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

Title: 03-02-08	**Callback for Communications Centre Personnel**
Document Type:	**Operational Guideline**
Status:	
Issued By:	**Manager of Communications & Technology**
Index:	**03 Communications**
Section:	**02 Communications Centre**
Title:	**08 Callback for Communications Centre Personel**

PURPOSE:

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

BACKGROUND:

This is intended to provide consistency in callback procedures for the Communication Supervisor and On-Duty Dispatchers who have been assigned the responsibility to callback personnel due to operational requirements.

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

Communication Centre shifts are comprised of 07:30-17:30 hrs. (Day Shift) and 17:30-07:30 hrs. (Night Shift).

This replaces POG #03-02-08, "Communications Centre Callback", dated 2020/09/23.

PROCEDURE:

1. Weekly Schedules/Availability:
   - To be compiled by the Communications Supervisor and sent to Manager of Technology & Communications or his/her designate each Friday by 15:30 hrs for approval.
   - Communications Supervisor shall post final Weekly schedule, and an updated SJRFD Communication Division Availability Calendar (Full Time Personnel available/Relief Hours) will be available under G:/Communications/Callback by 14:00 hrs each

Thursday.

- Weekly schedule to cover Friday to Friday timeframe. A copy of the Weekly Schedule will be posted in the Communications Division common area.

2. Availability:
   - To qualify for callback; personnel will notify Communications Supervisor, or Manager of Technology & Communications in his/her absence, during regular business hours that they are available for callback. On-Duty Platoon Chief or On-Duty Dispatchers will not accept names for callback.
   - Personnel are responsible to indicate shifts and times they are available. Communications Supervisor will be responsible for ensuring names are entered in on SJRFD Communication Division Availability Calendar.

3. Procedure:
   - Communication Supervisor shall be responsible to fill any approved leave as part of the scheduling procedure and any other unscheduled leave (Sick/Bereavement/Family) within his/her hours of work. Communication Supervisor shall be responsible to update FDM (assign personnel) during his/her working hours.
   - Any callback required outside of Communication Supervisor's hours of work shall be conducted by on-duty Dispatchers only upon notification from On-Duty Platoon Chief. On-Duty Dispatchers shall send e-mail to On-Duty Platoon Chief and cc Communication Supervisor/Manager of Technology & Communications once callback is complete outlining the information required to update FDM:
     - name of person accepting shift
     - date of shift
     - callback hours.

4. Order:
   - The Communication Supervisor/On-Duty Dispatcher shall first contact fulltime Dispatchers (telephone call) starting with the next available to be called that have entered their names for callback; to fill any vacant shifts.
   - Once fulltime list is exhausted or there are no names entered for callback; vacant shifts will be offered to Relief Dispatchers (telephone call) in order of hours.

5. Callback Forms:
   - There will be separate Callback Folders located under G:/Communications/Callback, one for fulltime Dispatchers (Dispatcher Callback Form – attached) and one for Relief Dispatchers (Relief Dispatcher Callback Form – attached).
   - The Communication Supervisor/On-Duty Dispatcher will indicate either NC (No Contact) or NI (Not Interested) in each available slot.

NC (No Contact) will be designated if:

a. Obtains an answering message and receives no verbal confirmation within 10 minutes.

NI (Not Interested) will be designated if:

a. Receive a refusal.
b. A person's name does not appear on the Personnel Availability List for that particular shift.

Note: If a person is designated as a NC or NI they will have been deemed to have taken their turn.

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

Approvals
The Director/Chief of SJRFD

Responsibility

St. John's Regional Fire Department

POG #03-02-08
Approved by:

Sherry Colford
Fire Chief
Director of Regional Fire and Emergency Services

May 6, 2025
Date

Appendix/Appendices

Appendix A SJRFD Communications Availability Calendar
Appendix B Dispatcher Callback Form
Appendix C Relief Dispatcher Callback Form

Appendix A SJRFD Communications Availability Calendar

AUGUST 2020

S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

SEPTEMBER 2020

OCTOBER 2020

S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
30	31	1	2	3	4	5
6	7	8 John Doe Day Shift	9 Jane Doe Night Shift	10 John Doe Day Shift John Doe Night Shift	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	1	2	3

Appendix B Dispatcher Callback Form



Dispatcher Callback Form

NC = No Contact. Obtains an answering message and receives no verbal confirmation within 1 minute.

NI = Not Interested. Receives a refusal or person's name does not appear on the Personnel Availability List for that particular shift.

Dispatchers	1	2	3	4	5	6	7
John Doe (sample)	NI	5/5/2020 10:00-13:00					

Appendix C Relief Dispatcher Callback Form



Relief Dispatcher Callback Form

(DETERMINED BY HOURS)

Dispatchers	1	2	3	4	5
John Doe (sample)	5/5/2020 17:30-7:30				
	14				