




<b>SCOTTS VALLEY FIRE PROTECTION DISTRICT</b>			
<b>STANDARD OPERATING PROCEDURES</b>	<b>ARTICLE: I</b>	<b>SOP: 1103</b>	
	<b>SECTION: 1100 PERSONNEL</b>		
	<b>SUBJECT: CAREER STAFF CALL BACK PROCEDURES</b>		
<b>DATE APPROVED:</b>	<b>12/21/2023</b>		
<b>APPROVED:</b>			

**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 on CrewSense Staffing Program, listed by rank and will indicate who is qualified to act in various positions.
4. The individual with the lowest cumulative number of callback and overtime hours worked, 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 96 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. Any employee filling an immediate staffing request that meets the mandatory guidelines, shall begin compensation as outlined in the current MOU.
8. The position that creates the vacancy will be the position called for.
9. Positions subject to call back shall be those positions recognized as part of the district's staffing levels. The three identified positions will be staffed at each station.
  - a) Fire Captain or Acting Captain
  - b) Engineer (Qualified apparatus operator)

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- c) Paramedic (any rank)
- 10. Minimum on duty staffing for the District is two (2) companies with no less than two (2) qualified personnel per company.
- 11. The functions of Fire Captain, Engineer and Firefighter/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.
- 12. For filling vacancies, determine the position causing the call and follow the sequence below based on individual needs. Once determination is made, use the following guidelines for given positions
  - 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 mandatory list will be necessary.
- 13. 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.
- 14. If, after exhausting the list twice, nobody accepts, the Fire Captain list will be used if the person on the list meets the necessary qualifications.
- 15. Upon exhausting the list(s), a mandatory call back will be done of the first person on the list with the necessary qualifications.
- 16. Any callback that has failed to be filled through the initial three (3) attempts will then be considered a “mandatory” even if the employee voluntarily responds.
  - a) Any mandatory shift will affect both the employees’ cumulative hours as well as placement on the mandatory list.

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.

### *Specific Calling Guidelines*

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- Utilize the CrewSense callback system first.
- If necessary, call cellular phones next, followed by home phones if available. Leave a message and identify time restraints.
- Text messaging is acceptable utilizing the SVFD Staffing text group, particularly when multiple people need to be contacted on short notice.
- 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.

#### ***Wait Times 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. See attachment for time frames based on labor group rules.

- Employees are responsible to assure that they are able to be contacted and to reply promptly.
- Employees are responsible to assure that their availability status is set appropriately in CrewSense when they are unavailable, so that the system or company officers do not waste valuable time attempting to contact unavailable employees.
- The duty chief and/or fire chief may provide specific direction based on circumstances.

If there are multiple callbacks to fill, it is important to fill the most immediate callback first before filling later callbacks.

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

#### **Local 3577 Callback List Rules**

1. A Callback ranking list shall be created for Captains, and a second list created for all ranks below Captain.
2. The ranking lists will be based on cumulative hours of Overtime and Callback hours worked per fiscal year. All Callback and OT hours worked shall be counted on the list.
3. The list will reset on July 1<sup>st</sup>, annually. One's position on the list at the end of the fiscal year will determine the initial hours assigned on July 1<sup>st</sup>. One hundredth of an hour will be assigned for each position on the list. For example 0.01 hours will be assigned to the person ranked #1, and 0.15 hours will be assigned to the person ranked #15.
4. New hires and promotions will be placed on the list by assigning them the average number of hours of all personnel on the list at their time of hire.
5. Personnel promoted to Captain, will be placed on the list by assigning them the average hours of all personnel on the current list, including those of the individual newly promoted.

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6. A rotating mandatory lists for Captains, and a second list created for all ranks below Captain will be maintained.
7. The list will be established by seniority. The employee with the least amount of seniority will be initially at the top of the list
8. Once an employee is assigned to fill a mandatory shift they will be manually moved to the bottom of their respective list.
9. Any new employee that meets the qualifications for a callback will be initially placed at the top of their respective mandatory list.
10. Only under extreme circumstances, with a Chief Officers approval, may an employee be required to fill a mandatory shift outside their normal rank. Example: Captain filling a Firefighter vacancy or an Acting Captain filling a Captain vacancy
11. An employee can refuse a mandatory callback under the following circumstances; family care issues, undo financial burden, scheduled vacation, or injury/illness. Only under extreme circumstances and by the direction of the Fire Chief can the mentioned reasons be overruled. It may be requested by a Company or Chief Officer to provide proof of such reasons for refusal.

### Callback Wait Times

Number of Days Out	Wait Time
14-30 Days	48 HRs
72 HRs - 14 Days	24 HRs
24-72 HRs	2 HRs
< 24 HRs	10 Minutes
< 1 HR	1 Minute