

<b>TITLE</b> STAFFING POLICY MANUAL	<b>SECTION</b> 9	<b>DEPARTMENT</b> FIRE-RESCUE
<b>SUBJECT</b> STAFFING UNIT PERSONNEL DUTIES AND HOURS	<b>PAGE</b> 1 of 2	<b>EFFECTIVE DATE</b> October 1, 2025

## 9.0 Purpose

This section establishes the duties and responsibilities of all personnel assigned to the Fire-Rescue Staffing Unit and the normal operating hours of the Staffing Unit.

## 9.1 Normal Operating Hours

- A. The Staffing Unit's normal operating hours are: 0600-1200 hours, 1300-1430 hours, and 1430-1800 hours. During normal operating hours, one member of the Staffing Unit will be assigned to accept telephone calls and provide service to those with staffing issues.
- B. Outside the hours listed in section 9.1 A (above), personnel who have urgent staffing issues may route them to their Battalion Chief (BC), via the chain-of-command. The BC will contact the Battalion One Chief (BC 1) who may contact the Staffing Captain for assistance.
- C. Non-urgent requests may be emailed to the staffing desk at any time and do not require a telephone call.
- D. When staffing needs necessitate a short-term modification to the normal operating hours, BC 1 will consult with the on-duty Deputy Chief of Operations. The on-duty Deputy Chief of Operations will consult with Local 145 representatives before making any agreed-upon changes required to complete Department staffing.

## 9.2 Training Requirements

Personnel working at the Staffing Unit will be provided initial and ongoing training regarding their staffing responsibilities and the use of the Department-approved staffing program.

## 9.3 Staffing Unit Personnel Duties and Responsibilities

Personnel assigned to the Staffing Unit will have varying degrees of involvement in the operations of the Staffing Unit to meet operational needs, depending on their rank.

- A. Captain (Staffing Captain)
  - 1. The Staffing Captain must possess a thorough knowledge of personnel staffing policies and procedures as set forth in the department-approved staffing user manual, this Staffing Policy Manual, and the Operations and Administration Manuals.
  - 2. The Staffing Captain must actively participate in, and supervise all aspects of the daily staffing process.
  - 3. The Staffing Captain must assume responsibility for all Staffing Unit operations, including those delegated to other Staffing Unit personnel.

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4. The Staffing Captain ensures personnel staffing policies and procedures are clearly understood, consistently followed and equitably applied by Staffing Unit personnel.
5. The Staffing Captain must provide ongoing policies and procedures training to Staffing Unit personnel.
6. The Staffing Captain must fairly and impartially distribute Staffing Unit work assignments in accordance with the duties and responsibilities specified in this section.
7. The Staffing Captain must fairly and impartially apply Fire-Rescue Department policies. If an existing policy does not specifically address the issue in question, the Staffing Captain must immediately notify BC 1 for further guidance and clarification. Policies, procedures and work rule exceptions will be elevated to the on-duty Deputy Chief of Operations for approval. The on-duty Deputy Chief of Operations will consult with Local 145 representatives before making any agreed-upon changes required to complete Department staffing.
8. The Staffing Captain must timely transmit all necessary information and coordinate Staffing Unit operations with the Staffing Captains assigned to the other divisions, as well as with BC 1.

**B. Firefighters (Staffing Firefighters)**

1. The Staffing Firefighters must possess a thorough knowledge of personnel staffing policies and procedures as set forth in the department-approved staffing user manual, this Staffing Policy Manual, and the Operations and Administration Manuals.
2. As directed by the Staffing Captain, the Staffing Firefighters must actively participate in all aspects of processing the daily staffing and assist with training of newly assigned personnel.
3. The Staffing Firefighters must consistently, fairly and equitably apply the established policies and procedures to all Staffing Unit operations.
4. The Staffing Firefighters must immediately inform the Staffing Captain of any issues which require immediate action, the interpretation of existing policies, or the development of new policies.
5. The Staffing Firefighters must obtain prior authorization for exceptions to policies, procedures, and work rules from the Staffing Captain.
6. The Staffing Firefighters must timely transmit all necessary information to counterparts assigned to the other divisions.