



Charles County Department of Emergency Services
STANDARD OPERATING PROCEDURES

Section 401 - General Emergency Operations

General Emergency Operations - 401.00		
S.O.P. # 401.06	EMS Division Mandatory Hold Over Policy	PAGE: 1 OF 3
EFFECTIVE: July 6, 2021	Authorized: Lori Cherry, Chief <i>LAC</i>	
REVISED: March 16, 2023	Authorized: Michelle Lilly, Director <i>MLL</i>	

401.06.01 Purpose

To advise personnel of the emergency hold over policy that shall be utilized to assure adequate personnel are available to meet our mission objectives with adequate staffing.

401.06.02 General

The Chief of EMS, or designee, reserves the right to enact mandatory hold over of personnel of the Emergency Medical Services Division past the point of their scheduled duty shift.

401.06.03 Definitions

1. Mandatory Hold Over (MHO) - Personnel mandatorily retained beyond their scheduled shift.
2. Operational Leadership - includes operational Captains and Lieutenants.



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401.06.04 Policy

1. Personnel may be mandatorily held over past the end of their scheduled shift, for the following reasons:
 - a. Staffing falls below the *Minimum Staffing Standards for EMS, SOP 100.35*
 - b. Personnel do not have adequate relief as stated in *Duty Hours and Attendance Policy, SOP 101.06.06, 1. b*
 - c. During emergency activation of the EOC
2. Personnel who are held over will be compensated for their time of service.
3. Personnel who are scheduled for mandatory holdover are ineligible for early relief as defined by SOP 101.06 *Duty Hours and Attendance Policy*, section 101.06.06.2.
4. Employees filling open shifts or performing swaps at stations that are assigned for Mandatory Holdovers will be responsible for the holdover should one be needed.

401.06.05 Procedures

Once the need for staffing is recognized and procedures laid out in *EMS Division Open Shift Scheduling, SOP 101.11* have been exhausted, personnel will be subject to hold-over.

1. For a minimum staffing shortage:
 - a. The equivalently certified employee from the primary scheduled holdover station shall be mandatorily held over until sufficient coverage is found or maximum allowed duty hours per *Fitness for Duty, SOP 400.08*, have been reached. If no employee from the primary scheduled holdover station remains available or eligible, then the equivalently certified employee from the secondary scheduled holdover station shall be mandatorily held over as allowed.
 - b. If an employee from the primary scheduled holdover station has already been held over in that week, Operational Leadership may select an employee from the secondary scheduled holdover station in their place.





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- c. The oncoming Captain will cover an MDO position prior to a Lieutenant being held over.
 - d. Lieutenants will be subject to mandatory hold over for MDO shifts if a Captain is not available or if more than one MDO vacancy exists.
 - e. Operational Leadership shall review the previous shift's workload for the hold over employee. If it is determined that the workload was potentially fatigue-inducing, the on-duty Operations Captain or Lieutenant will attempt to relocate the holdover employee to a station that traditionally has a lower call volume for the hold over hours.
2. Notification:
- a. Operational Leadership shall make three notification attempts to fill the shift. If the shift is not filled by 2300 hours before the oncoming shift, that leadership shall notify the employee for mandatory hold-over via telephone.
 - b. Attempts will be made by the Operational Leadership to find relief for the hold over employee.
3. Part-time employees are exempt from this policy.
4. Employees may not refuse to hold over. Any departure from the mandatory hold over assignment will be considered an unauthorized absence and may result in disciplinary action.

401.06.06 Holdover Schedule

See Section 500 - Attachments: **Mandatory Holdover Schedule**

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SOP 401.6 EMS Divison Mandatory Hold Over Policy with change box_ Final

Final Audit Report

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