

**CCEMS
OPERATIONS POLICY 100-51
OPERATIONS CHAIN OF COMMAND**

I. PURPOSE

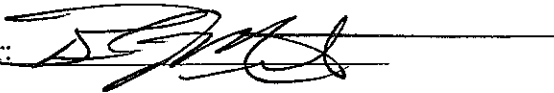
- 1.1 To define daily chain of command.
- 1.2 To assure all employees understand the chain of command for operational issues and clinical issues.
- 1.3 To define responsibilities of the shift supervisor

II. POLICY/ PROCEDURE:

- 2.1 The operational chain of command:
 - 2.1.1 Director:
 - 2.1.2 Assistant Director:
 - 2.1.3 QA/QI Coordinator:
 - 2.1.4 Shift Supervisor:
- 2.2 Initial and daily operational concerns, questions and problems are to be directed to the shift supervisor for resolution. Should the shift supervisor not be available then employees are encouraged to contact any member of administration for resolution.
- 2.3 Shift supervisors are charged with maintaining consistency and organization each and every shift.
- 2.4 Supervisors are expected to communicate with administration on a daily basis to ensure consistent communication and actions are being performed. Personnel, operational or clinical issues, requiring corrective action, will be handled by the supervisor and administration working together.
 - 2.4.1 All disciplinary proceedings will be handled in coordination with Chapters 11 and 12 of the Coshocton County Employee Manual.
- 2.5 Shift supervisors will have authority to enforce the progressive discipline policy as necessary and are permitted, under the advisement of the Director or Assistant Director, to proceed with investigation, follow-up and follow-through with written discipline procedures.
- 2.6 Administration “shopping” or “jumping” is strictly prohibited. Employees believing they have been given misinformation or who need additional clarification, should bring their issue promptly to the Director. Employees who are found guilty of purposely “jumping” from one member of administration to another, in an attempt to receive a different answer, will be disciplined for insubordination.
- 2.7 The Director and Assistant Director will typically work 8am to 5pm Monday through Friday and remain available by cell 24 hours a day unless otherwise specified. The QA/QI Coordinator will typically work 9am to 7pm 2 days per week or as set by the Director and will remain available by cell 24 hours a day unless otherwise specified.
- 2.8 On occasion it may be necessary for a member of administration to be “on call” for a specific time or day. The on call person will be scheduled on EMS Manager.

- 2.8.1 The on call administrator is expected to answer or return all calls within a reasonable amount of time.
 - 2.8.2 In the event of an emergency and you cannot reach the on call administrator within a reasonable amount of time then you may contact another member of administration.
 - 2.8.3 The on call administrator is not required to be in the office during this period; however they will remain available to come in on an "as needed" basis unless other arrangements or communication is made.
 - 2.8.4 Shift Supervisors will not perform their respected job duties after their normal scheduled hours, unless directed by a member of administration. Duty crews are not permitted to call an off duty shift supervisor to discuss CCEMS related business, unless directed to by a member of administration.
- 2.9 All employees, along with all members of administration, are expected to follow, practice and adhere to CCEMS policies and procedures. Members of administration are responsible for enforcing all policies and procedures at all times.

Director: _____



Effective: _____

Reviewed: _____

Revised: 11-19-2010