

Iowa County, Iowa
Policy Manual

Title: General Expectations	Reference #: AMB 1003
Section: Departmental	Date Effective/Revised: 8/28/24
Department (s): Ambulance	Approved By: Board of Supervisors

Tasks

- Arrive for scheduled shift on time and do not end shift until replacement has arrived.
- Complete ambulance checkout at the beginning of each shift.
- Be enroute to scene within 3 minutes during the day and 4 minutes at night. Routine transfers from a healthcare facility may be delayed for up to 10 minutes to facilitate shift change, any delay longer than 10 minutes must be approved by the EMS Director or next in charge.
- While on duty employees shall be staffed at the station. Employees should be available to assist the Director or Assistant Director during this time unless out on calls or other assignments.
- Respond to calls for service; treat patients per patient care protocols and transport patients. The senior EMT/Paramedic (highest level) on the call will determine which level of EMT will attend the patient.
- No switching of crew members during transport unless illness or other emergency.
- Ambulances shall be cleaned and stocked after each call.
- Ambulances should be fueled after each call that leaves the county and anytime when there is less than $\frac{3}{4}$ of a tank.
- Daily garage chores shall be completed before 1200 hours each day unless busy with calls.
- Employees must follow patient care protocols and policies and procedures.
- Attend all mandatory meetings and trainings.

Behaviors and Attitudes

- Understand, practice, and promote a culture of safety.
- Communicate in a courteous, respectful, and professional manner when interacting with patients, co-workers, the public, and other healthcare/public service agencies at all times.
- Display compassion and empathy for every patient. Care for patients the way you want your family members cared for.
- Choose to have a positive attitude every day. Avoid criticizing, condemning, or complaining.
- Redirect a negative behavior, recognizing that by listening without action to stop it is the same as participating.
- Coach in private, commend in public.
- Be positive and supportive of new ideas and accept change.
- Represent ICAS positively in the work place and in the community.
- Accept responsibility for actions and do not blame others.
- Recognize fun and laughter belong in the workplace, being mindful of appropriate areas.
- Recognize and celebrate successes.