

	<b>Lower Providence Emergency Medical Service Standard Operating Guidelines</b>	
	<b>Subject:</b> <i>Member Guidelines- Administrative Office Duties</i>	<b>SOG #101-009</b>
	<b>Approved:</b> Chief Christopher J. Reynolds	<b>Initiated:</b> September 2023  <b>Revised:</b> N/A

**Description:** Any member that is assigned or granted an administrative day(s) are expected to perform duties and tasks that are assigned to their working group as well as maintain the general cleanliness and professional appearance of their office or assigned workstation.

**Purpose:** The purpose of this SOG is to establish a policy that outlines general office procedures and clean-up responsibilities for each member assigned an office or personal workspace for administrative duties.

**Procedure:** Members are accountable for the following duties and tasks related to their office or workspace:

1. General Office/Workspace Appearance and Cleanliness – Personnel will be responsible for the general appearance and hygienic cleanliness of the station to which they are assigned.
  - a. Removal of rubbish/waste & recyclables from the receptacles as needed.
  - b. The vacuuming of carpets as needed to maintain a professional appearance.
  - c. Mopping of floors as needed to maintain a professional appearance.
  
2. Restroom Cleanliness - Restrooms utilized by personnel and those accessible to the public should be maintained in a professional and hygienic manner. Soiled linen should not be left on the floor or towel hooks and personal hygiene items should be stored after each use.
  
3. Kitchen Cleanliness – Personnel are expected to clean up after themselves after each meal.
  - a. This includes the washing, drying and replacement of pots, utensils and dishes used.
  - b. Rubbish and waste is to be removed from trash receptacles whenever they are full.
  - c. Tabletops, countertops and appliances should be wiped down and/or disinfected after each use.
  - d. Kitchen floors should be cleaned and mopped as needed after each use.
  - e. Food placed in the refrigerator should be labeled with the members’ names and dated.
    - i. Food should not be left in the refrigerator past its expiration date. Prepared food should not be left in the refrigerator past seven (7) days of preparation.
  
4. Offices/Workspaces – Offices/workspaces should be maintained in a neat and orderly manner.
  - a. Computer screens, keyboards, desktops, related equipment, and other flat surfaces should be dusted, disinfected, and wiped clean as needed.
  - b. Carpets or flooring should be vacuumed or mopped as needed.
  - c. Storage bins and or cabinets (to include the top surface) should be inspected and cleaned routinely and as needed.
  - d. Rubbish and waste is to be removed from receptacles whenever they are full.
  - e. Open food and beverages should not be stored in offices or workspaces overnight.

f. Floor space should be kept clear of clutter allowing ease of access and egress. Trip hazards should be removed and or safely stored.

g. Television programs, music and ambient sound devices should be kept to a level acceptable for personal enjoyment and consumption. Loud, distracting, or overbearing noise levels should be turned down to a professional work level.

## **Security**

1. Personnel with access to or who keep personnel records, confidential and sensitive documents, financial data, patient care records and or health and medical records must always secure said materials while not present at their desk. This is inclusive of electronic or hard copy materials.
2. Issued access cards/key fobs, personal pass codes and keys should be kept on your person and not shared with other members.
3. Security doors should always be kept closed and locked.