



Charles County Department of Emergency Services STANDARD OPERATING PROCEDURES

Section 100 - General Rules and Administration

General Rules and Administration - 100.00		
S.O.P. # 100.39	Flex Personnel Utilization	PAGE: 1 OF 2
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100.39.01 Purpose

To inform personnel of the policies and procedures regarding utilization of Flex personnel.

100.39.02 General

Flex personnel are those employees assigned to cover scheduled and unscheduled leave. Float personnel are assigned to a chase medic unit, they cover unscheduled leave in the absence of Flex personnel.

100.39.03 Policy

1. Two (2) Flex personnel will be assigned to each twenty-four (24) hour platoon, at least one (1) will be ALS certified.
2. Flex personnel will not be counted toward the minimum staffing standards.
3. Provider duties will be determined by operations on a daily basis to include:
 - i. If an open shift exists, the Flex personnel will be detailed to the opening as per the Open Shift Policy.
 - ii. If an ambulance is available, a Paramedic Ambulance will be placed in service. The ALS float will be used to make up staffing with Flex personnel if necessary.
 - iii. If there are two (2) available providers and no ambulance available, the crew may be detailed to a station with an available unit for their use.
 - iv. If only an ALS provider remains available, the ALS provider will staff a chase vehicle should one be available.
 - v. If only a BLS provider remains available, the provider will ride as a third provider at a high UHU station.
4. Daily assignment location will be reflected in CrewSense. Should the assignment change with less than twenty-four (24) hours of the scheduled shift start time, notification will be made via phone, text message or the CrewSense reminder feature. Flex personnel will acknowledge the notification.



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5. Flex personnel will keep all gear, uniforms and bedding needed for a shift in their personal vehicle.
6. Swap guidelines:
 - a. If flexed to fill an open shift, personnel may swap with any employee certified to fill the open shift.
 - b. For ALS Flex personnel, swapping with other Flex or Float personnel is preferred.
 - c. Flex staff may swap into an open shift for which no Flex personnel are available, no callback has been initiated and with approval from the Scheduling Officer.
 - d. Swapping into an open Flex position is NOT permitted.