



Contra Costa County Operations

Patient Focused - Customer Centered - Caregiver Inspired

SOP# 200 Company Rules Effective: January 1, 2010 Updated: February 1, 2020	Approved By: Michael Johnson Regional Director
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A. Purpose

1. Due to the nature of the services it provides, American Medical Response must, without qualification, have the right to establish, delete and modify policies and practices, particularly including but not limited to those relating to safety, security, corrective action, and control.

Policy

1. Company rules and regulations shall be made available to each employee for his/her benefit and understanding.
 - a. A hard copy of the most up to date AMR Contra Costa County Standard Operating Procedures (SOP's) is available at the Main Operations Center and all sub-stations and online through the Division's website.
 - b. The most up to date AMR Contra Costa County Standard Operating Procedures (SOP's) will also be made available in electronic format on the AMR Employee Portal (portal.emsc.net), MEDS tablet desktop, and on the Contra Costa AMR website (amrcoco.com).
 - c. The most recent copy of the SOP's will be provided to each employee on the first day of their academy.
 - d. Periodic SOP updates, operational and clinical changes as well as updates, events, and general information (outside of SOPs and relevant policies) will be distributed at the stations on bulletin boards and fliers as well as SOP binders, and via electronic methods such as Everbridge, Facebook (via employee group CoCo Community Outreach), as well as the Contra Costa AMR website (amrcoco.com).
 - e. It is the responsibility of each employee to familiarize themselves with the AMR Standard Operating Procedures and any other Company Rules and Regulations.
2. Any modification of these rules and regulations by the Company shall be provided to employees and the Union before they are enforced.
 - a. Employees will be considered to have received a documented addendum to these rules, new rules, regulations or procedures, or any memorandum, notice or corrective action notice issued by the Company when one of the following has occurred:
 - i. Posted in the locked bulletin boards at the Main Operations Center and at each sub-station. Such documentation will remain posted for at least 14 calendar days.
 - iii. Signed for by the employee.

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- iv. Proof of delivery is received by the Company from an assigned courier/parcel service.

- b. It is the responsibility of each employee to check the bulletin boards, the SOP binders located at the stations, and/or AMRCoCo.com, etc. for any documented addendum to these rules, new rules, regulations or procedures, or any memorandum issued by the Company.

- c. A two-ring binder is provided at each station where documented addendum to these rules, new rules, regulations or procedures, or any memorandum or notices from the previous few months will be available for review. All documents are archived at the Main Operations Center.
 - i. It is the responsibility of each employee to periodically review previous documented addendum to these rules, new rules, regulations or procedures, or any memorandum or notices.

American Medical Response Contra
Costa County Operations Standard
Operating Procedure #200