



**ORANGE COUNTY, NORTH CAROLINA
EMERGENCY SERVICES DEPARTMENT POLICY AND PROCEDURE**

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| Policy Number: 001 | Effective Date: October 1, 2025 |
| Chapter: Emergency Medical Services | |
| Name: Expectations For Continuing Medical Education | |
| Rescinds/Replaces: NONE | Revision Date: |
| Approved by EMS Division Chief:  | |

Expectations For Continuing Medical Education

POLICY

All EMS employees are required to register for and attend continuing education sessions for the entire day on which they have registered. Attendance is mandatory unless otherwise excused **in advance** by the EMS Training and Development Bureau Chief. EMS Battalion Chiefs are to hold staff accountable for unexcused absences from continuing education session(s).

This follows the standard of Orange County’s Personnel Ordinance, (§ 28-92d3) Credentials. Which states: By law some County positions may be performed only by persons who are duly licensed, registered or certified as required by the relevant law. Failure to maintain the required credentials is procedurally a personal conduct violation and the basis for dismissal without prior warning. Any such dismissal is handled in accordance with the process specified in Appendix 1 of this Article.

PURPOSE

To establish guidelines for the expectations of attending Emergency Medical Services (EMS) continuing medical education.

SCOPE

This guideline applies to all full-time and temporary EMS employees within the EMS division of Orange County Emergency Services.

DEFINITIONS

- CME: Continuing Medical Education
- EMS: Emergency Medical Services
- LMS: Learning Management System



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I. Responsibilities

1. Bureau Chief EMS Training and Development:

- a) Schedule and coordinate CME.
- b) Ensure each event is available for registration at least one year ahead of the date.
- c) Track attendance and completion status.
- d) Provide alternative training or makeup opportunities when necessary.
- e) Report noncompliance to the employee's Battalion Chief.

2. Battalion Chief:

- a) Enforce attendance expectations.
- b) Address attendance issues and initiate corrective actions if required.
- c) Enforce adherence to Department's ETHOS.
- d) Monitor and correct any personal appearance issues that would be disruptive to training and or does not follow the Appearance and Uniform SOG.

3. EMS Personnel:

- a) Attend all scheduled CME. Employees are personally responsible for maintaining personal CME records and certifications as required by State and/or National Registry.
- b) All employees are required to self-register for CME in the learning management system at their earliest convenience.
- c) All employees are required to be seated in the classroom prior to the scheduled start time of the class and are expected to remain for the duration of the CME session as scheduled.
- d) Employees shall notify the EMS Training and Development Bureau Chief or designee as soon as possible if unable to attend or tardy.
- e) If possible, employees will be provided a makeup assignment if the absence is excused.
- f) Without prior approval, failure to arrive at the designated training area on time, including after designated breaks and/or lunch, may result in the loss of the training day.
- g) No call / no show of employees who have registered for a CME session will be contacted to make sure they are safe. If safe, the employee will then be notified that they are ineligible to come in for the rest of that training day and will need to complete the make-up assignment or register for a different day. The employee's Battalion Chief will be notified regardless.
- h) Late arrivals or early departures leading to partial attendance will result in lost CME credit.



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II. Documentation and Accountability

1. **Record-keeping is** critical in managing attendance issues. Each tardy or absence is logged in WebEOC with date, time, and reason provided by the employee. This documentation helps the Battalion Chief understand whether attendance issues are habitual, isolated, or caused by legitimate circumstances such as illness or emergencies.

2. Steps in the Attendance Review Process

- a) Initial Meeting: The Battalion Chief discusses observed patterns, explains the impact on operations, and reiterates expectations.
- b) Corrective Action Plan: Employees may receive a plan to improve attendance, which could include monitoring, flexible scheduling adjustments, or specific deadlines.
- c) Follow-Up: Attendance is tracked over a set period to confirm improvement. Employees are often informed that continued tardiness or unexcused absences could result in further disciplinary actions.

3. Potential Consequences

- a) Repeated issues may escalate to additional disciplinary steps, such as written warnings, suspension, or other HR-mandated measures if attendance does not improve. The ultimate goal is corrective, not punitive, aiming to ensure operational reliability while supporting employees in resolving legitimate barriers to consistent attendance.

4. Best Practices for Employees

- a) Notify the Training Bureau or on-duty Battalion Chief promptly if you anticipate being late or absent.
- b) Provide valid documentation for illness or emergencies.
- c) Keep personal schedules organized to prevent conflicts with shifts, school, doctor's appointments, or social/family events.
- d) Communicate openly with leadership about ongoing challenges to attendance, such as health or transportation issues.
- e) This policy ensures fair treatment while maintaining workforce readiness, where absences can have significant operational impact.



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III. Procedures

1. Notification and Scheduling
 - a) CME opportunities will be listed for enrollment in the learning management system at least one year in advance.
 - b) Employees are responsible for checking their schedules and planning accordingly.
2. Attendance Requirements
 - a) All EMS employees must attend all scheduled CME events, as determined by certification standards.
3. Excused Absences
 - a) Acceptable reasons include illness, family emergency, or scheduling conflicts with prior approval.
 - b) Requests for scheduling conflicts must be submitted at least one month in advance.
4. Makeup Training
 - a) Employees who miss a CME session will be assigned a make-up online assignment if possible. Months that are hands-on or with a vendor are unable to be made up online. The employee will then be responsible for making up the lost hours on their own with approval from the EMS Training and Development Bureau Chief. No employee will be paid for completing a make-up assignment.
 - b) Failure to complete the makeup assignment as assigned by the EMS Training and Development Bureau Chief within the designated time frame will result in the forfeit of those training hours by the employee and may result in disciplinary action or loss of certification.
5. Documentation
 - a) Attendance will be recorded and maintained in the learning management system for continuing education.
 - b) Employees are responsible for signing rosters and completing evaluations in the learning management system or post-tests as required to receive credit for the CME.
6. Compliance and Enforcement
 - a) Repeated unexcused absences or failure to complete required training violates the NCOEMS approved Orange County EMS Educational Institution. These violations may result in:
 1. Suspension from field practice
 2. Disciplinary Action as described in the Orange County Personnel Ordinance.

2. Review and Revision

- a) This SOG will be reviewed annually by the Bureau of Training and updated as necessary to reflect changes in regulatory or organizational requirements.



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