



Charles County Department of Emergency Services STANDARD OPERATING PROCEDURES

Section 101 - Human Resources

Human Resources - 101.00		
S.O.P. # 101.11	EMS Division Open Shift Policy	PAGE: 1 OF 3
EFFECTIVE: March 21, 2023	Authorized: Lori Cherry, Chief	<i>LAC</i>
REVISED: March, 2023	Authorized: Michelle Lilly, Director	<i>MLL</i>

101.11.01 Purpose

To outline the policies and procedures regarding open shift scheduling.

101.11.02 General

Overtime compensation is governed by the Charles County Government Personnel Policy and Procedures Manual as well as the Collective Bargaining Agreement between the International Association of Firefighters, AFL-CIO (IAFF) Local 4658 and the County Commissioners of Charles County, MD.

101.11.03 Definitions

1. Callback - terminology for the automated system which contacts personnel based on their user defined settings (text vs. phone call, do not disturb hours and availability vs. unavailability) to fill shifts.
2. Callback List - The automated list of eligible personnel generated from the approved scheduling software.
3. Cohort - Employee groups segregated by certification. Example, the BLS cohort will consist of EMT's, the ALS cohort will consist of Paramedics.
4. Approved Scheduling software - The electronic scheduling platform approved by the Emergency Services.
5. Flex Personnel - Full time personnel manually assigned to cover scheduled and unscheduled leave.
6. Immediate Open Shifts - Any operational field assignment that requires coverage with less than twenty-four (24) hours' notice.
7. Open Shift - Any operational field assignment requiring coverage with an ALS or BLS provider, Lieutenant, or Operations Captain that is greater than twenty-four (24) hours' notice.



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8. Operational Special Event - Any community event assignment where EMS clinicians are deployed for the purpose of providing public safety and patient care.

101.11.04 Policy and Procedures for Open Shifts

1. Open Shifts (Operational Field Assignments and Special Event Assignments)

- a. Scheduled Temporary Part Time personnel will be assigned to fill open shifts excluding special events.
- b. Once the scheduled Temporary Part Time availability list is exhausted, available Flex personnel will be assigned to fill open shifts excluding special events.
- c. If there are no scheduled Temporary Part Time or Flex personnel available, open shifts will be sent out for automated callback on the approved scheduling software.
- d. The approved scheduling software will use an automated callback system to fill the open shift.
 - i. The system will contact all employees in the designated order by cohort and in order of the fewest total hours worked with the calendar year.
 - ii. If personnel have equal 'total hours worked' and the callback results in a tie, the callback system, through the approved scheduling software, will assign the tied personnel in random order.
 - iii. Initiated callbacks will be open and run for a period of thirty (30) minutes.
- e. The employee cohorts will be escalated until the vacancy is filled.
- f. Part-time personnel should not bid on shifts that knowingly place them in an overtime status without prior approval or that will conflict with their primary work schedules. Refer to *EMS Division Part Time Policy, SOP 101.29*
- g. If no coverage for the vacant shift is found, employees may be held over in accordance with the *Mandatory Hold-Over Policy, SOP 401.6* at the discretion of the Operations Captain.

2. Immediate Open Shifts:

- a. Scheduled Temporary Part Time personnel will be moved to cover the open shift.
- b. Scheduled Flex personnel will be moved to cover the open shift if no Temporary Part Time personnel are available.
- c. If no Flex personnel are available, the approved scheduling software callback notification system will be implemented and sent out in two 12-hour components as well as a mass notification for a total of 3 notifications. The Operations Captain will be responsible to ensure the open shift is covered.
- d. Initiated callbacks will be managed in the same manner as Section 101.11.04 above.





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3. If accepting an open shift, the employee is accepting the shift in its entirety. The employee may not request a manual reduction in hours, even if they have found coverage for the other portion. If the employee only wants a portion of the shift, they shall wait until the callback has been modified through approved scheduling software or a notification message has been distributed. This allows for equitable distribution to eligible employees based on the generated callback list.
4. Likewise, once an employee has accepted a shift, the shift may only be relinquished in accordance with *EMS Division Leave Policy, SOP 101.07*. The shift will then be redistributed via the approved scheduling software callback notification process.
5. If an employee works a shift that is beyond their regularly scheduled work hours, they must complete and submit a Charles County Department of Emergency Services Overtime Authorization Form to accompany their time sheet. This includes time worked for EMS as well as Special Operations and/or collateral duty assignments (TEMS, Hazmat, special events, etc.). Compensation may be delayed for personnel who fail to submit Overtime Authorization Forms with their timesheet.
6. Accepted overtime shifts do not qualify for shift trades between other personnel.

101.11.05 Regency Stadium

Regency Furniture Stadium assignments will be distributed in the following manner:

- a. Hours for Regency Furniture Stadium events will be created as soon as scheduling personnel are notified of the request for service.
- b. Assignments will be offered to qualified personnel within the EMS Division and Communications Division on a rotating bi-weekly basis.
- c. In the event that one of the divisions is unable to fill the open shifts, the other division will be afforded the opportunity to fill the open shift(s).
- d. The approved scheduling software callback list will be inclusive of BLS and ALS. The assignment will be awarded to the employee with the fewest total hours for the calendar year.
- e. For any assignments offered to the Communications Division, assignments will be placed out for bid through their current scheduling system.

Signature: 
Michelle Lilly (Mar 29, 2023 16:56 EDT)

Email: lillym@charlescountymd.gov



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SOP 101.11 EMS Open Shift Scheduling- final

Final Audit Report

2023-03-29

Created:	2023-03-29
By:	Lori Cherry (CherryL@charlescountymd.gov)
Status:	Signed
Transaction ID:	CBJCHBCAABAAAtfreEmiNROT2fGIE-4rleJL5MmAg-TgX

"SOP 101.11 EMS Open Shift Scheduling- final" History

-  Document created by Lori Cherry (CherryL@charlescountymd.gov)
2023-03-29 - 7:52:16 PM GMT
-  Document emailed to Michelle Lilly (lillym@charlescountymd.gov) for signature
2023-03-29 - 7:52:39 PM GMT
-  Email viewed by Michelle Lilly (lillym@charlescountymd.gov)
2023-03-29 - 8:55:34 PM GMT
-  Document e-signed by Michelle Lilly (lillym@charlescountymd.gov)
Signature Date: 2023-03-29 - 8:56:00 PM GMT - Time Source: server
-  Agreement completed.
2023-03-29 - 8:56:00 PM GMT

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