

LEON COUNTY E.M.S.

Standard Operating Guideline

Title: Work Schedule
Effective: June 1, 2005
Reviewed: March 2005, August 2007, January 2010, April, 2011, December 2012
Revision: 5
Pages: 4

I. PURPOSE:

To provide guidelines for the scheduling of EMS field employees.

II. GUIDELINES:

Due to the unique nature of the positions in EMS, scheduling of work hours will be made at the sole discretion of Leon County which will include night, weekend and holiday shifts. LCEMS reserves the right to schedule any employee at any time or change the schedule in accordance with its needs. All attempts will be made to notify the employee of any changes in a posted schedule. It is your responsibility to work your entire scheduled shift, unless you have been pre-approved for time off. No guarantee or promise as to what shift any particular EMS employee will be scheduled can be made. At no time will an employee be scheduled to work more than 24 hours straight in a 32 hour period; unless approved by the Chief or a Deputy Chief, no exceptions. Every effort will be made to ensure that employees have a minimum of 8 hours rest between consecutive shifts

III. PROCEDURE:

1. The TeleStaff system will be utilized for the development of the field schedule. Employees can access TeleStaff either by a County computer, via the internet or by phone.
2. Part-time and PRN employees must submit their rolling availability with a continuous 40 day window of intention via the appropriate work code in TeleStaff. TeleStaff will utilize a series of algorithms to fill available shift openings and offers vacancies to part-time personnel who have entered their available / unavailable work codes into TeleStaff on a first come, first served basis. It is necessary for part-time and PRN employees to enter the days that they are available and unavailable to work in the TeleStaff system.
3. Part-time and PRN employees working for other employers shall mark the subject shift schedule as "unavailable days" in TeleStaff as far out as possible inside the 40 day rolling window of intention.
4. Part-time and PRN employees are required to meet the established minimum of their employment status, specifically PRN employees are required to work a minimum of 40 hours per calendar month and Part-time employees are required to work 20 hours per

calendar week to satisfy the minimum requirements of their positions.

5. Scheduling Leave Time

- a. Leave time will be scheduled at the mutual convenience of LCEMS and the employee. In the event of a scheduling conflict the Chief or his designee will make the final decision. Final approval will be based on operational needs and available personnel. The submission of a request for leave time is not a guarantee that the request will be approved.
- b. Leave time is to be scheduled as far in advance as possible in order to facilitate effective crew scheduling. Requests for leave time must be made utilizing the TeleStaff system. If you are unable to request leave time through TeleStaff, a written request must be made to the on-duty field operations supervisor utilizing the County's leave / compensation request form.
- c. Employees are encouraged to submit leave requests as soon as possible. Requests will be honored on a first come first served basis. Requests must be submitted at least one month before the leave occurs.
- d. Requests for leave days occurring less than one month before the beginning of the schedule that the leave will occur during will require the employee to complete a "Request-Off form and submit it to the on-duty supervisor for approval and input into TeleStaff..
- e. In times when operational demand requires, the Chief may cancel any previously approved leave time.

6. Special Day Rules

- a. Certain days, such as holidays and Special events when operational demand requires, have been designated as Special Days in TeleStaff. Employees are not permitted to utilize leave time or comp time leave during Special Days or trade or give-a-way shifts occurring during Special Days without specific written authorization from the Deputy Chief of Operations and compliance with the following:
 - i. Part-time and PRN employees shall request Special Days off in writing to the Deputy Chief of Operations with a minimum of thirty days advance notice. There is no guarantee that a Special Day off request will be authorized.
 - ii. Employees are not permitted to trade or give-a-way a shift occurring during a Special Day without the specific written authorization of the Deputy Chief of Operations or his designee.

7. Trading shifts

- a. Shift trades may be authorized by a Captain provided a completed shift trading form signed by both employees is submitted at least 1 day in advance. Trades may not be permitted when the schedule change results in overtime or one or more employee is scheduled for more than 24 consecutive hours. Shift trades are intended to be a swap of hours scheduled within the same pay week between two similar class employees.
- b. Shift trades between employees must have common qualifications. No shift trade will be authorized when employees are not equally qualified for the same position. An example of common qualifications would be attempting to trade a shift where the person trading the shift must be trailer or cart trained with a person that does not have the equivalent trailer or cart training to fill that position. Such a Shift trade as described in the preceding sentence will not be authorized.

8. Guidelines for filling vacant positions / shift assignments – the following are general guidelines for the filling of shift vacancies.

- a. The EMS Division will first offer shift assignments to current employees before assigning these shifts to new employees. Field staff may only voluntarily change shift assignments twice per rolling year. For example, if an employee voluntarily changes their shift assignment in July and again in September, they are not eligible for a voluntary shift change until July of the next year.
- b. Staff will be notified via e-mail of possible shift assignment and are required to respond to this e-mail to express interest in a new shift assignment. There may be instances where shifts must be filled on a temporary basis, prior to permanent assignments being made.
- c. Employees shall be assigned to shifts based on the operational need of and at the sole discretion of the County. Shift assignments may be altered or changed at any time and there is no guarantee or promise as to what shift any particular employee shall be scheduled.
- d. Vacancies shall be filled based on the interest solicited with the e-mail announcement. The following shall be considered when filling shifts:
 - i. Length of full-time employment of the employees making a request and service needs with regard to Paramedic or EMT positions.
 - ii. The general employment history of the employees, including evaluations and disciplinary actions.

- iii. Field Training Officers shall only be assigned to the following shifts:
 1. MED 1 or 21
 2. MED 2 or 22
 3. MED 3 or 23
 4. MED 4 or 24
 5. MED 5 or 25
 6. MED 11
 7. MED 18
 8. MED 20
 9. Med 19
 - iv. Due to operational advantages; preference shall be given to Paramedic / Paramedic crew configurations in the following situations:
 1. 12 and 14 hour shifts
 2. Units with a Paramedic Field Training Officer
 3. Units with a Sergeant
9. Employees that fail to follow the work schedule policy may be subject to progressive disciplinary action up to and including termination.