

ORIENTATION & EXPECTED PRACTICES

Congratulations on your appointment to the City of Boston Emergency Medical Services

On behalf of the Chief of Department, welcome to the Boston EMS Academy. Each of you have passed the written and physical examinations as well as an intensive interview process which has demonstrated a fine potential for service to the City of Boston and to the people who live and work here.

Boston EMS is a semi-military organization. Rules and regulations govern the conduct and actions of all members of the department.

Analyze yourself as objectively as you can. Become a member of Boston EMS because you accept its opportunities and are willing to meet its demands and obligations. Drive yourself to your best efforts, develop your talents and strive to rise to higher ranks of the department.

Your success in training can make you part of the greatest EMS agency in the world.

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Reporting for Duty

Recruits are to be at their posts, ready for the day's assignment at the designated start time.

Recruits who are tardy for a duty shift or returning from a break will fill out an Incident Report. Repeated or chronic tardiness may result in termination from the Academy.

Absence or anticipated tardiness should be reported to the Recruit's LFTO and a Training Captain. Failure to make proper notification of an absence (more than 1 hour prior to a field shift) or tardiness (within 30 minutes after the start of the shift) will result in a "No Call/No Show." Personnel calling out sick are ineligible to work for the 24-hour period beginning with that duty shift.

Absence will result in loss of duty pay, as sick and discretionary time may be accrued but not used during the Academy. Furthermore, missed time will affect seniority.

Appearance and Uniform

Recruits shall pay appropriate attention to personal appearance and hygiene. Hair should be worn off the face and neatly above the shirt collar; facial hair neatly trimmed. Jewelry posing a safety hazard is discouraged.

Proper uniform is to be worn at all times unless the schedule dictates otherwise. The uniform of the day will be Boston EMS tan shirt with

patch on left shoulder, brown pants, shined black shoes or boots with black socks, black belt and “EMS” collar pins. Other details (long vs. short sleeve; dress slacks vs. BDU) will be addressed as necessary. Uniforms shall be clean and wrinkle free. Additional uniforms may be purchased from the Department approved vendor at the Recruit’s expense.

Uniforms should not be worn when off duty unless in transit to and from duty. Conduct is to be professional when in uniform.

Attire for physical training (shirts and shorts) will be provided at the Recruit’s expense.

Recruit name tags shall be displayed on the left pocket of the uniform shirt during the didactic portion of the Academy. Boston EMS and BUMC ID cards shall be carried when on duty, professional credentials should also be on the Recruit’s person.

Equipment

Recruits shall have their classroom material (texts, manuals, handouts, etc.,) jump kits, BP cuffs, stethoscopes, pens, watches and personal protective equipment available and accessible throughout the Academy.

Squad Duties

Ready Squad

Kitchen and Coffee

Classroom and Water

Common areas including bathrooms

Electronic Devices and Media

Cell phones and all other electronic devices shall be on “silent” or “vibrate” mode and out of sight when in the classroom setting. A Recruit in receipt of an emergency message may exit the classroom to quickly and quietly return the message. Recruits should be aware that personal or emergency messages left with the Boston EMS office staff or at Dispatch Operations may not be communicated in a timely fashion.

Use of cell phones or other devices while operating a Department vehicle or engaged on a call is forbidden. Use of devices to photograph or record patient contacts is a violation of patient confidentiality.

Recruits are cautioned regarding the use of social media and should be careful not to engage in behavior embarrassing to Boston EMS

Classroom Decorum

Respect in accordance to rank and tenure is expected. Recruits shall treat all staff members, lecturers, visitors and each other with respect and professionalism.

Recruits are being compensated for classroom performance. Inattentiveness, distracting behavior or “nodding off” will not be tolerated. Only material relevant to the Academy is to be read in the classroom-no recreational reading (e.g. newspapers)

Recruits are expected to adhere to the chain of command. Questions or issues are to be referred to the faculty. While questions are welcomed, Recruits are cautioned against “answer shopping.” Conflicting information should be brought to the attention of the Training Captains.

Recruits are to limit their presence to areas designated for their use during the business day. Access to the office suites is restricted. Permission should be sought if access is necessary. Visiting non-Academy personnel during duty hours is discouraged. Recruits are cautioned regarding a sense of familiarity with personnel, the department or the process.

Demeanor

Academy participants, including staff, are under constant scrutiny. Professional conduct and appearance is expected at all times. Posture, language and general appearance while in public should reflect this expectation (e.g. hands in pockets, leaning against walls.)

Recruits are expected to be receptive to constructive criticism and suggestions. They are also expected to provide constructive support and interaction to each other. Positive, constructive, instructive exchanges are crucial to success.

Fraternization with others while on duty should be secondary to completion of work related tasks during both the didactic and field components of the Academy (and once cleared as well.)

While in the Field Internship, Recruits should strive to impress others with their focus, enthusiasm, initiative and skills (no couch potatoes, channel surfing, etc.) Conduct between calls is also under scrutiny.

If not on duty, yet at a hospital (working for agency, paramedic internship, etc.) Recruits should act as if they are on duty. Any contact with another agency (interface with PD, FD; other EMS) while off duty needs to be reported to the Academy Faculty. Recruits in uniform but off duty should conduct themselves as if they are on duty, as their behavior reflects on the uniform and Boston EMS. Recruits are cautioned regarding fraternization when off duty.

Injury

There is no light duty Recruit Academy

Injury evaluations vs. modifications

Disciplinary Process

Incident Reports

Oral Counseling

Written Warning

Suspensions

Termination

Probationary Employees

Miscellaneous Issues

Parking is on the first floor of the garage. Beware CVS, other parking lots and the street. Validate parking until IDs are active.

A Recruit Academy impacts the day to day operation of the physical plant. Recruits are not to use the elevator unless directed otherwise by

the Academy Staff. Recruits moving through stairwells and hallways should stay to the right and be in single file, as appropriate.

Recruits may use the classroom for lunch, but meals must end with the commencement of class. Beverages are allowed if covered.

NO FOOD OR OPEN CONTAINERS OF BEVERAGES IN THE MIC

Please use only one appliance at a time in the 4th floor kitchen.

There is no tobacco use on PHC property or in PHC vehicles.

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GENERAL GUIDELINES

It is expected that Recruits:

- ◆ Shall conduct themselves at all times in a manner which will not bring reproach or discredit upon the Department.
- ◆ Will not engage in any activity, whether by actions, speech, writings, or dissemination of material which may cause a violation of the Boston Public Health Commission's Anti-Discrimination, Harassment and Retaliation Policy [BPHC #103]
- ◆ Understand that here is no expectation of privacy on social media sites. You will be held responsible for what you write or post.
- ◆ Will not make any postings that will bring discredit upon Boston EMS or will bring this Department or any of its members into disrepute if viewed by other members or the public. You may not use the Boston EMS logo or name in any posting or feature the logo or name on any web page.
- ◆ Will not post photographs of yourself or any other member in uniform unless worn during an event for which the uniform is required.
- ◆ Will not indulge in, or be under the influence of intoxicating liquors while on duty or in uniform.
- ◆ Will not use, or have in their possession, any substance that violates the Boston EMS Substance Abuse Policy

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- ◆ Will not make a false statement, report or record with the intent to deceive.
- ◆ Will not maliciously damage any Department property, tools or equipment.
- ◆ Will not carry, possess, store or use any firearm while on Department property.
- ◆ Will report the loss of badge and/or I.D. card or other Department property immediately to the Department.
- ◆ Will remain with their squads at all times and not absent themselves from an assigned class or other duty unless otherwise directed by a member of the Boston EMS Academy.
- ◆ “ATTENTION ON DECK” – First Recruit to see a member of the Boston EMS Command Staff (Deputy Superintendent, Superintendent, Superintendent-In-Chief or Chief of Department) shall immediately and loud enough to be heard by all in the room call out “ATTENTION ON DECK.” All Recruits shall immediately (when safe) stop what they are doing and present themselves at attention.
- ◆ Will do exactly as they are told. You will follow orders to the letter.
- ◆ Will state good morning/afternoon, sir/ma'am, whenever you make eye contact with any Department member inside Boston EMS Headquarters.

- ◆ When asked a question, your response will be “yes/no sir,” or “yes/no FTO.” When interacting with other department members, address them by their rank and avoid any familiarity.
- ◆ Will understand that Lead Field Training Officers/Field Training Officers are an extension of the Training Captains. You will treat them with the same respect.
- ◆ Will make sure all your gear is clearly and neatly marked.

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Additional Tidbits

- ◆ We are always here for you if you show us you want to learn. Don't be afraid to ask for help.
- ◆ Give 110% every day in everything you do here. Poor attitudes will not be tolerated.
- ◆ Always finish on this job. Quitting prior to completing your task is not an option.
- ◆ If someone asks for a volunteer, everyone should step up.
- ◆ Squad clean-up work will be performed every day (classroom and common areas). Always leave the area better than you found it.
- ◆ Know that medical leave or light duty may result in you not graduating. Call out sick only if absolutely necessary. Missing training days will affect your seniority and may result in your termination.