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S.O.P. #: PERSONNEL 09  
SUBJECT: RELIEF AND EXCHANGE TIME  
DIVISION: CAREER PERSONNEL

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Objective: To provide guidelines for the proper relief of crews and a procedure for early or individual members relief, which will maintain adequate staffing and skill requirements as well as the company's ability to respond without delay to any incident.

Section 1: Shift Relief

A. The official hours of shift relief shall be:

1. For Shift Work Field Operations, A, B, C, D – 0700 and 1700 hours
2. For E Shift Field Operations – 1700 hours
3. For M1 Shift Field Operations – 1500 hours
4. For M2 Shift Field Operations – 2300 hours

B. When the on-coming shift has reported for duty, the officer-in-charge shall cause the shift to meet for the purpose of passing on all orders and information received from the off-going shift.

C. EMS Crew Relief. The relief of EMS crews is a high priority for all officers and should be addressed as soon as possible when a shift is scheduled to end. Station officers and EMS District Officers shall work in conjunction with the ADO to determine which crews are in need of relief. Once on-coming crew members are at the station for duty, station officers will utilize all resources to relieve the shift going off duty. This will require coordination with station officers, EMS officers, ADO, and the on duty DC/BC. Crews may relieve the prior shift at the hospital or on scene and it shall not be hindered by the geographical location of the hospital compared to the station. The following are strategies to utilize for making sure EMS crews get relieved in a timely manner at shift change and after.

1. Relieve the crew at the hospital or on scene: If it is determined that a crew is to be relieved on scene, patient care/safety and transport should not be hindered to facilitate relief of the off going shift. On scene relief will be mutually agreed upon by the provider on scene and the on-coming/relieving provider.
2. Officers are empowered to use any of the following to ensure crews are relieved: Brush Units, Reserve Cars, Reserve Medics, Engines, Trucks, and the on-duty EMS District Officer This is not an exhaustive list.
3. Consider utilizing suppression personnel to keep a transport unit in-service.
4. Units staffed by off-going providers may operate as a first responder unit in the event that doing so does not hinder patient care/safety. Crews may call for another transport unit or call for the closest career engine company and consider swapping out suppression and EMS crews to facilitate relief.

Section 2: "Person-for-Person" and Early Relief

A. Early and "person-for-person" relief is authorized with the permission of the on-duty officer-in-charge.

B. The on-duty officer-in-charge shall not allow any member of the shift to go off duty until:

1. properly relieved by an oncoming member; or
2. until the anticipated number of members of the on-coming shift have reported for duty; or
3. until other arrangements have been made with the approval of the Battalion Chief/Division Chief.

C. Members shall be allowed to relieve "person-for-person" no earlier than two (2) hours prior to the change of shifts at 0700 and 1700 hours, without written permission. Relief earlier than 2 hours shall require an "Exchange Time Request."

D. Proper relief shall mean the following:

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1. Relief must be between members qualified to perform the same duties.
2. The relieving member must be in the proper work uniform.
3. The relieving member must place his/her Personnel Accountability Tag (PAT) on the appropriate apparatus to which he/she is assigned.
4. Information between officers and members assigned to drive and EMS personnel has been exchanged.

Section 3: Lateness

- A. Members going off-duty may voluntarily standby for late members provided that the late member has notified the station prior to prescribed reporting times. Repayment of time rests solely among the members involved.
- B. In the event no one volunteers to standby for the late member, an off-going shift member will be selected to remain on duty until arrangements have been made with the Battalion Chief/Division Chief.
- C. Discipline

Should no one volunteer to standby for a late member, the following minimum recommendations should be followed. Employees who do not report to work on time will be docked pay in fifteen (15) minute increments. Employees should not be expected or allowed to work during the period of time they are being docked. Employees should be told this when they report to work.

1. For the first late occurrence, there may be no punishment rendered. The employee will not be paid for the time they do not work, as noted above. A Form #22, Verbal Counseling, will be filed through the appropriate channels.
2. For subsequent late occurrences in any twelve (12) month period, the employee will not be paid for the time they do not work, as noted above. The matter will be referred to a Hearing Officer.

NOTE: The Form #75, Late Report, will no longer be used. All occurrences of lateness will be documented as indicated in #1 or #2 above.

Section 4: Exchange Time

- A. Unlimited exchange time shall be permitted between members provided that the member working exchange time meets all the minimum specification requirements for the classification they are working. No financial remuneration is permitted.
  1. A Form #58 must be filled out by the requesting member and signed by the member agreeing to work the exchange time.
  2. The completed and signed form will be given to the requesting member's Officer-in-Charge, who is responsible to notify the requesting member's Battalion Chief/Division Chief.
- B. When a member accepts the responsibility for working for another member, it will be their obligation to perform the function of said employee, unless rank structure dictates differently.
  1. If a member who has agreed to work is unable to do so for any reason, they should attempt to secure another member to fulfill the exchange time obligation.
  2. If an individual agrees to work exchange time for another member and fails to fulfill their obligation, the individual agreeing to work exchange time shall be charged with twenty-four (24) hours of annual leave. If an individual is late or unable to complete a shift for any reason, they should attempt to secure another member to fulfill the exchange time obligation. If they are unable to secure another member, the member who agreed to work exchange time shall be charged with two (2) times the annual leave for the missed time.

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3. If an individual who has agreed to work exchange time fails to report for duty at the specified hour on two or more occasions within a twelve-month period, he/she shall be subject to disciplinary action.
  4. The Fire Department retains the complete and exclusive right to determine if extenuating circumstances exist to grant case by case exceptions to this policy.
- C. Captains and Lieutenants on opposite shifts may work for each other on an exchange time basis, as is the current policy for other members in Field Operations. Example: A Captain for Lieutenant, Lieutenant for Captain, or same rank relief. The Battalion Chief/Division Chief will be responsible for assigning the officer to be in charge.
- D. A Firefighter or Paramedic may work for an Officer and vice versa.
1. A Firefighter may work for an Officer as long as there is a minimum of officers on duty to cover field positions.
  2. An officer may work for a Firefighter or Paramedic provided that they are qualified to perform the same duties. (Example: Drivers, Tiller, CRT, EMT, etc.) Any deviation from this policy must be approved by the requesting member's Battalion Chief/Division Chief.
- E. Any member who is off-duty on vacation, vacation leave days, or special days may work for a member of any shift. (Exchange Time Guidelines are to be followed)
- F. No member who is exchanging time with Fire Department personnel may work in excess of twenty-four (24) hours. An exception can only be granted by the member's Battalion Chief/Division Chief.

Section 5: Pay Differential in Reference to Exchange Time

- A. When a member requests another member to work exchange time for an entire shift, neither member will receive differential pay.
- B. In order for any member to receive differential pay, the following criteria must be met:
1. The member must be normally scheduled to work.
  2. The member who is scheduled to work must actually work.