
S.O.P. #: PERSONNEL 30
SUBJECT: CALLBACK POLICY
DIVISION: CAREER PERSONNEL

Objective: To define the policies and procedures for calling-back members who desire to work overtime.

Section 1: Introduction

This S.O.P. is a guideline for members who desire to work overtime. Callback assignments are subject to change at any time to meet the needs of the department. If sufficient members do not choose to participate in a voluntary plan to recall member's at the current overtime rate, the County reserves the right to implement a fair and equitable plan that *requires* member's to return to duty for overtime.

Section 2: Callback List Maintenance

- A. Non-Officers shall be listed on the callback list by Fire Department seniority regardless of rank, by battalion.
- B. Officers shall be listed on a separate list by Fire Department rank and seniority, by battalion.
- C. Only those members' who sign up for callbacks will appear on the callback lists.
- D. The callback list will contain all available members who signed up from the off duty shifts.
- E. Personnel assigned to shift work in field operations and support services may register for callbacks for any shift for which they are not normally assigned.
- F. Personnel assigned to E-shift and support services shall be assigned to one of the callback lists within a battalion.

They may register for Saturdays, Sundays and RDO's, day and night shifts. For the purposes of this S.O.P., a member temporarily assigned to another position is assumed to be permanently in that position.

Section 3: Registering for Callbacks

- A. Personnel may sign up for callbacks on their Telestaff calendar.
- B. Personnel may sign up for callbacks from two (2) hours in advance up to two (2) months in advance. Personnel who wish to sign up less than two (2) hours prior to the start of the shift must be approved by a chief officer. Personnel may remove their name from the callback list anytime prior to being notified or assigned. To insure they are on the list for preassigned callbacks. Personnel must sign up at least seven (7) days in advance.
- C. Callbacks will be made on a battalion-wide basis. Members indicating that they will be available for callback will be responsible for either a full or partial shift, depending on the needs of the Department

- D. For purposes of staffing, personnel off-duty on a day-to-day sick occurrence will be considered as coming back to work. These positions will be filled by unscheduled callback policy if the employee remains off duty.

Section 4: Callback Job Classification Guidelines

- A. Members called back shall work in specific job classifications as defined below. Should the callback list for a particular rank be exhausted, qualified personnel from a different rank will be used.
1. Fire Captains shall be called back as Fire Captains.
 2. EMS Captains shall be called back as EMS Captains.
 3. Fire Lieutenants shall be called back as Fire Lieutenants or Fire Captains
 4. EMS Lieutenants shall be called back as EMS Lieutenants or EMS Captains (if qualified).
 5. Paramedic First Class, Paramedics and PMFF's shall be called back as EMTs or Paramedics.
 6. PFF, PEMT, EMT, EMTFF and FF shall be called back as EMTs or Paramedics (if qualified).
 7. FADOs shall be called back as FADOs.
 8. Fire Specialists shall be called back as Fire Specialists.
 9. PFF, FF, PMFF and EMTFF shall be called back as Firefighters.

A. Callback Medic

1. FADO's and Fire Specialists who wish to be considered for a callback on the medic unit must request the code Callback Medic (CM) as a specialty in Telestaff.
2. This opportunity will only be considered when the callback list for the particular rank has been exhausted in their battalion, as well as, adjacent battalions.
3. Officers will use the pre-assigned list to acquire the eligible names for this category.

Section 5: Pre-assigned Callbacks

- A. Each Battalion Chief/Division Chief will handle the routine staffing for his/her own shift.
- B. Beginning on the first night of the tour of duty, the Battalion Chief/Deputy Chief will make necessary pre-assigned callbacks for his entire next tour of duty (both days and nights). This shall be completed by the end of the 2nd night.
- C. The Battalion Chief/ Deputy Chief will assign callbacks to member's who are on the list.
- D. Personnel who fail to report to duty for an assigned callback will be subject to the following disciplinary action:
1. Failure to report for or reporting more than two hours late to a scheduled callback will result in the loss of one and one half (1 ½) hours of annual leave for each hour not worked to a maximum of 12 hours of annual leave.

2. Reporting late, but within two hours of assigned scheduled callback, will result in the issuance of a Form 22.
 3. All disciplinary actions will be handled as per the current Rules and Regulations, Article 1, Section 801.
 4. Repeat violations may result in stricter disciplinary action.
- E. Full-shift callbacks shall be made prior to any partial shift callbacks. This process assures partial callbacks are assigned randomly.
- F. Once callbacks are assigned, they should not be changed. The only exception would be when someone is scheduled for a callback that will not be needed. *Example: Firefighter Smith has been notified of a callback for five (5) hours, in advance. Prior to the start of the shift, the need arises for another callback for a full shift. The next person on the list shall be contacted for the full callback and not change Firefighter Smith's callback. The obvious exception to this would be if Firefighter Smith was needed for the rest of the shift that he was assigned callback. He should then be utilized, rather than calling back another person for a partial callback.*
- G. For pre-assigned callbacks, details and substitution out of class should be made if necessary, to callback the member at the top of the callback list. Paramedics or EMTs on the shift scheduled to work may be detailed to ride fire apparatus so that Paramedics or EMTs who are next on the callback list may be called back. If, after the details and substitutions are made, an Officer can be utilized then an Officer should be called back.
- H. If a Battalion Chief/Deputy Chief is unable to secure adequate personnel to staff his battalion, he will access the adjacent battalion's callback availability list. This will only be done after the adjacent battalion has successfully satisfied his staffing needs.

	1 st	2 nd
Battalion 1	2	3
Battalion 2	3	1
Battalion 3	1	2

Section 6: **Unscheduled Callbacks** (all callbacks not included in Section 5)

- A. Personnel shortages caused by unanticipated leave usage (i.e., sick leave) will, whenever possible, be handled from the beginning of each shift prior to the shift needing a callback. For day work it will be from 1700-0700 hours. For night duty the hours are from 0700-1700 hours.
- B. Unscheduled callbacks, with the exception of officers, will be made to fill the rank of the position creating the shortage. The station officer will make the callback by accessing the specific rank callback list. Lieutenants shall be detailed within the Battalion prior to determining where the vacancy exists and the classification of the employee to be used.
1. If a temporary officer vacancy occurs, as determined by battalion, unit or station and there is no surplus (as determined by shift) of personnel County-wide, and the vacancy occurs within

ten (10) hours prior to the start of a night shift, or within fourteen(14) hours prior to the start of a day shift, an unscheduled call back of another officer will be made to fill the vacancy, and no officer will be detailed to fill the a temporary vacancy during this time period. If the vacancy is for a Lieutenant, and a Captain is currently working at that station, only a Lieutenant will be eligible to be called back.

- C. Members will be allowed to post one phone number of their choosing for contact purposes. The number that appear on the TeleStaff - Staff Member screen will be used to contact members. Members will be contacted via the phone number in Telestaff. It is the member's responsibility to ensure that the number in Telestaff is the number they desire to be utilized for callback purposes.
- D. When an answering machine is encountered, a message will be left offering a callback. If no contact is made after five (5) minutes it will cause the employee to be removed from the callback list in which the member was offered.
- E. When a busy signal or a full mailbox is encountered during callback hours, three attempts will be made to contact the member. If no contact is made it will cause the employee to be removed from the callback list in which the member was offered.
- F. When the member declines or fails to accept a callback, the officer will select rejected in the drop down list.

Section 7: Callback-Opportunities Accounting

- A. Callbacks will be charged based on date and time last offered or assigned. As a person is offered or assigned a callback opportunity the member goes to the bottom of the list.
- B. Members will not be charged for callbacks that are eight (8) hours **or less**, for callbacks out of the battalion, and for late callbacks after the start of the shift (Sec 6-A).
- C. When member's exchange time, the employee exchanging out will be charged with the callback and will receive the pay for the callback.
- D. Members of the oncoming or departing shift may be utilized to fill unanticipated vacancies for four (4) hours or less at the beginning or end of a shift. These employees will be compensated at Compensation is 1- 1/2 times their regular rate for actual hours worked.

Section 8: Continuous Work Hours

- A. Members must receive the express permission of the Deputy Chief/Battalion Chief in order to work greater than twenty-four (24) continuous hours without a break.
- B. It shall be the employee's responsibility to report as soon as possible to their officer (pre-assigned), or to the officer making the callback (unscheduled), anytime they would be working more than twenty-four (24) continuous hours. The officer in charge will immediately contact the Deputy Chief/Battalion Chief if the employee requests permission to work greater than twenty-four (24) continuous hours.
- C. A break between twenty-four (24) continuous work hours will eight (8) hours.