**Section 100 – Management & Administration**

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| Human Resources – 101 | | | |
| S.O.P # 101.01 | **Duty Schedule** | | Page: 1 of 2 |
| EFFECTIVE: 10/14/2019 | | Authorized: Board of Directors | |
| REVISED: | |  | |

**101.01.01 Purpose**

To establish general procedures for the scheduling.

**101.01.02 General**

Minimum staffing must be maintained in an effective manner as to ensure proper service coverage throughout the District. It is the responsibility of Operations to maintain the duty schedule and ensure minimum staffing.

**101.01.03 Definitions**

1. **Station** – Physical stations where personnel are staffed in the District. A station may be a physical facility or geographic post where personnel on an ambulance are assigned to quarter and respond from during their shift.
2. **Work Shift** – The time period during which an employee is at work.

**101.01.04 Office Staff Schedule**

The front office will be open Monday through Thursday from 0800 to 1630 hours and on Fridays from 0800 to at least 1200 hours. Hours worked by office employees will be maintained by the Office Manager.

**101.01.05 Operational Staff**

The hours of work scheduled will be established by the Chief so that the greatest benefit will be provided to the District. At least four employees will be available for immediate call at all times. Regular full-time employees will be expected to be available and cover any uncovered shift on a rotational schedule when shift coverage is not filled by part-time employees or qualified volunteers.

During “On Call” coverage, only actual hours working shall be considered regular hours worked. “On Call” hours are reimbursed at the standard “On Call” District Rate.

Shift coverage shall begin at 0700 hours and end at 0700 hours the following morning.

All full-time employees are subject to emergency/catastrophic call back scheduling in the event of a district, county or state emergency and should be prepared to shelter at the District Station for up to 72 hours.

The schedule will be prepared by the Chief and Assistant Chief at least one pay period in advance and posted. If there are unfilled shifts part time employees and qualified volunteers may sign up to fill vacant shifts with the approval of the Chief or Assistant Chief. Shift trades may only be made within the pay period and any changes must be approved by a District Officer.