



Contra Costa County Operations

Patient Focused - Customer Centered - Caregiver Inspired

SOP# 216	Under review
By: Scheduling Procedures	
Effective:	
Updated: May 5, 2022	Chad Newland Regional Director

A. Purpose

The following procedure clarifies the process for the scheduling department to fill open shifts, and the process for obtaining days off.

B. Emergency Shift Fill

1. Purpose
 - a. To meet immediate operational need in an unusual situation.
2. Conditions
 - a. Disaster, Public Emergency, Mutual-aid Request or Multi-Casualty Incident where additional units are needed and must be staffed.
3. Procedure (24 hours a day) Everbridge and call any active employee to fill additional shifts.
 - a. No time stipulations required.
 - b. Seniority List used at the sole discretion of Management.
 - c. Award shift based on Operational Need.

C. Immediate Opening Shift Fill

1. Purpose
 - a. To meet immediate operational need.
2. Conditions
 - a. Current opening where ambulance has lost unit hours.

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- b. Two hours or less before start of shift.
 - c. 20 minutes has lapsed since the start of the shift, the employee assigned for the shift has not reported for duty, and the absent employee has not made contact with the on-duty Supervisor.
3. Procedure (24 hours a day)
- a. An Everbridge notification will be sent. Each shift is to be identified when paged. (BLS or ALS group, and Out of County pool)
 - b. Individuals interested in working the shift(s) shall submit their intent to work on Telestaff.
 - c. After 15 minutes from the original notification, staff will award shift.
 - d. Availability list NOT used.
4. Award
- a. Cases where an employee is able to arrive at the start of shift, and offering to work the entire shift, has shift award precedence regardless of seniority.
 - b. Cases where there are no employees able to work the entire shift.
 - i. Seniority prevails for those employees able to arrive at the designated work location within 45 minutes from of the shift being awarded.
 - ii. Otherwise, the employee that can arrive first will be awarded the shift.
 - iii. Employees are accountable to be at the shift at the agreed upon time and are subject to the Tardy policy.

D. Filling Open Shifts

1. Conditions
- a. Anything that does not fall under “Immediate Opening” above.
2. Procedure
- a. For monthly OT/filling of temporary vacancies, shifts will be awarded beginning with part time employee with less than 40 hours in the week and then to full time employees.
 - b. An Everbridge notification will be sent with each available shift identified. (BLS or ALS group, and Out of County pool)
 - i. After 5 minutes the notification will be resent.
 - c. After 30 minutes staff will award shift.

- d. Employees shall receive notification of awarded shifts by checking Telestaff.
- e. Employees that are awarded shifts that are scheduled to start less than 12 hours from the time of the initial Everbridge notification will receive a phone call stating that they have been awarded the shift.

3. Award

- a. Part time employee with less than 40 hours worked or scheduled that week (Sun through Sat), or as a result of this offer, will work forty (40) or fewer hours, by seniority.
- b. Full time employee on the availability list by seniority.
- c. Full time employees by seniority
- d. Part time crewmember with over 40 hours worked or scheduled that week, or as a result of this offer, will work over forty (40) hours, by seniority (includes full time EMTs who hold paramedic accreditation - paramedic shifts only).
- e. In all cases, employees able to arrive at the start of shift and offering to work the entire shift have precedence, regardless of seniority
- f. If the shift is not filled by the process above, then:
 - i. If an EMT position on a Paramedic/EMT unit remains open, consider opening shift to paramedics (requires MOC approval), following procedure above.

E. Pre-Scheduling of Mandatory Overtime

1. Conditions

- a. Management may elect to offer the pre-scheduling of mandatory overtime to the employees in a specific class. Management is not required to offer the pre-scheduling of mandatory overtime as described in Section E.2 of this SOP and management has the sole discretion concerning the number of shifts that will be made available to employees for pre-scheduling of mandatory overtime.
- b. Shifts that are awarded to full-time employees as a result of the procedure described in Section E.2 of this SOP shall be compensated in accordance with Paragraph 5 of Article 15.4 of the Collective Bargaining Agreement.

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- c. Full-time employees that are awarded a pre-scheduled mandatory overtime shift as described in Section E.2 of this SOP shall not be assigned a mandatory callback shift as described in Section F of this SOP until all full-time employees in the same class are assigned an equal number of mandatory callback shifts. Pre-scheduled mandatory overtime shifts that awarded to an employee and subsequently given away to another employee shall not considered in this count.

Example: If a full-time Paramedic is awarded (3) shifts as a result of the procedures described in Section E.2 of this SOP, then said Paramedic shall not be assigned a mandatory call back shift until all other full-time Paramedics are assigned (3) shifts from either pre-scheduled mandatory overtime shifts (SOP# 216 Section E) or mandatory call back shifts (SOP #216 Section F).

Likewise, a full-time Paramedic is awarded (2) shifts as a result of the procedures described in Section E.2 of this SOP, then said Paramedic shall not be assigned a mandatory call back shift until all other full-time Paramedics are assigned (2) shifts from either pre-scheduled mandatory overtime shifts (SOP# 216 Section E) or mandatory call back shifts (SOP #216 Section F).

- d. Part-time employees shall not be eligible to participate in the procedure described in Section E.2 of this SOP unless they have been awarded (3) shifts through the procedure described in Section C.1. and 2. of AMR CCC SOP#218: *Part-Time Employee Minimum Work Requirements.*
- e. Part-time employees that work shifts that are awarded as a result of the procedure described in Section E.2 of this SOP shall receive a \$150 shift bonus as part time employees are not eligible for mandate pay.

2. Procedure

- a. The Operation will notify the workforce through and Everbridge notification that prescheduling of mandatory overtime is available as well as the maximum number of prescheduled overtime shifts available to an individual employee on the 15th of the month prior to the available shifts.

Example: An Everbridge notification will be sent on May 15th that states, "Prescheduled mandatory overtime shift are now available for June for full-time Paramedics. The maximum number of shifts available to an individual Paramedic is 3.

- b. The Operation will make the pre-scheduled mandatory overtime shifts available only to full-time employees in a specific class in Telestaff from the 15th to the 20th of the month prior to the available shifts.

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Example: pre-scheduled mandatory overtime shifts for June will be made available in Telestaff from May 15th to May 20th.

- c. Individuals interested in working the pre-scheduled mandatory shift(s) shall submit their intent to work on Telestaff.
 - i. Employees will use the "CCMA" code in Telestaff submit their intent to work a given shift.
- d. Pre-scheduled mandatory overtime shifts will be awarded on the 21st of the month prior to the available shifts.
- e. Shifts shall be awarded to full-time employees in seniority order.
- f. Full-time employees shall receive notification of awarded pre-scheduled mandatory overtime shifts by checking Telestaff.
- g. At management's sole discretion, additional shifts may be made available to part-time employees that satisfy the conditions in Section E.1.d of this policy. These shifts will be made available through Telestaff.

F. Mandatory Call Back

- 1. Conditions
 - a. Operations Manager or General Manager must be contacted for approval.
- 2. Procedure
 - a. Completed by Supervisors or above only.
 - b. Awarded to full-time employee with the least seniority that has not been mandated/called back within the prior thirty days.
 - c. In the event all full-time employees have been called back within that period, the least senior full-time employee who has been called back during such thirty (30) day period must work the open shift.
- 3. Notes
 - a. "Emergency holdover" rule is non-applicable if it is prescheduled.
 - b. No more than two consecutive shifts can be MANDATED without a 12-hour break.

G. Personal Time Off

- 1. Personal Time Off Request

- a. PTO requests will be approved in the following order:
 - i. PTO dates may be reserved during two “Open Window” periods and will be awarded on a seniority basis.
 - (a) A written request to Scheduling shall be submitted before November 30 of each year for the period of January 1 through June 30 of the following year. (November Open Window)
 - ii. Requests received outside of the “Open Window” period will be considered for approval on a first come first served basis.
 - iii. An employee may utilize accrued PTO on a daily basis provided the employee notifies the Employer at least two (2) hours prior to the start of the employee’s shift. Requests received with less than 12 hours’ notice may be subject to corrective action in accordance with SOP #203.
 - iv. Based on operational need, if the cap is full and the schedule is full, the company will attempt to fill the request. If unable to do so the employee is responsible for reporting to his/her assigned shift.
 - v. Where more than one request for the same time off has the same date of request, seniority shall prevail between such requests.

- b. Scheduling will attempt to fill subsequent PTO requests based on operational need.

- c. To meet operational requirements, a PTO Guideline on the number of employees on PTO on any one day shall be the following:
 - i. ALS Employees: 5 per day
 - ii. BLS Employees: 5 per day

- d. The Scheduling Department will honor PTO requests (in seniority order) if and only if:
 - i. The Scheduling Department is able to fill the shift with another employee.
 - ii. It is the employee’s responsibility to ensure that the request was approved.

H. Shift Trades and Give-Aways

1. All employees may be allowed to trade/giveaway shifts in accordance with the following procedure:

Please refer to the process outlined in your collective bargaining agreement. Article 10.

2. All Shift Trades and Give-Aways will be processed through Telestaff

I. Time Off Without Pay

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1. Time off without pay is available but is subject to possible corrective action under SOP #203.
 - a. Exception: Activities paid to the employee by the Union (i.e. Shop Steward function) will be considered approved for "OWP".
2. Full time employees must make a reasonable effort to arrange a shift trade or give away prior to requesting an OWP.

J. Cancellation of Overtime/Part-time Shifts

1. Over time/Part-time shifts may be cancelled by the employer at least 24 hours in advance. The employer may cancel the shift at any time provided:
 - a. The employee requests AND the employer agrees.
 - b. There is no partner for the employee on the day of the shift.
 - c. Another employee is returning to work from a leave of absence.
 - d. The unit the employee is assigned to is closed, cancelled, or removed from the schedule.
 - e. The employee was notified that the shift might be cancelled, or the shift slot is being held for another employee or perspective employee.

K. Enforcement of Policy

1. Violations of this policy are subject to corrective action up to and including termination of employment.

American Medical Response
Contra Costa County Operations
Standard Operating Procedure
#216