



GENERAL ORDER

GENERAL ORDER 100.24

Protective Service Contingent Firefighter/EMT Scheduling and Supervision

Emergency Services Bureau

Issue Date: 11/01/2013

1 APPLICABILITY

2 All career, volunteer and protective service contingent personnel

3 POLICY

4 Howard County Department of Fire and Rescue Services (DFRS) shall be responsible for the scheduling
5 and supervision of all Protective Service Contingent (PSC) personnel utilized for the provision of fire,
6 rescue, and emergency medical services.

7 DEFINITIONS

- 8 ➤ **Protective Service Contingent** is an employee who meets all requirements as set forth by DFRS
9 General Order GO 100.08 and in the County DFRS PSC employee job description.

10 PROCEDURES

11 PROTECTIVE SERVICE CONTINGENT SCHEDULING

12 **Declaring Availability for and Being Assigned Work Shifts**

- 13 • The DFRS PSC Scheduling Coordinator shall be responsible for receiving PSC employee shift
14 requests, assigning PSC employee duty shifts, coordinating any additional staffing needs with
15 those in the field Battalion Chief (BC) positions, communicating scheduling with PSC employee
16 and publication and distribution of the PSC schedule.
- 17 • PSC employees shall follow the scheduling procedure outlined in Attachment A.

18 **Requests for Adjustments to Availability or Cancellation of Scheduled Work Shifts (72 hours or greater 19 in advance):**

- 20 • PSC employees shall follow the procedure outlined in Attachment A for requesting adjustments or
21 cancelling their scheduled work shifts with greater than 72 hours notice.

22 **Cancellation of Scheduled Work Shifts (less than 72 hours in advance):**

- 23 • If the start of the scheduled work assignment is less than 72 hours from the time of cancellation
24 request, PSC employees shall follow the procedure as outlined in [Special Order 13.026 Disability
25 Leave \(Sick\) Call-In Procedures for Field Providers](#).
26 ○ The goal is to make direct contact with the on-duty BC during the outlined time frames.



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27 **SUPERVISION**

- 28 • PSC employees shall be held accountable for compliance with all DFRS General Orders, Special
29 Orders, and other policies and procedures applicable to DFRS operational personnel.

30 *Stations where a career officer is on-duty:*

- 31 • The on-duty DFRS officer shall serve as the immediate supervisor for PSC employees working at
32 that station, handing daily supervisory tasks including coordination of daily station staffing with
33 centralized field staffing in the BC offices.
- 34 • The DFRS Station Captain shall be responsible for all required general human resources
35 supervisory processes, such as station-level employee documentation, general payroll issues, etc.

36 *Stations where a career officer is NOT on-duty:*

- 37 • General Supervision: The Station 13 DFRS Captain shall be responsible for *general* supervisory
38 processes (station-level employee documentation, general payroll issues, etc.) for PSC employees
39 with a primary assignment to stations where no career officer is assigned.
- 40 • Daily Supervision: Employees working at a station where no DFRS supervisor is on-duty shall
41 report to the on-duty Station 13 officer.
- 42 ○ Daily at 07:15, the most senior employee at the station with no DFRS supervisor shall make
43 phone contact with the Station 13 officer. A verbal transition shall occur. In the event that
44 the Station 13 officer cannot be reached, efforts to make phone contact shall be
45 attempted with BC2, BC1, EMS2, EMS1, and Safety 1, in that order, until contact is made.
 - 46 ▪ If an employee is initiating a duty shift at a station where no employee has been on
47 duty, immediate phone contact shall be made with the Station 13 officer at the
48 start of the shift. A verbal transition shall occur. In the event that the Station 13
49 officer cannot be reached, efforts to make phone contact shall be attempted with
50 BC2, BC1, EMS2, EMS1, Safety 1, and Howard Communications, in that order, until
51 contact is made.
 - 52 ▪ If a PSC employee is going off duty at a station where no other employee will
53 remain on duty, phone contact shall be made with the Station 13 officer
54 immediately prior to going off-duty. A verbal transition shall occur. In the event
55 that the Station 13 officer cannot be reached, efforts to make phone contact shall
56 be attempted with BC2, BC1, EMS2, EMS1, Safety 1, and Howard Communications,
57 in that order, until voice contact is made.
 - 58 ○ At least once per day, the Station 13 officer shall conduct an in-person meeting with on-
59 duty PSC personnel in order to identify any employee needs and assure pertinent daily
60 Departmental and operational information is communicated. If made absolutely
61 necessary due to unusual daily activities or call volume, a Medical Duty Officer, a Safety



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62 Officer, or Battalion Chief may conduct this in-person meeting and transition with the
63 Station 13 officer regarding any outcomes.

- 64 ▪ If an in-person meeting is not accomplished, at a minimum phone contact shall be
65 made, and notification that an in-person meeting was not possible shall be made
66 by BC2 to the ESB Bureau Chief.
- 67 ○ PSC employees working at a station where no career officer is on-duty Personnel are
68 responsible to complete all appropriate daily activities as outlined in General Order 110.01
69 Daily Activities.
- 70 ○ Any operational or human resources issues that occur during a duty shift shall be
71 addressed through the on-duty Station 13 officer. This includes, but is not limited to
72 actions required as a result of public contact, employee injuries, employee personnel
73 matters, and other needs.
- 74 ○ The on-duty Station 13 officer shall be responsible for the daily payroll entries of PSC
75 contingent employees working at stations where no career officer is on-duty, and to
76 assure daily coordination of station staffing with centralized field staffing in the BC offices,
77 including assuring completion of the AM Staffing Report.

78 REFERENCES

- 79 DFRS General Order GO 100.08
- 80 SO 13.026 Disability Leave (Sick) Call-In Procedures for Field Operations
- 81 Howard County DFRS Protective Service Contingent Job Description

82 SUMMARY OF DOCUMENT CHANGES

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84 FORMS/ATTACHMENTS

- 85 Attachment A: Protective Service Contingent Scheduling Procedure

86 APPROVED

Deputy Chief John S. Butler
Operations Command

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Attachment A: GO 100.24
Protective Service Contingent Scheduling Procedure
v2013-11-01

Declaring Availability for and Being Assigned Work Shifts

- Each PSC employee shall submit their availability for work assignments to the designated DFRS PSC Scheduling Coordinator using the established form or method. This shall occur by the 15th day of the preceding month, and shall indicate work shift availability for the coming month. Known training classes for which the PSC employee is scheduled to attend and for which compensation has been approved must also be declared at this time.
 - The designated DFRS PSC Scheduling Coordinator is the Station 3 Career Captain, Captain Bob Wiseman (fd1295@howardcountymd.gov).
 - The current PSC Schedule Availability Form will be emailed to each employee or made available on the Department Intranet page.
 - PSC employees must declare 72 hours of availability for each month, 24 of which needs to be during weekend time periods (Friday 19:00 to Monday 07:00).
- The DFRS Contingent Scheduling Coordinator will consider the current scheduling needs for PSC personnel positions and will publish a schedule of assigned work shifts by the 25th of the preceding month.
- PSC employees assignments:
 - PSC employees may be assigned to a specific station for work shift availability and assignments.
 - PSC employees may be assigned to either A, B, or C shift platoon.
- PSC work shifts for which no PSC employee is available to be scheduled shall be filled by the BC using career DFRS personnel 72 hours in advance. If DFRS personnel are used, a minimum of two DFRS employees shall be assigned for duty at a given station.
 - If assigning the second DFRS employee creates an additional and unneeded staffing position, the PSC work shift assignment shall be recorded as "tentative", and be dependent on another PSC employee or volunteer member committing to the open work shift. The Volunteer Chief for that station's corporation will be given the opportunity to provide a volunteer that meets all certification and licensing requirements to cover the open work shift.
 - The name of the volunteer individual will be placed on the Department Personnel Assignment Report (Daily Staffing) at least 72 hours in advance of the start of the work period.
 - The Volunteer Chief or designee can provide the staffing information to the shift BCs by email to "firebatchiefs-shi@howardcountymd.gov".
 - If no PSC employee or volunteer provider can be identified that can commit to being on-duty and in the station for that time period, the "tentative" PSC work assignment will be cancelled and staffing will be provided by DFRS.
 - The PSC employee will be notified that their "tentative" scheduled shift has been cancelled by the field BC office as close to 72 hours in advance as is possible.
 - The hours that were tentatively scheduled will still count towards that employees required monthly sign-up hours.
 - In the event a PSC employee cancels or calls out sick within 72 hours of the work shift, resulting in a different PSC employee be extra staffing at a station (as a result of using DFRS employees to staff the canceled work shift), that PSC employee may be utilized for the duration of their scheduled work shift.

Requests for Adjustments to Availability or Cancellation of Scheduled Work Shifts (72 hours or greater in advance):

If the PSC employee wishes to request adjustments to their availability or to cancel scheduled work shifts greater than 72 in advance of a scheduled work shift, the PSC employee shall:

- First, contact the scheduling coordinator by phone AND by e-mail requesting to add or cancel a scheduled work assignment, providing a reason in the event of cancelation. *If no direct communication with the PSC scheduling Coordinator can be made:*
 - Contact the shift BC offices by email using "**firebattchiefs-shi@howardcountymd.gov**", requesting to add or cancel a scheduled work assignment, providing a reason in the event of cancelation.
- The resulting vacancy will be filled as coordinated by the BC office and PSC Scheduling Coordinator.