

**CCEMS
OPERATIONS POLICY 100-13
STAFFING GUIDELINES**

I. PURPOSE

- 1.1 To establish uniform and equitable criteria for staffing CCEMS crews.
- 1.2 To establish the method of scheduling employees to cover the clinical needs of CCEMS.
- 1.3 To clarify rest time between shifts.

II. POLICY

- 2.1 CCEMS crew staffing will be as follows:
 - 2.1.1 CCEMS will staff the 3 stations at Warsaw, Coshocton, and West Lafayette twenty-four (24) hours per day, seven (7) days per week. These will be known as crews 1, 2, & 3 respectively.
 - 2.1.2 CCEMS will staff an additional second crew at Coshocton twenty-four (24) hours per day, seven (7) days per week. This will be designated as the 5th crew.
 - 2.1.3 CCEMS will staff a crew at a fourth station, currently on CR 621. This will be designated as the 4th crew. This crew may be scheduled for 24-hour shifts, or could be scheduled shorter shifts.
 - 2.1.4 CCEMS may increase or reduce staffing as needed due to operational needs and financial hardship.
 - 2.1.5 CCEMS will staff each ambulance with a minimum of two (2) State of Ohio certified EMTs, Advanced EMTs, or Paramedics.
 - 2.1.5.1 The preferred configuration for crews 1 through 5 will be one (1) Paramedic and one (1) EMT or Advanced EMT.
 - 2.1.6 CCEMS will use a combination of Full-time and Part-time employees to meet our staffing requirements.
- 2.2 CCEMS minimum staffing
 - 2.2.1 CCEMS minimum staffing will be determined by the Director based on funding and needs of the organization. All employees will be notified by the Director via the County email if the minimum staffing is increased or decreased.
 - 2.2.2 The Shift Captain will not count toward maintaining the minimum crew staffing.
- 2.3 The CCEMS crew schedule will be published monthly.
 - 2.3.1 All CCEMS employees are encouraged to submit availability for the next month.
 - 2.3.2 The deadline for submitting availability for any month is the 15th day of the previous month.
 - 2.3.3 Part-time employees who repeatedly fail to submit availability without discussing their situation with the Director will be determined to have voluntarily terminated their employment.

- 2.3.4 Full-time crew employees will be scheduled 48 hours per week when the schedule is published, unless on approved time off.
 - 2.3.5 Prior to publishing the monthly schedule, CCEMS Administration reserves the right to utilize part-time employees to fill any or all open shifts.
 - 2.3.6 When the monthly schedule is published, a notification will be sent to all employees advising them that the schedule has been published.
 - 2.3.7 Notification that the monthly schedule has been published will start a 72-hour period of time when any CCEMS employee can submit a "sign-up" request in EMS Manager for a shift that appears open.
 - 2.3.8 At the end of the 72-hour time period after the schedule has been published, CCEMS Administration will approve the "sign-up" requests based on full-time from most senior to least senior, then part-time, then Administrative and Auxiliary personnel.
 - 2.3.9 Employees are encouraged to review the schedule often and throughout each month. Anyone may submit "sign-up" requests any time they are available to work, and not just in the 72 hours after the schedule has been published. These requests outside of the 72-hour window will be answered as quickly as possible
- 2.4 Filling open shifts. CCEMS Administration will endeavor to follow this policy as closely as possible. However, there will be times when circumstances will arise and decisions will be made that are based on the situation at hand and what is in the best interest of the organization and our patients.
- 2.4.1 CCEMS Administration shall determine when there is an open shift to be filled
 - 2.4.2 CCEMS Administration shall determine if an employee is qualified to fill an open position because of their orientation status or certification level.
 - 2.4.3 Full-time CCEMS Paramedics, Advanced EMTs, and EMTs are encouraged to work additional overtime to assist in maintaining minimum staffing.
 - 2.4.4 CCEMS employees may volunteer to work an additional 12 hours beyond their scheduled 24-hour shift, either before or after the scheduled 24 hours. No employee will be scheduled for more than 36 continuous hours.
 - 2.4.4.1 The exception to this would be a member of the bargaining unit who is forced to work 12 hours of an open 24-hour that is being mandated. Under the current collective bargaining agreement, that employee can opt to work the entire 24 hours which would make them scheduled for 48 continuous hours.
 - 2.4.5 In the event that an open shift needs filled, CCEMS Administration will endeavor to follow the following process to fill the open shift.
 - 2.4.5.1 CCEMS Administration will contact any employees who have submitted availability in EMSManager for the open time period. The priority will be full-time most senior to least senior, then part-time, then Administrative and Auxiliary. This encourages and rewards CCEMS employees who submit their availability in EMS Manager each month, while improving the efficiency of filling the schedule.
 - 2.4.5.2 If the open shift cannot be filled through availability, then CCEMS Administration will send notifications via EMS Manager and/or some other means that we have an open shift.
 - 2.4.5.3 To reduce the stress caused by mandated overtime, open shifts will be filled at least 72 hours in advance when possible.

- II-4.5.3.1 Employees are encouraged to monitor the schedule for upcoming open shifts so that they will know if there is a possibility that they could be mandated to work.
- II-4.5.3.2 CCEMS will endeavor to send two messages via EMS Manager and/or some other means that we are about to fill an upcoming shift by mandating overtime.
- 2.4.5.4 When an open shift is caused by an immediate call-off of duty, the current bargaining unit contract requires the following.
 - II-4.5.4.1 Full-time employees will be contacted first.
 - II-4.5.4.2 If no full-time employee agrees to work, Part-time employees will be contacted.
 - II-4.5.4.3 If no part-time employee agrees to work, Administrative employees may be contacted.
 - II-4.5.4.4 If all attempts to fill the open shift due to an immediate call-off fail, a Full-time employee will be mandated to work.
- 2.4.5.5 If more than one employee responds to the notifications, the priority will be full-time most senior to least senior, then part-time, then Administrative and Auxiliary.
- 2.4.5.6 All personnel will be paid at their usual rate of pay when they fill an open position.
- 2.4.6 Mandated overtime. In the event that all options have been exhausted and open shifts cannot be filled, CCEMS will require Full-time employees to work additional overtime under the following guidelines.
 - 2.4.6.1 The CCEMS Director or their Designee will maintain a rotating list of Full-time employees that organizes these employees by their CCEMS seniority. The least senior full-time employee will be first to be mandated to work overtime.
 - 2.4.6.2 At this time, CCEMS agrees to honor the Union's request that this list resets based on seniority at the beginning of each pay period, but reserves the right to discuss this in the Labor-Management Committee meeting and/or revise this policy if it creates hardship for the organization or the employees.
 - 2.4.6.3 An employee will only be mandated/forced to work an additional 12-hour shift. However, if the 12 hours is part of a 24-hour shift, the employee forced to work 12 hours may elect to work the entire 24 hours.
 - 2.4.6.4 Once an employee is mandated/forced to work an additional shift, or volunteers to work an open shift for unscheduled overtime, they will move from first to last on the rotating list.
 - 2.4.6.5 If an employee is on an approved leave of absence, they will not be mandated to work additional overtime during their leave of absence but will remain in their current position on the list.
 - 2.4.6.6 If an employee is first on the rotating list, but they are already scheduled or are prohibited from working the shift because of another work rule, they will not be mandated to work the additional overtime but will remain in their current position on the list.

- 2.4.6.7 If the employee required to work overtime fails to answer their phone or advises CCEMS Administration of a condition that prevents them from reporting for work, the next person on the list will be contacted. However, the employee will remain in their position on the list and a notation will be made that they were unable to report to work as required.
- 2.4.6.8 If an employee is contacted to work mandatory overtime, and the employee refuses to work, the employee will be subject to disciplinary action.
- 2.5 Employees are allowed to trade shifts or stations with other employees as long as the trade is approved by the CCEMS Administration.
 - 2.5.1 Trades generally must be completed within the same payroll week
 - 2.5.2 Trades cannot create overtime, for this reason trades between Friday and Saturday will usually be denied.
 - 2.5.3 Trades cannot change the standard configuration of having one paramedic on each crew
- 2.6 CCEMS recognizes that many Fire Department and EMS employees work a lot of overtime or work multiple jobs. CCEMS also recognizes that fatigue can be dangerous to the employee, their partner, and their patient.
 - 2.6.1 To ensure the safety of all employees and patients, CCEMS will not schedule employees to work more than 36 consecutive hours.
 - 2.6.2 Employees working beyond 24 hours will not be asked to take an inter-facility transfer out-of-town.
 - 2.6.3 To ensure the safety of all employees and patients, CCEMS will require a minimum rest period between scheduled shifts.
 - 2.6.3.1 CCEMS Full-time employees can volunteer or be mandated to work an additional 12 hours beyond their scheduled 24-hour shift, and under certain circumstances they can extend this to working continuously for 48 hours. For this reason, Full-time employees are not permitted to work for another employer after midnight, 12:00am, before reporting to work for a 24-hour shift at CCEMS the next morning.
 - 2.6.3.2 CCEMS employees will have a minimum rest period of 12 hours of scheduled time off between working two scheduled 24-hour shifts at CCEMS. CCEMS employees cannot work for other employers during this required rest period.
 - 2.6.3.3 Part-time personnel with employment outside CCEMS will be expected to come to work rested and ready work their entire shift.
 - 2.6.3.4 If CCEMS Administration determines that an employee's outside employment is creating a safety concern, the employee will be notified to modify their schedule with their other employment or their schedule may be modified at CCEMS.
 - 2.6.4 Full-time CCEMS employees cannot leave work before their replacement has arrived. If the employee relieving you is late or calls-off, you will remain at work until your position is filled, or your Supervisor gives permission to leave. However, another employee can volunteer to stay in your place if qualified.
- 2.7 In special situations, like a natural disaster, a major incident, etc. CCEMS Administration may modify the staffing and scheduling policies as needed.

III.

- 3.1.1 Full-time CCEMS employees are prohibited from having outside employment that interferes with their ability to work as needed at CCEMS, any scheduling conflicts will be resolved in favor of CCEMS.
- 3.1.2 All CCEMS employees shall provide CCEMS Administration with a current phone number that will be used when contacting them.
 - 3.1.2.1 All CCEMS employees shall also provide CCEMS Administration with a current emergency contact person and phone number for that person in the event that they would need to be contacted. This emergency number will be for emergencies only, in the event that the employee is injured or an employment related emergency. It will not be used for scheduling purposes.
- 3.1.3 CCEMS employees are not required to receive text messages from EMSManager, but it is highly recommended.
 - 3.1.3.1 Employees who do not wish to receive text messages will need to advise CCEMS Administration in writing or via email.
 - 3.1.3.2 Employees who refuse to receive text messages acknowledge that because of their decision, they may not be notified of open shifts and therefore cannot claim they were denied hours that were given to another employee.

Director: Todd A. Shroyer

Effective: 6-1-17

Reviewed: _____

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