



Buxton Fire-Rescue

Administrative Policy

Subject: Personnel Regulations (3)

Section/Number: Scheduling of Employees (3)

Date Approved: June 13, 2014

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Objective:

To establish a policy for the regular filling of shifts, shift swaps, filling of open shifts (after initial assignment), and the payment of full time employees for approved paid time off/leave.

Procedure:

Regular Filling of Shifts:

Full Time Employees:

The work week shall be an average of 42 hours per week over an eight week period. The schedule shall consist of a twenty four hour continuous time period beginning at 6:00 a.m. and ending at 6:00 a.m. the following day. The standard workweek will be as follows: twenty four hours on duty, followed by forty eight hours off duty, followed by twenty four hours on duty, followed by ninety six hours off duty.

The Fire-Rescue Chief may change the schedule with 1 months' written notice to employees.

Per Diem Employees:

Scheduling of Per Diem Employees will be done on an as needed basis, based upon the departments staffing plan. Below are the guidelines for filling of Per Diem shifts:

- Each employee's availability must be entered into the scheduling software (EMS Manager) before the 9th of each month.
- Employees will not be regularly scheduled for more than 24-hours in a 7-day period. Employees may be assigned additional open shifts after 24-hours, if shifts remain or become open to ensure minimum staffing.
 - Payroll weeks begin on Sunday at midnight (00:00) and end on Saturday at mid-night (23:59).
- Employees should expect that their work ethic, will determine the amount of shifts they are assigned. Work ethic is based upon the following expectations:
 - Longevity, with positive feedback from peers and supervisors
 - Training/Education: continual involvement in training/education while at Buxton Fire-Rescue and maintaining licensure/certifications including medical and fire training levels.
 - EMS License levels will be taken into account when shifts are assigned, in attempts to staff at least two Paramedics per shift.
 - Commitment to the shifts that are assigned. It is the expectation that once a shift has been assigned that the employee works the shift. Exceptions would be if the employee/employee's family is sick, or the employee is forced to work at their full time job.

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- If the employee decides to take regular OT at their full time place of employment, he/she is required to find their own coverage for Buxton Fire-Rescue (at equal license/certification level). If coverage is not found for the shift, and the employee does not show up for their shift, disciplinary action will be taken, leading to termination.
- Attitude: when the employee is at Buxton Fire-Rescue, they need to have a positive attitude, have a willingness to work with all members of the department, other town departments, and the public.
- Work Product: when working an assigned shift, or at a station, the employee stays busy with work around the station, training, or educational activities.
 - The reasonable expectation is that we stay busy, train, work on educational activities, complete assigned tasks, familiarize ourselves with the apparatus and tools, for a better part of the shift, and to remain mission ready at all times. It will be those employees who stay active, during a shift that will be rewarded with his/her pick of shifts in the following months.
 - As an example, it is not acceptable to be on social media at 8 AM. Nor is it acceptable to not have truck checks done and station chores done before employees take time for themselves.

Shift Swaps:

Shifts swaps are an acceptable way to cover shifts for both per diem and full time employees. Shift swaps are the responsibility of the employee, not the supervisor. The process differs between per diem and full time employees, as defined below:

Full Time Employees:

Shift swaps shall be permitted, when approved, by the Fire-Rescue Chief. The process for swapping shifts will be done in the scheduling software (EMS Manager), if the calendar is not accessible in the scheduling software, a request may be sent (email) to the Chief for review. When a full time employee needs a shift covered, and does not want to use accrued paid time off hours, he/she may arrange a swap with another full time employee. Below are the requirements for shift swaps:

- A shift swap is when one employee voluntarily works for another by mutual agreement.
- Request for shift swaps shall be submitted 2-weeks prior to the shifts.
 - In an emergency situation, the Chief/Deputy Chief (Car 2) may give verbal/email permission for a shift swap (email preferable). Once approved the employees are now responsible for working the agreed upon shifts.
- The Department assumes no responsibility for compensating an employee who voluntarily agrees to work for another. Nor shall the extra hours worked by a member during a shift swap be used to determine payments for overtime.

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- Shift swaps shall be hour for hour (e.g. 24-hour shift for 24-hour shift), and between two employees.
- Shift swaps will be denied if the swap enables the employee to work more than 36 consecutive hours.
- Shift swaps may be denied based upon license level/certification level of those requesting the shift swap.
- Shift swaps cannot create over time.
- When employees agree to a shift swap, a swap request shall be entered into the scheduling software (EMS Manager). Another full time employee must accept the swap before it is reviewed/approved/denied by the Fire-Rescue Chief. Use the notes field in EMS Manager to identify who the swap is with and for what days it covers.
 - If the swap cannot be entered into EMS Manager, an email is acceptable, and approval must still be given by the Fire-Rescue Chief.
- Once a shift swap has been approved, the employees are now responsible for working the agreed upon approved shifts. If the employee fails to report for duty, disciplinary action will follow.
- Where verbal/email permission for an emergency shift swap has been given, and approved/denied, the shift swap shall be back-entered into the scheduling software (EMS Manager), with notes as to how it was previously approved.
- If the employee is not able to secure a swap or the swap was denied, he/she is responsible to work the shift as assigned.

Per Diem Employees:

Shift swaps are permitted for per diem employees. It is the expectation that a per diem employee works the shifts that he/she has been assigned to, unless a swap is approved, the employee is sick, there is a family illness, or they have been forced to work at their full time place of employment. Below are the requirements for shift swaps:

- Employees should attempt to find a shift swap with another per diem employee. Once a swap is agreed upon, the request shall be enter into the scheduling software (EMS Manager). Once the administrator sees the swap request, it will be reviewed, and either approved or denied based on hours worked and/or licensure/certification levels being maintained.
- If the employee is unable to find another per diem to swap the shift with, he/she shall post the swap request in the scheduling software. If the request is accepted by another per diem, the administrator will review/act upon the swap.

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- Shift swaps may be denied based upon license level/certification level (e.g. Paramedic for Paramedic) of those requesting the shift swap.
- Once a shift swap has been approved, the employees are now responsible for working the agreed upon approved shifts. If the employee fails to report for duty, disciplinary action will follow.
- In an emergency situation, the Chief/Deputy Chief (Car 4) may give verbal/email permission for a shift swap (email preferable). Once approved the employees are now responsible for working the agreed upon shifts.
- Where verbal/email permission for an emergency shift swap has been given, and approved/denied, the shift swap shall be back-entered into the scheduling software (EMS Manager), with notes as to how it was previously approved.
- If the employee is unable to find a suitable swap or the swap is denied, he/she is responsible to work the shift as assigned.
- Shift swaps cannot create over time.

Filling of Open Shifts:

All open shifts will be filled using the scheduling software (EMS Manager), exceptions to this will be during emergency situations. Full time employees will be allowed to be scheduled in open per diem shifts, 10 days prior to the beginning of the month, or 10 days prior to the beginning of the shift.

Full time (FT) personnel will be allowed to work open Per Diem and/or Full Time shifts (12 hours) on their short week, as long as the following requirements are met:

- a) Overtime is not created
- b) The shift will not create a situation where the employee is working for more than 36 consecutive hours
- c) Cannot work a part time shift that is covering his/her open FT shift when the employee is using paid time off. The FT employee can obtain a PD shift through EMS Manager.
- d) All FT/PD shifts worked by a FT employee must be approved prior to the shift by the Fire-Rescue Chief.

Open shifts will be filled in the following way:

- 1) Filled by a FT employee without creating OT
- 2) Filled by a PD employee without creating OT
- 3) Filled by a FT employee as OT
- 4) Filled by a PD employee as OT
- 5) Filled by a qualified Live In as Regular Time
- 6) Filled by a FT employee as forced OT

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It is important for every employee to post their availability in the scheduling software (EMS Manager) in order to fill open shifts.

Abandonment of Shift:

Employees that do not show up for an assigned shift will be disciplined based on the departments progressive disciplinary policy. Continued violation of this policy will lead to termination of employment.

Overtime:

Overtime for both per diem and full time employees will be paid after 53 hours of actual work time. Hours worked in excess of 53 hours per week, shall be paid at time and one half the employees hourly rate. Hours worked shall not include sick leave, vacation, holiday, compensation, and bereavement leave.

FT Employees are required to work forced overtime shifts. An employee cannot be forced for more than 48 consecutive hours, before they must have 24 hours of non-work time. Forced OT will be used to ensure a minimum staffing of three employees, at the Advanced EMT Level (Note: If an employee is off on vacation time, he/she cannot be forced to work a shift).

Holiday overtime shall be paid in accordance with the Town's Personnel Policy.

Vacation Time (Full Time Employees):

Vacation time shall be accrued in accordance with the Town's Personnel Policy.

Vacation requests shall be made through the scheduling software (EMS Manager), and shall be made at least 2-weeks in advance (If the vacation request cannot be entered into the scheduling software (EMS Manager), an email is acceptable, and approval must still be given by the Fire-Rescue Chief).

Vacation time can be taken in 6-hour blocks (¼ shift), during the day tour (0600 – 1800 hours), and taken in 12-hour blocks (½ shift) during the night tour; a shift is defined as one of the employee's regularly scheduled 24-hour shifts.

Vacation requests will be approved/denied through the scheduling software (EMS Manager). The employee is responsible for their shift until the vacation time has been approved. The Fire-Rescue Chief will review the request within 24-hours during the work week, and the next business day when the request is made on a weekend.

Sick Time:

Sick Time shall be accrued and used in accordance with the Town's Personnel Policy.

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If an employee is sick, he/she shall notify the Fire-Rescue Chief, via telephone, that they will not be able to work their scheduled shift. It is preferable to give as much advanced notice as possible, so coverage can be arranged.

Holiday Pay:

Holiday pay will be paid in accordance with the Town's Personnel Policy.

Military/Extended Leave:

The Fire-Rescue Chief and Deputy Chief(s) shall be notified of extended periods of leave as soon as possible. The department may seek temporary employees for the duration of the leave, and lead time is needed to find suitable employees.

Bereavement Leave:

Bereavement Leave will be paid in accordance with the Town's Personnel Policy.