

**PRIVATE AMBULANCE SERVICE
COMPANY IN RHODE ISLAND
POLICIES AND PROCEDURES MANUAL**

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Purpose

This manual aims to help employees familiarize themselves with the work environment and what is required of them at [COMPANY NAME]. It explains the conditions and employment terms of employees working at [COMPANY NAME] in helping the company realize and implement its goals. Employees at [COMPANY NAME] should embrace and use this manual as a guide to the realization of the successful implementation of their duties. Employees at [COMPANY NAME] are responsible for fully reading this manual for a detailed comprehension of each aspect of the manual to avoid breaking workplace rules or omitting the performance of some roles. Should an employee have difficulty or experience a challenge in reading or comprehending an aspect(s) in the manual, they should contact the General Manager to get a detailed explanation(s). This manual highlights the benefits to enjoy, procedures to adhere to when performing tasks, services to offer, and policies to act as a reference guide. This manual will be given to each employee before enrolling for a job to read and confirm whether they shall oblige to the policies and procedures. In addition, employees shall remain with this manual during their employment at [COMPANY NAME] to act as a reference guide.

[COMPANY NAME] is bound to make changes to this manual at any time the management finds it fit to do so without notifying or seeking permission from the employees. In the future, when [COMPANY NAME] makes changes to this manual and there are conflicting provisions, employees are required to use the newly revised manual as it will be an improved version of this manual. Upon revision of this current manual, it is the responsibility of employees to find out the adjustments made and implement them accordingly. [COMPANY NAME] shall offer explanations of this manual; thus, employees can contact the General Manager to gain more

information on certain provisions they are interested in. This manual shall act as a reference guide and not as a basis for contract signing between [COMPANY NAME] and employees.

This manual is owned by [COMPANY NAME] and it's to be used as a reference guide and for personal use by [COMPANY NAME] employees. Employees should not circulate this manual outside the [COMPANY NAME] it is a property of [COMPANY NAME] . For circulation outside [COMPANY NAME], the General Manager should approve the request.

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SECTION 1: 1.0 WELCOME

1.1 Welcome

We value our employees at [COMPANY NAME]. We do our best to ensure we provide a good working environment to our employees. We ensure we are part of the journey of our employees in helping them perform their duties diligently and realize their goals. [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

We wish you success in your employment here at [COMPANY NAME].

Sincerely,

[NAME]

General Manager

1.1 Mission and Vision Statements

[COMPANY NAME] is a Rhode Island-licensed private ambulance service. [COMPANY NAME] is privately owned and aims to provide both emergent and non-emergent medical transport services to the residents and communities who seek our services. [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

1.2 Employment Authorization Verification

New employees will be required to [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

1.3 Wage Requirements

1.3.1 Attendance Requirement

If an employee is aware that they will be late for work or absent, they should inform the general manager [REDACTED]

[REDACTED]

1.3.2 Direct Deposit

[COMPANY NAME] advises its employees to enroll in direct deposit. This is not mandatory, but optional; thus, the decision is made by the employees. [REDACTED]

[REDACTED]

1.3.3 Hourly Consideration

The payment an employee receives at [COMPANY NAME] depends on many factors, including the effort an employee makes and the number of hours worked. [REDACTED]

[REDACTED]

1.3.4 Job Abandonment

If an employee does not report to work and does not communicate the reason for their absence for

[REDACTED]

1.3.5 Paycheck Deductions

[COMPANY NAME] is required by law to make specific deductions from an employee's pay every pay period. [REDACTED]

[REDACTED]

1.3.6 Recording Time

[COMPANY NAME] is required by state, federal, and local laws to maintain accurate records of hours employees have worked. [COMPANY NAME] is focused on ensuring it has accurate time records and that employees are fully compensated for all hours worked. [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

If an employee is required to clock in, they should clock in no more than four minutes ahead of their start time and clock out no later than five minutes after quitting time. An employee should notify their general manager of any errors in payment or wrong records such as involuntarily missed breaks or meal periods. [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

1.4 Discipline, Layoff, and Termination

1.4.1 Criminal Arrests/Activity

[COMPANY NAME] will report all criminal activities as per the applicable law. [COMPANY NAME] does not allow its employees to participate in criminal activities whether inside or outside the company. If an employee is found engaging in criminal activity, [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

1.4.2 Exit Interview

[COMPANY NAME] may at some point ask employees to participate in an exit interview when leaving for another job or personal program. [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

1.4.3 Outside Employment

[COMPANY NAME] understands that an employee may have an outside job that will help them in maximizing their earnings. If an employee has an outside job and it adversely impacts the availability of work performance, [COMPANY NAME] may be forced to as the employee to

terminate it. [COMPANY NAME] does not have a problem with its employees having outside jobs during their off hours provided it does not adversely impact their job performance, work hours availability, and quality of services offered. [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

1.4.4 Post-Employment References

[COMPANY NAME] will confirm employment dates and job title only, following a written authorization, [COMPANY NAME] will confirm compensation. Any requests for employment verification should be forwarded to the general manager.

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SECTION 2: 2.0 FAMILIARITY

[COMPANY NAME] is committed to upholding excellent communication and promoting a positive work environment. [COMPANY NAME] ensures employees are aware of and committed to the basic principles, policies, and processes. Following these guidelines can help create a pleasant workplace that encourages development, teamwork, and accountability.

2.1 New Employee Orientation

Pleasure to have you at [COMPANY NAME]! We are happy to have you as a member of our team, and we want to make sure that your transition into our company is easy, educational, and interesting. Our New Employee Orientation has been created to give you the vital information, tools, and skills you need to succeed at [COMPANY NAME].

[REDACTED]

- i. Vision and Guiding Principles: [REDACTED]

- ii. Benefits: [REDACTED]

iii. Equal opportunities for employment and affirmative action: [REDACTED]

[REDACTED]

[REDACTED]

iv. Company Structure and Departments: [REDACTED]

[REDACTED]

[REDACTED]

v. Resources and Opportunities: [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] We appreciate you

deciding to join the [COMPANY NAME] family, and we are looking forward to starting this exciting journey with you.

2.2 Categories of Employment

We at [COMPANY NAME] believe in developing a cooperative working environment that enables people and the company to find the best fit. The "Categories of Employment" policy defines the stages and requirements new hires will experience throughout their initial weeks or months with us. This policy lays the groundwork for a seamless integration into our workforce.

2.2.1 Introductory Period

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

While the initial phase is a time for mutual evaluation, it also comes with advantages and expectations:

- i. Support for Onboarding: [REDACTED]

[REDACTED]

Expectations:

- i. Performance: Continue to give your job and your obligations your full attention;
- ii. Participate enthusiastically in group tasks, projects, and educational opportunities;
- iii. Professionalism: Uphold [COMPANY NAME]'s principles and follow our rules and regulations;
- iv. To resolve any questions or concerns, keep an open line of communication with the general manager.

The general manager will evaluate your performance, engagement, and alignment with [COMPANY NAME] values at the end of your orientation time. A decision about your continued employment will be made in light of this evaluation.

2.2.2 Benefits Eligibility

Once the ninety (90) day introductory phase is completed, employees will access benefits like 401(k), life insurance, and short-term disability. [REDACTED]

[REDACTED]

[REDACTED]

Your personal and professional requirements are supported by our benefits package. It covers a range of topics that support your well-being, financial security, and work-life balance. These advantages consist of, but not be limited to:

- i. Health Insurance: [REDACTED]
- ii. [REDACTED]
- iii. [REDACTED]
- iv. [REDACTED]
- v. [REDACTED]

[REDACTED]

Your preparedness to accept your role and contribute to [COMPANY NAME]'s goal and values is demonstrated by your successful completion of the Introductory Period. Once this phase is over, your eligibility for the aforementioned benefits will be enabled, enabling you to make use of the benefits that come with being a respected employee of our company.

To maximize your experience as you get closer to being eligible for the benefits package, think about taking the following actions:

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Beyond determining your eligibility for benefits, we are dedicated to your well-being. We are committed to giving you ongoing assistance, chances for professional progress, and a nurturing environment that promotes your success as you join the [COMPANY NAME] family.

The period of benefits eligibility is a crucial turning point in your employment with [COMPANY NAME]. We urge you to take advantage of the options presented to you as you go through the introductory period and become eligible for our full benefits package. By making the most of these

[REDACTED]

While the framework of at-will employment allows for flexibility, [COMPANY NAME] is dedicated to upholding open lines of communication and openness with all employees. We promote regular discussion about your job, performance, and objectives for your career. We maintain clarity and alignment in our working relationship through the use of feedback sessions, performance reviews, and routine check-ins.

Take into account the following when you negotiate the at-will employment relationship:

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