



Charles County Department of Emergency Services STANDARD OPERATING PROCEDURES

Section 100 - Human Resources

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S.O.P. # 101.11	EMS Division Open Shift Scheduling	
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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 Local 4658, International Association of Fire Fighters, AFL-CIO and Charles County, MD.*

101.11.03 Definitions

1. **Callback** - CrewSense™ 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 CrewSense™.
3. **Cohort** - Each type of eligible employee will be split into separate groups segregated by certification. Example, the BLS cohort will consist of EMT's, the ALS cohort will consist of Paramedics.
4. **CrewSense™** - The electronic scheduling platform used by the EMS and Special Operations Divisions.
5. **Flex Personnel** - Personnel assigned to cover scheduled and unscheduled leave.
6. **Float Personnel** - Personnel assigned to a chase medic unit who cover unscheduled leave in the absence of flex personnel.
7. **Immediate Open Shifts** - Any operational field assignment that requires coverage with less than twenty-four (24) hours' notice.
8. **Open Shift** - Any operational field assignment that is open and unassigned.
9. **Operational Special Event** - Any community event assignment where EMS clinicians are deployed for the purpose of providing public safety and patient care.



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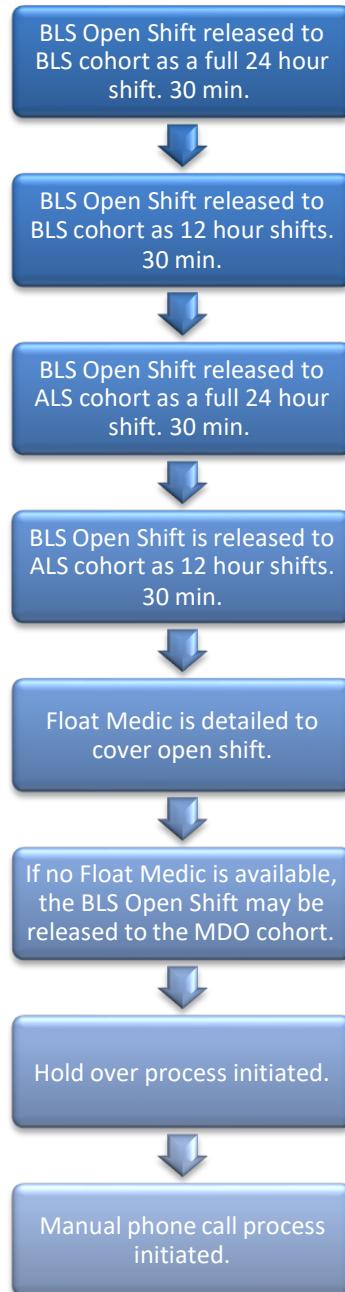
101.11.04 Policy and Procedures

1. Open Shifts and Operational Special Events:
 - a. Available Flex personnel will be assigned to fill open shifts **excluding operational special events.**
 - b. If no Flex personnel are available, open shifts will be posted on CrewSense™
 - c. CrewSense™ will use an automated callback system to fill the open shift.
 - i. **Multiple callbacks may occur simultaneously.**
 - d. Open shifts **and operational special events** will be created for the full duration of the shift **and disseminated in mass to the appropriate cohort.**
 - i. Only employees eligible to work the entire shift based on SOP 400.08, *Fitness for Duty* will be contacted.
 - ii. If total hours worked results in a tie, the callback system contacts the tied employees in random order.
 - iii. **Initiated callbacks will be open for a period of thirty (30) minutes to give personnel the opportunity to respond.**
 - iv. **The system will contact all employees in the designated order by cohort until someone accepts the shift, or the list is exhausted.**
 - v. **Dependent upon response, employee cohorts may be escalated until the vacancy is filled.**
 - e. **Shifts will be awarded to the employee with the fewest total scheduled hours based on hours scheduled for the calendar year.**
 - i. Part-time personnel should not bid on shifts that knowingly place them in an overtime status without prior approval.
 - f. **If the shift is unable to be filled via the callback process, available Float personnel will be assigned to the shift manually.**
 - g. **If no coverage for the vacant shift is found, employees may be held-over in accordance with SOP 401.06, Emergency Hold-Over Policy at the discretion of the Division when all other options have been exhausted.**



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h. CrewSense™ callback system notification flow chart for open shifts greater than twenty-four (24) hours - Example of a BLS open shift:

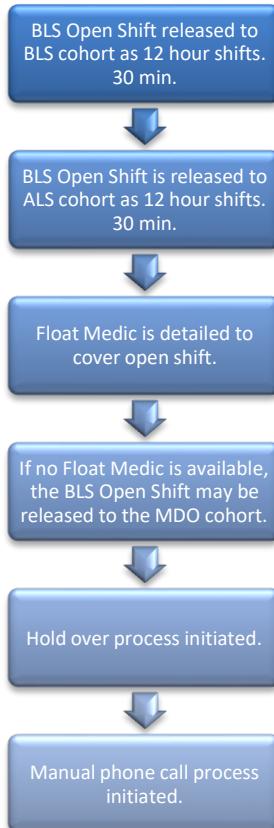




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2. Immediate Open Shifts:

- a. Available Flex personnel will be sent to cover the shift.
- b. If no Flex personnel are available, the CrewSense™ callback notification system will be implemented and send a mass notification to the appropriate employee cohort.
- c. Immediate Open Shifts will be split into two (2), twelve-hour (12) components.
- d. Initiated callbacks will be open for a period of thirty (30) minutes to give personnel the opportunity to respond.
- e. The system will contact all employees in the designated order by cohort until someone accepts the shift, or the list is exhausted.
- f. Dependent upon response, employee cohorts may be escalated until the vacancy is filled.
- g. The system will assign the shift to the first qualified employee who accepts it.
- h. If the call back remains unfilled and a Float Medic is available, the Float Medic will be detailed to cover the opening.
- i. If no coverage for the shift is found, employees may be held-over in accordance with SOP 401.06, Emergency Hold-Over Policy.
- j. CrewSense™ callback system notification flow chart for open shifts less than twenty-four (24) hours - Example of a BLS immediate open shift:





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3. 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. The CrewSense™ callback list will be inclusive of both ALS and BLS, EMS Division personnel.
4. **All additional hours worked** must comply with *SOP 400.08, Fitness for Duty*.
5. 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 part of the shift, they must wait until the callback has been modified and they receive an additional contact for the partial shift. This allows for equitable distribution to eligible employees based on the generated callback list.
6. Likewise, once an employee has accepted a shift, the shift may only be relinquished in accordance with SOP 101.02, *Call Out Policy*. The shift will then be redistributed via the CrewSense™ callback notification process.
7. 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.
8. Personnel may not perform shift trades utilizing accepted overtime shifts.