



# Carroll County Department of Fire & EMS

<b>Standard Operating Procedure: 2.01</b>	<b>Effective Date: June 8, 2023</b>
<b>Subject: Callback / Overtime Assignments</b>	<b>Section: Human Resources</b>
<b>Authorized: Michael Robinson, Director/Chief</b>	<b>Revision Date: N/A</b>

## I. PURPOSE

The Policy is a guideline for employees who desire to work overtime. If sufficient employees do not choose to participate in a voluntary plan to recall employees, the county reserves the right to implement a fair and equitable plan that requires employees to comply to a Mandatory Holdover to fill vacancies.

## II. DEFINITIONS

Callback – A shift assignment assigned to an employee outside the employee’s Regularly scheduled shift. The availability of the employee for this assignment is made at the choice of the employee.

Mandatory Holdover – A shift assignment assigned to an employee outside the employee’s regularly scheduled shift. The assignment is mandatory and not at the choice of the employee.

Day Work Personnel – Personnel assigned to a schedule involving a Monday thru Friday type of work week.

Shift Work Personnel – Personnel assigned to a 24 hour on, 72 hours off shift.

Callback Groups – Groups of employees organized in a manner to assign

## Callback.

### III. PROCEDURES

#### 1. Callback List

- a. Hours worked from field Callback opportunities resulting from typical emergency response staffing shall be tracked.
  - i. An *Overtime Status List in VTI* shall be established and generated daily, on which personnel will be listed in the order of the least to greatest hours of overtime worked including penalty hours.
  - ii. Personnel held over due to an emergency incident or as a Mandatory Holdover will not be assessed those worked hours in the *Overtime Status List in VTI*.
  - iii. A “reset” date for the *Overtime Status List* will occur at 0700 on the first day of the calendar year, where personnel shall have their Callback hours zeroed, with the list order remaining intact.
- b. Personnel who have signed up as being “available” for Callback opportunities that are offered an overtime opportunity by the Shift Commander or designee who then “decline” the opportunity shall be assessed as a “Callback Penalty” on the *Overtime Status List*. Penalties will be applied hour-for-hour based on the amount of time the Callback was scheduled for and tracked in VTI. A notation by the Shift Commander shall be made in the VTI program that notes the date and includes the Shift Commanders initials.
  - i. No “Callback Penalty” shall apply to those personnel that have signed up for the 0700-1900 time period and are contacted past 0700 hours the day of the overtime opportunity.
  - ii. No “Callback Penalty” shall apply to the personnel that have signed up for the 1900-0700 time period and are contacted past 1100 hours on the day of the overtime opportunity.
  - iii. No “Callback Penalty” shall apply for personnel that change their overtime availability status prior to being offered an overtime opportunity.
- c. New Employees
  - i. New employees will be assigned a number equal to the average of the highest and lowest number of Callback hours worked by personnel between the ranks of FADO and Firefighter/EMT.

#### 2. Callback Availability for Shift Work Personnel

- a. Personnel may choose to indicate availability for one or both 12-hour time periods (0700-1900 or 1900-0700).
- b. Callback Availability
  - i. Personnel will be categorized in 3 Callback Groups for the purposes of Callback.
    1. Off-going: Off-going personnel group will have priority of Callback shifts occurring on their 1<sup>st</sup> day off. Example: personnel that work their regular shift on Friday would be the first eligible for a Callback on the Saturday.
    2. On-Coming: On-coming personnel will have next priority of Callback shifts occurring on the day before their regular shift.

Example: personnel working their regular shift on Saturday would be in the group with 2<sup>nd</sup> priority to Callbacks shifts on Friday.

3. Middle Day: Personnel that are on their “middle” day off would have 3<sup>rd</sup> priority of Callback shifts that do not constitute a continuous work period that encompass their normally assigned shift and the Callback shift.
  - ii. Personnel are responsible for completing their own Overtime Availability in VTI each day they are interested and available in working a Callback. Entries must be submitted in VTI prior to 1000 on the day before they are interested in working Callback.
    1. Late notice of individual availability may be entered into VTI. That personnel must be moved to the bottom of their respective available day.
3. Callback Availability for Day Work Personnel
  - a. Day Work personnel will be assignment a shift designator of either A, B, C, or D shift for the purposes of being recognized as being in one of the 3 Callback Groups. That personnel’s Callback Group will be used to determine their availability for Callback in a Shift Work position.
  - b. Callback for Day Work personnel must not interfere with the Day Work assignment they are assigned to.
4. Personnel Contact Information
  - a. Personnel should ensure two (2) forms of contact are on file with the Shift Commander. One of the forms of contact shall be designated as their primary contact for the purposes of Callback.
    - i. Phone numbers may either be a landline or cell phone.
    - ii. There is no obligation to utilize any other contact information, other than what the individual has on file with the Shift Commander, for the purposes of offering available Callback opportunities.
    - iii. Personnel are responsible for ensuring current numbers are correct. A printed copy of Callback contact numbers shall be maintained in the Shift Commanders office and will be updated periodically.
    - iv. Personnel that are currently on duty at the time of the Callback opportunity may be contacted that their respective stations. This will be the only exception to Section II, paragraph 4 of this order.
5. Fatigue Consideration for Callback Opportunities
  - a. Personnel shall NOT be allowed to be on duty, including on a Trade-of-Shift, for greater than 48 hours without a continuous 12-hour period off.
    - i. Exceptions may be approved. Approval by an Assistant Chief or their designee is required for each instance.
    - ii. Personnel are responsible NOT to indicate Callback availability if the above standard cannot be met.
    - iii. Shift Commanders shall have the authority to assess an individual being considered for a Callback opportunity that has been on-duty within the previous 24 hours with regards to their level of fatigue and sleep deprivation. Based on that assessment, Shift Commanders are

authorized and expected to withhold offers of Callback opportunities to individuals that are at risk for unsafe operations, despite their standing in the Callback sign-up and distribution process.

- iv. Should this occur, the individual will not be assigned a “Callback Penalty” on the Callback Status List.
- v. Should this occur, upon the request of the employee, a brief report that details the rationale of the decision shall be submitted by the Shift Commander to an Assistant Chief and a copy provided to the employee.

## 6. Callback Job Classifications

- a. Callbacks shall be offered back in a “rank for rank” basis until that list has been exhausted.
- b. Should the callback list for a particular rank be exhausted, qualified personnel from a different rank will be used to avoid mandatory holdovers.
- c. Employees called back shall work in specific job classifications as defined below. Once a particular list has been exhausted Callbacks shall occur following the order listed below

- i. Shift Commander
  - 1. Shift Commander
  - 2. Qualified Lieutenant
  - 3. Holdover
- ii. Station Lieutenant
  - 1. Station Lieutenant
  - 2. Qualified Fire Apparatus Driver Operator, Firefighter Paramedic, and Firefighter EMT
  - 3. Shift Commander
  - 4. Holdover
- iii. Fire Apparatus Driver Operator
  - 1. Fire Apparatus Driver Operator
  - 2. Qualified Firefighter Paramedic or Firefighter EMT
  - 3. Qualified Station Lieutenant
  - 4. Qualified Shift Commander (with an Assistant Chiefs’ approval)
  - 5. Holdover
- iv. Firefighter Paramedic
  - 1. Paramedic or Firefighter Paramedic
  - 2. Qualified Fire Apparatus Driver Operator
  - 3. Qualified Station Lieutenant
  - 4. Qualified Shift Commander (with an Assistant Chiefs’ approval)
  - 5. Holdover
- v. Paramedic
  - 1. Same as Firefighter Paramedic
- vi. Firefighter EMT
  - 1. Firefighter EMT
  - 2. Firefighter Paramedic
  - 3. Fire Apparatus Driver Operator

4. Station Lieutenant (with an Assistant Chiefs' approval)
  5. Shift Commander (with an Assistant Chiefs' approval)
  6. Holdover
- d. Should the callback list for a particular rank be exhausted, qualified personnel from a different rank will be used to avoid mandatory holdovers.
7. Callback Opportunity Distribution
- a. Callback opportunities will begin to be assigned after 1900 5 days prior to the callback opportunity.
    - i. Example: 24 hours of callback is available on Saturday. Callback opportunity will begin to be awarded at 1900 on Monday.
  - b. Callback opportunities for typical response staffing within Shift Work should be distributed in the following order:
    - i. Off-going personnel (Shift & Day Work)
      1. Available off-going Shift Work personnel that have indicated their availability on the Callback Status List.
      2. Available Day Work personnel that have indicated their availability on the Callback Status List
    - ii. On-coming personnel (Shift & Day Work)
      1. Available off-going Shift Work personnel that have indicated their availability on the Callback Status List.
      2. Available Day Work personnel that have indicated their availability on the Callback Status List
    - iii. Middle Day personnel (Shift & Day Work)
      1. Available off-going Shift Work personnel that have indicated their availability on the Callback Status List.
      2. Available Day Work personnel that have indicated their availability on the Callback Status List
    - iv. Career All Call
      1. Notification to all career personnel of the need for Callback to avoid a Mandatory Holdover.
    - v. Holdover
  - c. Shift Commanders or their designee will contact personnel who have indicated their availability on the Callback Status List using their supplied contact information.
    - i. Personnel can either "accept" or "decline" the overtime opportunity when contacted.
    - ii. If the employee does not answer their telephone, a message will be left stating the current date and time and he assigned overtime opportunity, and a return call-back number. To accept the Callback opportunity, the employee needs to return the call to the given call-back number to confirm acceptance. If the Callback opportunity has not yet been assigned at the time the employee returns the call, the Shift Commander or designee will then assign the opportunity to the employee.
  - d. Personnel may, at the discretion of the Shift Commander, be offered a Callback opportunity for a position other than their current rank or functional position type if they are "qualified", which implies they:

- i. Are on the current promotional eligibility list for the needed capacity;  
or
- ii. Are approved to function in the needed capacity by an Assistant Chief;  
and
- iii. Meet other established criteria as defined by the Department.

IV. RECISION

This Standard Operating Procedure rescinds all directives regarding Mandatory Holdover policy or similar content previously issued for personnel of the Carroll County Department of Emergency Medical Services.