

*Title:* Shift Work

*Date issued / last revision:* July 15, 2004

*Date effective:* Immediately

## Shift Work

*Statement:*

Our company provides 8, 16, and 24-hour shifts that allows for adequate staffing of our 911 coverage areas, as well as interfacility routes for transfers. We offer these types of shifts as a great benefit to diverse people and their lifestyles who prefer to complete their full time hours within a minimum of scheduled days on duty.

It has long been established that personnel can only tolerate an operational period of about 24-hours in length before they become too fatigued to properly function. It is very unusual for an ambulance crew at CMT to actually be on a call for their entire duty shift. In fact CMT's call volume is typically low enough to allow for significant rest time for 24-hour duty crews and even for 16-hour duty crews. As long as this remains the case, we will continue to offer the benefit of 24-hour shifts to those that require or prefer them.

*Purpose:*

To establish guidelines for ambulance crews to follow to limit fatigue and procedure to follow when crews are too fatigued to properly complete assigned or potential work tasks.

*Scope:*

This policy applies to all field personnel.

*Policy:*

1. It is the policy of Cooperstown Medical Transport that all crews shall be well rested and alert throughout the duration of their assigned shifts. To that end, the following procedures shall be adhered to:
  - a. Crews are expected to arrive on duty well rested and prepared to work the entire shift that they are assigned.
    - i. Although other employment or off duty activities are not regulated, they are not an acceptable excuse for either tardiness or inability to function for the duration of your shift.
  - b. Crews are encouraged to take advantage of the time they are posted to rest when not actually assigned to a task.
  - c. If a crew or crewmember is too fatigued to remain on duty (including immediate return from distant transfer locations), then dispatch must be contacted immediately. The dispatcher will contact a supervisor who will interview the crew or crewmember to determine an appropriate course of action. Actions may include but are not limited to: replacing the crew for the remainder of the shift, replacing one crewmember or allowing a limited off duty rest period with immediate return to duty. In most cases the crew or crewmember will be immediately removed from the duty roster and be docked pay for the time period that they are out of service.

- d. Each occurrence will be reviewed to determine any contributing factors or behavioral patterns involved. If any contributing factors or behavioral patterns are identified they will be addressed with policy change or schedule adjustments.
- e. Upon the completion of their appointed shifts, any off duty crewmembers who feel fatigued are encouraged to remain in quarters until such time that they feel refreshed and able to travel.
- f. All crewmembers are expected to accept and complete duties assigned to them up to the end of their scheduled shift:
  - i. In accordance with the Policy and Procedure *Ambulance Posting Guidelines*, when assigned a run prior to the end of one's shift which will run a crew past their scheduled end of shift:
    - A. A crew will be required to take the assigned run if the total time of the transport exceeds no more than 4 hours past the end of a 16 hour shift, or if fatigue is an issue.
      - I. Exemptions from this clause include, but are not limited to doctor's appointments and other commitments cleared and given a supervisor's approval.
    - B. If a run is assigned and it is not feasible for a CMT crewmember's end of shift or physical health, this member will be told to end their shift at that time, and a replacement will be sought to complete the run as well as the shift.
    - C. Any questions concerning calls, as they arise, should be directed to the on-call supervisor.
- g. After the completion of all tasks assigned during their shift, a crewmember will not be expected to perform additional assignments (i.e.: after completing a call which has already required you to work past your assigned shift you will not be expected to handle another call).
  - i. A crew or crewmember that has completed their assigned shift and desires to remain on duty may do so. Note that this option is not available to 24-hour crews unless the crew or crewmember can document on an incident report that they received a minimum of 6 hours "down time" during the previous 24 hours and feel well rested. Supervisor approval is also necessary.
- h. Refer to *Attendance* policy.