

NOTICE OF MEETING

Public notice is hereby given that a public meeting of the Board of Directors of the St. Charles County Ambulance District will be held at the District's Offices, 2000 Salt River Road, in St. Peters, Missouri, on Thursday July 13th, 2023 at 6:00 p.m., to consider and act upon the matters on the following tentative agenda and such other matters as may be presented at the meeting and determined to be appropriate for discussion at that time.

6:00 P.M. –BOARD MEETING

- I CALL TO ORDER
- II PLEDGE OF ALLEGIANCE
- III PUBLIC COMMENTS
- IV AWARDS & ANNOUNCEMENTS
 - Mission Lifeline Award
- V CONSENT AGENDA
 - A. July 13th, 2023 Agenda Approval
 - B. June 22nd, 2023 Approval of Meeting Minutes
- VI STAFF REPORTS
 - A. Call Volume & Revenue Report – (June)
 - B. Community Relations Q2 Report
- VII OLD BUSINESS
- VIII NEW BUSINESS
 - A. Desktop Support Technician Job Description #102-22d
 - B. Social Media Policy #701-7
 - C. COVID Vaccination Policy #606-4
 - D. Clinic RFQ
- IX ADJOURN PUBLIC PORTION

Kenny Biermann
Secretary of the Board of Directors

Date/Time Posted: 07.12.2023 @ 12 noon

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- I CALL TO ORDER – PUBLIC PORTION

- II MOTION TO SUSPEND PUBLIC MEETING – MOTION TO SUSPEND PUBLIC PORTION AND GO TO CLOSED SESSION Pursuant to: A. Attorney Client Sec.610.021 (1)RSMo (1986) B. Personnel Sec. 610.021(3&13) RSMo(1986)

- III ADJOURNMENT - PUBLIC PORTION

Kenny Biermann
Secretary of the Board of Directors

Date/Time Posted: 07.12.2023 @ 12 noon

By: Tammy Dixon

**ST. CHARLES COUNTY AMBULANCE DISTRICT
BOARD MEETING MINUTES
THURSDAY JUNE 22nd, 2023**

I. CALL TO ORDER

Ronald Reguly, called the meeting to order at headquarters at 6:00 p.m. In attendance were Ronald Reguly, Teresa Reynolds, John Whitworth, Mark Johnson, Sean Treece and Kenny Biermann.

II. PLEDGE OF ALLEGIANCE

III. PUBLIC COMMENTS

Arnie Dienoff made public comments.

IV. AWARDS AND ANNOUNCEMENTS

- Chief Kelly Cope presented recognition award to Steve Uetz for demonstrating compassion and integrity during patient calls and patient survey results.
- Chief Kelly Cope presented Lieutenant Ashley Givins a challenge coin for accountability for her assistance in mentoring new hires and her volunteer time.

V. CONSENT AGENDA

A. Agenda Approval

Teresa Reynolds moved to approve the agenda as presented for Thursday, June 22nd, 2023, Kenny Biermann seconded, the motion carried 6 to 0.

B. Meeting Minute Approval

Teresa Reynolds moved to approve the Board Meeting Minutes from Thursday, June 8th, 2023, Kenny Biermann seconded, the motion carried 6 to 0.

VI. STAFF REPORTS

A. May Financial Review

Rick Rognan from Rognan and Associates presented the May Financial Report. No Board action.

VII. OLD BUSINESS

A. Stop Loss Renewal – *(Previously discussed at the 6/8 Board Meeting)*

Our current stop loss carrier, Tokyo Marine proposed an increase in collateral for July 1, 2023, to June 30, 2024, due to three large claimants for fiscal year 2022-2023. Collateral increased to \$141,155.58 (or 14%) with stop loss remaining at \$85,000 per employee. For comparison, in 2022-2023 collateral due was \$113,880.58.

Teresa Reynolds made the motion to approve Tokyo Marine Health Insurance Collateral to increase to \$141,155.58 (or 14%) with stop loss remaining at \$85,000 per employee for the year July 1 2023-June 30 2024, Mark Johnson seconded, the motion carried 6 to 0.

B. Workers Compensation – *(Discuss at the 6/8 Board Meeting)*

The District previously utilized workers compensation carrier, MEM and they provide a guaranteed one-year rate of \$358,752 (5% less than Amerisure renewal) based on payroll and

claims incurred. We currently use Amerisure, and they offer a loss sensitive program with a graduating rate depending on payroll and claims incurred. Amerisure's projected premium for 2023-2024 (based on prior term losses) is estimated to be between \$375,000-\$380,000.

Teresa Reynolds made the motion to approve continuing with Amerisure's loss sensitive workers compensation plan for 2023-2024 (based on prior term losses) for an estimated amount of \$375,000-\$380,000, Sean Treece seconded, the motion carried 6 to 0.

C. Signature Authorization Resolution #23-04 – (previously approved at 5/12 Board Meeting)

Resolution 23-04 is to replace previously approved Resolution 23-02 in reference to property located at 4141 Mexico Road, St. Peters, MO. The buyer of said property is requesting the closing document for correctly contained address of 4141-4151 Mexico Road, St. Peters, MO 63376.

Kenny Biermann made the motion to rescind Resolution 23-02 (originally approved on 5/12) and replace with Resolution 23-04 hereby adopted, Mark Johnson seconded, the motion carried 6 to 0.

VIII. NEW BUSINESS

IX. ADJOURNMENT - PUBLIC PORTION

Ronald Reguly moved to adjourn the Board Meeting, Kenny Biermann seconded; roll call vote was taken; Ronald Reguly - yea, Teresa Reynolds - yea, Kenneth Biermann - yea, Sean Treece-yea, Mark Johnson- yea, John Whitworth – yea, the motion carried 6 to 0.

ST. CHARLES COUNTY AMBULANCE DISTRICT SECOND BOARD MEETING MINUTES THURSDAY JUNE 22nd, 2023

I. CALL TO ORDER – PUBLIC PORTION

Ronald Reguly called to order the Public Portion. In attendance were, Ronald Reguly, Teresa Reynolds, Kenny Biermann, Mark Johnson, Sean Treece and John Whitworth.

II. MOTION TO SUSPEND MEETING – PUBLIC PORTION

Teresa Reynolds moved to suspend the open meeting and go into Closed Meeting-pursuant to A. Attorney Client Sec. 610.021(1) RSMo(1986) B. Personnel Sec. 610.021(3&13) RSMo(1986) Sean Treece seconded; roll call vote was taken.

Ronald Reguly - yea, Teresa Reynolds - yea, Kenneth Biermann - yea, Sean Treece-yea, Mark Johnson-yea, John Whitworth – yea, the motion carried 6 to 0.

III. THE BOARD RETURNED TO OPEN SESSION

IV. OLD BUSINESS

A. Surge Pay Discussion

No Board action taken.

B. Payroll Discussion

Several employees were recently found to have payroll errors dating back to 2020; some were overpaid, some underpaid.

Teresa Reynolds made the motion: to comply with Department of Labor/Fair Labor Standards Act provisions, payroll shall make those employees whole who were underpaid; we hereby forgive the overpayments to those employees who were in fact overpaid during the last two (2) years; in both cases (overpaid and underpaid), all such employees shall have their pay corrected to the appropriate rate per the Collective Bargaining Agreement. To be clear, backpay shall continue until the date their pay is accurately corrected so there is no lapse of time between the two. Kenny Biermann seconded, the motion carried 6 to 0.

IV. ADJOURNMENT - PUBLIC PORTION

V. MOTION TO ADJOURN PUBLIC SESSION

Mark Johnson made the motion to re-open public session, John Whitworth seconded, the motion carried 6 to 0. Roll call vote was taken; Teresa Reynolds-yea, Kenny Biermann-yea, John Whitworth-yea, Mark Johnson-yea, Sean Treece-yea and Ronald Reguly-yea, motion carried 6 to 0.

Ronald Reguly, Chair



Submitted by Tammy Dixon

Kenny Biermann, Secretary/Treasurer

2023	Jan	Feb	March	April	May	June	July	August	Sept	Oct	Nov	Dec	YTD	1Q	2Q	3Q	4Q	Total
911	3391	3086	3327	3264	3443	3364							19875	9804	10071	0	0	19875
Transfer	873	919	1027	949	981	1054							5803	2819	2984	0	0	5803
Totals	4264	4005	4354	4213	4424	4418	0	0	0	0	0	0	25678	12623	13055	0	0	25678

2022	Jan	Feb	March	April	May	June	July	August	Sept	Oct	Nov	Dec	YTD	1Q	2Q	3Q	4Q	Total
911	3474	2961	3189	3166	3386	3396	3580	3669	3601	3749	3783	4032	41986	9624	9948	10850	11564	41986
Transfer	861	796	906	766	724	790	853	645	644	584	560	596	8725	2563	2280	2142	1740	8725
Totals	4335	3757	4095	3932	4110	4186	4433	4314	4245	4333	4343	4628	50711	12187	12228	12992	13304	50711

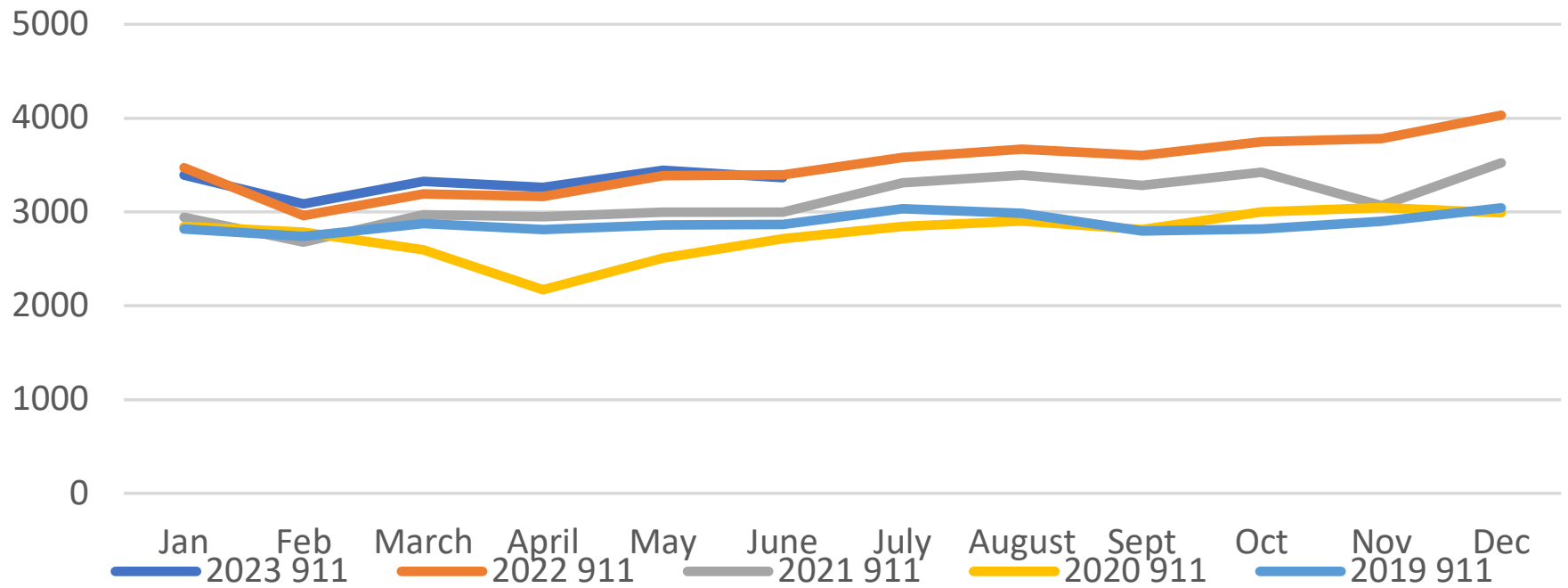
2021	Jan	Feb	March	April	May	June	July	August	Sept	Oct	Nov	Dec	YTD	1Q	2Q	3Q	4Q	Total
911	2942	2679	2970	2948	2998	2996	3309	3390	3284	3423	3066	3523	37528	8591	8942	9983	10012	37528
Transfer	999	846	861	884	842	898	881	833	819	821	816	828	10328	2706	2624	2533	2465	10328
Totals	3941	3525	3831	3832	3840	3894	4190	4223	4103	4244	3882	4351	47856	11297	11566	12516	12477	47856

	Jan	Feb	March	April	May	June	July	August	Sept	Oct	Nov	Dec	YTD	1Q	2Q	3Q	4Q	Total
2023 Trans	873	919	1027	949	981	1054												
2022 Trans	861	796	906	766	724	790	853	645	644	584	560	596	8725	2563	2280	2142	1740	8725
2021 Trans	999	846	861	884	842	898	881	833	819	821	816	828	10328	2706	2624	2533	2465	10328
2020 Trans	897	782	729	683	804	828	868	915	877	889	861	962	10095	2408	2315	2660	2712	10095
2019 Trans	865	836	868	908	880	881	947	828	797	911	768	794	10283	2569	2669	2572	2473	10283
	1.4%	15.5%	13.4%	23.9%	35.5%	33.4%	-3.2%	-22.6%	-21.4%	-28.9%	-31.4%	-28.0%	-15.5%	-5.3%	-13.1%	-15.4%	-29.4%	-15.5%

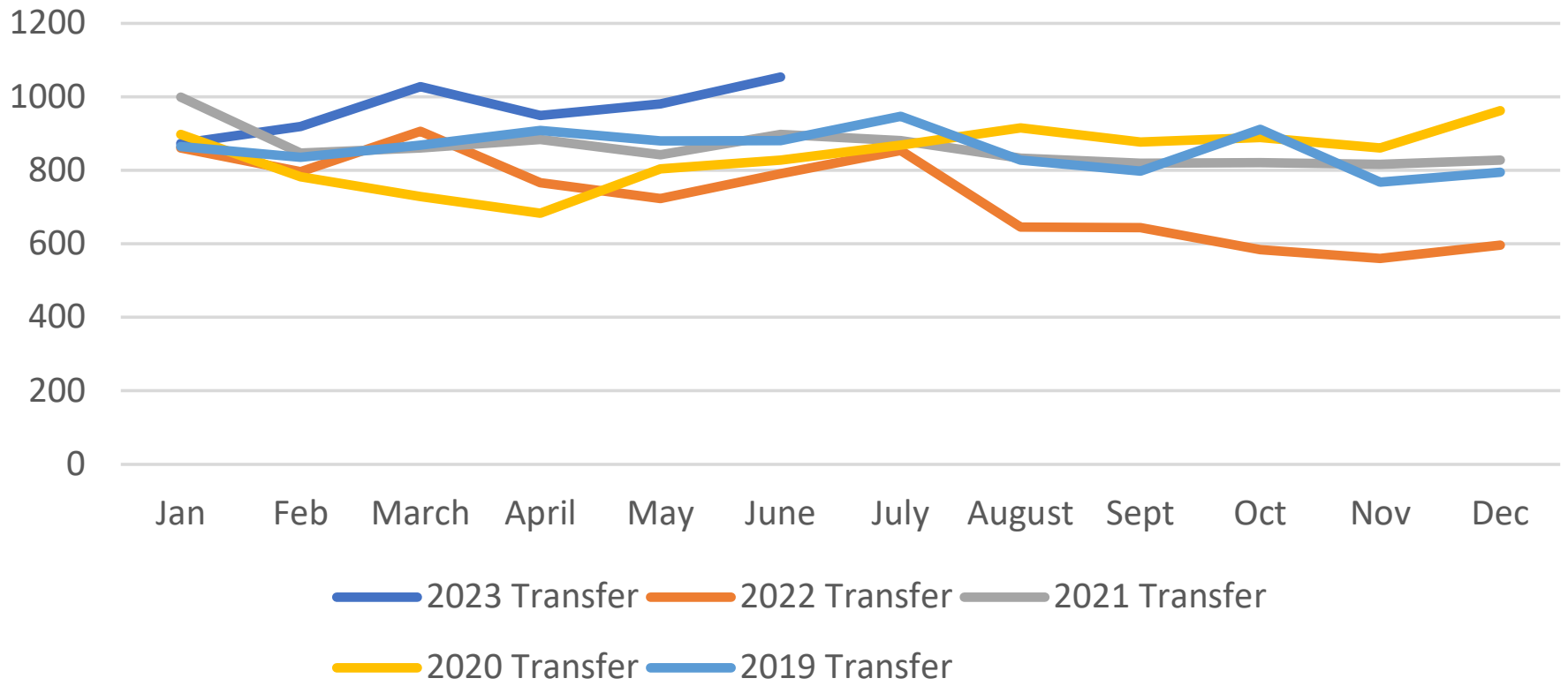
	Jan	Feb	March	April	May	June	July	August	Sept	Oct	Nov	Dec	YTD	1Q	2Q	3Q	4Q	Total
2023 911	3391	3086	3327	3264	3443	3364												
2022 911	3474	2961	3189	3166	3386	3396	3580	3669	3601	3749	3783	4032	41986	9624	9948	10850	11564	41986
2021 911	2942	2679	2970	2948	2998	2996	3309	3390	3284	3423	3066	3523	37528	8591	8942	9983	10012	37528
2020 911	2843	2783	2595	2170	2508	2715	2846	2904	2810	3002	3047	2991	33214	8221	7393	8560	9040	33214
2019 911	2820	2740	2878	2812	2863	2864	3035	2983	2796	2820	2896	3042	34549	8438	8539	8814	8758	34549
	-2.4%	4.2%	4.3%	3.1%	1.7%	-0.9%	8.2%	8.2%	9.7%	9.5%	23.4%	14.4%	11.9%	12.0%	11.3%	8.7%	15.5%	11.9%

	Jan	Feb	March	April	May	June	July	August	Sept	Oct	Nov	Dec	YTD	1Q	2Q	3Q	4Q	Total
2023 Total	4264	4005	4354	4213	4424	4418												
2022 Total	4335	3757	4095	3932	4110	4186	4433	4314	4245	4333	4343	4628	50711	12187	12228	12992	13304	50711
2021 Total	3941	3525	3831	3832	3840	3894	4190	4223	4103	4244	3882	4351	47856	11297	11566	12516	12477	47856
2020 Total	3740	3565	3324	2853	3312	3543	3714	3819	3687	3891	3908	3953	43309	10629	9708	11220	11752	43309
2019 Total	3685	3576	3746	3720	3743	3744	3982	3811	3593	3731	3664	3664	44659	11007	11207	11386	11059	44659
	-1.6%	6.6%	6.3%	7.1%	7.6%	5.5%	5.8%	2.2%	3.5%	2.1%	11.9%	6.4%	6.0%	7.9%	5.7%	3.8%	6.6%	6.0%

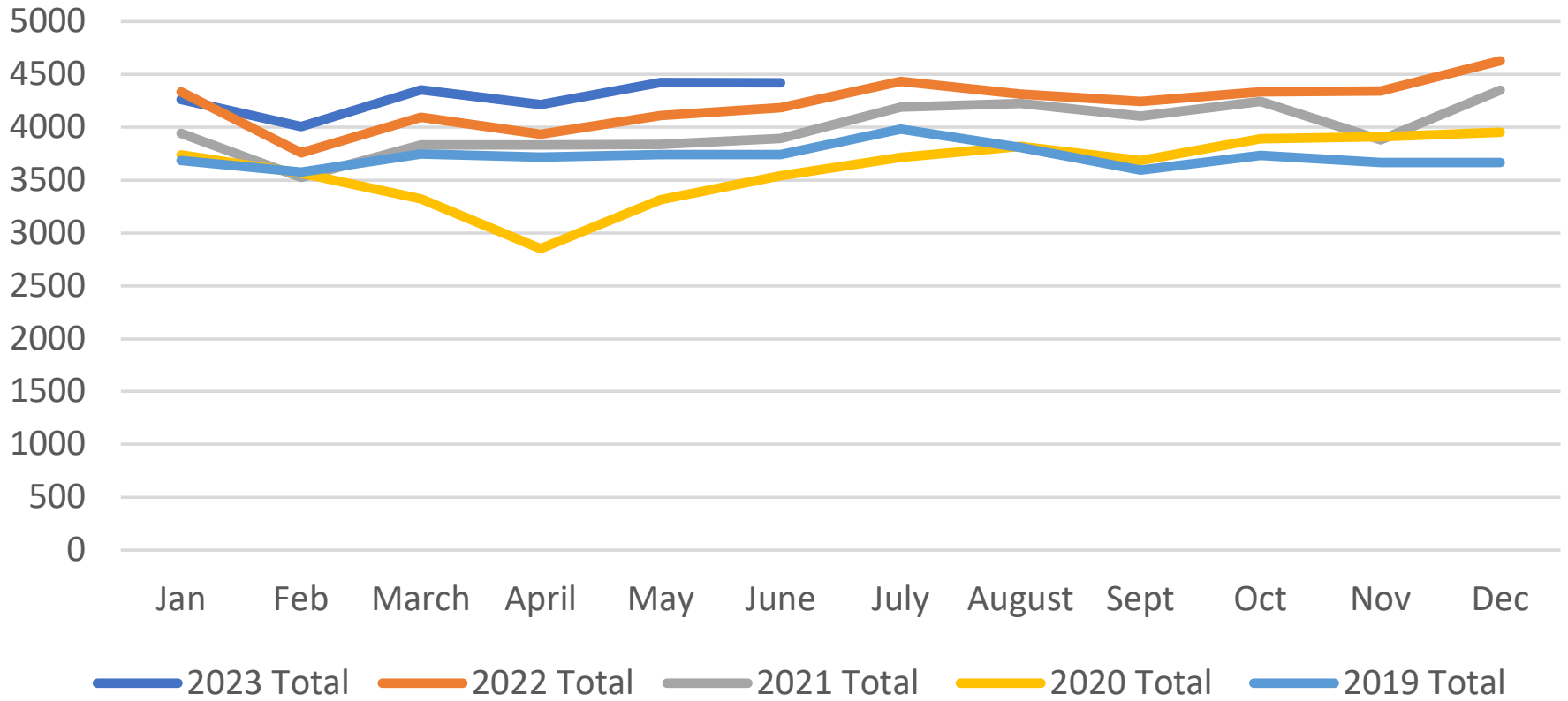
Emergency 911 Reponses



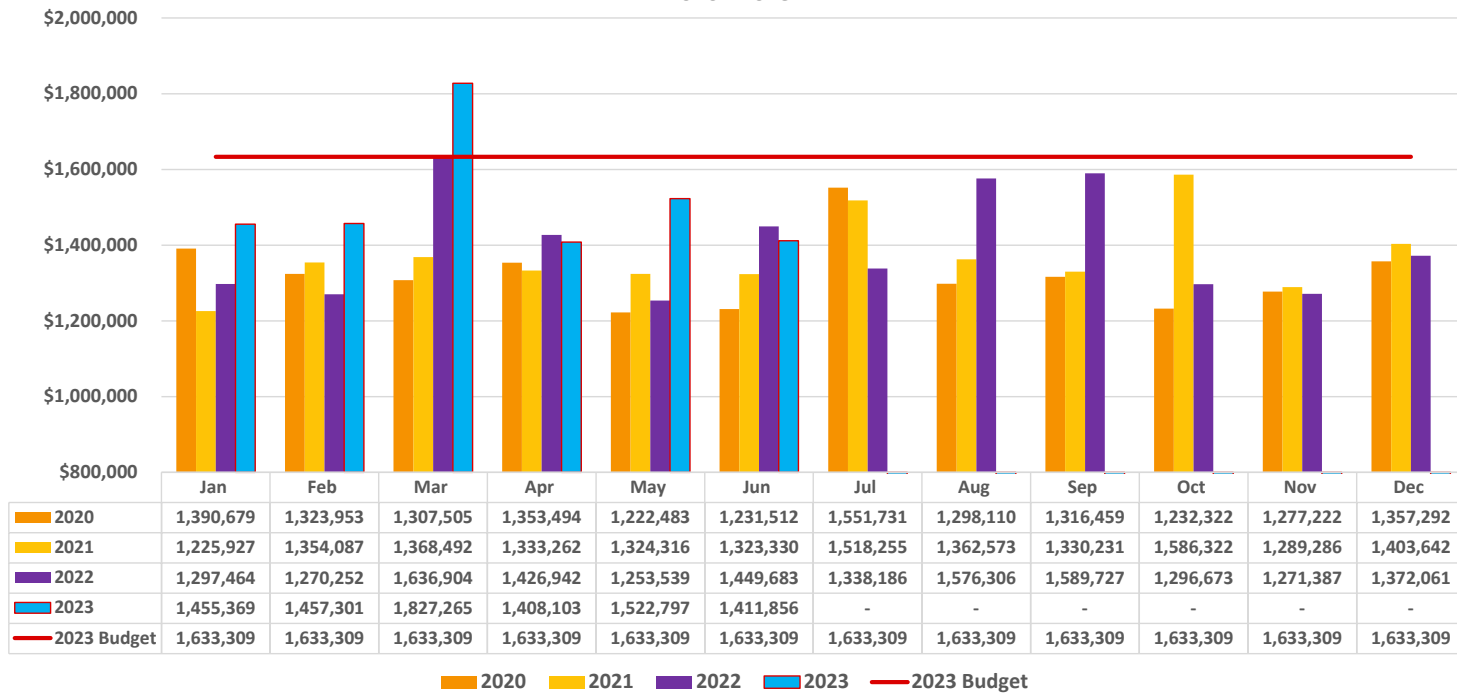
Interfacility Transfers



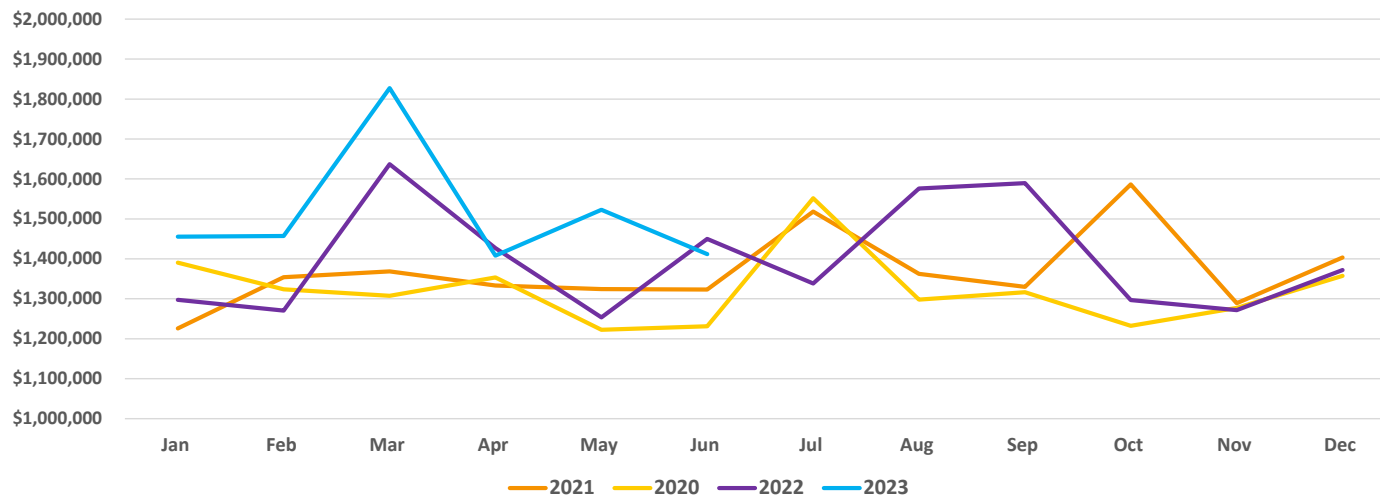
Total Responses



**Net Ambulance Fees by Month
2020 - 2023**



**Ambulance Revenue Trends
2020 - 2023**



Director of Community Relations Q2 2023 Status Report

Tara Khurana joined the community relations department as an intern in May of this year, and will be with us through mid-August. In September, Amanda Buehrig will be joining the department full-time as our Community Relations Coordinator.

From June 26-28, I utilized seminar allowance to attend the American Ambulance Association's annual conference and trade show. While the recruitment and communications-specific sessions I attended were more geared toward private EMS entities, the conference provided an eye-opening look at how our profession operates in other areas of the country.

Community Safety Programs

Program	Date of Program(s)	Approx. Number Served in Quarter	Notes
Child Safety Seat Installation Assistance	Ongoing	Apr – 26 May – 28 Jun – 14 TOTAL – 68	Received notification that Central County Fire and Rescue planned to discontinue their child seat program (they would assist if requested, but were not part of Safe Kids network). Saw a bit of an uptick in volume following this.
Rapid Access	Ongoing	Apr – 16 May – 32 Jun – 17 TOTAL – 65	Program demand continues to be strong; supply of key safes continues to be challenging. Home Depot suggested placing a custom order with manufacturer (Kidde) vs. going through wholesaler; placed order for 200 in mid-April, and units arrived in June. Pricing was better going this route; this will likely be our new path moving forward. HD continues to be a great partner.

Public Presentations/Involvement

Date	Group	Topic	Approx. Attendees
April 4	Parkinson's Disease Support Group	Hands-Only CPR and DNR documents	21
April 6	Wentzville South Middle School Eight Grade	Opiate Prevention	Approx. 200
April 6	Fort Zumwalt North HOSA	Hands-Only CPR and AED	12
April 6	Wentzville School District	Tech/Trade Schools Career Panel Discussion	50
April 12	City of Cottleville staff	Hands-Only CPR and AED	13
April 14	Career Exploration Alliance	EMS Overview & Facility Tour	6
April 19	Bellemeade Manor	Fall Prevention & Senior Safety (handled by K. Tihen & S. Hercules)	15
April 20	Vision First Responders Day	SCCAD Overview, Facility Tour, Specialty Apparatus (with J. Hollrah & K. Cope)	35
April 24	Prospect Lakes Homeowners Association	Rapid Access and File of Life	40

April 26	Watermark St. Peters Senior Luncheon	Rapid Access and File of Life with District Overview	57
April 27	Liberty High School HOSA	Hands-Only CPR and AED	10
May 1	Lincoln County CAPS	EMS Overview & Facility Tour	13
May 4	Orchard Farm Veterans of Foreign Wars Post	Hands-Only CPR and AED	27
May 8	Fort Zumwalt East	Opiate Prevention (with A. Givens)	Approx. 85
May 10	St. Charles City County Library District	Hands-Only CPR and AED	13
May 18	Elite Heating & Cooling	Heat Related Illness	24
June 5	Wentzville School District Teacher Externship	Careers in EMS, tour of Training Center/HQ	7
June 6	St. Charles City County Library District	Hands Only CPR and AED	16

Media Involvement

Publication/Station	Date	Story Solicited by SCCAD?	Story Synopsis
KMOV	April 18	Yes	Five-minute story on the current state of EMS staffing, our Paramedic training program, and the Paramedic Exploration Academy.
KMOV	April 20	No	Nice piece on the Vision St. Charles County Leadership program and their First Responder Day (in which SCCAD was a major participant)
KTVI	May 9	Yes	'You Paid For It' story on our ambulance remount process. E. Davis visited not only SCCAD, but also went to Osage Ambulances to show the remount process, highlighting that it's saved us \$2M over eight years.
Local St. Charles Podcast	May 11	Yes	30-minute interview with K. Tucker on new stations, rising volume, staffing, exploration academy, and more.
KMOV KTVI	May 25	Yes	Feature stories on the USAR Disaster Medical Specialist Training that took place at UHQ. Both stories were well-produced; J. Hollrah and B. Gabbard did a great job with interviews.
KMOV	May 30	No	Reporter R. Kinsaul reached out regarding EMS perspective on xylazine, an animal tranquilizer that is finding its way into fentanyl batches. B. Jones spoke to what we've seen thus far.
Community News	May 31	Yes	Cover story by reporter B. Auten on the USAR Disaster Medical Specialist class. Good coverage with some detailed information on the training.
Journal of EMS (JEMS)	June 5	Yes	Feature story on our success with the Rapid Access program. Opportunity came about after one of their contributors authored an article on forced entry; reached out to editor to pitch story.

Community Meetings/Events Attended

Date	Agency	Meeting Type
April 4	Cottleville Weldon Spring Chamber	Board Meeting
April 5	Child Center of Northeastern MO	Child Abuse Prevention Month Ceremony
April 11	Cottleville Weldon Spring Chamber	General Membership Meeting
April 13	City of St. Charles School District	Parents As Teachers Advisory Board
April 17	Harvester Christian Church	Disaster Preparedness/Safety Review (with J. Hollrah)
April 19	Athena Leadership Foundation	Award winners meet & greet event
April 25	O'Fallon Chamber of Commerce	General Membership Meeting
April 25	St. Charles County CAPS	Business Partner Appreciation
May 2	Cottleville Weldon Spring Chamber	Board Meeting
May 3	Little Black Book Women in Business	Wingman Meeting
May 5	Athena Leadership Foundation	Award Luncheon (with massive showing from SCCAD!)
May 6	BCI	Annual Gala (with K. Cope)
May 9	Cottleville Weldon Spring Chamber	General Membership Meeting
May 11	Western St. Charles County Chamber	General Membership Meeting
May 12	Community Council of St. Charles County	Board Member On-Boarding
May 16	Optimist Club of St. Charles	First Responder Award Ceremony
May 17	St. Charles Regional Chamber	General Membership Meeting
May 23	Community Council of St. Charles County	Board Meeting
May 23	O'Fallon Chamber of Commerce	General Membership Meeting
May 24	Western St. Charles County Chamber	Legislative Lunch
June 6	Cottleville Weldon Spring Chamber	Board Meeting
June 6	Community Council of St. Charles County	Event Committee
June 13	Cottleville Weldon Spring Chamber	General Membership Meeting
June 14	SSM St. Joseph Hospital Lake St. Louis	Advisory Board Meeting

June 21	St. Charles Regional Chamber	General Membership Meeting
June 21	Fort Zumwalt School District	Dr. Dubray Retirement Celebration
June 22	St. Charles County Healthcare Coalition	Quarterly Meeting

Care Facility/Home Health Discussions/Issues

Date	Facility	Issue
April 10 and 11	Assisted Living at the Meadowlands	Taught Heartsaver CPR AED for staff (3 classes)
May 3	St. Peters Manor	Taught Heartsaver CPR AED for staff
May 23 & 24	Garden Villas of O'Fallon	Taught Heartsaver CPR AED for staff (2 classes)
May 31	Boulevard Senior Living St. Charles	J. Hollrah and I met with K. Arnold & team to cover disaster preparedness basics as Boulevard seeks Joint Commission Accreditation
June 22	Hampton Manor of Wentzville	Toured new facility with marketing director K. Gano, communicated projected opening date to road staff.

Other/Ongoing Projects, Upcoming Initiatives, etc.

Project	Update
Cardiac Arrest Survivors Celebration	<ul style="list-style-type: none"> This is our first event since 2019; pandemic put a stop to it for several years. Worked with Piazza Messina Event Center to finalize date, menu, etc. Prepared invitations and mailed to survivors; sent electronic invitations to crews. Event hosted on June 7 to coincide with National CPR AED Awareness Week Feedback on event was positive; Piazza team did a great job with food and hospitality Total attendance was about 85; down from pre-pandemic numbers when we typically saw numbers around 125-130. Several reasons for this: <ul style="list-style-type: none"> -We invited only survivors from 2022 vs. survivors since 2015 like we'd done in the past. -Two fire protection districts opted not to participate.
Employee Engagement	EMS Week 2023 <ul style="list-style-type: none"> Coordinated with leadership to get shifts for setup, serving, and cleanup assigned Events were slated to occur on May 15, 17, and 19 Communicated the events through usual channels, but signups were MUCH lower than usual. Tried several final pushes to get them boosted with minimal success. Leadership team reached conclusion that breakfast meals catered by Dierbergs and delivered to stations by Chiefs, DCs, Directors, and PCs would enable us to reach every team member. Deliveries were made to platoons on May 15, 17 and 19, and to HQ on May 16. Feedback on food quality was good, but brings about a larger discussion/concern on employee engagement and how we handle events moving forward
Misc. Projects	Weekly Note <ul style="list-style-type: none"> Initiative continues to be bi-weekly for the time being Content delivery from some departments could be better; working to improve this process.

	<p>Paramedic Program</p> <ul style="list-style-type: none"> • Participated in two-day interview process at request of D. Meenach • Participated in retention review panel meeting on June 30 at request of D. Meenach
Paramedic Exploration Academy	<ul style="list-style-type: none"> • Spring session kicked off on March 26 and ran through April 29 • 21 students took part in program, bringing total for school year to 45 • Feedback from spring group was similarly positive to that from fall semester; 70% of those who responded indicating that they are strongly leaning toward pursuing a career in EMS. • Fall EMT Program Enrollment information individually texted and emailed to Exploration Academy participants. • We had one Fall 2022 Exploration student in our Spring EMT Class (early graduate from Troy Buchanan High) • We had seven of our Fall/Spring Exploration students register for the Fall 2023 EMT Program. • Marketing materials for 2023/2024 program prepped, will be distributed to schools and other community partners in Q3.
Website project	<ul style="list-style-type: none"> • D. Lewis and I met via Zoom with Red Elephant (our website vendor) on May 10 to review progress on the site and discuss timeline of rollout. Project is looking great; summer intern will work on copy editing for the various pages of the website.

**ST. CHARLES COUNTY AMBULANCE DISTRICT
POLICY AND PROCEDURE MANUAL**

<u>CHAPTER 100</u>	Personnel Policies & Procedures
<u>SECTION 02</u>	Job Description
<u>TITLE</u>	Desktop Support Technician
<u>NUMBER</u>	102-22d

DISTRIBUTION

All personnel.

PURPOSE

Under moderate supervision, provides support of desktop computer systems and other technology-based systems for District staff and students. Desktop support provides technical support for computer operating systems, software, hardware, and networking. This level requires a broad understanding of all standard enterprise office technologies to support customer technical needs effectively. This is a Tier 1 high-volume technical-oriented position. This position also requires the delivery of high-quality customer service skills.

DESCRIPTION

A full-time, non-exempt, hourly employee who reports directly to the Technology Manager

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Receive and respond to incoming ticket, phone, and email requests for support.
2. Provide operational support and administration for MS365-based products.
3. Provides quality deskside and remote support to end users.
4. Troubleshoots and resolves desktop issues with various Operating Systems (predominantly Windows 10/11).
5. Provides installation, configuration, maintenance, and troubleshooting support of computer hardware, software, audio/visual, networks, printers, and computer peripherals.
6. Provides systems/network troubleshooting and support, including diagnosing, fixing, maintaining, and upgrading hardware, software, and desktop applications.
7. Provides technical support and training to end-users - Ensure that a knowledge base of past issues encountered is maintained and used.
8. Proactively follows up on IT service requests/IT problem tickets until customer confirms resolution.
9. Supports, resolves, monitors, and troubleshoots hardware and software problems.
10. Research, test, and implement desktop technologies and software to meet customer needs.
11. Technician will provide customer training and support high-level technical problems.
12. Assists, encourages, and serves as a backup to other team members.
13. Participate in on-call activities and follow escalation process to provide 24/7 support on weekdays and weekends.
14. Interact positively and professionally with users at all levels. Highly motivated, personable, dependable, adaptable, and able to remain calm under pressure.
15. Checks ticket management and project work queue daily. Updates tickets and project tasks as they are worked on until tasks are complete.
16. Set up and manage user accounts and permission to consent access to network and system resources.
17. Advises the Division Director and/or Manager of any issues relating to customer satisfaction.\

**ST. CHARLES COUNTY AMBULANCE DISTRICT
POLICY AND PROCEDURE MANUAL**

<u>TITLE</u>	Desktop Support Technician
<u>NUMBER</u>	102-22d

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Education and Experience:
 - a. Valid Missouri driver's license
 - b. Excellent knowledge & hands-on experience in supporting standard office suite of products within Microsoft Office 365 (Word, Excel, PowerPoint, Teams, etc.)
 - c. Corporate experience with hands-on experience in PC / laptop repair, troubleshooting, imaging, patching, and deployment.
 - d. Corporate experience in installing, maintaining, troubleshooting, and repairing end-user technology (desktop, laptop, tablet, mobile devices)
 - e. Knowledge of Android and iOS mobile operating systems
 - f. Ability to troubleshoot and resolve issues with PCs, Workstations, Laptop hardware, and software onsite and remotely.
 - g. Must have experience working with ticket-based systems for registering incidents and requests.
 - h. Knowledge of IP networks, DNS, DHCP, and experience with troubleshooting all aspects of wired and wireless configurations
 - i. Excellent customer service skills, strong attention to detail with excellent follow-up
 - j. Excellent oral and written communication skills and ability to communicate, read, and write effectively in English.
 - k. Solid understanding of computer operations in a networked environment

**ST. CHARLES COUNTY AMBULANCE DISTRICT
POLICY AND PROCEDURE MANUAL**

<u>TITLE</u>	Desktop Support Technician
<u>NUMBER</u>	102-22d

3. Skills

- a. Mathematical Skills – Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry. Ability to apply concepts such as fractions, percentages, ratios and proportions to practical situations.
- a. Language and Interpersonal Communication Skills – Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures or governmental regulations. Ability to write reports, business correspondence and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers and the general public. Focus on solving conflict, not blaming. Maintains confidentiality; listens to others without interrupting; keeps emotions under control and remains open to others’ ideas.
- b. Reasoning Ability and Problem Solving – Ability to solve practical problems and deal with a variety of concrete variable in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form. Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations.
- c. Written Communication and Oral Communication – Writes clearly and informatively; edits work for spelling and grammar; varies writing style to meet needs; presents numerical data effectively; able to read and interpret written information. Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; demonstrates group presentation skills and participates in meetings.
- d. Managing People (if applicable) – Takes responsibility for subordinates’ activities; makes self available to staff; provides regular performance feedback; develops subordinates’ skills and encourages growth; solicits and applies customer feedback (internal and external); continually works to improve supervisory skills.
- e. Computer Skills – Understanding of Microsoft Windows, Word, Excel, Power Point and Outlook.

**ST. CHARLES COUNTY AMBULANCE DISTRICT
POLICY AND PROCEDURE MANUAL**

TITLE Desktop Support Technician
NUMBER 102-22d

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to use hands to finger, handle, or feel. The employee is regularly required to stand; walk; reach with hands and arms. The employee is occasionally required to climb or balance; stoop, kneel, crouch or crawl and taste or smell. The employee must frequently lift and/or move up to 50 pounds and occasionally lift and/or move more than 100 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

Adopted by the Board of Managers:

Revised:

This policy/procedure supercedes any previous policy or memorandum on this topic.

**ST. CHARLES COUNTY AMBULANCE DISTRICT
POLICY AND PROCEDURE MANUAL**

CHAPTER 700 Information Systems Policies & Procedures
SECTION 01 General
TITLE Social Media Policy
NUMBER 701-7

DISTRIBUTION
All personnel

PURPOSE
To establish guidelines related to government entity social media pages and the ability of these government entities to remove posts, delete comments and block users.

POLICY
The St. Charles County Ambulance Department (SCCAD) is committed to fostering an inclusive and respectful online environment for all users. We believe in promoting free expression of diverse viewpoints while maintaining a safe and welcoming space. Unless we explicitly state our support, the SCCAD does not endorse or support the views, claims, or opinions expressed by other users on the SCCAD Facebook page.

Policy Regarding Deletion of Posts and Comments

The SCCAD reserves the right to remove posts and comments that include speech that is not protected by the First Amendment. These categories of speech include, but are not limited to, the following:

- Fighting words
- True threats
- Obscenities
- Libelous/ defamatory statements
- Speech that incites imminent lawless action
- Speech that advertises or advocates for illegal products/services

All user posts or comments that include links to other webpages/websites that contain speech which fall under these unprotected categories may also be removed by the SCCAD.

Policy Regarding Hate Speech and Profanity

The SCCAD does not condone hate speech or profanity and we aim to ensure that all users can engage in constructive dialogue and access information without encountering offensive or discriminatory content. Facebook explicitly instructs users to not post hate speech or profane terms with intent to insult. See Facebook's policy here: <https://transparency.fb.com/policies/community-standards/hate-speech/>

In consideration of Facebook's policy and the fact that minors may be a part of our Facebook community, the SCCAD reserves the right to remove comments or posts that include profane terms with an intent to insult or hate speech.

Insulting profane terms and hate speech can create a harmful environment, especially for minors, and this type of speech may even promote offline violence. Insulting profane terms

and hate speech are often intertwined with the above categories of unprotected speech which would provide the SCCAD with an authoritative justification to remove such posts or comments.

Policy Regarding Blocking of Users

The SCCAD reserves the right to block specific users if a user repeatedly (twice or more) posts, comments, or messages statements (or links) that include content that falls within the above categories of unprotected speech or content that includes insulting profane terms/ hate speech intertwined with the above categories of unprotected speech.

Our intent is that citizens can effectively share their concerns and viewpoints freely whilst refraining from the use of harmful unprotected speech, insulting profane terms, or hate speech.

Adopted by Board of Directors:
Revised:

This policy/procedure supercedes any previous policy or memorandum on this topic.

Memo

To: Kelly Cope, Chief
From: David Lewis, Assistant Chief
Date: 7/11/2023
Re: Suspension of Policy 606-4, COVID-19 Immunizations

On June 6, 2023 the Centers for Medicare and Medicaid Services (CMS) published in the Federal Register their withdrawal of mandatory Covid-19 vaccination requirements for healthcare personnel with an effective date of August 4, 2023.

On November 5, 2021, CMS published their Interim Final Rule mandating Covid-19 vaccination for all healthcare providers as a “Condition of Participation” and in Medicare and Medicaid programs. As confirmed through legal counsel, SCCAD was tied to this mandate through contractual arrangements with made participating facilities.

In response, the District Board of Directors adopted Policy 606-4, Covid-19 Immunizations which provided for mandatory Covid-19 immunization for all District employees as a requirement of employment, based upon the recommendations of the Centers for Disease Control (CDC) and the Department of Health and Human Services (HHS), complying with all applicable federal, state, and local laws.

With the withdrawal of the federal vaccine mandate, District staff feels that it is appropriate to also rescind SCCAD Policy 606-4, Covid-19 Immunizations requiring Covid-19 vaccination as a condition of employment.

This does not relieve students or employees of any vaccine requirement as a condition of participation in clinical activities in healthcare partner facilities or vaccination requirements as a pre-requisite to EMT or Paramedic Program application.

Memo

To: Chief Kelly Cope
From: Brooke Snyder, Director of HR
Date: 7/11/2023
Re: Healthcare Option for Service

In 2022, the District spent \$4,416,633.00 on healthcare for its employees, or 10.9% of its annual operating budget. We are fortunate and thankful for the benefit package we are able to offer our employees. In order to curb rising costs, administration began looking into healthcare options. Simultaneously, administration began moving forward on the UHQ clinic plan to align this vision and with its potential value to the employees and our community.

At the October 6, 2022 meeting, the Board approved an employee clinic pilot, allowing for co-locating an employee-centric primary care / urgent care clinic at UHQ with an RFP to follow in 2023. Our goal for the pilot was to gather utilization, satisfaction, and lower the overall low-acuity spend by incentivizing utilization of the UHQ clinic over other higher cost care locations.

Since beginning operation, the clinic has had 157 patient visits by SCCAD employees.

Using quarterly claims data provided by UMR, the District has spent \$91,000.00 LESS in the 1st Quarter 2023 than the same time period last year on ED and Urgent Care claims since the clinic has been in operation. The savings in this quarter alone pays for nearly half a year of the clinic.

Employee satisfaction is rated by a Net Promoter Score (NPS) where 100 is perfect and above 50 is excellent. The NPS for the District's clinic is 93.

At the end of May, the District published an RFP for employee clinic services which closed on July 1. Both BJC and SSM were directly solicited. Four responses were received, with Rezilient's bid being considerably lower than the others we received.

Given the success of our pilot, employee satisfaction, and demonstrated cost savings, management is requesting approval of awarding the competitive bid to Rezilient Health to provide concierge primary care and urgent care clinic services to employees and their families in an amount not to exceed \$18,000 per month (net of leased space offset).

Bid Summary Form

BID # 1362	REQUESTED BY: Brooke Snyder/Angie Dollens	DATE: 07/03/2023
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REQUEST FOR: On-Site Employee Health Clinic	BUDGETED COST:
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TYPE OF BID:	BID DUE BY:
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CATALOG OR PHONE (Under \$10,000)
 WRITTEN QUOTE (\$10,000 - \$25,000)
 SEALED BID (Over \$25,000)

VENDORS SOLICITED	
BJC	
SSM	
Rezillient	

BIDS RECEIVED VIA MAIL OR IN PERSON		
VENDOR	PRICE	DATE REC'D

BIDS RECEIVED VIA E-MAIL AT sealedbid@sccad.com		
VENDOR	PRICE	DATE REC'D
Everside	\$558,925 per year \$46,577 per month	6/29/2023
Rezillient Health	\$259,000 per year \$21,600 per month	06/30/2023
Med-Trust	\$1,721,375 per year \$143,448 per month	7/1/2023
Vital Check Wellness	1,181,544 \$98,710 per month	7/1/2023

RECOMMENDATION

NOTES:
