

## INTRODUCTION

The American Ambulance Association represents the interests of private ambulance services that provide essential medical care and transportation services to those in need. Today, ambulance services face pressure from all sides—shrinking reimbursement, increased Federal and state unfunded mandates, competition from municipal services, and shortages in qualified medical professionals— making successful operations increasingly challenging. The Association’s goal is to assist its member companies in easing those pressures through advocacy, education, and by the creation of resources that allow ambulance leaders to keep services focused on their most important mission: helping others.

The *AAA Human Resources Policy & Procedure Toolkit* is designed to help services to comply with the ever-increasing legal requirements for employers under Federal Law. The purpose of any human resource manual is to inform employees of the employer’s rules and expectations for performance. Clearly drafted policies assist both the employee and the employer in the operation of any business and provide for the greatest legal protections in the event of an employment action by a Federal agency or an individual employee.

This document is intended to be a guide for drafting your own human resource policy manual. Not all policies in this sample manual are required under Federal law, however they are all policies that may be helpful to your ambulance service. Ambulance leaders are encouraged to consult with their own legal counsel as there are often state and local laws that provide greater protections for employees, placing additional requirements upon employers.

As always, the Association is available to assist our member organizations who require additional help with any aspect of the operation of your business. Visit [www.the-aaa.org](http://www.the-aaa.org) to access a wealth of additional human resource and operations resources to keep your ambulance service rolling.

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## LEGAL DISCLAIMER

This publication is intended to be an exemplar that may be modified for use in your organization. It incorporates many policies that are required for any employer under Federal Law.

This toolkit was drafted to meet current Federal law, as of October 2015. However, you should check state and local law as they may provide greater or different employee protections or employer requirements.

The American Ambulance Association is not liable for your use of these sample policies and strongly recommends that your legal counsel review any new policy prior to its use to ensure your compliance with federal and state laws and regulations applicable to your organization. These sample policies and procedures may be modified to align with your specific organization’s operational needs and culture.