

MEMO



To: All Sumter RMA Employees
From: Christine Hill, MGM
CC: Christopher Blach, DGM
Shondra Young, Communications Manager
Date: September 30, 2013
Re: Mandatory Holdover

Team –

After some concern and confusion, this memo is to provide a detailed procedure to end of shift and mandatory holdover. The procedures in this memo serve as policy going forward. Violation of these procedures will result in corrective action up to and including termination.

When a situation arises that requires for “Mandatory Holdover” to be activated, supervisory staff will make all efforts to notify the effected crew(s) as soon as possible. This could be due to, but not limited to, staffing needs, call volume, levels, unusual events which have a reasonable probability of created a call surge (IE...severe weather).

When a unit is due for end of shift (EOS) or shift change, and the system levels are above 3 without this unit then the unit will be sent to the home station for EOS. For Peak hour units this will be done at 60-30 min prior to the scheduled EOS. (60 min north of Wildwood, 45 min from Wildwood/Coleman area and 30 min from anywhere else in the county) If a peak hour truck is sent to HQ for EOS and they arrive there more than 15 min prior to scheduled EOS then the crew and truck are to remain in a ready status, should they be needed for an emergency call. Should the levels fall below level 3 without a unit that is due for EOS, then the EOS may be delayed and the Crew held on “Mandatory Holdover.” Once a peak hour truck arrives at HQ for EOS then they are to be placed in an oos status in CAD as to not recommend for calls in CAD any longer. 24 hour units do not go oos for routine EOS procedures.

Any crew clearing a scene or hospital after their EOS time will be sent for EOS in an oos status in CAD when the system is at level 3 or higher. 24 hour units will be given 5 min from arrival at station to complete the controlled substances hand off and to advise Central of In Service. If the crew is dispatched to an emergency call or given a post assignment (in a situation of level 3 or lower) then the crew is now on “Mandatory Holdover.” At no time and for no reason will the chute time and/or response to an emergency call be delayed for EOS/crew change reasons.

If a shift change is due to be completed and relief personnel are not present then the personnel with no relief are obligated to contact Supervision immediately and notify them of the situation. The crew chief will then need to make appropriate staffing decisions at the time which may include invoking Mandatory Holdover and notify the Communications Supervisor.

At any point that a crew is placed on Mandatory Holdover by the Crew Chief or by dispatch (due to CAD recommendation or levels) then the Communications Supervisor and the Crew Chief will communicate with each other that this has occurred. Communications Supervisor will extend the rostered crew time, in CAD, to 3 hours past their EOS. If the crew is on a call at the 3 hour mark then upon clearing the call, the crew will be oos. If there continues at this point to be staffing or system overload issues then the crew will be asked their willingness to continue to remain on Mandatory Holdover. If they are willing to continue to stay on then a hold time will be decided by the crew and this new hold time will be placed in CAD for notification.

It is my hope that this has cleared up some confusion and set the expectation for ensuring that mandatory holdover is handled in a manner that is fair to crews and in the same allows us to serve the community with a level of professionalism expected of public safety.

Should you have any other questions or concerns please contact me.

Christine Hill, MGM

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