

TITLE: SCHEDULING	SECTION: LAND AMBULANCE
DATE: January 20, 2005	POLICY NO.: KDSB-LAS-III-05
APPROVED BY: Resolution 2005-08	REVISED: October 20, 2005 March 31, 2007

1. POLICY STATEMENT

Scheduling of land ambulance staff employed by the Kenora District Services Board will be administered in compliance with the requirements of the Collective Agreement, relevant legislation and policies of the KDSB to ensure adequate staffing levels are maintained.

2. PROCEDURE

2.1 Posting of Schedule

- a) The KDSB will endeavour to post the staffing schedule one month in advance of the starting date for the schedule.
- b) The posted schedule may be adjusted from time-to-time to meet staffing requirements.

2.2 Shift Exchange

- a) Requests for change in posted time schedule must be submitted in writing and co-signed by an employee in the same classification willing to exchange days off or shifts or tour of duty.
- b) It is understood that such change in tour of duty initiated by the employee and approved by the Ambulance Service Manager or Coordinator shall not result in overtime payment except in cases where the schedule is changed due to sickness or accident of the employee scheduled to work.
- c) Requests will be detailed on the appropriate form and must be received three (3) days in advance by the Manager, Coordinator or designate. Short-term approval may be granted at the discretion of the Manager/designate for urgent situations.
- d) Approval of request for shift exchange will not deplete the schedule of all available staff and will meet all other operational considerations.
- e) Failure to obtain prior approval for an exchange of shifts may result in disciplinary action.

2.3 Shift Replacement

- a) Shift replacement, with short notice, will be received and processed when possible based upon approval.
- b) The Manager, Coordinator or designate will endeavour to arrange shift coverage for the following changes to the posted schedule if prior approval is obtained:
 - short notice vacation requests
 - short notice stat holiday requests
 - short notice leave of absence requests
 - other necessary short notice changes

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Such approval will not deplete the schedule of all available staff and will meet all other operational considerations in order to provide balanced coverage.

2.4 Upstaffing

- a) The need to provide staff coverage above the approved level is determined by the Ambulance Service Manager, Coordinator or designate based on the ability to provide balanced emergency coverage in the absence of stand-by coverage from another service or extending crew shift.
- b) Upon determining the need to increase ambulance staffing above the approved level, the senior staff member performs calling of off-duty staff to provide additional coverage and document the circumstances accordingly.

2.5 Rest Periods

- a) In accordance with Ontario Regulation 491/06 made under the Employment Standards Act, 2000, employees must be provided a period of 8 consecutive hours free from performing work in each day.
- b) Staff who have not completed the required rest period will not be contacted for additional shifts as outlined below except in the following circumstances:
 - i. "An employee who is on-call and is called in during a period in which the employee would not otherwise be expected to perform work for his or her employer." ESA Sec 18. (2); or
 - ii. "to deal with an emergency." ESA Sec 19.1; or
 - iii. "if something unforeseen occurs, to ensure the continued delivery of essential public services, regardless of who delivers those services." ESA Sec 19.2; or
 - iv. "if something unforeseen occurs, to ensure that continuous processes or seasonal operations are not interrupted." ESA Sec 19.3; or
 - v. "to carry out urgent repair work to the employer's plant or equipment." ESA Sec 19.4

2.6 On-Call Duty

- a) On-call duty will be scheduled and/or offered in such a way as to best complement staffing patterns and the safety of the crews.
- b) On-call may be implemented as part of the regular posted schedule or as a response to an anticipated need based on call volume and available resources.
- c) Staff may exchange designated on-call time with another staff member without prior approval but the change must be documented on an exchange request form.
- d) Unless otherwise indicated, shift exchanges where one of the shifts being exchanged included an attached designated on-call period, will include acceptance of responsibility for the on-call period.
- e) On-call staff must be readily available by tested pager or telephone and keep the CACC posted of his/her whereabouts if not available through the paging system.

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2.7 Contact Sequence for Shift Replacement and Upstaffing

Eligible staff will be contacted in the following sequence for the purpose of shift replacement:

- regular part-time staff, by seniority, up to seventy-five hours per two week pay period
- casual part-time staff, by seniority, up to seventy-five hours per two week pay period
- volunteers up to 24 hours per week
- approved part-time and casual staff from other work locations
- full-time staff, by seniority, from the work location
- regular part-time staff, by seniority, who have worked or are scheduled to work, in excess of seventy-five (80) hours during the defined pay period
- casual part-time staff, by seniority, who have worked or are scheduled to work, in excess of seventy-five (80) hours during the defined pay period
- staff, in order of seniority, at the next closest work location

2.8 Sick Time

- a) When necessary, staff that are not able to work due to illness will advise the Manager, Coordinator or designate at the earliest opportunity so that replacement coverage can be arranged.
- b) The sequence for contacting staff to provide replacement coverage will be as outlined in 2.7.
- c) All reported sick time will be documented and dealt with in such a manner as to support the staff member and limit cost to the service.
- d) An employee may be required to produce a certificate from a duly qualified practitioner for any illness and at the discretion of the KDSB provided that such discretion is exercised in a reasonable manner. The certificate must state that the employee is unable to carry out his/her regular duties due to illness.
- e) Periodic reviews of sick time will be made by the Manager or Coordinator. Individuals deemed to have excessive sick time incidences will be interviewed to determine their long-term health needs and/or concerns.