

MAS Standards for Paid Staff and Volunteers, Part-time and Per-diem Scheduling,
Absenteeism and Tardiness, Time-off process and Shift Swaps

Addendum to Chapter 4 – Town of Milford Employee Handbook

Milford Ambulance Service (MAS) Standards for – Paid Staff and Volunteers

Volunteer, Part-time and Per-diem Scheduling, Absenteeism and
Tardiness, Time-off process and Shift Swaps

The following section is relative to MAS Personnel and Volunteers. Please
reference this portion of the Handbook for details relative to departmental
procedures

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SOP Title: Scheduling
SOP #: OPER – 4

Pages: 5

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Revision: Combining OPER – 4, 5 and 6; adding part-time providers; updating time off and holiday requirements.

Purpose: To ensure adequate emergency response and ambulance service 24 hours a day, 7 days a week, 365 days a year with the necessary complement of professional personnel.

Policy: MAS employees are required to arrive on time for a scheduled shift or provide appropriate coverage when unavailable for the assigned shift.

Procedure:

I. Standards - Paid

- A. MAS reserves the right to schedule personnel at any time, or change the schedule in accordance with operational needs and demands.
- B. It is your responsibility to arrive for and complete in full your scheduled shift, unless a pre-approved request for time off has been submitted in accordance with V and VI.
- C. MAS will develop a staffing schedule 8-weeks in advance and publish the schedule every four weeks. Work schedules may be changed from time to time at the discretion of MAS to meet operational demands, schedule changes, and the like. Attempts will be made to notify all personnel of any changes made to a posted schedule. To the greatest extent possible, MAS will attempt to maintain a flexible, fair schedule and accommodate requests of personnel.
- D. From time to time, personnel may be required to arrive for a shift early or remain late after a shift for coverage purposes. In all situations, the replacement crew is intended to mean personnel with equivalent credentials (e.g. Paramedic for Paramedic, AEMT for AEMT or A/EMT for EMT). This is done to make sure that there is available coverage for calls that may come in at all times. For employees, such additional time worked may qualify for overtime compensation.

II. Standards - Volunteer

- A. MAS will develop a staffing schedule 8-weeks in advance and publish the schedule every four weeks. For operational effectiveness, MAS has set the following minimum volunteer requirements – volunteers are

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required to be available for duty a minimum of twenty-four (24) hours per month, ideally on a weekly basis whenever possible. Volunteer personnel are requested to submit in advance for a regular shift, however if not possible, members are requested to sign up weekly.

- B. Scheduled duty Officer and/or Paramedic, in conjunction with each other, reserve the right to change the schedule in accordance with operational needs and demands.
- C. To maintain operational effectiveness, once a commitment has been made for a shift, it is your responsibility to arrive for and complete in full your scheduled shift, unless a pre-approved request for time off has been submitted in accordance with V and VI.

III. Part-time and Per-diem Scheduling

MAS employs per-diem paramedic personnel in order to maintain paramedic coverage when paid staff utilize paid time off.

- A. Per-diem paramedic employees are required to be scheduled a minimum of thirty-six (36) hours per quarter.
- B. Regularly scheduled part-time employees are authorized up to seventy-two (72) hours of unpaid leave per calendar year. Shift swaps will not be considered unpaid leave.
- C. Full-time staff is eligible to cover open shifts after the per-diem roster is exhausted. Full-time staff can request to cover an open shift within two-weeks of posting.
- D. Per-diem personnel will be scheduled when paid staff submits requests for time off, are absent due to illness, or for other reasons.
- E. Per-diem personnel will be contacted regarding availability for open shifts. Per-diem personnel are expected to respond in a timely manner to messages.

IV. Absenteeism and Tardiness

- A. Employees must report to work on time, and they may not be absent from work unless absolutely necessary.
- B. From time to time, it may be necessary for personnel to be absent during a scheduled shift. MAS is aware that emergencies, illnesses or pressing business that cannot be rescheduled in advance of a scheduled shift may arise. If you are unable to report for a shift or you must arrive late, personnel must contact the Officer on Call (OOC) immediately.

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- C. Employees are asked to call the OOC (at least four hours in advance, when possible) when they are going to be late.
- D. It is understood that sometimes, tardiness will be a sudden event (traffic accident, child care issues, car troubles, etc.), and adequate notification is impossible. In these instances, as soon as you know that you will be late, you should notify MAS immediately.
- E. When you will be absent for consecutive shifts, you must call in each shift to ensure proper scheduling. MAS will never presume consecutive days of absence for illness and always expects each employee to arrive for the next scheduled shift on time, unless otherwise notified in accordance with this policy.
- F. Unauthorized leave from a scheduled shift or failure to follow your scheduled work hours or for any unexcused absence or tardiness will result in appropriate discipline up to and including termination.

V. Time Off

- A. Time-off requests shall be submitted 30-days in advance of a scheduled shift for the department to be responsible for finding coverage and be approved precluding operational need. For requests submitted 30-days or less in advance of a scheduled shift, the employee is responsible for finding coverage or a swap in accordance with VI.
- B. Employees shall submit planned time-off requests by November 30th of each year for the upcoming calendar year. Request should denote the order of preference for time-off. Conflicts between time-off requests will be referred back to affected employees for resolution. Failure to resolve will be decided by the MAS Director using a rotation based on past time-off history and fairness.
- C. No two or more employees may take the same shift off.
- D. Employees are required to work the Town of Milford recognized holidays that fall on their scheduled shifts. Christmas Eve and New Year's Eve are considered essential shifts.
 - 1. Fixed holidays will be treated as follows:
 - a. Monday holidays – Employees routinely scheduled to work a fixed Monday holiday will be entitled to take one Monday holiday off annually. Employees of the same certification not scheduled for Monday shifts will swap in the same week for the open Monday shift(s). The holiday taken off and worked by employees will be rotated annually. The holiday request

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must be submitted by November 30th with a response by the department due no later than December 15th.

- b. Thursday holidays – Employees routinely scheduled to work Thanksgiving and the day after Thanksgiving will swap their respective scheduled Thursday and Friday shifts of that week biennially.
2. The MAS Director will have discretion to adjust holiday shift coverage to ensure fairness amongst staff.

VI. Shift Swaps

To ensure adequate coverage of all scheduled shifts when personnel trade shifts with each other. MAS recognizes that at times, personal conflicts may arise in which a person cannot meet the obligations of his or her scheduled shift. Where such conflicts occur, employees may be able to trade or “swap” their shift with another employee as long as there is adequate coverage of the shift.

MAS will permit employees to trade assigned shifts in limited situations, and only when following the steps of this policy.

- A. All proposed shift changes are subject to review and approval of the MAS Director or their designee.
- B. All proposed trades must be presented to the department scheduler. Any trading will be subject to the following:
 1. Equal trading shall occur. An employee shall not expect another employee to cover part or an entire shift without covering an equal amount of time for that other employee.
 2. A trade of straight time for overtime shall not occur. But:
 - a. Exceptions may be made in extraordinary circumstances where a “swap” cannot occur and overtime hours may be required (e.g. an emergency arises and coverage is required for the last shift of the week).
 - b. Such an exception will be made by the MAS Director or designee.
 3. Trades in coverage must be made between persons who are equally qualified and certified to work the shift. For example, a Paramedic cannot trade with an AEMT or EMT, since the AEMT or Basic would not be qualified to meet the requirements of the Paramedic job duties.

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- a. The MAS Director or their designee reserves the right to refuse to permit a trade to the extent that it does not provide equal coverage or will pose scheduling or other personnel conflicts. All proposed trades must be submitted using the department scheduling program. All trade requests must be submitted to the Director at least 24 hours prior to the first shift involved.
4. The MAS Director or their designee will have discretion to adjust the schedule for documented emergencies.