or in public view.
2. **Long Sleeve Shirt:** Red, (black for Field Supervisors) CCEMS approved uniform shirt in good condition and not wrinkled. The CCEMS emblem will be affixed to the left upper sleeve, and the appropriate Texas certification level emblem will be affixed to the right upper sleeve. Sleeves will be creased with the crease down the center of the patch and sleeve. Sleeves are not to be rolled up. If the sleeves are too long the employee has the option to have the shirt professionally tailored (at the employee's expense). Extremely faded or worn shirts will not be allowed. Shirts will be tucked into the uniform pant at all times when on assignment or in public view.
3. **Identification Badge:** An agency issue ID badge labeled with the agency name, your name, and your capacity (EMS cert., Driver, Observer, etc.) must be worn on all crew and first responder assignments, as well as any other time you may be acting as a medical responder. This badge does not have to be worn by persons in complete uniform provided a name tag, (worn over the right breast pocket) agency patch, and certification/licensure patch is displayed, unless any of these labels are covered by a jacket or coat. Only one ID badge device will be allowed at a time to be worn on your uniform. Additional badges, medication cards, cheat sheets etc. may not be worn on the uniform. These items should be kept in the breast pocket of the uniform shirt or in a pant pocket. Any items not listed in the above statement may not be worn on the uniform shirt (i.e. Flashlights, key fobs, door fobs etc.).
4. **Undershirt:** Any visible portion of an undershirt will be black, navy, red, or white, with no decoration visible outside of the uniform shirt. A long sleeve undershirt may be worn under a short sleeve uniform shirt if needed, but the undershirt sleeve may not be baggy or extend past the wrist posing an entanglement risk.

5. Pants: Black, uniform or work pant. No black denim or denim-styled pants. Extreme styles or fabrics are not acceptable. Extremely faded or worn pants will not be allowed. When present, pocket flaps will be fastened shut according to design.
6. Belt: Black, plain, without decoration. 5.11 Rigger® or similarly styled belts, as offered by our uniform vendor portal, are acceptable.
7. Footwear: Black, full coverage. No extreme styles or materials are allowed, such as canvas sneakers, sandals, or decorated footwear. Footwear will be kept polished and clean. Laces (black in color) will be tied and zippers are to be zipped if so equipped.
8. Caps: The wearing of caps is discouraged in most circumstances. A CCEMS approved cap may be worn at night during sleep interruptions as needed to control un-groomed hair, or if needed to prevent exposure to inclement weather. The hat if needed, will be a ball cap style, red or black in color with no writing or decoration. If at some point hats become available through the uniform shop, the CCEMS logo will be approved to wear on a black or red ball cap.
9. Jackets/Coats: Jackets or coats may be worn as needed during inclement weather and must meet the following requirements:
 - a. Jackets and coats will be black or red in color.
 - b. Reflective material and labeling are acceptable as long as they are applied in a manner that promotes a professional appearance and complies with other components of the uniform policy. The presence of reflective material does not excuse the use of approved safety vests when required by policy. If the reflectiveness of the jacket has been diminished and no longer complies with ANSI/ISEA 107-2015 standard, employees must use approved/issued safety vests as required on roadways.
 - c. High visibility colors may only be worn in situations when visibility enhances safety.
 - d. Fleece, sweatshirt, sweater, and other casual materials are not approved for on-duty use.

Only CCEMS approved jacket models are acceptable. If there is doubt as to the appropriateness of any jacket or coat style, seek approval from your supervisor prior to purchase or use.

No emblems or labels representing other agencies or organizations may be visible when wearing a complete CCEMS uniform.

You are responsible for the care and maintenance of your uniforms. You should always have spare uniform items available. If for any reason your uniform becomes soiled during your shift, you are to return to quarters for your own spare uniform. If your uniform is damaged beyond cleaning or repair while working at a scene, please see your supervisor for assistance in replacing it.

Maternity Uniform

Pregnant uniformed employees may wear uniforms that have been modified for maternal fit when regular uniforms no longer fit. Uniform shirts may be worn untucked, if altered with a straight hem at a length of 4"-6" below the natural waist. Pants may be maternity modified, but still must be solid black and professional looking. Unacceptable pant styles include scrubs, yoga/leggings, lounge, or other active wear styles. Upon return to duty from medical leave, employees are expected to wear regular uniforms. Questions regarding maternity wear should be addressed to Human Resources.

Public Behavior and Off-Duty Uniform Considerations

Generally, CCEMS uniform apparel is not to be worn off-duty, except when going to and returning from CCEMS assignments. Non-uniform CCEMS labeled garments, such as t-shirts, golf shirts, and jackets, may be worn off-duty. CCEMS labeled garments will not be worn during any activity or behavior that may result in a negative public image impact to the organization, such as, but not limited to, the public consumption of alcohol, patronage of sexually oriented businesses, etc.

Dress Code - Office

Moderation and good taste in dress is expected of employees who are assigned to the office. CCEMS office personnel adheres to a business or business casual dress code and does not observe casual dress-down days.

Business casual excludes the following examples:

1. Shoes: tennis shoes, casual sandals, slippers, and athletic shoes.
2. Clothing: denim, sweats, jogging suits, spandex, shorts, t shirts, tank tops, halter tops, visible undergarments, and caps/hats.

All personnel are prohibited from wearing tight or revealing apparel.

If there is doubt as to the appropriateness of any clothing, seek approval from your supervisor prior to purchase or use.

Special Duty/Assignment

Employees serving on special teams or with special functions, as approved by the Department, may wear the approved Special Duty/Assignment uniform during those activities. Special duty assignments include Tactical Medics, Bike Medics, Disaster Response Strike Teams on approved deployments, Honor Guard, Car Seat Safety Inspections, Conference Booth Exhibit Staff, IT Technicians Staff, Maintenance Staff.

Mourning and Remembrance

There may be circumstances in which the mourning badge may be worn. This includes:

- Upon the Line of Duty Death
- Upon the death of an active member not in the Line of Duty
- Upon the death of a retired/former member
- On the day of the National EMS Memorial Service
- At the direction of the CEO as a show of mourning

Acceptable Badges:

- Black Ribbon Pin – All personnel except for staff who wear a department badge on their uniform. Non-uniform staff can wear the pin on a lapel.
- Mourning Badge Cover – Worn by staff who wear a department badge on their uniform. The band is placed horizontally on the badge and centered halfway between the top and bottom.

Length of Time:

- Line of Duty Death – Time of death for 30-days
- Non-line of Duty Death – Time of death to until conclusion of the service
- Retired/Former Member – During the service

Prohibited Items:

- Any black tape or bands not approved by the Department
- Markings on any CCEMS or Texas DSHS certification patches

Performance Evaluation

CCEMS is committed to providing an environment that enables all employees to develop and realize their full potential. Performance evaluations is one of the key processes that, when effectively carried out, provides a climate conducive to performance excellence and personal growth and helps employees know their contributions are recognized and acknowledged.

The employee performance evaluation process is an ongoing process of communication between a supervisor and an employee that occurs throughout the year, in support of accomplishing the mission and goals of CCEMS and enhancing our ability to provide the highest quality of services to our community. The communication process includes the identification and execution of job responsibilities and performance standards, along with a discussion about the employee’s greatest areas of strength and opportunities for development. Employee Performance Management focuses on effectiveness in achieving outcomes or accomplishments.

Each supervisor will be responsible for determining the performance for each employee within defined performance standards and goals. Evaluations are to be documented on CCEMS’ performance evaluation forms. Each performance evaluation shall be reviewed and approved by the Department Head and a Human Resources staff member prior to meeting with any employee.

The performance evaluation process is a cycle that includes the various elements. This process will be given benchmark dates each year to ensure the completion of the process for budget development purposes. Employees should refer to the CCEMS Performance Evaluation Manual for detailed information on the performance evaluation process and forms.

Customer Service

Customers are among our organization's most valuable assets. Every employee represents CCEMS to our customers and the public. The way we do our jobs presents an image of our entire organization. Customers judge all of us by how they are treated with each personnel 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 you give to customers.

Customers who wish to lodge specific comments or complaints should be directed to the CEO for appropriate action. Our personal contact with the public, our manners on the telephone, and the communications we send to customers are a reflection not only of ourselves, but also of the professionalism

of CCEMS. Positive customer relations not only enhance the public's perception or image of CCEMS, but also pay off in greater customer loyalty.

Ethics

The successful business operation and reputation of CCEMS is built upon the principles of fair dealing and ethical conduct of 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. The continued success of CCEMS is dependent upon our customers' trust and we are dedicated to preserving that trust. Employees owe a duty to CCEMS, its customers, and stakeholders to act in a way that will merit the continued trust and confidence of the public.

CCEMS 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.

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 the CEO for advice and consultation.

Conflict of Interest

The maintenance of unusually high standards of honesty, integrity, impartiality, and professional conduct by CCEMS employees is essential to ensure the proper performance of operations as well as to earn and keep public confidence.

A conflict of interest is defined as any judgment, action or relationship that may benefit an employee or another party the employee is affiliated with because of the employee's position with CCEMS.

The Board of Directors has adopted the following guidelines to assure that conflicts of interest do not occur. These are not intended to be all-inclusive, or to substitute for good judgment on the part of all employees.

- No employee may use his or her position to obtain financial gain or anything of value (\$100 or greater) for the private benefit of himself or herself or his or her immediate family, or for an organization with which he or she is associated.
- No person may offer or give to an employee, directly or indirectly, and no employee may solicit or accept from any person, directly or indirectly, anything of value if it could reasonably be expected to influence the employee's vote, official action or judgment, or could reasonably be considered as a reward for any official action or inaction on the part of the employee.
- No employee may take any official action substantially affecting a matter in which the employee, a member of his or her immediate family, or an organization with which the employee is associated, has a financial interest.
- No employee may use his or her position in a way that produces or assists in the production of a benefit, direct or indirect, for the employee, one or more members of the employee's immediate

family either separately or together, or an organization with which the employee is associated.

- An employee shall not grant any special consideration, treatment or advantage to any citizen beyond that which is available to every other citizen.
- An employee shall not use, or knowingly permit the use, of CCEMS services, vehicles, equipment, materials for unauthorized purposes or for unauthorized personal convenience or for profit.
- An employee shall not disclose or permit the disclosure of privileged information to any person not lawfully authorized to receive such privileged information. Any employee shall not use privileged information to advance his or her personal financial interest or that of his or her immediate family.
- An employee shall not accept, from any person or organization directly or indirectly, anything of value without full payment, if it could reasonably be expected to influence his or her actions or judgments or is provided to such employee because of their position could reasonably be considered as a reward for any action or inaction.

Outside Activities of Staff

Employees are to avoid situations in which their personal interests, activities, and associations may conflict with the interests of CCEMS. If such situations threaten any employee's effectiveness, the Board reserves the right to evaluate the impact of such interest, activity or association upon an employee's responsibilities.

So that staff members may avoid situations in which their personal interests, activities, and associations may conflict with the interests of CCEMS, the following guidelines are provided:

- Refrain from making public utterances about private associations if such remarks are likely to violate community standards of propriety.
- Avoid conduct and associations outside of work, which, if known, could have an adverse or harmful effect upon CCEMS.
- Do not use CCEMS property or work time to solicit or accept customers for private enterprises, without written administrative permission.
- Refrain from expressions that would disrupt harmony among co-workers or interfere with the maintenance of discipline.
- Do not engage in political activities during assigned hours of employment.
- Do not conduct unapproved solicitations on CCEMS property.
- Do not reveal privileged/confidential information.

Gifts and Entertainment Policy

Board members and employees of CCEMS are in regular contact with users of our services and many others vital to successful operations and mission achievement. Accordingly, relationships with such individuals, and other third parties require clear commitments to fair dealing and sound business decisions. The exchange of gifts and entertainment of an excessive nature may have an impact on the ability to make decisions free of any conflict of interests. Gifts and entertainment of a nominal nature ordinarily should not create a conflict or create the appearance of impropriety. Extravagant gifts and entertainment are never acceptable.

It is possible that customary business practice and common sense may permit acceptance of a gift of significant value for the common good of CCEMS as a whole (For example, financial or real property is bestowed via a Will or Grant), in which the CCEMS Board would be involved.

Appropriate Gifts and Entertainment

Acceptable gifts and entertainment must be nominal in value (not to exceed \$100 in value) and are not likely to influence the judgment of individuals covered by this Policy, such as:

- Modest expressions of goodwill such as an inexpensive promotional item, “logo” pens, calendars, caps and the like, flowers, a fruit basket, a book or comparable items, a small collection of product samples, or an occasional meal.

Prior written supervisory (or Board in the case of the CEO) approval must also be granted for any gift/entertainment offered to any employee in excess of a market value of \$100 in the single case (or from any one source in a year).

Inappropriate Gifts and Entertainment

CCEMS representatives should never accept or approve items such as:

- Cash or cash convertible or cash equivalent, for instance, any kind of money transfer, bank check, loan, promise of future employment etc.
- Any gift or entertainment that is illegal.
- Acceptance of a gift or of entertainment that would be or perceived as “quid pro quo”.
- Any gift or entertainment regarded as immoral or would violate mutually accepted principles of respect, religions, or cultures.

Procedure Upon Receiving an Inappropriate Gift

Any gift that you receive that would be wrong or inappropriate according to the principles described above must be returned immediately, and your immediate supervisor should be informed accordingly. Where appropriate and in order to prevent further impropriety, a letter to the donor may be issued regarding this CCEMS Policy.

Harassment

It is the policy of CCEMS to promote a productive work environment and not tolerate verbal or physical conduct by any employee that harasses, disrupts, or interferes with another employee’s work performance or that creates an intimidating, offensive or hostile environment. Employees, at all times, should treat other employees respectfully and with dignity in a manner so as not to offend the sensibilities of a co-worker or a subordinate employee. Accordingly, CCEMS is committed to vigorously enforcing its Harassment Policy at all levels of the organization. CCEMS forbids retaliation against anyone for reporting harassment of any kind or otherwise assisting in the investigation of a harassment complaint or filing a charge of discrimination with a government agency. The purpose of this Policy is to encourage early reporting and early intervention before conduct rises to the level of harassment in violation of this Policy. It is the policy of CCEMS to investigate all complaints of harassment thoroughly and promptly.

In that regard, CCEMS expressly prohibits any form of unlawful harassment based on race, color, religion, sex, sexual orientation, national origin, age, disability, military service, or status in any group protected by federal, state or local law. Unlawful harassment that interferes with the ability of CCEMS employees to perform their expected job duties will not be tolerated and will be met with appropriate disciplinary action, up to and including termination.

This Harassment Policy applies to all employees and makes absolutely no exceptions. If, following a complaint and investigation, CCEMS finds credible evidence that any manager, supervisor or employee has violated the Harassment Policy, the offending individual will be subject to discipline, up to and including discharge. This Harassment Policy also applies to harassment by vendors, independent contractors, and other non-employees and customers of CCEMS.

Sexual Harassment

Sexual harassment constitutes discrimination and is illegal under federal, state and local laws. For the purposes of this Policy, “sexual harassment” is defined, as in the Equal Employment Opportunity Commission Guidelines, as unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature when, for example:

- Submission to such conduct is made either explicitly or implicitly a term or condition of an individual’s employment.
- Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual.
- 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.

Title VII of the Civil Rights Act of 1964 recognizes two (2) types of sexual harassment: a) quid pro quo and b) hostile work environment. Sexual harassment may include a range of subtle and not-so-subtle behaviors and may involve individuals of the same or different gender. Depending on the circumstances, these behaviors may include:

- Unwanted sexual advances or requests for sexual favors.
- Sexual jokes and innuendo.
- Verbal abuse of a sexual nature.
- Commentary about an individual’s body, sexual prowess or sexual deficiencies.
- Leering, whistling or touching.
- Insulting or obscene comments or gestures.
- Display in the workplace of sexually suggestive objects or pictures.
- Other physical, verbal or visual conduct of a sexual nature.

Harassment

Harassment on the basis of any other protected characteristic is also strictly prohibited. Under this Policy, harassment may be verbal, written or physical conduct that denigrates or shows hostility or aversion toward an individual because of his or her race, color, religion, sex, sexual orientation, gender identity or expression, national origin, age, disability, marital or domestic status, citizenship, genetic information, or any other

characteristic protected by law; and that: a) has the purpose or effect of creating an intimidating, hostile or offensive work environment, b) has the purpose or effect of unreasonably interfering with an individual's work performance, or c) otherwise adversely affects an individual's employment opportunities. Harassment can take many forms including but not limited to the following:

a. Offensive Personal Behavior

Engaging in any type of conduct that would reasonably interfere with another employee's work performance or time available to work assigned tasks by creating a work environment that is intimidating, hostile or offensive because of unwelcome or unwanted conversations, suggestions, requests, physical demands, physical contacts or unwelcome attentions that are based on race, color, religion, sex, sexual orientation, national origin, age, disability, military service, or status in any group protected by federal, state or local law.

b. Offensive Comments

Offensive comments, jokes, innuendoes, or any other such statements based on race, color, religion, sex, sexual orientation, national origin, age, disability, military service, or status in any group protected by federal, state or local law, including verbal abuse or kidding about an individual's body or appearance where such comments are derogatory, involve the telling of "off color" or "dirty jokes" that are clearly unwanted and considered offensive by others, or any other tasteless comments, innuendoes or actions that offend others.

c. Offensive Actions

Wearing insignia on clothes, hats or other articles of clothing, defacing surfaces located in the Company with graffiti, or placing pictures, objects or other symbols within the workplace that are objectionable to another employee based on race, color, religion, sex, sexual orientation, national origin, age, disability, military service, or status in any group protected by federal, state or local law.

CCEMS is opposed to any form of retaliation, including retaliatory harassment by managers, supervisors, co-workers or any other persons employed by CCEMS, for the good faith and reasonable reporting of any harassment or otherwise assisting or participating in the investigation of a harassment complaint, or filing a charge of discrimination with a governmental agency.

Complaint Procedure

As an employee of CCEMS, you have an obligation to report any harassing or retaliatory conduct which you either witness, or is specifically directed at you as an individual, or that you learn from informal means, that you feel is offensive and unwelcome. You should report this conduct regardless of who committed the conduct, including co-workers, managers, supervisors or any other persons employed by CCEMS or any persons present at CCEMS, even if the inappropriate conduct is engaged in by a customer, independent contractor, vendor or other non-employee. CCEMS encourages the prompt reporting of complaints or concerns so that rapid and constructive action can be taken before relationships become irreparably strained. Therefore, while no fixed reporting period has been established, early reporting and intervention have proven to be the most effective method of resolving actual or perceived incidents of harassment.

Employees who believe it would not be appropriate to discuss the matter with their supervisor(s) have various options:

- The matter may be reported directly to another management staff who will report the matter to the Human Resource Director; or
- The matter may be reported directly to the Human Resource Director.

The Human Resources Director will be responsible to investigate the matter promptly and take appropriate remedial action along with senior management. CCEMS will maintain confidentiality throughout the investigatory process to the extent consistent with adequate investigation and appropriate corrective action.

Retaliation against an individual for reporting harassment or discrimination or for participating in an investigation of a claim of harassment or discrimination is a serious violation of this Policy and, like harassment or discrimination itself, will be subject to disciplinary action, up to and including discharge. Acts of retaliation should be reported immediately and shall be promptly investigated and addressed.

Misconduct constituting harassment, discrimination or retaliation shall be dealt with appropriately. Responsive action may include, for example, training, referral to counseling or disciplinary action up to and including discharge. False and malicious complaints of harassment, discrimination or retaliation (as opposed to complaints that, even if erroneous, are made in good faith) may be subject to disciplinary action, up to and including discharge.

Conduct

As an integral member of the CCEMS team, you are expected to accept certain responsibilities, adhere to high standards of personal conduct, and always exhibit a high degree of personal integrity and mutual respect toward others. To ensure orderly operations and provide the best possible work environment, CCEMS expects employees to follow rules of conduct that shall protect the interests and safety of all employees and CCEMS. Employees shall conduct themselves at all times in such a manner as to reflect favorably upon themselves and CCEMS. Whether working or not, employees shall avoid any conduct which brings CCEMS into disrepute. Any type of behavior and/or conduct that CCEMS considers inappropriate could lead to disciplinary action up to and including termination of employment without prior warning.

Listed below are CCEMS' expectation of behaviors and/or conduct, to include, but are not limited to, the following:

1. Treat all customers and the public with courtesy and respect.
2. Perform duties attentively and courteously, avoiding rude, threatening, harsh, insulting, profane, insolent or demeaning language, and maintain a professional bearing regardless of provocation to do otherwise.
3. Treat supervisors, subordinates, and peers with respect.
4. Be courteous and civil at all times in their working relationships with one another and in the presence of others.

5. Report to work on time, as scheduled.
6. Perform work as assigned.
7. Conduct work without causing disorderly or undue interference to other employees. CCEMS prohibits employees from violating this right of their co-workers. This prohibition includes, but is not limited to acts such as:
 - a. Unprovoked rude or disrespectful behavior on the part of an employee toward fellow employees, supervisors, visitors, or other members of the public.
 - b. Boisterous or disruptive activity in the workplace or actions that adversely and substantially affect morale, production, or efficiency.
 - c. Sexual or other unlawful harassment.
 - d. Fighting with or provoking a disturbance among fellow employees that threatens violence in the workplace.
 - e. Disregarding safety or security regulations.
 - f. Discrimination against others because of any protected classification.
 - g. Making malicious, false, and harmful statements about others.
8. Conduct work in a safe and healthy manner. Acts that are prohibited include:
 - a. Reporting to work intoxicated or under the influence of non-prescribed drugs.
 - b. Illegally manufacturing, possessing, using, selling, distributing, or transporting illegal drugs.
 - c. Bringing or using alcoholic beverages on CCEMS property or using alcoholic beverages while engaged in CCEMS business off premises, except where authorized.
 - d. Having unauthorized firearms, weapons, or restraints CCEMS premises or while conducting business.
9. Have satisfactory work performance. Employees shall maintain sufficient competency to perform their duties effectively and assume responsibility of their position. Employees shall perform their duties in a manner which maintains efficiency in carrying out the functions and the objectives of the department in a positive and professional manner.
10. Observe and obey all CCEMS policies, procedures and rules; and all state and federal laws, regulations and administrative rules.
11. Assure the proper use of equipment. Employees are prohibited from using equipment or property for any personal or non-work related events and such equipment or property shall not be removed from the premises. Unauthorized, improper, willful or negligent misuse of equipment or property including facilities, supplies, telephone, mail service, etc., that may or may not lead to damage is prohibited.
12. Assure the security of confidential information and similarly maintaining the security of CCEMS-provided equipment. Employees concerned for the security of any work area or equipment shall inform their supervisor of such concerns.

Work Rules

Whenever and wherever people work together, certain standards of reasonable conduct need to be established in order to maintain an orderly and efficient work atmosphere. Corrective discipline is not intended to inflict punishment. CCEMS wants to take measures that are designed to correct the problem and make the employee aware of the importance of adhering to our operating policies and procedures. In

some cases, it may be necessary to discharge an employee because of the seriousness or continuation of unacceptable conduct.

CCEMS will attempt to administer discipline on a consistent and equitable basis to all employees. The following types of conduct are unacceptable in our workplace. Because it is impossible to list every conceivable infraction, the list of examples below is not all-inclusive.

1. Insubordination, which is defined as an unwillingness, refusal or disregard to carry out a directive from a supervisor. Insubordination is also defined as disrespectful behavior toward a supervisor.
2. Falsification of timekeeping, reports or any other CCEMS records.
3. Falsification of information to secure employment with CCEMS.
4. Leaving the job without permission, or job abandonment.
5. Excessive tardiness, absenteeism or absence without notice.
6. Frequent absences from an employee's work area due to personal conversations, personal visitors or long breaks.
7. Falsifying or refusing to give testimony when accidents are being investigated.
8. Dishonesty in the performance of duties.
9. Making false or malicious statements with the intent to harm or destroy the reputation, authority or official standing of an individual or organization.
10. Theft or destruction of CCEMS equipment or property.
11. Unauthorized possession or removal of the CCEMS or another employee's private property.
12. Unauthorized use of CCEMS-owned or leased equipment or property.
13. Dissemination or disclosure of confidential material or information, except to persons specifically authorized by law or policy to receive the same.
14. Disregard or repeated violations of safety rules and regulations.
15. Failure to report injuries or unsafe conditions.
16. Fighting, immoral conduct, threats, or acts of assault or other physical violence, intimidation or harassment of customers or employees.
17. Illegal, immoral, disruptive or otherwise improper conduct that adversely and substantially injures or brings CCEMS into disrepute.
18. Being arrested or convicted of a crime that is substantially related to the circumstances of the job or licensed activity that the person was hired to perform; or unavailability for work due to incarceration.
19. Performing an act that the employee knows is in excess of his/her lawful authority or that he/she knows is forbidden by law to perform in his/her official capacity.
20. Engaging in unauthorized personal business such as excessive personal telephone calls and/or email/internet use during regularly scheduled work hours.
21. Soliciting, accepting or offering bribes.
22. Failure to obtain and maintain a current license or certification as required by law or CCEMS.
23. Unauthorized access to records, file cabinets, desks, offices, facilities, or computers.
24. Inappropriate dress, grooming and/or appearance inconsistent with the Personal Appearance Policy.
25. Smoking in prohibited areas.
26. Manufacturing, possession, distribution, dispensing, sale, transfer, or use of alcohol, a controlled substance or other illegal drugs, while in the workplace, while on duty, or while operating CCEMS-

owned vehicles or equipment. This does not prohibit an employee from ingesting a legally obtained prescription drug that was legally issued to the employee.

27. Consumption of alcohol or illegal drugs when on-duty.
28. Reporting to work or remaining on duty when the employee is under the influence or using alcohol, illegal drugs, or any controlled substance, including prescription medications, except when the use is pursuant to the instructions of a licensed health care provider who has advised the employee that the substance does not adversely affect the employee's ability to safely and competently perform his/her job.

An employee may be disciplined for off-duty conduct when there is a connection between the off-duty conduct and the employee's position. Employees are expected to display appropriate behavior and conduct off-duty. Inappropriate off-duty behavior/conduct can reflect poorly on CCEMS.

Corrective and Disciplinary Action

Corrective and disciplinary action may be taken for violations of standards of employee conduct, violations of policies and procedures, or for unsatisfactory work performance. When formal disciplinary action is necessary, it shall be taken only after the supervisor consults with the Human Resources Director.

After consultation with Human Resources, supervisors may issue formal disciplinary action to an employee for reasons that may include, but shall not be limited to, violation of the standards of employee conduct, CCEMS Policies and Procedures, safety protocols, or other reasonable work standards not specifically defined herein.

Coaching

For purposes of this Policy, "coaching" means an employment measure initiated by CCEMS to the employee prior to disciplinary action and may be presented to the employee in verbal or written form. Coaching is a non-disciplinary action. Another term used for coaching may be counseling or informal corrective action. These measures are not required to be used before disciplinary action occurs or in any specific order. CCEMS may repeat coaching at their discretion. If the coaching is presented in verbal form to the employee, the supervisor shall document the date and details of the verbal coaching. All coaching actions shall be created and retained in the employee's personnel file.

Disciplinary Action

For purposes of this Policy, "disciplinary action" means an employment action initiated by CCEMS to an employee that results in one of the following forms:

- a. Verbal Warning*

A disciplinary verbal warning is an oral statement made to an employee indicating the employee's conduct or performance fails to meet an acceptable level and expected improvement. Verbal warnings are documented.

b. Written Warning

A disciplinary written warning is a written statement made to an employee indicating the employee's conduct or the performance fails to meet an acceptable level and expected improvement.

c. Disciplinary Suspension

A disciplinary suspension is the temporary removal of an employee from his/her assignment without pay for disciplinary reasons. The number of days of the removal shall be determined by the supervisor, in consultation with the Human Resources Director, and shall be based on the circumstances of the violation.

d. Disciplinary Demotion

A disciplinary demotion is the permanent removal, for disciplinary reasons, of an employee from the employee's current assignment to an assignment in a lower classification resulting in reduced pay.

e. Discharge

Discharge from employment for disciplinary purposes may occur. Discharge does not include paid administrative leave, layoff, reduction in workday, reduction in workforce, job transfer or reassignment, retirement, death or the end or completion of temporary employment.

Failure by the employee to correct the behavior may result in further disciplinary action, up to and including discharge from employment. All disciplinary actions shall be created and retained in the employee's personnel file in the Human Resources Department.

Progressive discipline allows an employee the opportunity to improve job performance and comply with established rules of conduct in order to avoid further consequences. For minor rule infractions and minor performance deficiencies, discipline may be applied progressively. Where progressive disciplinary action does not result in satisfactory job performance or acceptable employee conduct, discharge of employment may be necessitated. The level of discipline imposed is at the sole discretion of CCEMS. The level of discipline imposed shall take into consideration the seriousness of the infraction, a review of the facts and circumstances of the infraction, the employee's performance record and history of prior disciplinary actions. Depending upon the severity of the offense, the level of discipline imposed by CCEMS may involve immediate application of one or more progressive steps including immediate discharge, if warranted. Specific disciplinary measures are not required to be imposed before discharge from employment occurs, nor are disciplinary actions required to be imposed in any

specific order. Repeated infractions of even minor offenses may result in discharge. CCEMS may, at its discretion, repeat or skip disciplinary actions.

Nothing in this Policy is intended to create additional procedural rights for employees beyond those rights guaranteed by federal and state law, unless such a provision is clearly labeled as a right of the employee.

Problem Resolution

An employee who has a specific concern about a violation of any CCEMS guideline, policy, rule, regulation, procedure or disciplinary action that affects the employee's job, and who is unable to resolve the concern under the Open-Door Policy described above, may submit a written request for resolution using the problem resolution process. The employee may discontinue the procedure at any step. If the supervisor is unavailable or the employee believes it would be inappropriate to contact that person, employee may present problem to Human Resources Director or any other member of management.

Supervisor Level

The employee shall identify the concern orally to the involved supervisor in an informal meeting within fourteen (14) calendar days after the event that is the basis for the concern or becomes known. The involved supervisor shall give an oral response to the employee within fourteen (14) calendar days following the meeting.

Human Resources Level

If the response is not satisfactory and the employee wishes the issue to be addressed further, the employee shall, within fourteen (14) calendar days after meeting with the supervisor to present the issue to the Human Resources Director in writing. The Human Resources Director shall give a written response to the employee within fourteen (14) calendar days.

CEO Level

If the response is not satisfactory and the employee wishes the issue to be addressed further, the employee shall, within fourteen (14) calendar days after receiving the response from Human Resources, request the matter be taken up with the CEO. The CEO shall give a written response to the employee within fourteen (14) calendar days.

CCEMS will not tolerate any form of retaliation against employees availing themselves of this procedure. The procedure should not be construed, however, as preventing, limiting, or delaying CCEMS from taking disciplinary action against any individual, up to and including discharge, in circumstances (such as those involving problems of overall performance, conduct, attitude, or demeanor).

WORKPLACE POLICIES

Technology

Employees should be familiar with and refer to the CCEMS Information Technology Policies for additional clarifying information.

No personally owned hardware may be connected to the CCEMS network in any way. This policy is enacted to reduce problems with security, equipment, software conflicts, damage to data files and introduction of viruses to the network. Personally owned and/or unlicensed software may not, under any circumstance, be loaded or installed onto CCEMS-owned systems.

CCEMS Internet and Online Services

Electronic transmissions or communication via the Internet shall not be considered either private or completely secure. The following are items to consider:

1. Transmission may be intercepted in transit or stored indefinitely on any number of computers, including that of the recipient.
2. Material received electronically might be forwarded to others either electronically or on paper.
3. Transmissions sent to invalid or non-existent addresses might be delivered to unintended recipients, either purposely or inadvertently.
4. Any information obtained via the Internet may not be factual or correct. Personnel shall take appropriate steps to ascertain the accuracy of information before reliance or use.
5. Any information that is received or downloaded via the Internet may contain viruses.

The Internet offers numerous discussion groups or forums and exchange ideas for the purpose of research and information sharing. As with any form of communication, CCEMS shall not be intentionally misrepresented in any material posted to the Internet. Use of the internet to post messages that is not for the conduct of CCEMS business is prohibited.

Each individual user is responsible for complying with this and all other relevant policies when using the CCEMS's resources for messaging and accessing the Internet. Use of these same resources in violation of this Policy is grounds for disciplinary action and/or removal of access to the internet and/or email.

Personnel are responsible for the appropriateness and content of material they transmit or publish in messages via CCEMS-provided Internet access. Hate mail, harassment, discriminatory remarks, antisocial, disrespectful or unprofessional behavior such as targeting another person or organization to cause distress, embarrassment, injury, unwanted attention or other substantial discomfort is prohibited. Personal attacks or other action to threaten or intimidate or embarrass an individual, group or organization or attacks based on a person's race, national origin, ethnicity, handicap, religion, gender, veteran status, sexual orientation or any other such characteristic or affiliation are prohibited. CCEMS Internet usage may be monitored by the IT personnel as appropriate.

CCEMS Email

Electronic mail (email) is the transmission of information typically in the form of electronic messages, memoranda and attached documents. Transmission occurs between a sending party and one or more

receiving parties via an intermediate telecommunications system. Business communication via email allows the sender and receiver to be flexible, decide on an appropriate time to address something, not disrupt operational workflows, and in some cases multi-task. Senders should consider the audience, the tone, grammar, and punctuation within the message, and must also consider that any email has limitations as a communication tool. For that reason, senders should use sound professional judgment when determining if email is the most appropriate form of communication for the message they are sending. The following are items to consider:

1. Electronic transmissions or communication shall not be considered either private or completely secure.
2. Transmissions may be stored indefinitely on any number of computers, including that of the recipient.
3. Material received electronically might be forwarded to others electronically or on paper.
4. Transmissions sent to invalid or non-existent addresses might be delivered to unintended recipients, either purposely or inadvertently.
5. Email can often be traced to the sender even after it has been "deleted." In the event of litigation, specific inquiries and/or investigations, CCEMS may be required to produce email records, electronic files, or other materials.
6. Email transmitted via the CCEMS system could potentially be read by unauthorized users, especially with respect to messages sent to external recipients.
7. Any recipient(s) could potentially send any email received to others and to exercise caution when disclosing confidential information.

Personnel should never respond to E-Mail requesting personal or banking information or requesting user IDs or passwords. Personnel should not open unusual looking or unexpected E-Mail. Often, E-mail is used for illegal purposes or contains computer viruses. Never open attachments from someone you do not know. Personnel are not permitted to print, display, download or send sexually explicit images, messages, or any other material disparaging or harassing to anyone. If such material is received, and if feasible, recipient shall immediately advise sender that receipt of such transmission is not permitted and must stop. If assistance is needed in responding to the receipt of inappropriate material, the matter is to be referred to the Human Resources Department.

Personnel should take the same care in drafting and sending email and other electronic documents as they would for any other written communication. Anything created using CCEMS-owned or CCEMS-provided technologies is an extension of and directly reflects on CCEMS. Excessive messages with little value to the CCEMS decrease productivity and congests the IT network.

Users are responsible for the appropriateness and content of material they transmit or publish in messages via CCEMS provided email access. Hate mail, harassment, discriminatory remarks, antisocial, disrespectful or unprofessional behavior such as targeting another person or organization to cause disruption, distress, embarrassment, injury, unwanted attention or other substantial discomfort is prohibited. Personal attacks or other action to threaten or intimidate or embarrass an individual, group or organization or attacks based

on a person's race, national origin, ethnicity, handicap, religion, gender, veteran status, sexual orientation or any other such characteristic or affiliation are prohibited.

User Accounts and Passwords

The assignment of user accounts and passwords to personnel will be made by the IT Department for the appropriate computer system(s) being accessed. All systems containing confidential or sensitive information will be protected through user account and password security. CCEMS system user accounts and/or passwords shall be safeguarded from unauthorized use and may not, under any circumstance, be written down in a public and/or conspicuous location.

As a physical safeguard, a password-protected screen saver will engage on all computers following a set number of minutes of inactivity, requiring logged in users to re-enter a system password to regain access. This number of minutes is to be determined by IT.

Prohibited Use of Technologies

The following items and activities concerning CCEMS-owned and/or CCEMS-provided technology are expressly prohibited:

1. Engaging in any activity which violates state law, federal law, or CCEMS policies and guidelines as applicable.
2. Engaging in activities during working hours for personal gain, solicitation or commercial purposes, including commercial advertising, unless specific to the mission or duties of CCEMS.
3. Accessing or distributing indecent material, obscene material, child pornography or any material that may be harassing or discriminating in nature including race, age, gender, sexual orientation, religious beliefs, political beliefs, national origin, health or disability of an individual.
4. Harassing other individuals, including sending chain letters or inflammatory material.
5. Loading personally owned or improperly licensed software on CCEMS-owned equipment.
6. Damaging computing systems or damaging or altering the software components of CCEMS-owned systems.
7. Engaging in any activity which adversely affects the availability, confidentiality or integrity of any CCEMS-provided technology.
8. Disseminating or printing copyrighted materials (including articles and software) in violation of copyright laws.
9. Disseminating information that is known to misrepresent CCEMS or be false, inaccurate or misleading.
10. Using another's network, Internet, electronic mail or online service account or password without authorization.
11. Disabling or circumventing virus protection software or otherwise compromising computer and/or network security.
12. Sending disrespectful or unprofessional business communication that causes distress, disruption, embarrassment, injury, or unwanted attention or other substantial discomfort to the recipient.

Ownership of Resources

Email, Internet, and IT systems are resources made available to CCEMS personnel to communicate for the benefit of CCEMS. All Internet and email transmissions sent from or received by CCEMS equipment and/or addresses are CCEMS property. The IT Department reserves the right to examine all email, directories, files and other information stored on all CCEMS-owned hardware and software; and to monitor all email, Internet, computer system access and activity as deemed necessary. Personnel have no right of privacy in anything they create, store, send or receive using CCEMS technologies, either via the Internet or other means. Anything created using technologies may be reviewed by others. All data transmissions sent or received using CCEMS technologies are CCEMS property.

Rights of CCEMS

1. CCEMS owns all technologies provided at its own expense or under its authority or jurisdiction, including transmissions initiated, received or stored using its technologies.
2. CCEM reserves the right to determine who is provided access to its systems, network and technologies.
3. At any time and without prior notice, CCEMS may remove any user account.
4. At any time, CCEMS may access or examine electronic mail and/or monitor messages on its equipment or networks.
5. At any time, CCEMS may access or examine files or any other materials stored on its equipment or networks.
6. CCEMS may monitor, log and/or examine Internet activities, including, but not limited to, website visits, chat groups, news groups, social networking activities, blogging, downloaded or uploaded material.
7. CCEMS may archive or delete files or any other materials on its equipment or networks, as deemed necessary.

Confidentiality

CCEMS uses and stores confidential information in various forms throughout the facilities that is used to provide services to the community. All confidential information is the property of CCEMS. Certain personnel and/or contract workers may be required to sign a confidentiality agreement. Unauthorized release, distribution or copying of confidential information is prohibited.

Workplace Monitoring

Workplace monitoring may be conducted by CCEMS to ensure quality control, employee safety, security, and customer satisfaction. Employees who regularly communicate with customers may have their telephone conversations monitored or recorded. Telephone monitoring is used to identify and correct performance problems through targeted training. Improved job performance enhances our customers' image of CCEMS as well as their satisfaction with our service.

Computers furnished to employees are the property of CCEMS. As such, computer usage and files may be monitored or accessed.

Because CCEMS is sensitive to the legitimate privacy rights of employees, every effort will be made to guarantee that workplace monitoring is done in an ethical and respectful manner. Employees may not tape, record or videotape any communication without prior written authorization.

Video Monitoring

CCEMS does conduct video monitoring, which may include employee work actions; including facility security cameras, ambulance cameras, and body cameras. All employees are to be familiar with and refer to the camera related Operational Policies.

Social Media

CCEMS may utilize authorized social media platforms to further enhance communications with the public in support of CCEMS. This Policy applies to all authorized employees that contribute to any kind of social media platform. This Policy is intended to provide authorized employees with a framework for use of social media as part of an authorized employee's job duties. This policy also provides general guidelines for the personal use of social media by all employees.

Personal Use of Social Media as it relates to CCEMS

1. Employees shall not use their CCEMS-issued e-mail address for their primary username or login for personal social media profiles and/or platforms.
2. Use of social media for personal use should in no way interfere with job duties. Time spent on social media sites should be limited to personal break times.
3. If an employee identifies themselves as a CCEMS employee during their personal use of social media, the employee shall clearly indicate they are speaking on their own behalf and not on behalf of CCEMS. The employee's social media profile and any related content should be consistent with how the employee wishes to present themselves to co-workers, colleagues, supervisors, and the public. It is recommended that a disclaimer be used as follows: "The opinions expressed on this site are my own and do not reflect the opinions of CCEMS."
4. Employees are discouraged from sending or accepting social media friend requests to or from their supervisors.
5. Employees are discouraged from sending or accepting social media friend requests to or from CCEMS customers.
6. Employees are prohibited from revealing confidential information about CCEMS, its patients or members. This might include, revealing information relating to CCEMS' patients that is protected by HIPAA, business clients, plans, members, or internal discussions.
7. Posting any CCEMS photograph, digital image or video/audio recording is strictly prohibited.
8. Disclosing any member's home addresses or personal information that has not been previously made public through legal means without the written consent of the member is prohibited.
9. Use of social media platforms to harass, threaten, libel or slander, malign, defame or disparage, or discriminate against CCEMS, its members, management, patients, vendors or suppliers, any organizations associated with or doing business with CCEMS or any members of the public is prohibited.

10. The use of the CCEMS' logo or trademarks; or the name, logo, or trademarks of any business partner, supplier, vendor, affiliate on any personal blogs or other online sites without prior authorization is prohibited.

Business Use of Social Media for CCEMS Purposes

1. Each CCEMS social media platform account is the sole proprietorship of CCEMS. Employees who are authorized to post content on behalf of CCEMS do not own the accounts.
2. All CCEMS related communication through social media platforms shall be professional in nature and conducted in accordance with CCEMS policies.
3. Use of all social media platforms shall adhere to applicable state, federal, local laws, and regulations, including copyright and trademark infringement laws. In addition, all social media platforms shall adhere to this Policy.
4. CCEMS reserves the right to restrict or remove any content that it deems in violation of this Policy or any applicable law.
5. Social media posts should be treated as an extension of CCEMS official website.

Content on CCEMS Accounts

Comments must follow all CCEMS policies and federal law and regulations, such as the Health Insurance Portability and Accountability Act (HIPAA). The following social media content is prohibited on CCEMS social media platforms:

1. Content containing graphic, obscene, explicit, or racial comments or submissions, and comments that are abusive, hateful, or intended to defame any individual or organization.
2. Content containing solicitations or advertisements, including promotions or endorsements of any financial, commercial, or non-governmental agency.
3. Content that attempts to defame or defraud any financial, commercial, or non-governmental agency.
4. Content that suggests or encourages illegal activity, including comments that infringe on copyrights or trademarks.
5. Content that promotes political purposes or a political candidate/party.
6. Content that promotes or endorses any religious organization.
7. Content that is repetitive.
8. Content containing personally identifiable medical or health information.
9. Content containing confidential or proprietary information about CCEMS or its employees.
10. Content containing information that may compromise safety and security.
11. Content containing non-topically related content outside the limited public forum established to discuss CCEMS issues, operations and services.
12. Content that makes false statements or provides false information.
13. Content containing a picture or video without prior written consent by all those in the picture or video.
14. Care should be taken to not promote one contractor or business over another or provide preferential treatment of any kind.

15. References or employment recommendations for current or former employees of CCEMS is prohibited.

Employees found in violation of this Policy may be subject to disciplinary action, up to and including termination of employment. Employees shall report any potential violations of this Policy to the supervisor or the Human Resources Director. CCEMS prohibits taking retaliatory action against any employee for reporting a possible deviation from this policy or for cooperating in an investigation. Any employee who retaliates against another employee shall be subject to disciplinary action, up to and including termination.

Cellular Devices

While at work, employees are expected to exercise the same discretion in using cellular devices as is expected for the use of CCEMS devices. Excessive personal calls, texting, social media, browsing during the workday, regardless of the device used, can interfere with employee productivity and be distracting to others. A reasonable standard CCEMS encourages is to limit personal usage during work time. Employees are therefore asked to minimize personal usage during worktime and ensure that friends and family members are aware of this Policy. Non-business related cell usage is prohibited during patient care and vehicle operation activities. CCEMS will not be liable for the loss/damage of personal devices brought into the workplace.

Camera Phones

Use of Camera phones to take photographs may violate the privacy rights of co-workers, vendors, and customers and may also be used to convey confidential information or undermine CCEMS operations.

To protect the privacy interests of individuals who use lockers rooms, that no person may use a cell phone to capture, record, or transfer a representation of a nude or partially nude person in a locker room.

Use of the camera on camera phones or any other camera or device in CCEMS facilities that may capture visual images is prohibited unless it is being used directly for work purposes and the employee received prior written permission of their supervisor.

CCEMS Provided Cell Phone

Where job or business needs demand, CCEMS may issue a cellular device to an employee for work-related communications. Employees are expected to protect the equipment from loss, damage or theft. Employees are prohibited from forwarding their CCEMS issued cell number to their personal device. Doing so removes them from the public safety network.

Upon separation from employment, or at any time upon request, the employee must return the device. Employees unable to present the device in good working condition may be expected to bear the cost of a replacement. Employees who separate from employment with outstanding debts for equipment loss or unauthorized charges may be subject to legal action for recovery of the loss.

While CCEMS expects this device to be used primarily for business, CCEMS will allow the phone to be used for limited (de minimus) personal use - voice and text during the normal workday if needed. Internet browsing, social media, and transmitting/downloading data shall be restricted to CCEMS business with limited personal use. All communications, including messages and files received or sent by these systems or stored on any CCEMS supplied storage media are CCEMS property.

All CCEMS devices may be monitored by CCEMS staff to ensure that work time is not diverted to personal business except on a very limited basis and only when it does not disrupt normal business.

Safety Issues for Cellular Devices

Cell phone use by a driver during an emergency response, or while transporting a patient, is expressly prohibited. For other driving situations, using a cell phone while operating a vehicle is prohibited, unless using a handsfree option. It is the employee's responsibility to remain completely attentive to the task of driving while operating a vehicle.

Employees will be responsible for all liabilities from traffic or other violations resulting from the use of a cellular device while driving.

An employee's failure to follow the provisions of this policy may result in disciplinary action up to and including discharge.

Confidentiality

Throughout the course of employment, employees may come into the possession of confidential information. It is the policy of CCEMS that the information will not be disclosed to others who do not have a need to know it.

Anyone who intentionally causes a breach in confidentiality will be held accountable and disciplinary action may result up to and including termination. Some circumstances may warrant legal action and criminal penalties for failure to maintain required confidentiality.

Physical and Electronic safeguards to maintain the integrity, confidentiality and availability of confidential information must remain in place at all times. All employees are expected to understand and abide by the following practices:

1. Confidential information will not be disclosed to others, including friends or family, who do not have a need to know it.
2. Personal access codes, user ID(s), and passwords used to access computer systems are to be considered confidential information.
3. Confidential Information will not be accessed, and equipment will not be utilized for purposes not related to the performance of your job duties.
4. Confidential information will not be discussed where others can overhear the conversation. This includes, but is not limited to, hallways, elevators, break rooms, restaurants, and social events. It is not acceptable to discuss confidential information in public areas even if a client's name is not used. Such discussions may raise doubts among other clients and visitors about respect for their privacy.

5. Employees will not make inquiries about confidential information for other personnel who do not have proper authorization to access such confidential information.
6. Employees will not willingly inform another person of their computer password or knowingly use another person's computer password instead of their own for any reason, except maintenance or technical support.
7. Employees will not make any unauthorized transmissions, inquiries, modifications, or purging of confidential information in CCEMS computer system. Such unauthorized transmissions including but are not limited to removing and/or transferring confidential information from CCEMS computer system to unauthorized locations (for instance, home).
8. Employees will password protect any computer prior to leaving it unattended.
9. Employees will comply with any security or privacy policy and/or procedure promulgated by CCEMS to protect the security and privacy of confidential information.
10. Upon cessation of employment, all employees will immediately return any documents, or other media containing confidential information to CCEMS.

Reporting a Breach of Confidentiality

A breach of confidentiality could occur through a variety of means, some unintended and others by intent to steal or do harm. These include but are not limited to:

- Unintended mistakes that cause accidental disclosures
- Abuse of access privileges
- Knowingly accessing information for non-work related purposes
- Unauthorized physical intruders

Employees will immediately report any activity, by any person, including themselves that is in violation of this Policy or of any CCEMS security or privacy policy to their direct supervisor. This will allow the process of mitigating the effect of the breach and preventing any additional loss of data. The employee and/or supervisor will then immediately contact the Human Resources Director and CEO to report the breach of confidentiality.

CCEMS shall provide each employee with CCEMS HIPAA (Health Insurance Portability and Accountability Act) training and HIPAA Policy separate from this Handbook.

Personnel File

CCEMS 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. Because the information in a personnel file is personal by nature, CCEMS keeps these files as confidential as possible. CCEMS does not keep medical records nor work eligibility records in the personnel file, as this information must be kept in a separate secure place.

Personnel files are the property of CCEMS, and access to the information they contain is restricted. Generally, only supervisors and management personnel of CCEMS who have a legitimate reason to review information in a file are allowed to do so.

Employees who wish to review their own file should contact the Human Resources Director. With reasonable advance notice, employees may review their own personnel files in CCEMS's offices and in the presence of Human Resources personnel. Employees shall not remove or alter personnel records. If an employee disagrees with any information in his or her personnel file, the employee may submit a written statement explaining his or her position which shall be included in the file.

Reference Inquiries

CCEMS will not respond to reference check/inquiries from other employers or financial institutions without a written authorization and release signed by the individual who is the subject of the inquiry. Responses to such inquiries will be limited to factual information that can be substantiated by CCEMS records. All inquiries are to be directed to the Human Resources Department for CCEMS response.

Solicitation

In order to prevent disruption of operations, interference with patient care and inconvenience to our customers and their families, it is CCEMS policy that there shall be no solicitation during working time. All employees should accomplish their work and not interfere with other employees trying to perform their work. Therefore, the following rules shall apply:

1. No employee may engage in solicitation, nor may any employee willingly accept solicitation on behalf of any club, society, religious organization, political party, or similar association, or for any other purpose, during actual working time of either the solicitor or the person being solicited. "Actual working time" means the time during which an employee is required to be performing work duties; working time does not include the time before the employee's scheduled workday begins, the time after the employee's scheduled workday ends or the employee's break or lunch period.
2. No employee, nor individuals who are not employees, may solicit or distribute materials on CCEMS premises, company vehicles, or personal vehicles.
3. Nothing herein shall be interpreted or applied to interfere with an employee's rights under the National Labor Relations Act.

CCEMS recognizes that employees may have interests in events and organizations outside the workplace. If employees have a message of interest to the workplace, they may submit it to the Office Manager for consideration. Any approved messages will be posted only by the Office Manager.

Bulletin Boards

To maintain an effective avenue for communicating with our employees, CCEMS may from time to time utilize bulletin boards or post notices. The bulletin boards are located in the break room in order to ensure that employees have constant access to posted information. CCEMS bulletin boards are used to communicate mandatory workplace posters. They can also be used to communicate information regarding policies and announcements, including, but not limited to, job postings, safety rules, health items, benefit programs, and notices announcing special events. Most of the information, however, will also be communicated electronically via email. Employees may not tamper with these bulletin boards or postings in any manner.

CCEMS bulletin boards may not be used by employees or outside parties for the posting of commercial notes, advertisements, announcements and witticisms, sales of personal property, or any other personal matters.

Visitors

For safety and security reasons, personal visits to the CCEMS facility and offices by relatives, friends, and former employees is not encouraged. Visitors of any kind who enter our facilities must be accompanied by an employee of CCEMS.

Visitors must comply with all policies, including safety and security regulations. Employees who are serving as escorts for any visitors are responsible for assisting visitors with compliance. Any noncompliance must be reported to supervisory staff.

ACKNOWLEDGMENT FORM

I have received a copy of the Employee Handbook. I have read and I understand its contents. I acknowledge that it is my responsibility to ask questions about anything I do not understand. I also understand that the contents of this Handbook may be changed by the Employer at any time, with or without notice.

I further understand and acknowledge that this Handbook provides guidelines and information, but this Handbook is not, nor is it intended to constitute, an employment contract of any kind. I understand that my employment and compensation can be terminated at the option of either the Employer or me, at any time, for any reason. I understand that this Handbook and the Acknowledgment Form do not vary or modify the at will employment relationship between the Employer and me.

Employee Signature

Employee Printed Name

Date