

# LEON COUNTY E.M.S.

## Standard Operating Guideline

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Title: Open Shifts  
Effective: June 1, 2005  
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### I. GUIDELINE:

LCEMS shall fill open shifts primarily through the use of TeleStaff™ computerized scheduling software. The use of TeleStaff™ reduces overtime, improves safety, and adds fairness to the system. Only after all possibilities have been exhausted, will shifts be filled with overtime coverage outside TeleStaff™.

### II. PROCEDURE:

The Shift Supervisor and System Controller are responsible for monitoring the daily rosters on TeleStaff™ to ensure that all shifts are covered. If an employee calls in sick or requests a day off within 30 days of the shift, the shift opening shall be created in TeleStaff™ in order to allow the system to cover the opening.

The following guidelines shall be followed:

- All shifts that need to be covered will be placed into TeleStaff™ without delay. Holding shifts for coverage will result in disciplinary action.
- All shifts that are greater than 8 hours out will be covered with TeleStaff™. No shifts will be paged before 8 hours out with the exceptions listed below. No employee will pre-notify any other employee of a pending shift in an effort to obtain overtime for anyone.
- Exceptions to the rules above can be approved for special events, educational events, out of town transports, critical care transports, or other issues that require specific personnel as approved by Senior Command Staff (Captain or above).
- No employee will work more than 24 hours within a 32 hour time period without approval from the Chief or a Deputy Chief, no exceptions. It is preferred that no one work more than 14 hours at a time with the exception of the Fixed Station Units and based on the operational needs of LCEMS as determined by the on-duty supervisor.
- Shift swaps must occur within the same pay week and cannot create any overtime. If a requested swap creates overtime, it will not be approved and will be entered into TeleStaff™ as an open shift and the employee taking off must take leave time.
- In accordance with Leon County policy, full time employees may be mandated to work overtime. Failure to work constitutes an absence without authorization and may result in appropriate disciplinary action.