

SCOTTS VALLEY FIRE PROTECTION DISTRICT



**STANDARD
OPERATING
PROCEDURES**

ARTICLE: I

SOP: 1103

SECTION: 1100 PERSONNEL

**SUBJECT: CAREER STAFF CALL BACK
PROCEDURES**

DATE APPROVED:

November 9, 2015

APPROVED:

Purpose: To establish a method of determining who will work a call back shift, when needed.

Scope: The following guidelines are for use in maintaining staffing levels due to absences resulting from sick leave, vacations, and workers compensation injury leaves. These guidelines shall be adhered to when utilizing the career call back system to maintain a minimum of paid career firefighters on duty at all times.

Procedure:

1. Call back procedures to fill absences other than vacations, sick leave and workers compensation leaves will only be done on the authority of the duty chief.
2. Call back for temporary duty assignments such as errand runs, physicals and meetings will only be done on the authority of the duty chief.
3. A career staff call back list shall be maintained and listed by rank and will indicate who is qualified to act in various positions.
4. The individual listed, following the person who last worked a call back, will be the first person called to fill the next vacancy (in relation to the position needing to be filled).
5. In order to qualify to be on the list, a minimum of three months of experience is required.
6. When it is known in advance that a vacancy will occur that would require the activation of the call back list, filling that vacancy shall take place NO LESS than 108 hours, but NO MORE than thirty (30) calendar days in advance.
7. For purposes of payroll, an employee working a call back will be compensated from the time that the employee reports ready for duty.
8. The position that creates the vacancy will be the position called for.

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9. Positions subject to call back shall be those positions recognized as part of the district's staffing levels. Those positions are:
- Duty Chief
 - Captain
 - Apparatus Operator (Engineer or Firefighter 2)
 - Firefighter/Paramedic, Firefighter 2/Paramedic or Engineer/Paramedic

Note: The functions of Fire Captain, Apparatus Operator and Paramedic may be filled with any combination of three qualified personnel per company as long as each function can be carried out with qualified personnel. The Duty Chief will be filled using a chief officer or acting duty chief.

10. Determine the position causing the call back (typically the second person off of the shift) and follow the sequence below based on individual needs. Once determination is made, use the following guidelines for given positions:

Duty Chief:

- a. Fill vacant position with an off duty chief officer by following the previously identified call back list procedures.
- b. If no off duty chief officer accepts, utilize acting duty chief on affected shift.
- c. If an acting duty chief is not available on the affected shift, call back an acting duty chief who is off duty.
- d. If none is available, a mandatory call back of the first chief officer on the call back list will be necessary.
- e. The fire chief may, at his/her discretion, make other arrangements for duty chief officer coverage based on individual circumstances.

Fire Captain:

- a. Fill vacant position with an off duty captain by following the previously identified call back list procedures.
- b. If no off duty captain accepts, utilize acting captain on affected shift and fill behind that position.
- c. If an acting captain is not available on the affected shift, call back an off duty acting captain
- d. If none is available, a mandatory call back of the first captain on the call back list will be necessary.

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The three identified positions will be staffed at each station:

1. Fire Captain or Acting Captain
 2. Apparatus Operator (Engineer or Firefighter 2)
 3. Paramedic Certified
- For all positions under Fire Captain, a single rotational list will be maintained. The first person on the list meeting the necessary qualifications for the open position will be called.
 - If, after exhausting the list, nobody accepts, the Fire Captain list will be used if the Person on the list meets the necessary qualifications.
 - Upon exhausting the list(s) a mandatory call back will be done of the first person on the list with the necessary qualifications.

The duty chief shall be notified prior to initiation of the mandatory call back. The duty chief has the discretion to order the call back and/or to make any other judgments in the best interest of the District.

Short Increment Callback

- Use the same sequence process as identified above with regard to use of the rotational list for short term increment call backs.
- With regard to each rotational list, the person on the top of the list will be called to fill short increment periods when necessary. The person who works a call back of less than fourteen (14) hours will not rotate to the bottom of the list. This is regardless of the number of times the individual works short increment call backs.
- A call back of fourteen (14) hours or more will cause the individual to rotate to the bottom of the list.

Specific Calling Guidelines

- Call the employee's home phone number first. If unsuccessful, call their cell phone, if the cell number is listed on the District's roster. A text may be sent as the third in the sequence.

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- Leave a message on answering machines, including cell phone answering machines and identify time restraints.
- Close coordination is necessary between the managing officers (captains and chiefs) to assure adequate coverage and equitable rotation. The call backs should be filled within the defined limits, but as soon as possible within those limits, based on specific circumstances.

Time Frames for Employee Reply

The on-duty company officer may have time constraints and be required to fill a vacancy quickly, thus not allowing for excessive time for a particular employee to reply. Further, captains are not expected to spend excessive time managing the system and allowing extended time for employee replies. The listed time lines are intended to provide guidance under various scenarios:

- If there is less than 24 hours until time to report, there is no wait time for a reply prior to moving to the next person on the list (no answer).
- For situations where there is between 24 and 72 hours, the calling company officer may wait for a reply for 10 minutes, then going to the next one on the list (left a message).
- For situations that exceed 72 hours, the company officer should make an effort to make contact with the next eligible person on the list, but not to cross the 72 hour threshold.
- Employees are responsible to assure that they are able to be contacted and to reply promptly.

The duty chief and/or fire chief may provide specific direction based on circumstances.