



Charles County Department of Emergency Services  
**STANDARD OPERATING PROCEDURES**

**Section 100 - Human Resources**

Human Resources - 101.00		
S.O.P. # 101.11	<b>EMS Division Open Shift Scheduling</b>	PAGE: 1 OF 3
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**101.11.01 Purpose**

To outline the policies and procedures regarding open shift scheduling.

**101.11.02 General**

Overtime compensation is governed by the *Charles County Government Personnel Policy and Procedures Manual* as well as the *Agreement Between Local 4658, International Association of Fire Fighters, AFL-CIO and Charles County, MD.*

**101.11.03 Definitions**

1. **Callback** - CrewSense™ terminology for the automated system which contacts personnel based on their user defined settings (text vs. phone call, do not disturb hours and availability vs. unavailability) to fill shifts.
2. **Callback List** - The automated list of eligible personnel generated from CrewSense™.
3. **CrewSense™** - The electronic scheduling platform used by the EMS and Special Operations Divisions.
4. **Flex Personnel** - Personnel assigned to cover scheduled and unscheduled leave.
5. **Float Personnel** - Personnel assigned to a chase medic unit who cover unscheduled leave in the absence of flex personnel.
6. **Open Shift** - Any operational field assignment that is open and unassigned or any EMS Division staffed special event.



## Charles County Department of Emergency Services STANDARD OPERATING PROCEDURES

### 101.11.04 Policy and Procedures

1. Open shifts:
  - a. Available flex personnel will be assigned to the open shift.
  - b. If no flex personnel are available, open shifts will be posted on CrewSense™ no more than one (1) month prior to the shift or as soon as possible if the shift is within one (1) month.
  - c. CrewSense™ will use an automated callback system to fill the open shift.
    - i. Open shifts will be created for the full duration of the shift.
    - ii. Only employees eligible to work the entire shift based on SOP 400.08, *Fitness for Duty* will be contacted.
    - iii. If no eligible employees accept the open shift in full, then the shift will be adjusted into two (2) equal halves, and the callback system will be reinitiated with updated Fitness for Duty eligible employees.
    - iv. BLS shifts will be offered in full to eligible to BLS providers, then in increments to BLS providers, prior to be offered in full or increments to ALS providers.
  - d. CrewSense™ callback system notification of staff occurs as follows:
    - i. Fewest total accumulated hours worked (inclusive of all divisions and part-time employees) calendar year-to-date (YTD).
    - ii. If total hours worked results in a tie, the callback system contacts the tied employees in random order.
    - iii. The system will continue to contact employees in the designated order until someone accepts the shift, or the list is exhausted.
  - e. If the open shift begins more than twenty-four (24) hours after the callback, an employee will have fifteen (15) minutes to accept or decline the shift. If less than twenty-four (24) hours, an employee will have only one (1) minute to respond to the callback.
  - f. If unable to fill the shift, available float personnel can be assigned to the shift manually.
  - g. If no coverage for the shift is found, employees may be held-over in accordance with *SOP 401.06, Emergency Hold-Over Policy*.
2. Regency Furniture Stadium assignments will be distributed in the following manner:
  - a. Hours for Regency Furniture Stadium events will be created as soon as scheduling personnel are notified of the request for service; and may be more than one (1) month prior to the assignment.



## Charles County Department of Emergency Services STANDARD OPERATING PROCEDURES

- b. The CrewSense™ callback list will be inclusive of both ALS and BLS, EMS Division personnel as well as approved Communications Division personnel.
  - c. The CrewSense™ callback list is independent of certification level and is created in random order, not based on YTD hours worked.
3. Overtime hours must comply with *SOP 400.08, Fitness for Duty*.
4. If accepting an open shift, the employee is accepting the shift in its entirety. The employee may not request a manual reduction in hours, even if they have found coverage for the other portion. If the employee only wants part of the shift, they must wait until the callback has been modified and they receive an additional contact for the partial shift. This allows for equitable distribution to eligible employees based on the generated callback list.
5. Likewise, once an employee has accepted a shift, the shift may only be relinquished in accordance with SOP 101.02, *Call Out Policy*. The shift will then be redistributed via the CrewSense™ callback notification process.
6. If an employee works a shift that is beyond their regularly scheduled work hours, they must complete and submit a *Charles County Department of Emergency Services Overtime Authorization Form* to accompany their time sheet. This includes time worked for EMS as well as Special Operations and/or collateral duty assignments (TEMS, Hazmat, special events, etc.). Compensation may be delayed for personnel who fail to submit Overtime Authorization Forms with their timesheet.
7. Personnel may not perform shift trades utilizing accepted overtime shifts.