

**EMSPAC Standard Operating Procedure (1)
On Member Onboarding**



**EMSPAC Standard Operating Procedure 1
On Member Onboarding**

Drafted 02.07.2021

PURPOSE

To standardize the Onboarding process of members in EMSPAC.

SCOPE

Applies to all new members of EMSPAC and those within the Mobilization Working Group conducting the training and dividing new member roles.

DEFINITIONS

Borough Coordinator (BC)

An Officer of EMSPAC providing leadership and support for a Division of the group, usually the size of a county or borough. *Example: Division 1, Manhattan.*

Deputy Borough Coordinator (D-BC)

An Officer of EMSPAC providing leadership and support for a Section of a Division, usually a radio frequency area or other sub division. *Example: Division 1, Manhattan South.*

Candidate

A person who is intending to join EMSPAC. This person has at a minimum made contact with an Advocate or joined the WhatsApp Dispatch.

Co-Chair

An Officer of EMSPAC Coordinating the operational functions of one of the four Working Groups; Mobilization, Communications, Ways & Means or Solidarity.

Garage Advocate (G-A)

An Officer of EMSPAC provides leadership and support for specific garage or work place, there should be 3 to 5 Advocates for each specific site all trained by EMSPAC to gather information and track major events. *Example: Division 1, Manhattan, Manhattan South Section, FDNY Station 4 LES.*

Member

A person who has registered their NYS #, filled out the Mutual Aid Roster, and has attended an Orientation Meeting. Once this is done a Member is said to be **Officalized**.

Trainer

A member of the **Mobilization Working Group** who has been deemed qualified by the Steering Committee and / or the Mobilization Working Group Co-Chairs

Tracker

A member of EMSPAC who identifies a 10-13 event or incident and begins collecting its data for an organized response by the group.

POLICY

All newly enlisted candidates will be onboarded into EMSPAC in a uniform manner. They will be given standardized orientations, basic training in standard operating procedures, benefit entitlements and educated to group structures within 1 month of being enlisted.

PROCEDURE

****On the Business Cards****

Handing out any printed material while on the job must proceed with caution as it is forbidden by every single agency's existing SOP. EMSPAC Comms WG will design a small card for the purpose of crews to promote the Movement to each other in passing after calls.

The Card will have:

A QR code with link to a linktree of social media, group chat platform for new members, and other bits on one side.

On the other side put EMSPAC with "**Parity Now**" and "**Give us a landline**" with the website address

****On the Social Media Onboarding****

A standardized invitation to join will include the website and the whats app link. All external inquiries and questions should be directed to a designated member of the Mobilization Working Group.

All new numbers showing up in registration via website or what app will in 24 hours receive an Orientation Packet and a friendly professional welcome to get assigned to a specific D-BC or BC for on boarding. After that we will assist the member in moving from WhatsApp to Discord or a working group channel as well as their DIvision Channel.

The Onboarding Process

Candidates are brought in **by their partners word of mouth, via social media, our website or by being handed a uniform business card.**

1. Candidate joins the WhatsApp Dispatch

1. Candidate is approached by a member of leadership to welcome them and determine what Division the candidate works in.
2. Candidate is given the **Orientation packet** to review until the Orientation Meeting with a Borough Coordination (BC) / Deputy BC / or Garage Advocate
3. **This meeting can be on Zoom, phone or in person**
4. Candidate **Officializes membership** and becomes a Member by filling out the **Member Registration form** and joining the **Mutual Aid Registry, both available from our website.**
5. New Member is asked to join a **Working Group**
6. New Member is invited into **Discord and Division specific chat**

What happens at an Orientation meeting?

- Member is **asked about their experiences in EMS**, issues where they work
- The organization's goals and mission statement are outlined
- Group chat rules and regulations explained along with relevant SOP
- Upcoming events are discussed
- Benefits are discussed
- Where to find more information and resources are explained
- Who are the Garage Advocates and this person's BC and Deputy BC are identified
- **Member is asked if they want to be trained as an Advocate or enroll in a Working Group**

What Curriculum and Materials Go into a New Member Training

1. Materials
 - a. **Orientation Packet**
 - b. **Business Card**
 - c. **Solidarity Benefits Packet**
 - d. **Instructional videos as available**
2. Curriculum
 - a. **The Mission of EMSPAC**
 - b. Breakdown of EMS in Greater NYC Area
 - i. Five sectors and number of personnel
 - ii. Number of Daily Runs in IFT and 911
 - iii. Costs of an ambulance ride BLS/ALS
 - iv. Other Statistics
 - c. **The Basic Collective Bargaining Objectives (BCBO)**
 - d. EMSPAC Structure
 - i. Working Groups
 - ii. Mobilization Working Group Divisions
 - iii. Board of Directors
 - iv. Steering Committee
 - v. Annual Congresses and Elections
 - e. **Main Activities**
 - i. **Member Mutual Aid/ Incident & 10-13 Support**
 - ii. **Pro EMS Media Engagement**
 1. How to submit meritorious acts and report incidents
 - iii. **Education on BCBO**
 - iv. **Political Lobbying**
 - f. Benefits / Services
 - i. **Defining Hardship**
 - ii. **Solidarity Responses**
 1. Support Services
 2. Voluntary Cash Transfers / Fundraising
 3. Continuing Medical Education
 4. Critical Stress Support
 - g. **Gaining Membership Status**
 - i. Joining the Dispatch
 - ii. Enroll in Mutual Aid Roster with NYS #

What Curriculum and Materials Go into Advocate and BC Training?

Curriculum Outline

The Tenets of the Advocate

- Enlist everybody
- Ask for additional resources
- Strength in unity, strength in numbers
- Patience and Professionalism at all costs
- *Ensure the protection of all members, Advocates, DBCs, and BCs from termination at their agencies of employment.*
- If it isn't documented, it didn't happen
- Democracy matters, and so does your vote

Basic Training: Techniques in Handling People, Introduction to Industrial Relations, Intro to basic Parliamentary Procedure, Professional Correspondence, AEIOU-TIPS + Category 5 (labor organizing), Public Speaking, Advocacy 101 and Intro to Documentation & Reporting.

Tech Training: Microsoft Word, PowerPoint and Excel, Google Drive, Discord, Slack, LinkedIn In, Grammarly, project management software.

Interoperability:

Station/Garage/Base Councils

Goals and Roles
Co-chairs
Elections
Interface with BC / D-BC / Advocates

The Advocacy Committee

Goals and Roles
Co-chairs
Elections
Interface with BC / D-BC / Advocates

The Communications Committee

Goals and Roles
Co-chairs
Elections
Interface with BC / D-BC / Advocates

The Solidarity Committee

Goals and Roles

Co-chairs
Elections
Interface with BC / D-BC / Advocates

The Finance Committee

Goals and Roles
Co-chairs
Elections
Interface with BC / D-BC / Advocates

The Steering Committee

Goals and Roles
Co-chairs + Borough Coordinators + Incorporated Officers
Elections
Interface with BC / D-BC / Advocates

The 501(c) 3 Charitable Foundation

Goals and Roles
President, VP, Treasurer, Secretary
Elections
Interface with Steering Committee/ WGs/BC / D-BC / Advocates

The 501(c) 4 Advocacy Group

Goals and Roles
President, VP, Treasurer, Secretary
Elections
Interface with Steering Committee/ WGs/BC / D-BC / Advocates

The Garage Advocate (G-A)

What is their role?

- **Be a fast talker, but be a good listener**
- **Be positive, be professional and be kind**
- **Remember that all members are on varying levels of sleep deprivation, working poverty and cumulative stress**
- Listen to what is happening at your garage and help represent its specific issues to the organization.
- Be interested in the lives and aspirations of your co-workers.

- Get to know the people that work in your garage and agency
- How can EMSPAC help improve people's situation in the short and long term?
- **Ensure good information flow of the day to day dealings of the garage**
- **DID ANYONE GET HURT?**
- **DID ANYONE GET JAMMED UP?**
- **DID ANYONE SAVE A LIFE OR ENGAGE IN A MERITORIOUS ACT?**
- Submit news worth events of crews at their garage to the Coms Working Group
- Submit an alert of a 10-13, MVC or hardship to the Solidarity Working Group
- Be involved in regular area meetings
- If a union exists at the garage, ensure the members seek out union representation when needed
- How to submit news worthy events to the Communications and directly to press
- How to document a 10-13 incident appropriately, sending out a proper alert
- Trying to help gather other useful information such as policy changes, protocol updates and varying regional alerts
- Submits information to the D-BC or BC
- Recruiting, Education and Enlistment
- Understands safe recruiting practices
- Helps up hold Community guidelines
- Understands FDNY GOP, Agency SOP, Local Protocols, Collective Bargaining Agreement if applicable as well National Labor Relations Board interface

Further Defining the role of the Garage Advocate:

- First and foremost, the Garage rep adheres to the following tenets:
 - (1) **patience and professionalism at all costs**
 - (2) **ensuring the practice of proper precautions as to not have adverse action taken against him or her by his or her agency**
 - (3) safeguarding of information gathered from all members of EMSPAC (ensuring safe and secure practices of information sharing both online and offline)
- ensuring good information flow of the day to day dealings of their garage
- submitting newsworthy events of crews at their garage
- submitting an alert of a 10-13 or incident
- being involved in regular area meetings
- if a union exists at his or her garage, ensure the members seek out union representation when needed and a good positive working relationship exists between EMSPAC and the union.
- Is knowledgeable on FDNY GOP, Protocols, Agency SOP and the terms of the CBA of the garage should it exist.

There should be 3 to 5 Advocates per garage. They should reflect a diversity in genders, ethnicities and tours of coverage.

The Deputy Borough Coordinator (D-BC)

There are 1-2 D-BCs per Section, a subunit of the Division broken along radio frequency.

What is their role?

Manages Hardship incidents in the capacity of:

- Gather as much information as possible from the tracker or advocate
- Make verbal or written contact with the crew(s) involved if possible
- Provides guidance on how to proceed as necessary, reminding the crew that we are not union reps but that the advice represents Due Diligence of what other crews in the same situation have done before.
- Aides the BC in recruitment, onboarding, and retention inside the Section of a given Division
- Tracks and ensures the proper initiation and implementation of hardship response by coordinating with the Solidarity WG
- Is involved in regular area meetings
- Knows how to fill out a hardship support packet
- Knows how to track and respond to a 10-13 or hardship incident
- Knows how to follow up with member or crew involved
- Plays a major role in Onboarding/ Training
- Knows how to run an orientation meeting
- Adding people to the Whatsapp Dispatch or Discord
- Upholds our Legal / Ethical / Safety Guidelines
- Upholds our Community Guidelines

Further Defining the role of the Deputy BC

- First and foremost, the Deputy BC adheres to the following tenets:
 - (1) **professionalism and patience to the end**
 - (2) **ensure the job protection of all Members, Advocates and Officers within their area**
- from their own agencies for promoting EMSPAC to the best of their ability

(3) safeguarding of information gathered from all members of EMSPAC (ensuring safe and secure practices of information sharing both online and offline)

(4) Manages 10-13/ hardship incidents in the capacity of:

(1) Gathers as much information as possible for the tracker

(2) makes verbal or written contact with the crew(s) involved if possible

(3) provides guidance on how to proceed as necessary, reminding the crew that we are not union reps

(4)

- Aides the BC in recruitment, onboarding, and retention
- Tracks and ensures the proper initiation and implementation of hardship packets by coordinating with the Solidarity WG
- being involved in regular area meetings

** There should be *1-2 D-BCs per Section of a Division*. D-BCs can sit in on Steering Meetings but cannot vote unless empowered to do so by their BC when absent. In the initial stages more than one BC might exist until an adequate number of officers are in place to not justify more than one BC to the Steering Committee. **

The Borough/Division Coordinator (BC)

What is their role?

- **Have a vote on the Steering Committee**
- **Representation and leadership for all Garages in their Division**
- Meeting with relevant politicians, labor leaders and community groups in their Division
- **Daily involvement in business of the Steering Committee**
- Knowledge of their divisions's demographics in terms of patient population, MOS diversity, call type diversity, and agency diversity
- Overseeing and implementing safe and well planned recruitment, retention, and onboarding
- **Management through delegation of all 10-13 and hardship incidents from the advocacy perspective to case officers to follow up on them**
- Makes verbal or written contact with crews if possible if a Garage Advocate or D-BC is unable to do so
- Provides guidance on how to proceed if the member or crew is unsure, reminding the crew EMSPAC is not union representation or attorneys
- Ensures the 10-13/ Incident tracking form is being filed

- Holding monthly meetings for their area to bring issues higher up and voice concerns / kudos
- Aides in filling out hardship packets with the DBC for members if needed
- Ensures members in their area are receiving hardship support from the Solidarity Working Group when appropriate

Operations

Is an engaged member of the Steering Committee pursuant to SOP 3 on Steering Committee Governance.

Has a specific vote and leadership role in major business

Retention

Helps Create community

Gives the members ownership by giving them a voice, vision and role

Follows up with new members in their Division

Follows up with Garage Advocates

Onboarding

Knows how to chair an Orientation meeting/ General Meeting

Form SOP on Legal / Ethical / Safety/ Operational/ Fiscal Policy

Enforces Community Guidelines

Can remove members not following community guidelines

Further Defining the role of the BC:

- First and foremost, the BC adheres to the following tenets:
 - (1) **patience and professionalism**
 - (2) **ensure the job protection of all Members, Advocates, Deputy BCs, BCs from their own agencies for promoting EMSPAC**
 - (3) **active representation of their area** (in addition to voicing their own opinion of where EMSPAC is heading, the BC is responsible for ensuring the members within their area are being heard within the steering committee)
 - (4) **safeguarding of information gathered from all members of EMSPAC** (ensuring safe and secure practices of information sharing both online and offline)
- **holding meetings** (preferably monthly) for all within their area to attend where issues may be brought up and ideas may be heard
- **Responsible for overseeing / implementing efficient, safe, and well planned recruitment, onboarding, and retention.**
- **Manages 10 13 incidents in the capacity of:**
 - (1) Gathers as much information as possible for the tracking agent
 - (2) makes verbal or written contact with the crew(s) involved if possible

(3) provides guidance on how to proceed as necessary, reminding the crew that we are not union reps or lawyers

(4)

- Works with the Solidarity WG to provide benefits to members that have submitted a hardship packet
- With the Deputy BC, submits hardship packets to the Solidarity WG and ensures that members are getting what they need
- responsible for all roles within his or her area until such time those roles are properly filled or covered

Submitted to Steering Committee 02/07/2021

Ratified