

	<b>Lower Providence Emergency Medical Service Standard Operating Guidelines</b>	
	<b>Subject:</b> <i>Member Guidelines- Scheduling</i>	<b>SOG #101-012</b>
	<b>Approved:</b> Chief Christopher J. Reynolds	<b>Initiated:</b> May 2021  <b>Revised:</b> September 2023

**Description:** Minimum staffing must be maintained in an effective manner to ensure proper coverage throughout our service area. It is the responsibility of the Chief of Operations or their designee to maintain the duty schedule and ensure minimum staffing.

**Purpose:** To establish general procedures for the scheduling and deployment of personnel in a manner consistent with our mission and values.

**Procedure:**

1. The official means of member scheduling is the application When to Work.
2. A current duty schedule will be maintained by the Chief or their designee on When to Work. All personnel shall utilize this program for all scheduling applications. The program will allow members to view their schedule in real time, and in advance, as well as request time off, perform trades /drops and submit bids for vacant openings.
3. The start time posted on the duty schedule is the time the unit is in service. It is recommended that personnel report for duty several minutes prior to the start of their shift to ensure a proper unit check-off and turnover.
4. LPEMS reserves the right to adjust the duty schedule as needed to maintain minimum staffing standards (SOG 101-011) and effectively accomplish the mission of the organization.
  - a. Full-Time Career Members are scheduled on a 36/48 schedule as a default.
  - b. Full-Time Career Member schedules can be adjusted as needed to fill the schedule with notice to the member.
  - c. Permanent Part - Time Career Members are scheduled as needed and in coordination between members and Chief/Designee to maintain a minimum of 24 hours per week.
5. Final approval of the duty schedule is at the discretion of the Chief.
6. Once assigned to a shift, on the published schedule, it is the responsibility of the member to cover that shift or obtain their own coverage for the shift if it falls within 30 days of the requesting date.
7. Request 31 days or older shall be submitted via When to Work as a Time Off Request.
8. Changes made to the published schedule will have notifications made via When to Work
  - a. Changes made 48 hours or less will also be followed up via Text Message.