



<b>SOP# 204 Float Policy</b>	<b>Approved By:</b>
<b>Effective: January 5, 2015</b>	
<b>Updated: February 1, 2020</b>	<b>Michael Johnson</b>
<b>Reviewed:</b>	<b>Regional Director</b>

**Contra Costa County Operations**

*Patient Focused - Customer Centered - Caregiver Inspired*

**A. PURPOSE**

To establish the roles and responsibilities of each EMT and / or Paramedic assigned to a float position.

**B. POLICY**

Float personnel will be available to cover openings in the schedule in accordance with the Article 10.14 of the CBA.

**C. PROCEDURE**

- 1 It is the responsibility of all float personnel to login and review their work schedule in Telestaff prior to 22:00 the day before the float shift assignment to ascertain the shift assignment.
- 2 If for whatever reason the employee is unable to review their online schedule, they are to contact the Central OPS Supervisor for assistance.
- 3 If the float is not assigned a shift by 22:00 on the day prior to the start of the shift, he/she is to report to Concord OPS at the start of the designated float shift start time.
- 4 If the float is at OPS or at the noted station stated on their online schedule and is assigned to a unit in another area of the County, the Supervisor will coordinate the transportation to and from that deployment center. If the employee is not yet at the scheduled station, attempts will be made to contact and inform the employee of the location change via phone, text, email, or Everbridge.
- 5 It will be required that the float carry one or more of the Company provided communication tools (or their own personal cell phone) and have it on their person during the scheduled float shift. They are also required at all times to have an updated and current contact information on file with the Company.

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- 6 In the event float personnel are not assigned to a unit during a float shift, management will assign the employee(s) tasks in accordance with the CBA and normal daily duties.

**D. ENFORCEMENT OF POLICY**

Failure to follow the above policies and procedures may lead to corrective action. Repeating the same misconduct during the applicable retention period may result in further corrective action up to and including termination of employment.

American Medical Response Contra  
Costa County Operations Standard  
Operating Procedure #204