



# SENECA COUNTY

## Emergency Services



### Standard Administrative Guideline

**Subject:** Open Door Policy

**Reference Number:** 19

**Effective Date:** 1-08

**Review Date:** Annually, 2-2020

#### **Purpose:**

The purpose of this policy is to establish a guideline for personnel to follow for meeting with the EMS Director or designated representative.

#### **Background:**

An open door policy guarantees that employees can go above their boss to seek assistance from the boss's supervisor. An open door policy provides employee access to any manager or supervisor including the Director of EMS.

#### **Policy & Procedure**

1. Any member of Seneca County EMS has the inherent right to request a meeting with the EMS director at anytime. The member is encouraged to seek resolution of a conflict with his District Coordinator prior to contacting the EMS office.
2. If the situation or conflict is with the district coordinator the member is encouraged to seek assistance from the Assistant District Coordinator prior to contacting the EMS office.
  - The Joint Ambulance District Board of Trustees shall be advised of any proceedings beyond this point, to ensure that the matter is addressed at the local level.
3. If the situation or conflict involves both the assistant and the district coordinator, the member is encouraged to contact the EMS office directly for an appointment to meet with the EMS director directly.
  - The EMS Director/EMS Assistant Director and EMS Medical Director will meet with the member by appointment to discuss and investigate any situation that requires attention.
  - The EMS Medical Director has the authority to remove any member from participating in direct patient care, pending any investigation of medical standards of care/protocol adherence.
4. If the situation or conflict is with the assistant coordinator, coordinator and EMS director, the member is encouraged to seek an appointment with the Seneca County Administrator, or EMS Medical Director.

#### **Recommendations:**

1. All personnel are encouraged to document, in writing, all complaints, personnel problems, conflicts or situations that need review.

**Ken Majors RN, NRP, Emergency Services Director**  
**Dani Gebauer, EMT-P Emergency Services Administrator**  
126 Hopewell Ave. Tiffin, Ohio 44883  
Office: 419-447-0266 ■ Fax: 419-448-5064