



**STANDARD OPERATING GUIDELINE**  
**SAN JUAN ISLAND EMERGENCY MEDICAL SERVICES**  
SAN JUAN COUNTY PUBLIC HOSPITAL DISTRICT NO.1

**Full-time Paramedic Scheduling and Shift Coverage**

**SOG #**  
**142-11**

**Approved: Chief Jim Cole**

**ISSUED**  
**8/3/2011**

**Purpose:** SJIEMS has historically allowed paramedic shift self-scheduling when the agency was smaller, less complex, and had much fewer calls. With the need for additional personnel and increased call volume, there is a growing need for some guidance as to what are acceptable practices in scheduling. The goal is to allow for continued flexibility with appropriate time off balanced with meeting the agency's needs.

**Procedure:**

1. Each full-time paramedic is to be scheduled for 14 shifts per month, plus two self-scheduled days of administrative work in addition to these 14 shifts. Beginning in 2012, all administrative work is to be accomplished within the 14 scheduled days.
  - a. If less than 14 shifts are worked, the paramedic will take accrued PTO to compensate for the deficient number of shifts worked.
  - b. If PTO is inadequate, a reduction in pay will occur.
  - c. If more than 14 on-call shifts are worked, the paramedic will be additionally compensated.
2. If a paramedic agrees to be on call for additional shifts, they will be compensated the daily on call rate.
3. If a paramedic is required to perform mandatory overtime shifts, they will be compensated 1.5 times the daily on call rate.
4. If an "off duty" paramedic is requested to respond to a call, they will be additionally compensated a *per-call* per diem amount for these calls, not to exceed the mandatory overtime shift pay amount.
5. Shifts may be traded within the same month with prior approval from the Chief if they do not violate other procedures or create an overtime situation.
6. Paramedics are to generally be scheduled a maximum of 7 days in a row, with a minimum of 3 of those 7 days dually scheduled with another medic when possible.
7. A paramedic should generally have a minimum of 3 days off after a seven day stretch when possible.
8. When two paramedics are scheduled, both are to be immediately available to respond to all calls.

9. When two paramedics are scheduled, and the patient requires fixed wing transport, the initiating paramedic will complete the patient interaction to the mainland when possible.
10. When two paramedics are scheduled, the response variance should allow for optimal down time between calls when possible.
11. Scheduled utilization of PTO must be preapproved by the Chief and meet the following guidelines:
  - a. Not interfere with the safe and effective operation of the agency.
  - b. Not generally exceed 8 weeks in duration.
  - c. Be scheduled as much in advance as possible.
  - d. Will not be generally allowed during "peak" season of June through September.
12. Unscheduled utilization of PTO should meet the following guidelines:
  - a. Be of an emergency nature.
  - b. Be unforeseen and unalterable.
  - c. Not occur any greater than 3 times per calendar year.
13. Scheduling shall not be accomplished in order to facilitate outside employment.
14. Previously approved work schedules and PTO may be revoked or altered if the readiness of the agency is compromised due to a loss of personnel, system demand, or other unforeseen events.