



BOISE COUNTY

RESOLUTION #2013-39

A BOISE COUNTY RESOLUTION ESTABLISHING AN OPERATION PLAN FOR EAST BOISE COUNTY AMBULANCE DISTRICT

WHEREAS, the Board of Boise County Commissioners, in their capacity as the governing board of the East Boise County Ambulance District (EBCAD), has determined it necessary to adopt an Operation Plan for its ambulance service; and

WHEREAS, the Advisory Board, each individual East Boise County Ambulance District Unit and members of the public have had an opportunity to be heard and to suggest inclusion or deletion of certain proposed structure, policies and procedures; and

WHEREAS, the Board of Commissioners recognizes that an amended policy and procedure plan for EBCAD serves to provide direction for the ambulance program in East Boise County, by defining the role of the various participants and establishing the expectations of the Governing Board and Operating Board for the ambulance program and its members, and to clarify members' individual roles in the program; and

WHEREAS, the Board of Commissioners, in their capacity as the Governing Board of EBCAD, intends to rescind and replace the Standard Operating Procedures, pages 1 through 6, as adopted by Resolution #2006-41;

NOW THEREFORE, BE IT HEREBY RESOLVED that the East Boise County Ambulance District Operation Plan is hereby adopted as the governing document for the operation of the volunteer ambulance program within Boise County, to the extent there are conflicting provisions, the Operation Plan and the EBCAD Medical Supervision Plan shall take precedence over any other existing EBCAD policies, rules or procedures;

APPROVED and ADOPTED by the Board of County Commissioners at its regular meeting on this 23rd day of April, 2013.

BOARD OF COUNTY COMMISSIONERS

ABSENT

Barbara M. Balding, Chair

Jamie A. Anderson, Commissioner

Vicki L. Wilkris, Commissioner



Attest:-

Mary T. Prisco
Mary T. Prisco, Clerk to the Board

EAST BOISE COUNTY AMBULANCE DISTRICT

OPERATION PLAN

The Operation Plan ("Plan") is intended to help East Boise County Ambulance District ("EBCAD") operate in a uniform manner. This Plan shall be developed by the EBCAD Operating Board with input and approval from the individual ambulance units. The final version and any amendments thereto shall, by resolution, be adopted by the Governing Board. To the extent there are conflicting provisions, this Plan shall take precedence over any other policies, rules or procedures adopted by EBCAD or its operating units. Unit policies may be more restrictive but shall not inhibit member participation or restrict ambulance operations that are otherwise allowed by State law, this Plan, or EBCAD rules.

1. **NAME:** The name of the organization shall be East Boise County Ambulance District (EBCAD), as formed under Title 31, Chapter 39 of the Idaho Code.
2. **MISSION STATEMENT:** East Boise County Ambulance District will enhance the quality of life in the communities it serves by providing the highest level of pre-hospital care, transportation, rescue and extrication for the sick and injured, thus improving medical outcomes. This mission will be accomplished through the cooperation and collaboration of individual providers, their units, the Medical Director and the EBCAD Operating Board in an environment that focuses on the safety and professional competency of all members in pursuit of efficient utilization of available resources.
3. **EAST BOISE COUNTY AMBULANCE DISTRICT BOUNDARY:** The service area shall include the East Boise County Ambulance District^{1,2}, any federal or state owned lands and roads adjacent to EBCAD, other ambulance service areas in Boise County needing assistance, and any area in another county covered by a Mutual Aid Agreement as authorized by the EBCAD Governing Board.
4. **PURPOSE:** The purpose of the organization shall be as follows:
 - A. To provide professional, competent and timely ambulance service to citizens and visitors of East Boise County.
 - B. To promote rural Emergency Medical Service ("EMS") in the County of Boise, in the State of Idaho, and to educate the public concerning this service.

¹ Legal description available through Boise County Clerk's Office or EBCAD secretary.

² County Profile and Map: <http://www.healthandwelfare.idaho.gov/Portals/0/Medical/EMS/Boise.pdf>

C. To promote good relations and cooperation between local and State EMS and the medical community.

5. **ORGANIZATION:** East Boise County Ambulance District is composed of the Governing Board, Operating Board, Medical Director and the four ambulance units; Unit 12, serving Lowman; Unit 13, serving Placerville; Unit 14, serving Idaho City; and Unit 15, serving Mores Creek.

6. **THE EBCAD GOVERNING BOARD:**

A. Composition. The EBCAD Governing Board ("Governing Board") shall be comprised of the three Boise County Commissioners as required by I.C. 31-3908(3).

B. Duties. The Governing Board shall have the following duties and responsibilities:

(1) **Annual EBCAD Budget.** The Governing Board shall have final approval authority over the annual EBCAD budget. The Governing Board shall review, amend and approve the proposed annual budget as submitted by the EBCAD Operating Board. In approving the Budget.

(2) **Annual EBCAD Budget Hearing and Approval.** Notice of the EBCAD budget hearing meeting shall be posted at least ten (10) full days prior to the date of said meeting, in at least one (1) conspicuous place within the East Boise County Ambulance District; a copy of such notice shall also be published in a daily or weekly newspaper published within the ambulance district, in one (1) issue thereof, during such ten (10) day period. The place, hour and day of such budget hearing shall be specified in said notice, as well as the place where such budget may be examined prior to such hearing. A full and complete copy of such proposed budget shall be published with, and as a part of, the publication of such notice of hearing.

The proposed budget shall be available for public inspection from and after the date of the posting of notices of hearing as in this section provided, at such place and during such business hours as the Governing Board may direct.

(3) **Operating Board Budget Hearing Attendance.** A quorum of the Operating Board shall also attend the budget hearing and explain the proposed budget and hear any and all objections thereto.

(4) **EBCAD Fiscal Year.** The EBCAD fiscal year shall commence on the first day of October of each calendar year.

(5) **Personnel Matters.** The Governing Board shall only act as the final administrative authority for any personnel suspension or termination decisions by the EBCAD Operating Board appealed by an employee for reconsideration. No such employee appeal shall be heard by the Governing Board unless the matter has first been decided upon by the EBCAD Operating Board.

(6) **Litigation Decisions.** The Governing Board shall have final authority over any decisions related to the commencement or resolution of litigation involving EBCAD.

(7) **Authority.** Per Idaho Code 31-3903, the Governing Board has ultimate authority over EBCAD. Including, but not limited to, the purchase or lease of real property and the construction of buildings necessary in connection with said service, to acquire necessary equipment for the operation and maintenance of said service, and to pay necessary salaries. Accordingly, any authority or responsibility not specifically cited herein shall vest with the Governing Board unless specifically delegated.

7. MEDICAL DIRECTOR: A licensed medical physician shall serve as Medical Director for EBCAD. The Medical Director shall serve under a written agreement with the Governing Board consistent with Idaho State EMS Guidelines and EMS Physician Commission Standards. The Medical Director shall provide and approve all standards of care, protocols and the medical supervision plan for EBCAD. The medical supervision authority granted to the Medical Director shall include the authority to make final decisions regarding medical policy and retention of volunteers based upon medical competence grounds.

8. THE EBCAD OPERATING BOARD:

A. Composition. The EBCAD Operating Board shall be comprised of the Clinical Operations Officer ("COO") from each ambulance unit, a citizen-at-large and the Medical Director. The Director of Operations ("DOO"), County Emergency Management Coordinator and a Boise County Commissioner may meet with the Operating Board to serve in non-voting, advisory capacities. In the event a Unit COO is unable to attend a meeting, the unit shall designate an alternate unit representative to appear on behalf of the absent COO. The citizen-at-large shall be appointed by the Operating Board.

B. Duties. The Operating Board shall have the following duties and responsibilities:

(1) **Annual EBCAD Budget.** The Operating Board shall prepare the annual EBCAD budget. The Operating Board shall finalize and submit the proposed budget to the Governing Board on or before July 15th of each financial year.

(2) **Budget Requirements.**

(a) The Operating Board shall propose a budget, subject to Governing Board approval and final adoption. Prior to budget adoption, a public hearing shall be held on the proposed budget by the Governing Board.

(3) **Personnel Matters.** The Operating Board, in consultation with the Director of Operations as appropriate, shall act as the administrative authority over all employee decisions. This shall include, but not be limited to; hiring, compensation, benefits, termination, grievance or other personnel decisions. The Operating Board shall manage and give guidance to the EBCAD Director of Operations. Only personnel matters involving suspensions or terminations shall be appealed to or heard by the Governing Board and only if it has first been submitted to the Operating Board for an initial determination. The EBCAD Operating Board shall have authority and act upon personnel issues involving unit volunteers that cannot be resolved at the unit level. Notwithstanding the right of individual units to make personnel decisions or policies as provided in Section 10(E) of this Plan, the Operating Board shall have final decision authority over volunteer qualifications and fitness for service.

(a) Hiring of EBCAD Officers. A Director of Operations, Personnel Officer, and Training Officer³ shall be hired through a general application process and by vote of the EBCAD Operating Board.

(4) **Policy Definition.** The Operating Board, in consultation with the Medical Director, shall have final authority over all policy definitions. Such policies and procedures shall include, but not be limited to; medical standards, patient handling, personnel, scheduling, Emergency Medical Technician ("EMT") training, transportation, communications and technology.

(5) **Financial Management.** The Operating Board shall be responsible for receiving, managing and expending annual budget funds for the operation of EBCAD.

Any proposed expenditures outside of the approved annual budget must be submitted to the Governing Board for approval.

(6) **Business Management.** With the exception of EBCAD purchase or lease of real property and the construction of buildings, the Operating Board shall be responsible for managing the business affairs of EBCAD within the approved budget. This responsibility may include, but not be limited to:

- (a) appointing a Purchasing Agent to buy supplies for EBCAD and sign vouchers³;
- (b) appointing or contracting with an Accounts Payable Agent to oversee bill submission and payment for units and members;
- (c) arranging for ambulance and medical billing services;
- (d) arranging for administrative duties;
- (e) recommending EBCAD fee schedule for services to be approved by the Governing Board;
- (f) recommending EBCAD fee schedule, to be approved by the Governing Board, for ambulance response outside Boise County when a patient is not transported;
- (g) approving all expenditures per EBCAD purchasing policy;
- (h) overseeing grant applications and awards;
- (i) appointing any temporary EBCAD committee to address specific issues;
- (j) adopting rules and regulations necessary to implement the operating duties of EBCAD;
- (k) adopt and amend forms, standards or policy documents necessary for the operation of EBCAD, including but not limited to; drug policy, infection control plan, training reimbursement contract, volunteer interview record, rider observer procedure, under age release form and fee schedules, subject to any applicable statutory notice or hearing requirements.

(7) **Compliance.** The Operating Board, in consultation with the Medical Director, shall be responsible for overseeing the compliance of EBCAD with all governmental and industry training standards, licensure and certification for EBCAD, EBCAD staff and unit volunteers.

³ See attached job descriptions. The Training Officer position and responsibilities may be handled by another designated officer or the Medical Director.

(8) **Unit Management.** The Operating Board shall be responsible for coordinating and maintaining the working relationship with the EBCAD units, their supporting non-profit corporations and individual volunteers presently located in Lowman, Idaho City, Placerville and Mores Creek.

(9) **Continuity of Service.** The Operating Board shall be responsible for managing and assuring that ambulance service and medical emergency response occurs with continuity within the EBCAD jurisdiction. This responsibility shall include coordinating with Boise County Dispatch, State Communications and any other emergency service system.

C. Operational Board Voting:

(1) **Quorum.** Quorum shall consist of at least four Operating Board members, at least one of which must be a unit member.

(2) **Chair.** The Operating Board shall annually elect an Operating Board member to serve as the Chair. A person elected to serve as Chair shall serve in such capacity for no more than two consecutive annual terms.

(3) **Voting.** Each Operating Board member shall have one vote. In the event a unit COO is unable to attend a meeting and is being represented by a designated alternate from the same unit (as provided in section 8A above), the designated alternate shall have the authority to cast the respective COO's vote.

D. **Open Meetings.** The meetings of the Operating Board shall be governed by the Idaho open meeting law⁴. Regular meetings shall be held monthly at a regular day and time selected by the Operating Board.

9. EBCAD Operating Officers⁵:

A. **Director of Operations ("DOO"):** The DOO is the EBCAD Officer responsible for all EBCAD operations and overseeing individual units under the direction of the Operating Board and the Medical Director. The DOO shall serve as the designated operations point-of-contact for the Operating Board and the Governing Board. The DOO shall provide or present a monthly EBCAD operations report to the Governing Board at a public meeting of the Governing

⁴ Idaho Statutes: Chapter 23, Title 67, Sections 67-2340 through 67-2345

⁵ See specific job descriptions attached. The Training Officer position and responsibilities may be handled by another designated officer or the Medical Director.

Board. At least once a quarter, the DOO shall include a financial report in the monthly presentation to the Governing Board.

- B. Personnel Officer ("PO"): The PO is the EBCAD officer responsible for all EBCAD scheduling and personnel matters under the direction of the Director of Operations.
- C. Training Officer ("TO"): The TO is the EBCAD officer responsible for maintaining an EBCAD-wide schedule of EMS training and continuing education opportunities under the direction of the Director of Operations.
- D. Officer/Employee Status: All EBCAD Officers, employees or volunteers are "at will" in their service capacity.

10. EBCAD UNITS:

A. Officers: Each ambulance unit shall annually elect the following officers whose positions and duties are hereby described as:

(1) **Clinical Operations Officer ("COO")** - The officer designated or elected by each EBCAD Unit as the point of contact and coordinator for clinical incident management; continuing quality assessment and improvement; coordination of training opportunities for unit members in coordination with the EBCAD Training Officer; and unit representation at EBCAD Board meetings. This position must be held by an active, state licensed EMT.

(2) **Personnel Compliance Officer ("PCO")** – The officer designated or elected by each EBCAD unit as the point of contact and responsible for personnel scheduling, member recruitment, infection control training/compliance and shift coordination. Specific duties of this position (such as scheduling) may be delegated to a designee who reports directly to the PCO. The PCO position must be held by an active, state licensed EMT.

(3) **Logistics Officer ("LO")** – The officer or driver, designated or elected by each EBCAD unit as the point of contact and coordinator for general equipment maintenance, including but not limited to: communications; routine ambulance upkeep and servicing; Idaho EMS Bureau Minimum Equipment List compliance; and EBCAD owned equipment assignment and inventory.

Additional unit positions may be designated or elected based on the unit's individual needs. To the extent there are volunteers willing to serve or replace existing officers, unit officers shall be limited to no more than two consecutive annual terms in order to promote a rotation in EBCAD leadership.

B. Meetings: Unit meetings shall be held at least monthly at a time determined by each unit.

C. Membership: Unit Members, in good standing, shall be defined as volunteers who have taken 24 hours of call in each month for six consecutive months. For additional guidance, see "Member-in-Good Standing" attachment. Persons out of compliance and/or on leave of absence have no unit voting privileges. Participation or membership in EBCAD supporting corporations (i.e. 501(c)(3) organization) does not provide a person with membership in an EBCAD unit. Membership in EBCAD units is limited to those individuals meeting the service, training and certification requirements provided in this Plan.

D. Notification. Within ten days of unit elections, a list of all unit officers and any appointed coordinators shall be submitted to the EBCAD Operating Board via the EBCAD Director of Operations.

E. Personnel Management. Each unit shall manage its own volunteers for purposes of scheduling, training and general personnel management. All volunteer retention decisions, related to qualifications or fitness for service, shall be referred to the Operating Board, accompanied by a recommendation by the unit. All decisions related to volunteer retention, based upon questions of medical competence, shall be referred to the Medical Director.

F. Unit Supporting Organizations. Individual units are encouraged to maintain a positive relationship with historical organizations (i.e pre-existing 501(c)(3) corporation) that pre-date EBCAD, as well as any supporting or auxiliary organizations later formed. Private, community support of the emergency services provided by EBCAD units is vital to the continuation of available emergency service in Boise County. Supporting organizations and their members are encouraged to raise funds, provide helpful services (e.g. maintain database of training hours or certification, assist with unit inventory, provide necessary ambulance equipment), or otherwise support the unit. EBCAD has no control or governance over these private supporting organizations. It is recommended that a supporting relationship between EBCAD and a private corporation/organization should be memorialized in a written cooperative agreement.

11. EMS MEMBERSHIP

A. Administration. Only the EBCAD Director of Operations, Personnel Officer or Medical Director shall submit affiliation, status change, and/or termination documentation for EBCAD EMS volunteers to the Idaho State EMS Bureau.

B. Volunteer Status. All volunteers, except as otherwise provided by this policy, or as required by law, or pursuant to a written contract approved by the Governing Board, are “at will” in their service capacity. This means that a volunteer’s eligibility status can be revoked by the Operating Board or the Medical Director, in cases of medical competence, at any time for any reason.

C. Application and Pre-screening:

(1) EMS volunteers shall complete and submit an EBCAD volunteer application to the EBCAD Personnel Officer or the Unit COO. All EMS volunteers shall be on probationary status during the first 6 (six) months. Volunteers shall not be eligible for reimbursement of training fees during the six month probation period⁶.

(2) The EBCAD Personnel Officer and/or Unit Personnel Compliance Officer shall conduct a pre-screening interview with each EMS volunteer applicant, which may from time to time, be revised with approval of the Operating Board.

(3) Prospective volunteer drivers must complete an EBCAD volunteer application and units shall submit driver’s names, driver’s license numbers and dates of birth to the EBCAD Personnel Officer for submission to the Idaho Transportation Department for a record review. Based on the record, the Director of Operations shall determine eligibility into the program according to the written protocol. Prospective drivers shall also receive a background investigation through the Boise County Sheriffs’ Office or Idaho State Police.

D. EBCAD Specific EMS Standards.

(1) EMS volunteers must follow standard operating procedures, protocols, written standing orders and other documents to meet the objectives of EBCAD.

(2) EMS volunteers must respond to all ambulance calls received during his/her shift or arrange proper coverage prior to such calls. The volunteer driver must not precede the EMT to the scene.

(3) EMS volunteers shall attend at least one unit meeting per quarter.

(4) EMS volunteers (EMTs, Emergency Medical Responders/“EMRs” and Drivers) must maintain professionalism in dress and conduct while on call or representing their units.

⁶ Refer to: East Boise County Ambulance District Medical Supervision Plan

(5) EMS volunteers must drive the emergency vehicle(s) safely according to statutes, rules and regulations of the State of Idaho and the standards of this Operation Plan.

(6) EMS volunteers must follow direct orders of the Lead EMT. The Lead EMT is the individual on call who assumes care of the patient.

(7) EMS volunteers shall be subject to “for-cause” and “random” drug testing⁷.

E. Mandatory Call. All active EMS volunteers shall be required to serve a minimum of 24 hours of call each month. The ambulance unit must be in service for “on call” hours to be creditable.

F. Leave of Absence. A Leave Of Absence (LOA) may be granted to an individual only upon written request to the unit COO. LOA’s shall not normally be granted for a period exceeding six months, except in extenuating circumstances deemed acceptable by the unit Operating Board (e.g. military duty, college, medical conditions or treatment, etc.). Unit COO’s are responsible for notifying the EBCAD Personnel Officer and Medical Director of all member status changes.

G. EMT duties:

(1) EMT’s serve to provide basic life support and patient care as defined by the State of Idaho.

(2) EMT’s provide patient care based on their level of training, level of agency licensure, agency protocols, the Medical Director and the procedures listed in this Operation Plan at the scene of an emergency and during transport to medical receiving facilities.

(3) EMT’s give complete verbal and written reports to the Emergency Department nurse, physician or advanced life support ambulance crew regarding the condition of the patient upon transfer of the patient. (A verbal status report may be given prior to arrival.)

(4) EMT’s direct restocking of the ambulance and jump kit with needed supplies, clean the ambulance, recharge batteries and ensure the ambulance is ready to respond to another call at the completion of each call. Ambulance preparedness includes fuel and an oil check.

⁷ See EBCAD Medical Supervision Plan, Drug and Alcohol Policy Addendum

(5) EMT's ensure that all paperwork and reports are complete and precise for state reporting and local billing purposes (Drivers may complete reports for the Rescue Units.)

(6) EMT's maintain state certification and continuing education requirements of the State of Idaho for applicable licensure levels; including EMT, EMR and CPR. When an EMT receives National Registry Certification, EBCAD shall proceed with state licensure and agency affiliation.

(7) When a patient is deceased, an EMT must remain with the body until the Coroner or law enforcement officer arrives. The body should not be moved unless specifically instructed to do so by the Coroner. In situations of limited personnel, additional ambulance staff should be called to stay with the body while the ambulance transports any other patient.

(8) When an EMT terminates affiliation, the unit Clinical Operations Officer is responsible for notifying the EBCAD Personnel Officer.

12. TRAINING REQUIREMENTS

A. EMT's, EMR's and Drivers:

(1) EMT's and EMR's shall abide by the training and continuing education requirements set forth by the Idaho EMS Bureau.

(2) EMT's and EMR's shall complete a Training Contract Agreement with EBCAD if applicable⁸.

(3) Training sessions shall be conducted at least monthly at the unit level.

(4) Monthly, EBCAD agency-wide trainings shall be coordinated through the unit Clinical Operations Officers in conjunction with the EBCAD Training Officer and Medical Director.

(5) EMT's, EMR's and drivers shall be encouraged to attend additional training conferences.

⁸ See Training Contract.

(6) EBCAD may, as funding allows, financially assist Members-in-Good Standing for additional training.

13. SCHEDULING

A. Unit Coverage. Each unit shall ensure 24/7 coverage of their service area. In the event that this is impossible, it is the responsibility of the unit scheduler to designate that another unit can cover the call and notify State Communications.

B. Availability. Each EMT, EMR and driver shall notify their unit scheduler of call availability as required by the individual unit.

C. Member Coverage. Each member is responsible for covering all shifts that have been assigned with their concurrence. If a member cannot cover a shift, it is their responsibility to arrange for a substitute and to advise the unit scheduler and any other members assigned for that shift. In emergency situations beyond the member's control, the member shall contact the unit Personnel Compliance or Clinical Operations Officer as available, to ensure coverage.

14. MEDICAL TRANSFER

A. Transport. When the need for an out-of-county transfer is deemed necessary by a physician or EMT, Idaho State Communications shall page the assigned ambulance. When a patient has been transported to the nearest available facility and the physician deems it necessary to transport to a different facility, the original unit may transport, providing they have not departed. An additional PCR shall be required. If a patient requests transport to a hospital other than St. Luke's, Boise VA, or Saint Alphonsus hospitals, this service shall be provided and statements reflecting this request and service shall be entered in the Patient Care Report (PCR). Normal services shall be limited to medical facilities in Boise, Nampa, Caldwell and Emmett.

B. Emergency Transport. In case of emergency, patients shall be transported to the nearest emergency receiving facility capable of definitive patient care.

15. PLAN AMENDMENT PROCEDURE

A. Amendment Proposal to Operating Board. The Operating Board or any unit may submit a proposed amendment to the Operation Plan at an EBCAD Operating Board meeting. Proposed amendments must be distributed to all members of the EBCAD Operating Board at least four weeks prior to the meeting at which they shall be reviewed and voted on for consideration by the units.

B. Amendment Consideration by Units. Thereafter, each unit COO (or alternate) shall present the amendment to their individual unit. The units shall then vote to approve or disapprove the amendment by simple majority. Members-in-Good Standing may vote by sealed absentee ballot. Members should be given adequate time (no less than 7 (seven) and no more than 30 (thirty) days) to read and assess the proposed amendment(s) prior to formal voting.

C. Amendment Consideration by Operating Board. Within a month of the initial vote by the EBCAD Operating Board and upon consideration by all units, the unit COO's shall formally cast a "for" or "against" vote to the EBCAD Operating Board. Adoption of the amendment must be approved by three of the four units. Any amendment approved by vote of the EBCAD Operating Board shall be submitted to the Governing Board.

D. Amendment Consideration by Governing Board. If the proposed amendment is approved by the Operating Board and a majority of the units, it shall be reported to the Governing Board; whose option it is to accept or reject the amendment by formal resolution. The Governing Board shall reserve the right to unilaterally amend the Operation Plan by formal resolution for matters related to legal or state medical standard compliance.

E. Availability. Copies of the amended Operation Plan shall be available electronically or through unit COO's for distribution to unit members.

16. ADOPTION: This EBCAD Operation Plan shall be adopted by the Governing Board by resolution in an open meeting. Upon such adoption, the Operation Plan shall be in full force and effect, subject to any necessary transition required during the remaining FY2013 budget year.