EMS Standard Operating Procedures

<table>
<thead>
<tr>
<th>Policy Title:</th>
<th>Mandatory Call Back</th>
</tr>
</thead>
<tbody>
<tr>
<td>Section:</td>
<td>Staff SOG’s</td>
</tr>
<tr>
<td>Adoption Date:</td>
<td>08/03/2009</td>
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<tr>
<td>Date of Most Recent Update:</td>
<td>03/26/2010</td>
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<td>CAAS Criteria Reference:</td>
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</tbody>
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**Comments: Applies to:**
All full-time staff assigned as field paramedics

**Purpose:**
This guideline is being established to ensure that adequate staffing is available 24 hours per day for all primary ambulances. This guideline will also be used for call back in emergency situations such as natural disasters to staff additional ambulances. This guideline also ensures that a shift supervisor is available and not on a staffed ambulance as much as possible.

**Guideline:**
When an open position exists that can’t be filled by the means listed below, the full-time medic at the top of the list will be contacted for mandatory call back. As a general rule, call back will be no longer than 12 hours. If the full-time medic at the top of the list is not available for call back, they will remain at the top of the list until their turn is fulfilled.
Those at the top of the list who routinely are not available for call back will be subject to disciplinary action and this will be reflected in performance appraisals.

The EMS Shift Supervisor will complete the following steps if possible before contacting the Asst. EMS Chief or his designee for implementation of mandatory call back.

1. Crew members will be notified of open shifts via normal means of communication.
2. Administrative staff will be contacted to see if they can fill the open shift or handle the duties as the shift supervisor.
3. Approval will be requested by the shift supervisor from the Asst. EMS Chief to open the shift for voluntary overtime to all part-time and full-time staff.
4. If the hours remain open, the shift supervisor will contact the Asst. EMS Chief to implement mandatory call back.

5. Once approved, the shift supervisor will contact the medic at the top of the list and notify them of the mandatory call back. The full-time staff member reporting for mandatory call back will then have their name placed at the bottom of the call back list which will be kept by the EMS Lieutenants.

6. While we list the top five on the list, that does not mean that this policy only applies to those five listed. We will go as deep into the list as needed depending on who is working and who is unavailable.

7. Each Monday an e-mail will be sent to career staff indicating the top five names on the call back list. These five people should be prepared to make alternate arrangements for second jobs, daycare or any other potential barriers that would prevent them from returning for call back. If you are called for mandatory call-back and are unable to come in for any reason other than already working your shift with our department or we are not able to get a hold of you, it will be considered an unavailable. After two unavailable situations we will move to the progressive disciplinary process.

8. The Monday e-mail on the top five on the list is being done as a courtesy and may not always go out at the same time on the same day. We will try to make sure that it comes out on Monday. Your location on the list can be obtained at any time by contacting the shift supervisor.

9. If you are scheduled for vacation or comp time on a day that call-back is being initiated, we will consider that in the same class as already working and it will not be considered an unavailable situation. The vacation or comp day must be scheduled and approved prior to the initiation of call back. If you have a scheduled vacation beyond one day, that will also not be considered an unavailable situation. (For example; you have scheduled vacation/comp time for a Friday and Monday shift and are going to be on vacation throughout this period. The days in between the two vacation days would not be considered unavailable. Each vacation situation will be looked at on an individual basis.)

10. If you are on light duty or you are already off due to an illness, this will also not be considered an unavailable situation. The sick day must already be established prior to the initiation of call back. If you have not already been off for the illness and you are contacted for call back it will be counted as an unavailable. If you are on light duty, you will be frozen at your spot on the call back list at the point you go on light duty. Once you return you will be placed back in the rotation at the same point.

11. If a shift goes out for coverage but has not gone to overtime, full-time medics may contact the shift supervisor and request the shift if it goes to overtime. Once the shift goes to overtime, if more than one person has called in for the shift, the full-time medic who is the highest on the call back list will be given the shift. If no one has expressed interest prior to the shift going to overtime, it will be filled by the first eligible medic full-time or part-time to call the shift supervisor once it goes to overtime. If no full-time medic has requested the shift prior to going to overtime and a ¾ or part-time medic has requested the
shift, it will go be awarded to the medic with department seniority once approved for overtime.

12. The two unavailable situations reset once you go to the bottom of the list. For example, you are number 3 on the list, we contact you for mandatory call-back and you are not available due to working another job. This counts as one unavailable. You remain towards the top of the list and you are called a second time for mandatory call-back and you are out of town. That counts as a second unavailable. You are contacted a third time and are able to take the shift. You move to the bottom of the list and your “unavailable” start over. Or you are contacted a third time and you are unavailable again due to various reasons. This third unavailable would start the disciplinary process. Once a shift is worked, you would go to the bottom of the list and the “unavailable” tally would start over.

If a shift of 8 hours or more is opened for voluntary overtime, and a full-time staff member voluntary takes the shift, their name will then be placed at the bottom of the call back list no matter where it was on the list. Adjustments to the 8 hour rule can be approved by the Asst. EMS Chief if necessary.

**Authority:** Asst. Chief David Edgar