

GLASGOW FIRE DEPARTMENT
Standard Operating Guideline

GUIDELINE: HOLD-OVER/CALL BACK CALL IN GUIDELINES			SECTION: 125
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INTENT

The oncoming Shift Officer shall try to maintain a complete shift on duty at all times, minimum of ten (10) during a day.

HOLD- OVER PROCEDURE

1. The on-duty Shift Officer shall hold over personnel from the off going shift to cover the overtime to maintain a minimal staffing.
2. Each Shift Commander will maintain a list of all the Firefighters and Sergeants to work overtime as needed.
3. The list will be executed from top to bottom. The employee on top of the list will be asked if he/she wants to cover the overtime. If so, then it is his/her responsibility to work or get someone else to work it. If he/she does not want to work it, then the Shift Commander will ask the next one on the list until it is covered. If all on the list are asked and no one wants the overtime, then it is the responsibility of the employee on top of the list to cover the overtime.
4. The employee covering the first of the overtime period has the option to cover all the overtime period or split it with other employees.
5. When the employee(s) covers the overtime he/she will go to the bottom of the list. (Even if he/she gets someone else from another shift to work it).
6. If an overtime shift is covered by more than one employee, then they will go down on the list in the order they worked.
7. The person working the overtime will be the person getting paid for the time.
8. When an employee is moved from one shift to another, then that employee retains his/her position on the list (for example if he/she was fourth from the top on Shift 1 and he/she gets moved to Shift 2, he/she is placed fourth from the top if possible).
9. If a new employee is placed on a shift, he/she will go to the bottom of the list.

EXEMPTIONS FOR OVERTIME

An employee may be exempt from working overtime:

- If he/she has taken or has already scheduled vacation time over eight (8) hours prior to overtime being needed in that week.
- If the overtime will cause the employee to work more than forty-eight (48) hours straight at Glasgow Fire Department.

CALL BACK

A Call-back may be needed when, during the shift, an employee needs to leave work. (Illness, Family emergency etc.) And the shift is at minimal staffing already.

- a. A contact list will be maintained by the office of Administration and given to the officers.

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- b. When the Shift Commander needs to call-back an employee to work, the Officer in charge of the shift will call-back personnel at his/her discretion.
- c. Personnel shall not be utilized for call-back when on vacation leave, personal leave or sick leave, or any other approved leave.
- d. The personnel initiating the call-back shall make direct contact with personnel that are being asked to work. (No spouses, friends, or relatives can answer for personnel to fill-in).
- e. If unable to contact personnel for call-back, this shall be noted in the daily log as to status of personnel (refusal, unable to contact, or worked).

CALL-IN

- 1. Initial Callback – Call back shall be ordered by the Incident Commander and shall be considered mandatory return to duty.
- 2. Callback Procedure Shall Be as Follows:
The incident commander will report to dispatch the number of personnel or shifts that are to be called back and where they are to report for duty. All off duty personnel will report to their stations and pick up their personal protective equipment and a radio.
 - a. All personnel are required to call dispatch before responding on a call back so that dispatch can verify who is responding and that the correct number is responding. Dispatch will advise each person who calls if they are needed.
 - b. All personnel that are contacted shall call dispatch, and those that are needed shall return to duty unless one of the following situations exist:
 - i. The employee is unfit for duty.
 - ii. The employee is engaged in a family commitment whereby his/her absence would render someone at risk, (babysitting, providing care for ill family member, etc.)
 - iii. The requirement has been met for staffing.
 - c. The Fire Chief shall be notified that personnel are being called back.
 - d. The Glasgow Fire Department identifies three (3) levels of call backs.
 - Level I-Engine/Ladder Company** consist of four (4) personnel; one officer (Sergeant will substitute for officer), a Sergeant and two (2) firefighters or three (3) firefighters.
 - Level II-One shift of twelve (12) personnel.**
 - Level III-All off-duty personnel.**

Personnel are deemed back on duty when they notify dispatch and are advised they are needed to respond. The time will then be documented.