



Virginia Beach Department of Emergency Medical Services



OPERATIONS

CONSTANT STAFFING POLICY

PURPOSE: The purpose of this policy is to establish procedures for constant staffing by the on-duty Shift Commander to achieve the minimum number of staffed ambulances per shift as set by the EMS Chief or his designee.

APPLICABILITY: This policy shall apply to all members of the Department of Emergency Medical Services.

CONSTANT STAFFING DEFINED:

Constant Staffing is defined as the process wherein vacant ambulance positions are filled. Constant Staffing is followed to maintain required ambulance staffing levels established by the EMS Chief.

PROCEDURE:

Anticipated staff shortages

Volunteer Rescue Squad Commanders and Assistant Chiefs are expected to closely monitor their schedules and staffing levels. When shortfalls are noted, all officers should work to arrange additional staffing to the greatest extent possible.

Throughout the month, the duty roster will also be reviewed by the Operations Division Chief or his/ her designee to determine shifts that may be below the goal established by the Department.

Within one week (7 days) of any projected shortfall, the department's designated Scheduling Coordinator should work with the Shift Captains to schedule personnel augmentation. This may require adjusting the assignment of career staff for that shift or activating a hireback/recall medic.

Callback assignments will be made as outlined in the Department of EMS Hire Back and Recall of Career Personnel Policy. All positions should be filled within 48 hours of the effective shift. If additional ambulances are achieved on the shift in question, augmenting personnel may be relieved or moved to the another assignment at the discretion of the on-duty Shift Captains. At no time will a volunteer ambulance be relieved of duty to be replaced by career personnel.

Unanticipated staffing shortages

If an unanticipated staffing shortage occurs, the on-duty Shift Captains will take action to achieve minimum staffing. On-duty career and volunteer personnel should be immediately reassigned as appropriate. Available tools for identifying potentially available off-duty volunteers include the OSCAR scheduling program, email groups and pagers. Other officers, including Squad Commanders, are encouraged to assist with finding replacement personnel.

In the event additional off-duty career augmentation is required, the Shift Captains will initiate a career medic hire back process. If the unanticipated staffing shortage occurs near the beginning of the shift, the Shift Captains have the authority to authorize a holdover of career personnel into the next shift to achieve minimum staffing levels until replacement personnel arrive. Shift Captains will monitor holdover personnel to ensure they do not exceed the time limits established in the Maximum Duty Shift Policy.

ORDERED:



1/23/2017

EMS Chief

Date