

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

Background & Purpose

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

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

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.

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

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

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?

Questions?