



Introductions to the EMS MOU Committee

- ▶ Members of the Committee
 - ▶ Michelle Lilly, Director, Emergency Services
 - ▶ Shanee Major-Kelly, legal review
 - ▶ Rob Cleaveland
 - ▶ Sue Greer, legal review
 - ▶ GO Lyon
 - ▶ Andrew Spalding, Volunteer County EMS Chief
 - ▶ Mark Kaufmann, Volunteer County Fire Chief



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Background & Purpose

- ▶ Historical
- ▶ Sanctioned by the Associations & County Administration

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Goals & Vision

- ▶ Service delivery of EMS #1 Priority
- ▶ Develop a single MOU that can be used by all
- ▶ Establish clear policies and rules that apply to all
- ▶ Clearly identified responsibilities and expectations
- ▶ Improve communications
- ▶ Update Ride Along Policy
- ▶ Ambulance Billing
- ▶ Insurance coverage for Volunteer apparatus



Items not addressed in the EMS MOU

- ▶ **EMS Billing**
 - ▶ Currently, 4 Depts billing, using same vendor
 - ▶ Multi year contract with vendor
 - ▶ DES bills using a different vendor
 - ▶ Moving forward - a separate agreement
- ▶ **Insurance coverage for Volunteer apparatus**
 - ▶ Concern for rising costs
 - ▶ Vehicles owned & registered by Volunteers
 - ▶ County insurance only for County registered vehicles
 - ▶ Leasing not a viable option
 - ▶ Vols & DES to work together to reduce incidents



Obligations & Responsibilities of the County

- ▶ DES responsible for supervision & oversight of DES Employees
- ▶ Accountability is key
- ▶ Conflict resolution at the lowest possible level
- ▶ Notifications of unqualified drivers, suspended and/or termination within 72 hours
- ▶ Due care & maintenance = Check offs - Operative IQ
- ▶ Adequate staffing, lists & access
- ▶ Due diligence as a response partner



Obligations & Responsibilities of the Volunteer Company

- ▶ Responsibility & oversight of all volunteer personnel
- ▶ Open Usage of facilities, equipment, and apparatus
 - ▶ (Including berthing, bathing, kitchen, office space, and storage)
- ▶ Providing one (1) "Ready for Service" Transport Ambulance (alternative options should one not be available)
- ▶ Provide a workplace free of violence and discrimination, and promotes equal opportunity
 - ▶ Internal adoption of policy, or CCG Chapter 2 of P&P Manual compliance
- ▶ Provide electronic access to Rules and Regulations, notification of changes within ten (10) days
- ▶ Reservation of Rights
- ▶ Agreeable to maintaining confidentiality
- ▶ Providing appropriate Contact Information



Unified Standard Operating Procedures (SOPs)

- ▶ What are a Unified SOPs?
- ▶ Who do they apply to?
- ▶ Why do we need them?

- ▶ Ride Alongs
- ▶ Code of Conduct



Unified Ride Alongs SOP

- ▶ County agrees to notify the Volunteer Company in writing, at least five (5) business days in advance of any proposed student and/or other approved ride-along.
- ▶ The Volunteer Company reserves the right to deny access to any ride-along participant, to terminate any ride-along and to remove any ride-along participant.
- ▶ Civilians permitted to ride as observers will NOT engage in any activities
- ▶ Reason for Denying a Ride-Along
- ▶ Waiver of Civil Liability and Indemnification Agreement
- ▶ Confidentiality Agreement
- ▶ Authorization of Medical Treatment



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More Tools

Unified Code of Conduct SOP

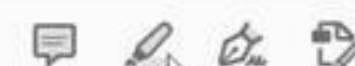
- ▶ The standard of conduct - All members will maintain the highest level of integrity and ethical conduct both on and off duty.
- ▶ Members-any person who is a member of a Charles County Volunteer Fire and/or Emergency Medical Services department or is an employee of the Charles County Department of Emergency Services.
- ▶ This policy will serve as minimum standards for all members.



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Response & Cooperation

- ▶ Volunteer Company & the County agree to work together
- ▶ Open Communications encouraged
 - ▶ Weekly County level Leadership meetings
 - ▶ Monthly Station Chief/Capt meetings
- ▶ Volunteer/DES staffed unit Unified SOP Development

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Mutual Aid

- ▶ All agreements will be posted on the County webpage here:

<https://www.charlescountymd.gov/services/emergency-services>

DOCUMENTS

- [MOU St. Mary's](#)
- [MOU Prince George's County](#)
- [MOU King George](#)
- [MOU Commandant NDW](#)
- [MOU Calvert County](#)
- [MOU National Capital Region](#)



Disputes

- ▶ MOU Document
- ▶ Review process
- ▶ Personnel issues - outlining the path



Addendum A - Station Specific Provisions

- ▶ Type of information for this addendum include:
- ▶ Looking to make these as uniform as possible. There should be very little deviation from station to station.
 - ▶ Vehicle inspection forms
 - ▶ Task lists at the station



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Addendum B - Shared Space & Agreed Upon Accommodations

- ▶ Floorplan/room #s or access areas for career vs volunteer, shared space
- ▶ Storage space rules
- ▶ Kitchen space- rules for shared fridge space
- ▶ Bunk rooms rules



Feedback process

- ▶ Share draft document within your organization and **solicit feedback**.
- ▶ Organization leadership is to **summarize them on the EMS MOU Comments Form**
- ▶ EMS MOU Comments form:
 - ▶ Please submit back to EMSMOU@charlescountymd.gov
 - ▶ How long will it take to review and provide your comments in return?

Documents for handout on Apr 7

Documents for handout...

