4.0   Purpose

This section establishes the policies and procedures governing mandatory callback of personnel to fill vacancies in the Operations Division.

4.1   General

A.   Mandatory callback of personnel will only be used when all other means of providing staffing, as set forth in Section 1 of this manual, have been exhausted or when an exceptional staffing need is created due to emergency activity.

B.   Prior to a mandatory callback, all vacancies will be split into partial shifts to utilize any employee available on the overtime pick–list first.

C.   All Operations personnel are subject to mandatory callback.

D.   Mandatory callback and mandatory callback standby lists have been created in TeleStaff for each of the ranks and specialties in the Operations Division.

E.   The mandatory callback standby list will be considered to fill vacancies before the mandatory callback list is used.

4.2   Mandatory Standby List

A.   To minimize the need to callback employees from the mandatory callback list, a mandatory standby list has been created.

1.   Personnel may sign up on the mandatory standby list for any day that is not their regular shift assignment.

2.   Placement on the mandatory standby list

a.   Regular duty (RD) personnel going off–duty the morning of the shift will have priority over personnel on days off.

b.   Once priority has been established, personnel will be placed on the mandatory standby list by date of last mandatory assignment.

3.   Use of the mandatory standby list

a.   Personnel will be used in the order their name appears on the mandatory standby list.

b.   Once an employee is assigned from the mandatory standby list, the hours will be added to their total hours balance and their name shall rotate to the appropriate position on the mandatory callback list.

4.3   Mandatory Callback List

A.   To ensure the ability to staff Operation's positions, a mandatory callback list has been created.

1.   Placement on the mandatory callback list

a.   Placement is initially based on employee seniority and last used for mandatory callback date. Once an employee is used for mandatory callback, they rotate to the bottom of the mandatory callback list.

2.   Use of the mandatory callback list

a.   Personnel will be used for mandatory callback in the order their name appears on the mandatory callback list.

b.   Once an employee has been assigned from the mandatory callback list, and works that mandatory assignment or secures a replacement, the hours will be added to their total hours balance, and their name will rotate to the bottom of the list.

i.   Personnel may secure a replacement to work part or all of their mandatory shift.

1.   Securing a replacement cannot create an undue impact to filling a vacancy. If a replacement has not been identified prior to start of shift, assigned personnel must report for that mandatory shift will be responsible for the hours agreed to. The hours will count as OT and be placed into their total hours balance.

iii. Regardless of hours worked, personnel originally assigned the mandatory shift will receive credit for their mandatory shift, rotate to the bottom of the mandatory callback list, and have all assigned mandatory hours placed into their total hours balance.

4.4 Mandatory Callback Process

A. Mandatory callback will be applied to RD personnel who are in the station and going off-duty on the day of the staffing need.

B. Beginning three days out, after normal fill procedures, mandatory callback procedures will be used to fill any remaining vacancies once the will work list has been exhausted.

REMINDER: Once a mandatory shift has been assigned, personnel are responsible for fulfilling that assignment even if subsequent to the assignment, personnel become available on the will work list.

1. Mandatory assignments will be both "automated" and "manual"

   a. Automated – scheduled by TeleStaff via recorded message.

      i. Shifts will be filled in order of greatest to least number of hours available.

      ii. Employee will not be offered a choice of hours or station.

      iii. Employees of the same rank may, by mutual agreement, exchange mandatory assignments for the same effective date only (may be for unequal hours). The staffing desk will be noticed via email advising of the particulars of the trade.

   b. Manual – scheduled by staffing desk via verbal message

      i. Employee will be given a choice between full or partial shifts, when available.

      ii. Employee will be given a choice of station assignments, when available.

NOTE: Failure to accept a mandatory assignment, either via TeleStaff or telephone call, will be considered a mandatory refusal.

C. When use of mandatory callback is anticipated by the staffing captain for the following morning's staffing, he/she will ask the Emergency Command and Data Center (ECDC) to transmit a "pre-alert" message identifying the ranks and specialties that will be affected. This message will be transmitted at 1600 hours via the station overhead voice paging system and unit pagers.

1. Vacancies will be filled using mandatory callback procedures beginning at 1700 hours the evening before the effective date.

D.   At 0700 hours on the morning that mandatory callback will be used, the ECDC will include information from the staffing captain in the 0700 hours station alert. The announcement will state which ranks and specialties are to remain in station until the "Transfer Are Complete" notification is made. Those ranks and/or specialties not identified in the announcement are not required to remain in station after proper relief unless so directed by their supervisor.

           NOTE: As a reiteration of existing policy, personnel are not to be relieved from duty prior to 0700 hours without battalion chief approval.

4.5   Mandatory Callback Refusals

A.   Personnel who do not comply with a request to work a mandatory callback from either the mandatory callback list or the mandatory standby list may submit an explanatory FD-7 within five working days to their respective deputy chief of operations via the chain of command, stating their reason for the refusal and including any relevant documents.

        1.   If the stated reason for the refusal is found to be unacceptable by the respective deputy chief of operations, the employee will be subject to progressive discipline.

        2.   For purposes of disciplinary action, all refusals will be tracked for a period of one year from the date of the initial refusal.