



POLICY MANUAL

Personnel – Time Off Call Back (Non-emergency)

Revised: 08-07-06

Code: 1 – 7 – 6

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6.0 Purpose: Establish Guidelines for the Recall of Personnel (non-emergency).

6.01 Scope: All Shift Assigned Personnel.

6.02 RECALL TO DUTY

All Employees on days off are subject to recall-to-duty.

6.03 PURPOSE

This policy shall define guidelines used to provide coverage for vacancies created by scheduled or unscheduled staffing changes and leave vacancies. Guidelines shall be followed as indicated; any deviation from the procedures must receive prior approval from the Duty Chief.

6.04 PROCEDURE

It shall be this Department's policy to "Call Back" individuals in the same classification as the vacant position; i.e., on a rank-for-rank basis except when Personnel within that classification are not available.

When the appropriate class is not available, a qualified individual will be used to fill the vacancy; e.g., if the vacancy is in the Officer's class and an Officer is not available, an individual qualified to work as an Acting Officer will be called back to fill the vacancy.

The term "not available" is intended to mean when no one in the appropriate class can be contacted or if only one individual is contacted and returning to duty would create undue hardship as determined by the Duty Chief.

Under extreme circumstances the Duty Chief may authorize filling the vacancy with the most qualified available class.

Emphasis is placed upon the classification of the vacant position, not the individual filling the position. If the staffing level is at the minimum and an individual is filling a vacancy under an "Acting" status through prearranged scheduling and the "Acting" individual must be absent, the original classification is actually vacant and will be filled with the appropriate classification; e.g., the Captain is on vacation, an Engineer is elevated to the position of Acting Captain; because of illness the Acting Captain (Engineer) is absent--the position that is vacant is the Captain position; therefore, a Captain would be recalled. This procedure will be followed for all classifications.

Any extended leave of absence beyond the 2-day cycle, will be filled by the individual's permanently assigned classification. At the start of a new 2-day cycle, fill for the individual, not the acting position.



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In order to reduce the need to travel, after staffing has been set for the day, Personnel can switch positions, with the approval of the Duty Chief and Company Officers affected.

For immediate need recall, paid overtime shall start when the ZZZ pager is activated on the initial page out.

Overtime hours paid will be logged in the overtime computer program; i.e., if you are scheduled to work three hours and only work one, all three hours will be logged as if worked.

Overtime hours are to be figured using the Conversion of Minutes to Tenths of an Hour. (See attachment - Insert [Sheet 1-7-6A](#))

The Captain responsible for staffing shall ensure the accurate entering of overtime hours (see Section 6.11).

When rank for rank overtime, best suits minimum staffing requirements after allowed time-off slots are used, use rank for rank overtime. When different ranks are competing for the overtime to supplement minimum staffing requirements and it is unclear what rank should get the overtime, page only those ranks that are off (excluding those off on HTO, VAC, CTO, SICK), and fill using the "ALL" Overtime List. The Captain responsible for staffing has the discretion to adjust the staffing to reduce the need for traveling.

6.05 **CALLING PROCEDURE ("Ten-Minute Window")**

When a vacancy occurs, the Captain responsible for staffing will determine which classification must be filled by checking the staffing roster. Once the appropriate classification has been determined, the Captain responsible for staffing will use the paging system to recall Personnel; i.e., if a Firefighter called in sick in the morning, the Captain responsible for staffing would (using the pagers) page ONLY the Firefighters. If a Firefighter wants to work the overtime, he must call the Captain responsible for staffing within ten minutes of the page (Ten-Minute Window).

The Ten-Minute Window will start when the ZZZ pager is activated. (ZZZ pager is a pager, which is programmed to activate last, when groups are paged.) This will follow a full ten minutes for all personnel to call in for the overtime.

On-duty Personnel DO NOT have to wear their pagers while on duty. On-duty Personnel will be advised when overtime becomes available.

The Captain responsible for staffing will make a list of everyone that calls in during the ten-minute call back period, including the individuals on duty that wish to be considered for overtime. After ten minutes, the Captain responsible for staffing will determine who is up for the overtime by reviewing the list generated by the Department's computer program. The list reads from top to bottom the order in which



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Personnel are to be considered. The Captain responsible for staffing will again page, stating who will be working the overtime and requesting that that individual call and confirm. If the individual is on-duty, the Captain responsible for staffing will page and telephone the individual. By paging again, all Personnel wanting the overtime will know who will be working overtime. The Captain responsible for staffing will then notify the Duty Chief. In the event that no one calls for the overtime, the “In the Barrel” policy will be used.

When assigning overtime to cover vacancies, Recruit Firefighters are **not eligible for any assignment as the third crewmember until completion of their Engine Company orientation assignment as fourth crewmember**. In the situation where multiple Firefighters graduate from the same academy and begin the Engine Company orientation assignment, their overtime eligibility shall be determined by the date the last Recruit Firefighter completes his/her orientation assignment. All Firefighters will be added to the overtime list at this point. Under emergency conditions, a Chief Officer may authorize the use of a Recruit Firefighter to cover a third person assignment only until a qualified replacement is obtained. Overtime hours earned by the Recruit Firefighter shall be added to the total move-out hours when his/her name is placed on the overtime list.

6.06 **IMMEDIATE NEED - RECALL**

Definition : When a position has been vacated due to an unscheduled absence for Haz-Mats call, OES call, Sick Leave, etc., and must be filled in an expedient manner.

Personnel that will not be able to respond immediately (once assigned the overtime) should not call for the overtime.

The Ten-Minute Window will be used to fill immediate need positions. However, it is understood that there may be times that due to conditions of extreme circumstance that the Duty Chief may deviate from using the Ten-Minute Window.

When the Duty Chief determines the vacant position must be filled immediately, the Captain responsible for staffing will page out using the ALL CALL page to notify off-duty Personnel. (The Duty Chief may fill the opening as deemed appropriate at the time.) The first qualified person who calls in will get the overtime.

The ALL CALL page allows equal opportunity for everyone to get the overtime as all pagers page at the same time.



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6.07 RECALL OBLIGATIONS (“In-The-Barrel”)

The Department recognizes that being recalled can cause some conflicts and inconveniences. However, all Personnel must also recognize and accept the fact that staffing levels and classifications must be satisfied.

Therefore, it is necessary to adopt an "In-The-Barrel" policy. The In-The-Barrel term is defined as follows:

“In-The-Barrel” is the term used when NO volunteers are available for overtime assignments, and individuals scheduled to be off-duty are mandated to remain at or return to work at a specified time.

With consideration to the 48/96 schedule, when absences occur and require individuals to be placed “In-The-Barrel,” overtimes shall be assigned one (1) 24-hour shift at a time. The intent is to avoid placing a single individual “In-The-Barrel” for more than 24 hours, thus on duty for more than 72 hours consecutively.

Under extreme circumstances it may be necessary to place a single individual “In-The-Barrel” for more than 24 hours, but only upon the direct approval of the Fire Chief or Acting Fire Chief.

Individuals shall be EXEMPT from mandatory “In-the-Barrel” overtime assignments when the following circumstances exist:

- A. Individuals that are on approved time off the shift immediately before or after the needed coverage (Vacation, CTO, CTN, HTO, AWR, SCH, Military Leave) shall be exempt from mandatory “In-the-Barrel” overtime assignments.
- B. Individuals that have worked a minimum of 72 consecutive hours or are scheduled to work 72 hours *without* 24 hours off duty shall be exempt from mandatory “In-the-Barrel” overtime assignments until after their next permanently assigned shift.
- C. Individuals attending department-sponsored schools will not be considered for “In-the-Barrel” for the duration of a scheduled class. They will also be excused from “In-the-Barrel” the day after their class ends if they are normally scheduled to work the day the class ends but are not required to return to duty. An individual cannot be “In-the-Barrel” on a day traveling to or from school.

Non-conflicting CTO, HTO, SCH, Military Leave, and AWR’s will not take an individual out of the barrel.



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When an Employee is required to work overtime in order to maintain staffing levels due to a lack of volunteers, that Employee shall be selected by using the “Overtime Tally Sheet” method as follows:

- A. The Employee with the least amount of overtime that is permanently assigned to the off-going shift within that rank shall be assigned the first 24-hour overtime. The Employee with the second least amount of overtime on the off-going shift shall be assigned the second 24-hour overtime.
- B. In the case of two Employees having the same amount of overtime, the Employee with the least amount of seniority shall be required to work said overtime.
- C. If the on-duty Employee “In the Barrel” is determined to be “Unavailable” by the Duty Chief, they will still be marked off on the overtime list and will not be eligible to work during the time they were determined to be unavailable.
- D. If all on-duty employees permanently assigned to an off-going shift cannot be put “In-the-Barrel,” off-going personnel from other shifts of appropriate rank will be considered for “In-the-Barrel.”
- E. In the case where all employees working in the rank of the pending overtime are not permanently assigned to the off-going shift, the employee with the least amount of overtime shall be requested to work said overtime.
- F. If all off-going personnel cannot be put “In-the-Barrel,” personnel of the appropriate rank will be contacted by telephone using the “In-the-Barrel” list, in order, with attention given to excluding those that are “out -of-the-barrel” on their own shift. A contacted person is “In-the-Barrel” and is required to come in to work. Normal overtime mark-off rules apply if they have extenuating circumstances as approved by the Duty Chief and can’t come in or they choose to try to give it to another rank and are successful.
- G. If no person can be contacted using the phone list, off-going personnel that would normally be excused from “In-the-Barrel” will again be considered with the person with the lowest number of overtime hours in the appropriate rank being considered first. If the “In-the-Barrel” overtime recipient can find a replacement in the same rank, the “In-the-Barrel” person will not be marked off, only the person working the assignment. If the “In-the-Barrel” recipient gives it to another rank, they will be marked off.
- H. Although a person can be placed “In-the-Barrel” even after they have been placed “In-the-Barrel” and gave the assignment away, they cannot be marked off on the overtime tally sheet for more than 24 hours in any one 24-hour period.

Employees that are scheduled to work overtime due to being placed “In-the-Barrel” and call in sick will still be marked off on the overtime list.



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6.08 RECALL DECLINE

Once a member is assigned or volunteers for overtime, they are responsible for the time. If an individual opts to seek a replacement, this action will be counted as a decline to work. The individual declining and the individual working will be marked off the hours worked on the recall list.

If the “In the-Barrel” person cannot find a replacement in the same rank, he can go to the acting list to fill the vacancy as long as at least one Captain is maintained on-duty. The individuals on the acting list with the least amount of time marked off on the recall list will be contacted first. If all individuals are even on the recall list, then contact will start with the most senior person.

6.09 OVERTIME CAUSED BY RUNNING SHORT

Definition of a Running Short Position:

A permanent position, which is vacant, causing overtime to maintain minimum staffing.

IOD and light-duty illness or injury, or sick leave over 10 shifts will be included in the running short policy when the Fire Chief makes provisional appointments to Engineer or Captain positions or after 10 consecutive shifts of IOD or light-duty caused by illness or injury. IOD and light-duty vacancies will also revert to running short at the Firefighter rank after 10 consecutive shifts. All positions will fill their IOD and light-duty vacancies on a rank for rank basis and in conjunction with other staffing policy until running short conditions are met. Jury duty, schools (SCH), military time, bereavement time, sick leave (under 10 shifts), or any other Department time (special assignments, meetings, etc.) are not vacancies caused by running short, and therefore will be covered as normal overtime.

When there are NO relief Personnel, all overtime will be filled on a rank for rank basis.

Procedure for Filling Running Short Positions:

When overtime is created by a “running short” position, **the Vacation or HTO will be filled by** the following procedure to determine which position will be assigned the overtime; i.e., if an Engineer and a Firefighter have both put in for time off (Vacation, or HTO), BOTH positions will be paged using the ten-minute window. All names will be written down during the ten-minute window period. After ten minutes, the Captain responsible for staffing will, using the computer overtime list reflecting all positions, determine the rank with the least overtime worked and will assign that individual the overtime. All other staffing configurations (acting and roving) will be met by regularly assigned Personnel.



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6.10 ADVANCED NOTICE OVERTIME

It sometimes becomes necessary to schedule overtime in advance of a vacancy. The term used to identify such overtime will be “**Advanced Notice Overtime.**” Advanced notice overtime is defined as: Any overtime that can be scheduled 24 hours or more prior to the start of the vacancy. For this policy, advanced notice overtime is divided into four categories: Normal Staffing, Public Information/Promotional Event, Special Operations Event, and Clovis Firefighters Time Off Bank.

Normal Staffing assignment shall be defined as regular staffing leave vacancies; i.e., HTO, CTO, VAC.

Public Information/Promotional Event assignment shall be defined as a public education program or promotional event and display for the enhancement of fire safety and awareness education. Examples: school programs where staffing is required or participation in a parade or special display.

Special Operations Event assignment shall be defined as operations-related coverage of apparatus for the purpose of standby for potential emergency scene mitigation, training, committee and meeting activity creating a need for shift coverage. Examples: staffing additional apparatus/companies for the purpose of providing additional protection for the community (4th of July coverage, fireworks standby).

Clovis Firefighters Time Off Bank: individuals requesting time off to attend Association business or educational activities shall provide the Fire Chief or his designee with a minimum of fourteen (14) days notice prior to requesting the use of the Time Bank hours. The notification shall be made using the Clovis Firefighters Association Time Bank Form (see attached). The use of Time Bank hours that impact departmental operations/budget shall be subject to approval of the Fire Chief or his designee. (See Article 37 of the M.O.U.) All guidelines established in Policy 1-7-6 shall apply in order to determine who is assigned the coverage.

Individuals needing time off for specialty team training, meetings, special assignments, etc., should enter a request on the time-off calendar not later than the last shift of the work cycle immediately prior to the work cycle in which the time off is required. This request shall be followed by verbal notification of the Captain responsible for staffing and the shift Duty Chief. When additional explanatory information is required, an e-mail message to the Captain responsible for staffing and the Duty Chief may be used in addition to (but not in lieu of) verbal notification.



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“In the Barrel” coverage, if necessary, will normally be allowed for required, regularly scheduled specialty team training (CFIT, HAZMAT, TRT, etc.) provided the time off request has been entered not later than the last shift of the work cycle immediately prior to the work cycle in which the time off is required. “In the Barrel” coverage will not be provided for meetings, special assignments, etc., without the prior approval of the Chief Officer who supervises that committee, team, or assignment.

The individual requesting time-off is responsible for ensuring that time-off requests have been approved and covered.

Notification of Public Information/Promotional Event Staffing and Special Operations overtime shall occur as follows:

1. Thirty (30) days prior to the event or assignment (if less than 30 days, ASAP), the event or assignment coordinator shall send an E-mail notification to all Department members.
2. The program manager will also determine which Captain responsible for staffing will be on-duty 15 days prior to the event and will notify that individual of the overtime requirements.
3. Fifteen (15) days prior to the event the Captain responsible for staffing will page out for the overtime using standard Ten-Minute Window procedures.
4. Public information/promotional events, which are paged out less than 14 days, will be covered with volunteers only. **NO IN THE BARREL OVERTIME.**
5. Special operations events paged out less than 14 days may require placing someone in the barrel.

The following guidelines will be used to assign advanced notice overtime:

1. Normally the page will go out between the hours of 0900 to 2100.
2. Routine vacancy paging shall occur on the evening of the third day of the cycle to cover vacancies occurring in the next three-day cycle, with the exception of Jury Duty, which will be filled the night before the Jury obligation so an individual will know for sure that they are needed and will not be available to work.



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3. Overtime positions should be paged with full shifts being filled before filling partial requests.
4. Notification of the overtime assignment—Every effort shall be made by the Captains responsible for staffing to insure the member responsible for the overtime is notified and the message is confirmed. This process shall include a phone call, E-mail, paging system, and notification of the member's supervisor. The member accepting the overtime assignment shall contact the Captain responsible for staffing as soon as possible to confirm receiving the assignment.
5. Once the member is assigned advanced notice overtime, it is that member's responsibility to work or find a qualified replacement.

6.11 OVERTIME LIST

On July 1 and January 1 of each year all Personnel have the option of moving their name on the recall sheet out even to the farthest person on the "All" list.

Overtime hours will be marked off on the computer program when maintaining minimum staffing levels, except on emergency call-backs, and when working using the optional mark-off provision.

Optional mark-off Provision

Members working five-hours (5) or less will have the choice of being marked off or not. To use this provision, they should communicate their desire when the overtime is confirmed with the staffing Captain.

Overtime hours will be recorded on the overtime computer program on an hour-for-hour basis. The Captain responsible for staffing shall ensure the accurate entering of hours.

NOTE: The minimum 4-hour recall for emergency incidents will not be entered on the overtime computer records program.

Personnel who are promoted shall be moved out equal to the farthest person on the overtime list, at the time of assignment, for the appropriate classification. New employees shall be placed at the bottom of the "All" list



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An individual cannot work overtime on his regularly assigned shift except for:

1. Recall for emergency incidents.
2. Recall to maintain minimum manning when other personnel are not immediately available.
3. While on approved time off an employee volunteers to attend a Fire Department training or other function. The time committed to the function shall be considered as “actual hours worked” and listed as such on the Payroll Information Sheet. (Example: A member on approved HTO leave voluntarily returns to attend a post-incident review, which last 4 hours. When completing the Employee’s time sheet, he/she will show actual-hours-worked of 4 hours and HTO used of 20 hours.
4. While on approved time-off an Employee is required to attend a Fire Department training or other function. The time committed to the function shall be considered as “actual-hours-worked” and receive an additional half-time compensation in pay or CTO hours. (Example: While on approved HTO, the member is required to attend a 3-hour EMT training approved by the Duty Chief. When completing the Employee’s time sheet, he/she will show actual-hours-worked of 3 hours, CTO earned of 1.5 hours, and HTO used of 21 hours.)

6.12 SPLITTING OVERTIME SHIFTS

Personnel assigned to work an overtime may choose to split the assigned hours with ONE other person. The person requesting the split shall utilize the pager system to solicit interested individuals of the same rank. Personnel qualified to act may be paged after there is NO response by Personnel of the appropriate rank on the initial page.

The current overtime list shall be used to determine whom the overtime is split with. The individual with the least amount of overtime shifts worked shall be chosen and notified via the pager system. This advises all individuals that called of their status. The individual selected shall call-back to confirm that they have received the paged message and understand when they are to report for duty.



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Once a member is assigned or volunteers, they are responsible for the time. If the responsible member opts to split the shift, the responsible member will be marked off for all hours assigned and the member actually working will be marked off hours worked.

The person requesting the split shift shall then advise the Officer in charge of the daily staffing, of who will be working and for what hours.

6.13 40-HOUR WORKWEEK EMPLOYEES

1. Suppression members assigned to prevention or other 40-hour positions who want consideration for shift overtime must call during the “Ten-Minute Window page.”
2. They can only be awarded overtime assignment when the following conditions are met:
 - a. No other member of the specific rank wants the overtime assignment.
 - b. The overtime shift occurs during their off-duty hours.
3. The Suppression Members assigned to Prevention or other 40-hour positions are NOT eligible to be placed “In-the-Barrel.” Their names shall be placed on the overtime list.

When they work an overtime shift, they shall be marked off for the hours worked in the overtime computer program.

4. Suppression members assigned to prevention or other 40-hour positions can be assigned a suppression assignment during an emergency recall situation.

6.14 OVERTIME ISSUE RESOLUTION PROCESS

The following flow chart shall be used as a guideline to indicate the recommended issue resolution procedure. (See attachment - Insert Sheet B 1-7-6B)

[Insert Sheet B 1-7-6B](#)



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6.15 OVERTIME RESERVATIONS

Personnel may place their names on the Overtime Reservation List (ORL) located in the Department Staffing Program for days in the future where a person would like to be considered for overtime. This list will only be for overtime that is paged out as “Advanced Notice Overtime” more than 24 hours before the assignment and will not take the place of any paging procedure, but will supplement those procedures. The intent is to allow persons outside of pager coverage, because of vacation, sensitive areas (church, etc.), or where they live, to be considered for advanced notice overtime. This will hopefully reduce the incidents of “In the Barrel.” The following rules will apply for the Overtime Reservation List.

1. A person may place his/her name on the ORL for any day on the calendar whether there is an overtime opportunity existing on that day or not.
2. A person will indicate whether he/she wants to be considered for full shifts or partial shifts by selecting the proper choice on the ORL. They will only be considered by what the staffing Captain sees on the ORL at the time of staffing page out.
3. It is the sole responsibility of the person wanting to be placed on the ORL to make sure they are placed on the list. Missed entries will not be revisited and missed overtime opportunities will not be re-assigned as a result of “lost” entries.
4. Entries on the ORL can be deleted at any time up to the point that overtime is assigned to that corresponding reservation.
5. It is the sole responsibility of the person assigned overtime from the ORL to call and confirm. They can do this at any time up to two shifts before the assignment date. The staffing Captain receiving the confirmation call will bring up the already recorded staffing record and will mark the box indicating it is confirmed.
6. A person awarded overtime from the ORL that does not get confirmed and that has to be repaged will be marked off the same amount of hours on the overtime list as the awarded overtime if another person gets the overtime. If the original overtime recipient calls in and successfully competes for the overtime again, he/she will not get marked off twice.



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7. The ORL will not be referenced for overtime less than 24 hours in advance because confirmation would be difficult with no verbal contact.
8. The ORL is not intended to replace normal paging procedures and will not be used without normal paging procedures.
9. Overtime assignments will be assigned in the routine chronological order during the normal staffing procedure. Future overtime reservations will not get you out of the barrel until after (or if) they are assigned. In the same manner, overtime reservations will still be considered even if you have an adjacent overtime, giving you 72 consecutive hours or more.

6.16 SCHEDULED COMMITMENTS

It is the intent that the personnel with their name(s) in the “Scheduled Commitments” box located in the lower right corner of the staffing program screen are already committed to **work-related** duties on that day, or portion of the day. When this commitment is indicated on the staffing screen, that individual cannot be put “In the Barrel” for time that conflicts with that commitment. Conversely, an individual that has his/her name in the box cannot put in for overtime that is in conflict with their scheduled commitments.

Team Leaders and individuals with programs can determine for themselves and/or their team members if the training, meeting, and classes are a priority in that they cannot afford to be placed in the barrel for that time period. Team Leaders and individuals with these programs shall place the appropriate names in the “Scheduled Commitments” box with the understanding that they cannot volunteer for any overtime during that same time period.

If a scheduled, work-related event does not require mandatory attendance (determined by self, Program Managers, Chiefs or Team Leaders), a department member can choose **not** to place his/her name in the “Scheduled Commitments” box and will then be eligible to compete for overtime opportunities that conflict with the time of the event. The member will be eligible for “In the Barrel” coverage.



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Members that take or are assigned “In the Barrel” overtime assignments will not be guaranteed that they will be able to attend training, meetings, classes, etc., on duty although efforts can be made to do so. If training, a class, or a meeting is a priority for that individual(s) to attend, your name(s) shall be entered in the “Scheduled Commitments” box.

Names will need to be in the “Scheduled Commitments” box on days other than your regular duty days. “Scheduled Commitments” such as “Time to Survive/Fire Pal” and other such self-supervised programs will operate on the honor system.