

	Lower Providence Emergency Medical Service Standard Operating Guidelines	
	Subject: <i>Member Guidelines- Call Out/Trade Process</i>	SOG # 101-013
		Initiated: May 2021
Approved: Chief Christopher J. Reynolds	Revised: February 2024	

Description: This SOG was developed to provide guidance for the procedures to be used for Call/Out and Trade for posted Duty Schedule; this SOG is to ensure compliance with SOG's 101-011 (Minimum Staffing) & in coordination with 101-012 (Scheduling).

Definitions:

- **Approved Leave-** Absence from a scheduled shift that has been pre-approved in accordance with 101-014 (Time Off).
- **Call Out-** Notification to the Officer in Charge (OIC) that you are unable to fulfill your scheduled obligation on the Duty Schedule.

Purpose: This intention of this guideline is to provide all members with the procedures to be used when unable to fulfill a published shift.

Procedure:

Call Out

1. Personnel calling out for a scheduled shift shall do so providing as much notice as possible.
2. Personnel must contact the LPEMS OIC.
 - a. Contact and acknowledgement is required when calling out for a shift.
 - b. If OIC is unable to be reached within 1 hour of initial contact personnel shall contact an LPEMS officer until acknowledgement is received in the following order:
 - i. Chief
 - ii. Deputy Chief
 - iii. Assistant Chief
 - iv. Executive Director
3. Physician Notes are required in the following instances:
 - a. Any member who calls out sick three (3) or more times in a month is required to submit a physician's note for all future call outs due to illness/injury during the following 6 months.
 - b. Planned or unplanned medical absences greater than two (2) consecutive scheduled shifts.
 - c. Any member who calls out sick two (2) or more twenty-four (24) hours shifts in a single month shall be required to provide a physician's note for all future call outs due to illness/injury within the following 6-month period.
 - d. As requested by management when circumstances warrant such action.

Call Out – Usage of PTO

1. Personnel calling out for a scheduled shift shall do so providing as much notice as possible.
2. Personnel must contact the LPEMS OIC via Phone.
 - a. Contact and acknowledgement is required when calling out for a shift.
 - b. If OIC is unable to be reached within 1 hour of initial contact personnel shall contact an LPEMS officer until acknowledgement is received in the following order:
 - i. Chief
 - ii. Deputy Chief
 - iii. Assistant Chief
 - iv. Executive Director
3. Full Time and Regular Time staff that accrue Paid Time Off (PTO) may use this time via call out in the following instances.
 - a. The member is incapacitated by sickness or injury; or must visit a medical doctor or dentist for medical diagnosis or treatment.
 - b. The member must provide for the necessary medical care and attendance of their spouse, partner, child, or parent.
 - c. Other approved instances approved by management.
4. Members will be charged PTO for those scheduled hours they are absent from work.
5. In the event a member has insufficient PTO in their PTO Bank, the hours the member is absent will be counted as Leave without Pay.
 - a. Management reserves the right to examine each case individually and may allow forwarding of PTO in some instances.
6. Physician Notes are required in the following instances:
 - a. A member who calls out sick three (3) or more times in a month is required to submit a physician's note for all future call outs due to illness/injury within the next 6 months.
 - b. Planned or unplanned medical absences greater than two (2) consecutive scheduled shifts.
 - c. A member who calls out sick two (2) or more twenty-four (24) hours shifts in a single month shall be required to provide a physician's note for all future call outs due to illness/injury within the following 6-month period.
 - d. As requested by management when circumstances warrant such action.

Call Out – Volunteer Members

1. Personnel calling out for a scheduled shift shall do so providing as much notice as possible.
2. Personnel must contact the Volunteer Coordinator via Phone or W2W Message.
 - a. Contact and acknowledgement is not required when calling out for a shift.
 - b. If the Coordinator is unable to be reached the Chief of Operations shall be notified via Phone, Text Message, or W2W message.

Trades

1. Trades are permitted once the Duty Schedule has been posted.
2. Trades are to be managed and logged into the W2W system.
 - a. Trades are to be an equal one for one swap.
3. Trades are permitted if the movement does not cause a member to accrue OT with the swap.

