



**SOP# 220**

**Conflict Resolution Policy**

**Effective: January 15, 2016**

**Updated: January 15, 2016**

**Reviewed: February 1, 2020**

**Approved By:**

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*Patient Focused - Customer Centered - Caregiver Inspired*

## **AMR CONFLICT RESOLUTION POLICY**

### **A. PURPOSE**

This policy is designed to guide and direct members of the EMS alliance through times of on scene conflict and provide a path to resolution. 3 levels of conflict resolution will be addressed and direction will be provided as to how to proceed. A flow chart will show graphically the path to follow and actions to take. Each member of this unique partnership is responsible to perform at the highest level of excellence possible at all times.

### **A. POLICY**

#### **1. Conflict Resolution Process:**

##### **a. On-Scene Resolution:**

- i) Initiate a one-to-one or crew-to-crew meeting, as appropriate, in person prior to leaving the incident area if possible.
- ii) If the issue can be resolved, no further action is needed.

##### **b. Off-Scene Resolution:**

- i) If the issue cannot be resolved on scene for any reason then as soon as possible both parties should coordinate a time and location to meet. The crew shall contact the on duty EMS Supervisor to facilitate a meeting with the engine company. If the issue can be resolved here no further action is necessary
- ii) Concerted efforts should be made to discuss the call within 48 hours.

iii) If the issue still cannot be resolved at the agreed upon location at the first level then contact should be made to the EMS Supervisor. The EMS Supervisor will then contact the appropriate Battalion Chief. The purpose of the supervisor intervention is to facilitate discussion and assist the individuals or crews in establishing agreements, common ground and resolution.

iv) If the issue can be resolved here, no further action is needed.

c. EMS Supervisor Resolution:

i) If the issue cannot be resolved at this point then the EMS Supervisor will follow the chain of command and continue the reporting process.

ii) If union representation is needed the necessary labor steps must be taken.

iii) If the issue can be resolved with the assistance of EMS Supervisors, no further action is needed.

iv) If the issue cannot be resolved at the EMS Supervisor Level then notification will be made to each organizational administration and further direction will be provided.

2. **Outstanding Issues:**

a. NO discipline (or intervention) will be done on scene – EXCEPT FOR EMERGENCY INTERVENTION(S) DUE TO CIRCUMSTANCES THAT ARE LIFE ALTERING.

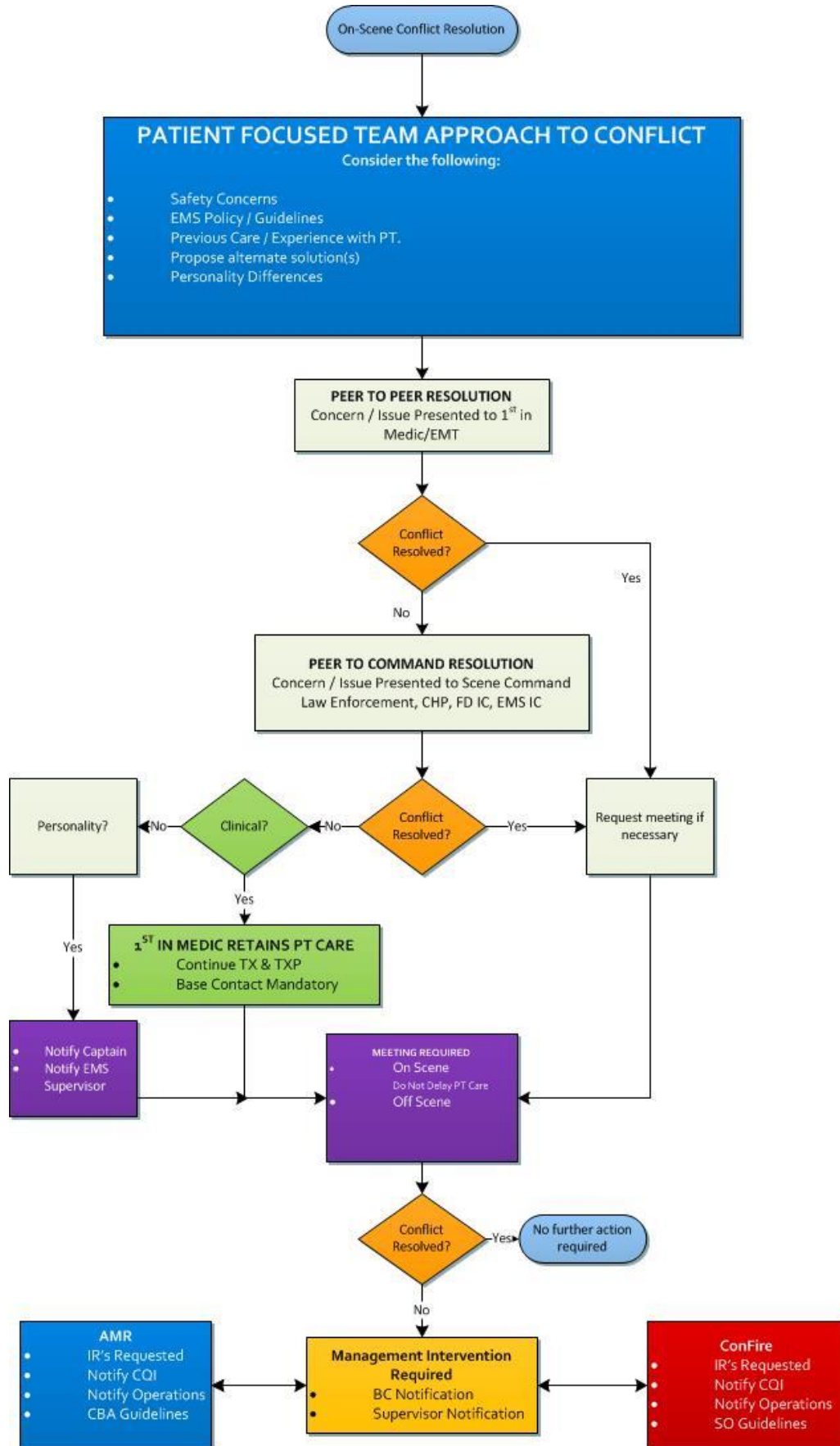
b. Patient care/management vs. Incident Command

i) Patient care is handled by the first arriving medical provider until such time as care is transferred.

ii) Incident Command is the responsibility of the commanding officer of the first arriving fire department resource

iii) In times of conflict both parties will exercise decision making skills with the best interest of the patient and emergency responder's safety in mind. If the discrepancy continues the first in Paramedic shall retain patient care and the conflict resolution flowchart should be referenced for further action.

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**B. ENFORCEMENT OF POLICY**

1. Violations of this policy are subject to corrective action up to and including termination of employment.