



SPECIAL ORDER



Series	Number	Originating Unit	Effective Date	Expiration Date
2013	13	OFC	February 1, 2013	N/A

Subject:

Failure to Maintain Certification

When an employee fails to perform up to the standards of care required under their scope of practice, the employee should, in general, be immediately removed from Operations. When an employee fails a mandatory certification exam or fails to maintain a mandatory certification, including certification exams not paid for by the Department, the employee shall notify the Liaison to the Medical Director located at the Training Academy (202-673-6526) and his or her chain-of-command within 24 hours. The employee is prohibited from returning to Operations until cleared by the Medical Director. Any employee who fails a certification exam and reports to duty in Operations shall be referred to the Office of Compliance. When an employee is removed from Operations, s/he is in a No Patient Contact (NPC) status, to include, but not limited to, no overtime, Special Events or details.

If an employee is removed from Operations for the reasons stated above, the employee shall be detailed to the Training Academy for remediation. An employee detailed to the Training Academy for remediation shall be 1) evaluated and remediated so s/he is prepared to successfully complete the certification exam/course and 2) given a remediation plan and schedule within one business day of reporting to the Training Academy.

Remediation should be completed within seven to 21 days, excluding days when the employee is on leave. Employees will only be granted leave that was approved prior to the employee being detailed to the Training Academy for remediation. In general, employees should not be granted leave during remediation. If an employee fails or is unable to complete any portion of a prescribed remediation plan, the employee shall be referred to the Office of Compliance by the Director of the Training Academy for disciplinary action.

Remediation Activities may include, but not limited to:

- 1) FISDAP or similar cognitive assessment examination
- 2) Remedial course work with book, video, instruction, protocol review.
- 3) Simulation and skills assessment with remedial training as needed.
- 4) Practice exam for subject area.
- 5) Medical Director Interview and skills demonstration.
- 6) Mentoring in the Field setting.
- 7) Additional course work or classes.
- 8) EPCR re-training.
- 9) HR sponsored courses (critical thinking, etc...)
- 10) Other education activities

The same procedure will be followed for all employees regardless of rank, seniority or other factors so fair application of this policy is followed.

This policy does not apply to the NREMT certification



Kenneth B. Ellerbe
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