# St. John's Regional Fire Department
# Policy and Operational Guidelines

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| **Title:** 01-03-08 | Callback for Suppression Personnel |
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| **Title:** | 08 Callback for Suppression Personnel |

## Purpose

To establish guidelines for a callback process which will allow for a consistent and efficient means of providing personnel to meet the operational requirements of the Department.

## Background

This replaces POG # 01-03-08, "Callback for Suppression Personnel", dated 2010-09-07, and is intended to provide consistency amongst Captains who have been assigned the responsibility to call back personnel due to operational requirements.

Callback is defined in the current Collective Agreement between the City and Local 1075.

## Procedure

### Projection Sheet Process

1. Projection sheets are to be complied by the OIC (Central) prior to 20:30 hours on each shift. (i.e., if "Platoon A" works on Monday, the Projection sheet for the next shift Friday should be complied by 20:30 hours on that Monday).

2. If the overall projected staffing is above the operational requirement for the next shift but specific ranks are below the requirement, it will be filled with personnel qualified to act in appropriate positions.

3. If the overall projected staffing is above the operational requirement for the next shift, and there are no qualified personnel to act in appropriate positions, callback will occur according to rank in descending order (i.e., Fire Captain to Firefighter).

4. Callback shall be from a three-division roster list: one for Captains; one for Lieutenants; and one for Firefighters. The procedure for callback when staffing falls below the normal operational requirement shall be to call a Captain to fill a requirement for a Captain; a Lieutenant to fill a requirement for a Lieutenant; a Firefighter to fill a requirement for a Firefighter, etc. When the number of personnel is above the operational requirement, the procedure for appointing Acting personnel shall apply. Call-back commences at the time of arrival to the designated station and may be contiguous to the work schedule.

5. When the projection sheet is completed at 20:30 hours, the name of the next person to be called for callback shall be listed on the projection sheet and faxed to each station. (i.e.: F/C _____, F/L _____, F/F _____.

**Regular Callback**

1. In order to qualify for regular callback, personnel are responsible for ensuring that their name is identified on the Personnel Availability List for the next shift. The OIC in each Station will be responsible to enter Personnel in FDM under Sign-Up for Overtime. Personnel shall indicate whether they are available for a four (4) hour callback or a twelve (12) hour callback.

2. Goulds' personnel shall be responsible for placing their names in the callback books on Thursday afternoon.

    a. OIC (Goulds) shall add the names of Gould's personnel to all Personnel Availability Lists for that Friday, Saturday and Sunday.
    b. Gould's personnel may take callback between 16:00 hrs on Fridays and 20:00 hrs. on Sundays.

3. Personnel are permitted to place their name on the Personnel Availability List except when they are on sick leave. Personnel on sick leave will be permitted to place their name on the Personnel Availability List only **after** they have returned to active duty on their next assigned shift.

4. Callback shall begin at 07:00 hrs, not in advance, by the OIC (Central) who is scheduled to depart at 08:00 hrs and shall be finalized, if necessary, by the arriving OIC (Central).

    a. Callback may be made in advance if the operational requirements of the Department dictate and only with the prior approval of the Platoon Chief. In his absence Deputy Fire Chief Operations.

5. Personnel who have identified during their last shift on duty that they would be available for callback will be offered his/her choice of shift and station when contacted by the OIC (Central).

6. The OIC (Central) shall contact personnel in the order they appear on the appropriate Personnel Availability List for the position that is being filled:

**No Contact (NC) will be designated if the OIC (Central):**

a. Does not get an answer within six (6) rings, on the phone numbers supplied.

**Not Interested (NI) will be designated if the OIC (Central):**

a. A person's name does not appear on the Personnel Availability List for that particular shift.
b. OIC contacts personnel and turns down callback.

**NOTE:** If a person is designated as a No Contact or a Not Interested, they will have been deemed to have taken their turn.

7. If operational requirements change and a person who was called back to work is not needed they must be contacted at least four (4) hours in advance of the change and the callback will be deemed to not have occurred or that person will report to work for a minimum of four (4) hours and be paid a minimum of four (4) hours.

8. Callback will be offered to shift personnel in the following order:

| SHIFT | #1 | #2 | #3 |
|---|---|---|---|
| A | C | B | D |
| B | D | C | A |
| C | A | D | B |
| D | B | A | C |

9. Should the OIC (Central) not be able to fill the roster with full-time suppression personnel from the Personnel Availability List, those who have already accepted a twelve (12) hr shift shall be offered an additional twelve (12) hour shift. Callback shall only be offered to those on the Recruit List, in order of the established seniority, when this process hast been exhausted.

**NOTE:** The OIC (Central) shall immediately notify the Platoon Chief on call when such a situation exists, who in turn shall call the Deputy Chief on call.

**Callback Process for Four (4) hours**

1. In order to qualify for a four (4) hour callback, personnel are responsible for ensuring that their name is identified on the Four (4) Hour Personnel Availability List for the next shift. The OIC of each station will enter the personnel into FDM.

2. If a person is called back for a shift which is, or becomes eight (8) hrs or greater, that shift will be considered a regular turn taken and will be reflected in the regular callback back.

3. The four (4) hour Personnel Availability List is to be maintained as a separate list and is not to impact the regular (12) hour Personnel Availability List.

**Other**

1. To effectively monitor and document such activity, these books shall always be available for review.

2. Emergency Callback will be done the same as Regular Callback for Suppression Personnel.

**NOTE:**

All Operational Guidelines are provided as a guideline only and may be altered by the OIC to meet extenuating circumstances.

**Approvals**
Director/Chief of SJRFD

**Approval Date**
2020/10/08

**Responsibility**
St. John's Regional Fire Department

POG #01-03-08

**Approved by:** **Date:**

2020-10-09

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Director of Regional Fire & Emergency Services

Appendix/Appendices