



**PRINCE GEORGE'S COUNTY, MARYLAND
FIRE/EMERGENCY MEDICAL SERVICES DEPARTMENT GENERAL ORDER**

General Order Number: 06-13	Effective Date: June 29, 2020
Division: Emergency Operations	
Chapter: Emergency Staffing Plan and Call Back Procedures	
By Order of the Fire Chief: Tiffany D. Green <i>TJG</i>	Issue Date: June 29, 2020

POLICY

This General Order establishes the procedures that will be followed when the emergency staffing plan is implemented, specifically, the call back procedures, modified work schedules, and/or resource adjustments. The emergency staffing plan may be implemented by the Fire Chief in response to a declared Federal, State, or local emergency, or other emergencies including, but not limited to, weather events, pandemics, civil disorder/rioting, large gatherings, or other catastrophic events.

DEFINITIONS

Workforce – The workforce is based on the number of personnel assigned to Emergency Services Command operational positions, excluding staff positions (Emergency Medical Services (EMS) Office, Operational Performance, Watch Office, etc.).

PROCEDURES / RESPONSIBILITIES

I. Department Notification

- A. The Fire Chief will brief all agency stakeholders, when possible, regarding the emergency that requires implementation of the emergency staffing plan and the need for further action.
- B. All Fire/EMS personnel will be notified when the emergency staffing plan is in effect. This notification will be distributed via email, Telestaff outbound messaging, and station printers. Personnel should take action as instructed.

II. Personal and Family Preparedness

- A. All personnel reporting for duty during the emergency staffing plan are expected to maintain a state of readiness and be prepared to work beyond their normal shift.
 - 1. Personnel shall maintain essential personal supplies (spare uniforms, toiletries, prescription medications, etc.) required for long-term mobilization.
 - 2. Personnel must ensure their family members are adequately prepared in advance for their potentially increased or extended absence from home during these events.

III. Department Operations Center

- A. The Fire Chief may, at his/her discretion, establish the Department Operations Center (DOC). The DOC is responsible for the coordination of Fire/EMS staffing/resources during the emergency.



IV. Personnel Call-Back Procedure

- A. When directed by the Fire Chief, or his/her designee, a call-back of off-duty personnel will be initiated. This includes:
 - 1. Volunteer Duty Chiefs requesting additional volunteer staffing through all volunteer chiefs/stations.
 - 2. Career personnel call backs by the Staffing Officer, or his/her designee, and ensuring that adequate personnel are available to implement the call-back.
- B. The Duty Chief shall be responsible for implementation of this directive and coordination of staffing.
 - 1. Call Back Sequence
 - a) Shift workers (0700-1900, 1900-0700, 0700-0700)
 - (1) The first shift to be called back will be the shift not scheduled to work the next day.
Example – “A” shift working, “C” shift would be first call back, then “D” shift.
The next scheduled shift to work would be the last call back.
 - b) Day workers (0700-1900, 1900-0700, 0700-0700)
 - (2) The department will attempt to limit day work personnel to no more than two (2) weekday (Mon-Fri) and (1) weekend (Sat-Sun) call-backs. The limitation may be exceeded based on the staffing needs related to the event.
 - c) Other call-backs
 - (3) Any and all call-backs may be modified to meet existing needs at the discretion of the Fire Chief, or his/her designee.

V. Modified Work Schedules and Resource Adjustments

- A. During a declared emergency, it may become necessary to modify employee work schedules to ensure ongoing service delivery. When this occurs, the Fire Chief, or his/her designee, in consultation with the International Association of Firefighters (IAFF) Local 1619 leadership, will make staffing and resource determinations based on the availability of the workforce. The following phased implementation strategy shall be considered:
 - 1. Phase 1 – Up to 10% of workforce is unavailable
 - a) Continue to follow *General Order 11-27, Staffing and Telestaff Operations* to cover vacancies
 - b) Leave requests suspended until further notice



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2. Phase 2 – Up to 20% of workforce is unavailable
 - a) All scheduled leave cancelled (annual, day to day)
 - b) Redeploy day work personnel to maximize resources
 - c) Consider/prepare transition to a 3-shift work schedule

3. Phase 3 – Up to 30% of workforce is unavailable
 - a) All scheduled leave cancelled (annual, day to day)
 - b) Redeploy day work personnel to maximize resources
 - c) Transition to a 3-shift work schedule
 - d) Consider closing stations and combine resources as needed

4. Phase 4 – Up to 40% of workforce is unavailable
 - a) All scheduled leave cancelled (annual, day to day)
 - b) Redeploy day work personnel to maximize resources
 - c) Close stations and combine resources as needed
 - d) Consider transition to a 2-shift work schedule

5. Phase 5 – 40%+ of workforce is unavailable
 - a) All scheduled leave cancelled (annual, day to day)
 - b) Redeploy day work personnel to maximize resources
 - c) Transition to a 2-shift work schedule
 - d) Continue to close stations and combine resources as needed

REFERENCES

N/A

FORMS / ATTACHMENTS

N/A