



Stanislaus Consolidated Fire Protection District

Article: C-16-1
Section: Operations
Date: November 13, 2018
Supersedes: Policies C-16-1; C-16-3; C-16-4; C-16-5; C-16-6; C-16-7; C-21
Title: TeleStaff Personnel Staffing/Leave Requests

TELESTAFF – PERSONNEL STAFFING / LEAVE REQUESTS

PURPOSE AND SCOPE – To provide personnel with the parameters by which the automated staffing program, TeleStaff, will operate and to ensure adequate staffing for operational readiness of resources. This policy will also provide direction on the proper procedures for personnel to request daily leaves.

POLICY – The TeleStaff software is a computer program that will automate personnel staffing when roster vacancies occur due to scheduled and non-scheduled employee leave. TeleStaff functions based upon rules created by the organization and is limited to the functionality of the software.

STAFFING AUTHORITY – Staffing remains a function of management.

RULE OF THE ROSTER – It is the duty of the Battalion Chief to staff the roster. Once the on-duty Battalion Chief has fixed a completed roster and the vacancies have been hired, any subsequent vacancies will be hired without any movement done within that roster day. This includes Acting Battalion Chiefs working as a Battalion Chief.

For the use of the Relief Engineer:

You may use a qualified Acting Captain from the same shift if by moving him/her into a Captain's position eliminates the need to hire overtime for that shift and the relief engineer will fill the then-vacated Engineer position.

If an Engineer position is vacated during that same shift, the relief engineer shall fill the vacant engineer position first, then any vacant firefighter position.

SCHEDULED TELESTAFF TIMES – TeleStaff will hire at specific times and attempt to fill any vacancies on the staffing roster looking forward to the following tour of the same shift. Management will allow TeleStaff to hire at scheduled times. Management will not interfere with or manually enter vacancies once a process has started, unless it is to remove a position cancelled by the employee.

The scheduled system times are as follows:

<u>Automated Hiring</u>	<u>Days out</u>	<u>Times open/close</u>	<u>Notification</u>
• First day of tour:	7 days	1400hrs / 1600hrs	1630hrs
• Second day of tour:	6 days	1400hrs / 1600hrs	1630hrs
• Every morning:	Current	0600hrs / 0610hrs	0615hrs



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- Mid-shift: Current
 - Emergency: Current

All planned leave requests (sick, vacation, or holiday, or any cancellations for leave time) must be submitted to the on-duty Battalion Chief by 1300 hours for first or second-day hires. If time off is entered in Telestaff between 0800-1300 hours the day it is to be hired, the on-duty BC will be notified. Morning requests must be submitted by 0550 hours.

FILL ORDER - TeleStaff will always look to fill vacancies in the following order:

1. Sign up – *Rank for rank*
2. Sign up – *Can act as*
3. Mandatory – *Rank for rank*

FILL ORDER FOR RANK:

- Battalion Chief – Acting Battalion Chief
- Captain – Off-duty Captain; off-duty Acting Captain
- Engineer – Off-duty Engineer; off-duty Acting Engineer; off-duty Captain
- Firefighter – Off-duty Firefighter; off-duty Engineer; off-duty Captain
- Firefighter/Paramedic – Off-duty Firefighter/Paramedic; off-duty Paramedic (any rank)

RECOGNIZED GROUPS:

- Captain
- Engineer
- Firefighter
- Acting Battalion Chief
- Acting Captain
- Acting Engineer

MID-SHIFT HIRE-BACK

If a vacancy occurs after the start of any given shift that is not a result of an incident or emergency, a mid-shift hire-back will be deployed. This vacancy will be outbound as soon as possible and will be awarded to the first employee to call in and accept the position. The employee will not be moved on the OT list.

*The Training Officer may only be used to fill overtime (if qualified) after all other means have been exhausted, but prior to a mandate.

EMERGENCY HIRE-BACK

If a vacancy is created from an emergency or incident, the emergency hiring process will be initiated by the on-duty Battalion Chief. The first qualified person to call the on-duty Battalion Chief will be awarded the position. You will be compensated with overtime from this time forward, until you are relieved of duty.

In regard to the emergency hire-back only: Any off-duty employee who fills an initial emergency vacancy will not be moved on the overtime list. The minimum compensation will be three hours. It is agreed that Management has the right to keep those personnel for the entire three hours or can release them early, but must be compensated for the



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entire minimum time. If the employee must leave prior to fulfilling the minimum time, he/she must get the approval of the on-duty Battalion Chief prior to vacating his/her position. In this instance, the employee will only be compensated for actual time worked.

If stations need to be staffed due to an emergency, Stations 22, 24, 26, and 28 will take priority over others.

The on-duty Battalion Chief has the discretion to backfill a station if the crew and/or equipment will be assigned to a single-unit response for an extended period of time.

GENERAL

Minimum Staffing – Management and the Union agree to staff stations 21, 22, 23, 24, and 26 with at least a Captain, an Engineer, and a Firefighter. Station 26 is the exclusive station that the District agrees to staff with a Paramedic in the Firefighter seat position. Stations 27, 28, 29, and 30 will be staffed based on the contract staffing agreements between Oakdale City and Oakdale Fire Protection District with paid staff (Station - 27, 29, 30 minimum: Captain and Engineer; St. 28 minimum: Captain, Engineer and Firefighter). It is understood that Management reserves the right to temporarily deviate from this procedure due to emergency and operational need.

Strike Team Assignment – If personnel working at the station in which the unit from the station is requested on a strike team, those personnel must respond when the request is initial attack. If the response is immediate or planned need, and the personnel of that station do not want to go on the strike team, the Battalion Chief shall use the overtime list to determine who will be offered the strike team assignment. The Battalion Chief will use his/her best judgment, considering the interests of the District, the impact to staffing, and the time to respond, as well as filling each seat position with the appropriate paid personnel.

- Strike team fill order:
 1. Paid personnel of the stationed apparatus requested to respond + a qualified Intern, if they are staffing that station.
 2. Paid personnel on-duty when the strike team request is made.
 3. Off-duty paid personnel. This list will be governed by the OT list, the highest position gets first choice.
- Personnel responding in an OES engine will be RS1 certified.
- All personnel shall maintain current red card for the appropriate position they are filling.
- Intern Firefighter qualifications for strike team deployment:
 1. FF1 certificate
 2. EMT
 3. In good standing with the District
- If personnel are on overtime while on a strike team, they will be moved to the bottom of the overtime list after the first 12 hours of every shift worked.
- Personnel backfilling the station(s) that were vacated due to strike team deployment will fall under the emergency hire-back procedure.

REQUESTING LEAVE

- If an employee is requesting leave within 96 hours of their scheduled shift, they must contact the **ON-DUTY BATTALION CHIEF**.



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- If unable to contact the Battalion Chief to make voice contact, a voicemail message is considered official notification. Other accepted notification is by email.
- Text messages, emails, and phone calls will be acceptable means of notification for leave requests.
- If leave is requested that has less than six days' notice, or after the 1300 hours cut-off, it will be hired in the next scheduled process. This request will be denied if it is not filled. This request will not result in a mandate.

Sick leave – Requests for sick leave will be made via phone call or text message to the **ON-DUTY BATTALION CHIEF**, not the employee's assigned Battalion Chief. For tracking purposes, the employee must state whether the request is for "personal" or "family" sick leave. Employees are considered to be off for one 24-hour shift, unless they notify the Battalion Chief otherwise.

Vacation/holiday leave – Vacation/holiday requests outside of the annual vacation bid process will be made directly via Telestaff by the employee. That shift's Battalion Chief will approve the time requests by way of time stamp, priority is the oldest to the newest. Requests will be approved in accordance with provisions outlined in the Memorandum of Understanding.

Workers' comp – Leave classified as workers' comp must be coordinated with District Management.

Family Medical Leave Act – Fire Administration will be notified of an employee's approved FMLA status by Human Resources in accordance with District policy. In cases of intermittent FMLA leave use, employees must notify their assigned Battalion Chief of the dates they will utilize FMLA and advise which leave status to attach (e.g. family sick leave, vacation, etc.). Notifying the District ensures the leave is placed into TeleStaff for daily staffing.

Bereavement leave - Notification (text/cell) to the Duty Chief prior to taking the time off, and the employee must submit the request in Telestaff for approval.

Administrative Leave - Employee requests must be approved at least six days prior to time off.

Union Time Bank - Refer to Policy C-54.

Cancellation of scheduled leave – Once a vacancy that was created by an employee taking Vacation or Holiday is filled with overtime, the employee who scheduled the time off will be unable to cancel that time off. If the vacancy did not require filling with overtime, that employee would be able to cancel their annual leave prior to the shift in question starting.

Adding Annual Leave – If an employee has scheduled leave that overtime has been hired for, they can add time to be hired separately. If this leave is within six days of the shift start, or after the 1300 hours cut-off, and it is not filled, this additional leave will be denied.

Returning Early From Leave – If an employee returns to work earlier than scheduled and the person working the overtime agrees to terminating their overtime, time will only be charged that is used. The employee working will be paid for the time worked.



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Cancellation of Bid Annual Leave Prior to Seven Days Out - In the event leave is canceled prior to seven days out, the Battalion Chief will immediately, or as soon as reasonably possible, send a text or email notification out to the shift of the available leave. Employees will have 15 minutes from the time stamp of the notification to respond.

[This section to be deleted after December, 2018, and use Telestaff for all additional time off requests for time stamping purposes]

Entering of Time Off Requests - All time off requests for time off created during the annual vacation scheduling in December (policy C-41) shall be entered by the employee no later than three weeks after the last pick. If picks made have not been entered, they will be considered forfeited and available.

Cancellation of Overtime – If an employee has accepted overtime and needs to cancel it, an attempt will be made to rehire. If the rehire is successful, the employee will not be required to work the overtime. A penalty will be applied to the employee cancelling the overtime that will move them to the top of the mandate list and bottom of the overtime list.

- If the rehire is unsuccessful, the employee must work the overtime.

This policy excludes canceling for the reason of sick leave, FMLA, or military leave.

List Movement:

- **Overtime** – If an employee is assigned more than 12 overtime hours, they will be moved to the bottom of the overtime list.
- **Mandate** – If an employee is mandated, they will move to the bottom of the mandate list when the work code is assigned. The employee must work at least 15 minutes of the mandate and be properly relieved to retain the mandate code. If no portion of the mandate is worked, the code will be removed and the employee will be reverted to their original position in the list.

SPECIAL ASSIGNMENT OVERTIME

These assignments are not specific to any rank and will not cause mandate. Special assignment may include events like the District life jacket program or running errands for the District. An Everbridge message will be used to solicit interest and establish a list. The employee(s) chosen for the assignment will be hired back from the "OT all" list per their last opportunity. Special assignments can be filled 12 days prior to the assignment start date.

MANUAL AND COMPLETE FAILURE

Manual Hiring – If, at some point, the programming of the Telestaff software is not operating as designed, a manual hiring process will be used by the on-duty Battalion Chief. This process will still utilize the signup function on the employee side, but will require the Battalion Chief to manually assign, per list position, the available vacancies.

Complete Failure – If there is a complete failure of the Telestaff software, the on-duty Battalion Chief will utilize another messaging system to solicit the available vacancies. Employees will respond back to the message with their interest of the vacancy. The on-duty Battalion Chief will do their best to use good judgment and information gathered in making the assignments based on the regular rules, order, times (as permitted), and hiring practices in this policy.



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At the time of this policy's creation, Everbridge is the chosen message system for the District.

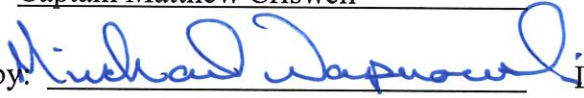
OTHER PROVISIONS

- Employees are responsible for maintaining their current contact information in the TeleStaff software.
- Employees are responsible to track their inputs.
- It is the sole responsibility of the employee to keep track of their vacation, sick, and holiday leave accruals at all times.
- Trade time – See trade time policy C-21A.
- Paramedic Hire-back – See MOU section 17-2.

-END-

Written by: Captain Matthew Criswell

Date: April 26, 2018

Approved by: 

Date: November 13, 2018

Michael Wapnowski, Acting Fire Chief