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GLENDALE FIRE DEPARTMENT

STAFFING POLICY

I PURPOSE

The purpose of this policy is to provide a method that insures adequate staffing levels while providing personnel the ability to schedule days off from work.

II RESPONSIBILITY

- A. Fire Management is responsible for determining the staffing levels for each shift.
- B. It shall be the responsibility of the Operations Battalion Chiefs to staff the shift utilizing these procedures on a daily basis.
- C. It shall be the responsibility of all department employees covered by this policy to be familiar with, and adhere to, this policy.
- D. It is always the responsibility of the employee requesting leave or time off to report or enter the exception into the TeleStaff computer program according to the procedures set forth in this policy.

III DEFINITIONS

- A. Administrative Overtime: Non-operations overtime including, but not limited to, hazmat training, arson training, background investigations, etc.
- B. Dual Exception: More than one exception to the daily shift roster per employee per 24-hour shift.
- C. Exception: A change to the daily shift roster.
- D. Full Shift: For purposes of selecting coverage, a full shift is defined as 20 hours or greater and coverage is selected from the Full Shift Pick List.
- E. Full Shift Pick List: A list of the names of employees voluntarily available for full shift backfill coverage.
- F. Holiday: For purposes of selecting coverage, holidays are Valentines Day, Mothers Day, Memorial Day, Fathers Day, Labor Day, Halloween and the day after Thanksgiving. The employee requesting leave shall provide his or her own coverage. Hiring for holidays is conducted at 1600 the night before the holiday.
- G. Mandatory Hire Pick List: A perpetual list of all eligible Captains, Engineers, Firefighter/Paramedics, and Firefighters (excluding probationary firefighters who have not yet completed six months of employment), separated alphabetically by rank, and ranked by total number of mandatory hours worked. Any 40-hour employee who makes himself/herself available for

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voluntary backfill coverage shall be eligible for mandatory hiring. Fire Management may mandatory hire for a partial shift.

- H. Paid Leave - Accumulated vacation leave (VL) or compensatory time (CT).
- I. Partial Shift: For purposes of selecting coverage, a partial shift is less than 20 hours, and the employee requesting leave provides coverage.
- J. Partial Shift Pick List: A voluntary overtime list indicating the names of employees who have made themselves available for partial shift backfill coverage.
- K. Protection: Employees can protect themselves from mandatory hire on normal days off immediately preceding or following vacation days. Employees must notify the Staff Assistant's office to request the protection. Once protection is requested it cannot be removed except for emergency recall.
- L. Rank-For-Rank: Captain for Captain, Engineer for Engineer, and Firefighter for Firefighter.
- M. Specialty-For-Specialty: Paramedic for Paramedic, HazMat Specialist for HazMat Specialist, Staff Assistant for Staff Assistant, and other specialties as indicated.
- N. Special Holidays: For purposes of selecting coverage, special holidays are New Years Eve, New Years Day, Easter Sunday, July 4th, Thanksgiving, Christmas Eve, and Christmas Day. Hiring for predictable vacancies on Special Holidays is conducted on the 5th of the month. An employee requesting leave shall provide his or her own coverage after hiring for predictable vacancies has occurred on the 5th of the month.
- O. TeleStaff: The proprietary name of the telephone and computer based staffing system utilized by the Glendale Fire Department. All overtime hours worked in the Glendale Fire Department are entered and tracked in this system.
- P. Trade Off (TO): An employee scheduled to work is off due to a trade of time with another employee.
- Q. Trade Worked (TW): An employee not scheduled to work is working in place of an employee who is off on Trade Off.

IV PROCEDURES

- A. Paid Leave
 - 1. All paid leave hours will be available for use at any time throughout the year within the following guidelines:

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- a. Paid leave may be taken using a minimum of 2 hours, and in one-half hour increments, subject to the provisions of this policy. (i.e. 2.5 hours, 5.5 hours etc.). Exception: film and administrative details see section VII.
 - b. An employee can arrange paid leave with another employee of the same rank and specialty (if applicable). Arranged paid leave is necessary for partial shifts and for paid leave taken on holidays and special holidays. Paid leave coverage becomes part of the employee's normal work schedule at the time the exception is accepted into TeleStaff.
 - c. When the paid leave selection is made prior to 1600 hours of the day preceding the shift desired to be off, the paid leave selection will be granted so long as it complies with other requirements of this policy.
 - d. An employee may use a maximum of 144 hours of Comp Leave in a calendar year unless all other appropriate leaves are exhausted, and a Battalion Chief authorizes it.
 - e. An employee assigned to a 40-hour position may use a maximum of 80 hours of Comp Leave during the duration of the assignment, unless otherwise authorized by a Battalion Chief.
 - f. A limit of 75% of each rank may be off duty using paid leave on any one shift.
- B. Vacation Carryover
- 1. All vacation hours not used in the year earned will automatically be carried over into the next calendar year up to a maximum of three times an employee's annual accrual rate.
 - 2. Vacation hours that are carried over to the next year will have the same guidelines for use as in the operating year.
- C. Sick Leave
- 1. Employees reporting sick shall enter the sick leave exception as early as possible, but never later than one and one-half hours prior to the commencement of their scheduled work shift.
 - a. If reporting in sick after 1600 hours the day before they are to be off, the employee must call the Staff Assistant (SA) office.
 - b. Employees reporting sick on a special holiday or holiday must call the Staff Assistant office in order to complete the exception.

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V PAID LEAVE STAFFING COVERAGE

A. Paid Leave Requests

1. Employees may enter exceptions via telephone or computer at anytime up until 1600 hours the day before the exception is to occur.
 - a. Employees requesting 20 hours or more of paid leave shall enter their leave request. Coverage for these shifts will be made from the Full Shift Pick List. Under normal circumstances, leave is guaranteed and the mandatory hiring mode will be utilized if necessary.
 - b. Employees requesting 19.5 hours of paid leave or less shall submit their exception along with rank-for-rank coverage that they shall obtain themselves. The employee agreeing to work rank for rank will be assigned the backfill overtime and the hours to be worked shall be entered into the appropriate total hours worked file. Paramedics must provide like specialty coverage when they are working on a rescue ambulance or E23 or E28.
 - c. The following procedure shall apply to HazMat Specialists assigned to a HazMat position:

HazMat Specialist's may use arranged paid leave (i.e. partial overtime, holidays, special holidays) without like specialty coverage as long as there are other HazMat Specialists available on the shift to rotate into the HazMat position. In the rare event that there are no on-duty HazMat Specialists to cover the opening, the Battalion Chief may deny the request.
 - d. Full shift dual exceptions will be allowed in the following configuration:

Full shift trade/trade in any combination of hours.
(Example: Stavros 24 TO, Apollo 10 TW, Jones 14 TW)
 - e. If an employee is scheduled to work paid leave, and the employee providing that relief is unable to work (IOD etc.), the department will staff the vacancy using normal staffing procedures and the exception stands as originally entered.

VI VOLUNTARY PICK LISTS AND AVAILABILITY

- A. Employees may make themselves available to work voluntary backfill coverage by adding their name to the full and/or partial pick lists at any time up until 1600 hours the day before the day they intend to be available. An

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employee may delete his or her name from the voluntary pick lists between 1600 hours and 0600 hours by calling the Staff Assistant.

1. Employees on the voluntary pick lists are obligated to work when notified up until 0730 hours. They must be available by direct telephone contact between 0600 and 0730 on the day for which they made themselves available. After 0730 hours employees are not obligated to work voluntary backfill coverage but will be offered overtime that becomes available after 0730, prior to initiating mandatory hiring.
 2. If an employee on the voluntary pick list is called after 1600 hours and declines to work, or does not acknowledge hiring prior to 0600 the day of the overtime, that employee will be replaced by the next person on the pick list. If an employee does not immediately acknowledge notification when called between 0600 and 0730 hours the employee will be replaced by the next person on the pick list. The first employee to acknowledge will receive the overtime. Employee(s) who do not acknowledge will nevertheless have the hours that would have been worked recorded in the appropriate Total Hours Worked file.
 3. Paramedic Fire Captains and Paramedic Fire Engineers may work overtime on rescue ambulances, IF there is a staffing emergency determined by the Battalion Chief
- B. Employees who are assigned an overtime, and subsequently do not work all or part of the overtime for any reason, will nevertheless have the hours that would have been worked recorded in the appropriate Total Hours Worked file. If there are extreme, extenuating circumstances for the employee not being able to work the assigned overtime, the Battalion Chief may, at his/her discretion, waive the recording of the hours in the appropriate Total Hours Worked file.
- C. Employees who are assigned a voluntary overtime, and cannot work part of the overtime for any reason, need approval from the on duty BC to modify the hours worked. If approved by the BC, the employee on overtime will nevertheless have the hours that would have been worked recorded in the appropriate Total Hours Worked file, and if another employee provides coverage for the time that cannot be worked, that employee will be compensated for the hours worked and have those hours added to the appropriate Total Hours Worked file. (This does not apply to "normal early relief" in the morning.)
- D. Employees who wish to sign up for potential water tender deployment must be on duty in the suppression section in order to be eligible. Sign up for the water tender is conducted by notifying the Staff Assistant by 0730 on the day

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you are signing up for. The official hiring list will be kept in TeleStaff and may not be reflected on the Daily Activities Operational. Hours for the water tender are assigned to the applicable full and partial total hours worked files. NOTE: Only one Fire Captain can be assigned to the water tender at a time.

- E. 40-hour employees can flex hours for both personal (with supervisor approval), or department (with approval of the employee) need. The employee's "normal day off" is the only day he/she is eligible for volunteer overtime. Example: if an employee is normally off on Mondays, but the department, or his/her personal need, has him/her working on Monday and taking Friday off, he/she is not eligible to volunteer for overtime on Friday.

VII FILM AND ADMINISTRATIVE DETAILS

- A. The Fire Prevention Section shall notify the Operations Battalion Chief's office of all film and administrative details for entering into Telestaff for overtime scheduling.
- B. Film details require a Film and Safety Officer certificate (F.S.O.). For any member to work as a F.S.O. he/she must have a F.S.O. certificate on file in the Fire Department Training Office. For the purpose of clarification, an F.S.O. is any safety employee that holds the certification – regardless of his or her rank. The F.S.O. picklist is completely separate from any of the other picklists, which includes a separate Mandatory list.
 - 1. Employees available for film details will be ranked and assigned to backfill positions in order of least F.S.O. total hours.
 - 2. All film details are filled from the Film Detail Sign Up List. If there are multiple film details to be filled, the employee with the lowest number of hours on the F.S.O. picklist will be offered the film detail he/she wants first, and so on down the list.
 - 3. An employee that is assigned a voluntary film detail that begins prior to the end of his work shift must use paid leave to leave the shift early to work the film detail and that paid leave must begin at least one-half hour prior to the scheduled start of the film detail. If the employee is unable to secure relief within 1 hour of notification of the overtime, the film detail will be assigned to the next employee on the F.S.O picklist. For purposes of early relief for film details only, paid leave may be taken using a minimum of one-half hour, and in one-half hour increments.
 - 4. An employee on the voluntary film detail pick list who declines to work, does not acknowledge hiring notification, or is otherwise unavailable to work the assigned film detail, will nevertheless have the hours that would have been worked recorded in the appropriate Film Detail Total Hours Worked File.

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5. Employees who are not notified that a film detail has been canceled, and report to film detail duty as assigned, will be paid 4 hours at the film detail rate. An employee is considered notified if a message is left on his/her primary phone number in Telestaff two hours prior to the scheduled Film Detail start.
 6. Employees who are on light duty are ineligible for film details.
- C. Administrative details
1. Employees available for administrative details will be ranked and assigned to backfill positions in order of least partial picklist total hours.
 2. If an administrative detail exceeds 8 hours, those hours will be entered into the employees full shift total hours file.
 3. If overtime requires specialized training, the applicable Fire Division Section shall notify the Operations Battalion Chief of the need to assign a specific employee to the detail, and the number of hours worked to be recorded into the appropriate Total Hours Worked File.
 4. All administrative overtime (i.e. PIO, Arson, Training, EMC, etc.) hours will be entered into TeleStaff.
 5. An employee who is scheduled for administrative overtime (training, meetings, etc.) may sign up for a full shift overtime, but attendance at the administrative event will depend on daily staffing, and may be denied by the Battalion Chief.
- D. Overtime for administrative or film details that end prior to 1930 must be called in to the SA by 1930. If the detail extends beyond 1930, those hours must be called into the SA by the end of the shift, 0730. Employees who fail to call in their hours by the aforementioned times, will have 12 hours added to their full shift pick list

VIII VOLUNTARY BACKFILL HIRING AND TOTAL HOURS WORKED FILES

- A. The Department will provide leave backfill coverage as follows:
1. Employees available for a full shift from the full shift pick list will be ranked and assigned to backfill positions in order of lowest number of total hours. See Section VIII-B-3 for tiebreaker procedures.
 2. Employees available for a partial shift for non-paid leave (such as jury duty, injured on duty (IOD), special assignments) from the partial shift pick list will be ranked and assigned to backfill positions in order of least total hours.

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3. If an employee is signed up all (SUA), full shift overtime will be hired first and partial shift overtime will be hired last.
 4. When an overtime is assigned, that overtime becomes part of the employees normal work schedule. If an employee is assigned a volunteer or mandatory partial overtime shift, and a full shift overtime later becomes available, the full shift overtime will be assigned to the next person on the list
 5. An employee who accepts an overtime from another employee on a special holiday shall not have the hours added to his Total Hours Worked File until the day the overtime is worked.
 6. When all volunteers have been utilized and vacancies still exist, the Operations Battalion Chief shall initiate mandatory hiring. See Section IX.
- B. Hours worked will be recorded and totaled in one of two locations: The Full Shift Total Hours file or the Partial Shift Total Hours file.
1. When an employee works a backfill or emergency recall shift of more than 8 hours, those hours are added to the individual's total hours in the Full Shift Total Hours file. An employee working a dual exception will have each exception treated separately for the purpose of assignment of those hours to the applicable total hours worked file.
 2. When an employee works a backfill or emergency recall shift of 8 hours or less, those hours are added to the individual's total hours in the Partial Shift Total Hours file.
 3. Both files will be reset to zero (0) hours on January 1 of each year. At that time, and throughout the year, the files will be sorted by rank, in the following order:
 - a. Least total hours
 - b. Last overtime day worked
 - c. By seniority, date of hire
 4. When new employees are added to the Full Shift Total Hours File they will be assigned the average number of hours of all firefighters, PLUS 24 additional hours.
 5. When new employees are added to the Partial Shift Total Hours File they will be assigned the average number of partial hours of all firefighters, plus 10 additional hours.
 6. When employees change rank, they will carry their hours over in both Total Hours Worked Files, from their previous rank.

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7. If an employee is working administrative overtime (i.e. background investigations, training, etc.) it is their responsibility to call the Staff Assistant and report the number of hours worked at the conclusion of their work period.
8. When employees need to be added to the voluntary Film Detail Hours File they will be assigned the average number of hours of all film detail certified employees, plus 10 additional hours. The last day worked shall be the date on their certificate.
9. When employees need to be added to the mandatory Film Detail Hours File they will be assigned zero hours, and placed on the list by seniority.
10. Members must call the Staff Assistant's office no later than **1600** hours, on the same day of an overtime assignment, if they want any portion of that overtime to be paid as Compensatory Time (CTT). If the request for compensation with CTT is not called in by 1600 hours, all the hours worked for that overtime will be paid at a regular time and one-half rate (OTT).

IX MANDATORY BACKFILL HIRING

- A. When all volunteers have been utilized and vacancies still exist, the Battalion Chief shall initiate mandatory hiring.
- B. Once the Battalion Chief has determined that mandatory hiring is necessary, he/she will initiate the mandatory hiring mode.
- C. Selection priority for mandatory hiring will be as follows:
 1. The platoon on duty first until employees have worked up to 72 hours.
 2. The second priority will fall to off duty employees until they have worked up to 72 hours. Mandatory hiring of off duty employees will end at approximately 2100 hours on the day before the vacancy.
 3. The third priority will fall to the on duty platoon until employees have worked up to 96 hours by their order on the mandatory list.
 4. The forth priority will fall to the on duty platoon until employees have worked up to 120 hours by their order on the mandatory list.
- D. Long-term vacancies expected to require mandatory backfill hiring over special holidays as defined in Section IX, will be filled by mandatory hiring and notification made by the 5th day of the month in which the holiday occurs (i.e. November 5, December 5.). Expected vacancies for July 4 will be mandatory hired on June 5. Selection priority for mandatory hiring for long-term vacancies will fall to the shift on 4 days off. No employee shall be assigned to work a 48-hour shift over Christmas Eve and Christmas day, other than voluntary, except on emergency recall.

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- E. If an employee is mandatory-hired for a partial shift, that employee is guaranteed 6 hours pay at time and one-half. If an employee is mandatory-hired for a full shift, that employee is guaranteed 4 hours pay at time and one-half.
- F. Employees on a 40-hour schedule who work any voluntary overtime in the operations section, are eligible for mandatory hire on their off days. They must call the SA and make themselves available for mandatory hire because Telestaff does not know that they are eligible for mandatory hire.
- G. If an employee is signed up for a full shift (SF) and does not get hired off the voluntary list, and there is an opening for a partial shift that will require mandatory hiring, each employee on the voluntary full picklist must be placed in the proper place on the partial mandatory list.
- H. If an employee is signed up for a partial shift (SP) and does not get hired off the voluntary list, and there is an opening for a full shift that will require mandatory hiring, each employee on the voluntary partial picklist must be placed in the proper place on the full mandatory list.
- I. An employee who is mandatory-hired must report for duty as indicated or provide an alternate rank-for-rank, specialty-for-specialty employee to replace him/her. If a replacement is provided, only the replacement will be recorded as having worked the mandatory hours. In addition, the replacement's hours are added to the appropriate voluntary total hours worked file. There is no double jeopardy for mandatory hiring for the same shift.
- J. If the employee who is notified for mandatory hiring cannot be reached or does not acknowledge the notification, the employee shall retain the same ranking on the mandatory pick list. The next employee in order shall then be mandatory hired. Employees can only protect themselves from mandatory hire by using a full vacation leave, and calling the Staff Assistant for protection of days adjacent to that leave. Partial vacation shifts, trades, or comp leave do not protect an employee from mandatory hire. Example: an employee who is off on a partial comp leave from 1500-0730 shall retain his place on the mandatory pick list for the following day even though TeleStaff will show them as unavailable because they are not on duty at 1600.
- K. The Battalion Chief may, at his discretion, initiate a "stand by notice" to the fire stations to prepare employees of possible mandatory hiring for the next morning.
- L. Availability
 - 1. Employees shall not be mandatory hired to work periods that exceed 120 hours.

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2. Continuous work hours (voluntary or otherwise) shall not exceed 120 hours (five full shifts). An employee must have 12 hours off after a 120-hour continuous segment. Exceptions to this rule may be made at the discretion of the Battalion Chief, or if emergency activities require extended schedules.
3. Employees cannot be mandatory hired for their own shift that they are off on vacation, compensatory time, sick leave, personal leave, IOD, trade, or bereavement leave.
4. Full traded shifts or compensatory time off contiguous to vacation days shall be considered vacation days for the purpose of this section. Normal days off immediately preceding or following vacation days (including trades) will also be exempted from mandatory hire if the employee calls the Staff Assistant for protection of those days adjacent to that vacation leave.
5. Probationary firefighters are not eligible to work shift trades or backfill, including mandatory-hire, until successful completion of the six-month probationary exam and performance evaluation. They are, however, eligible for emergency recall.
6. Except in unusual or emergency circumstances, movement of employees to evenly distribute daily paramedic staffing levels will only apply to off-shift employees (employees working overtime or trades). In the event there are no vacancies in daily paramedic positions, every effort will be made to place off-shift paramedic employees on engine companies that do not have at least one paramedic.

M. Maintenance of Mandatory Hire Pick List

1. For purposes of this section, FF and FF/PM are considered separate ranks.
2. A perpetual mandatory list shall be maintained in the following manner:
 - a. When new employees are added to the list they will be assigned 72 fewer mandatory hours than the average of all firefighters on the shift they will be assigned.
 - b. When employees change rank, they will be assigned 24 hours fewer than average number of mandatory hours of the employees in the new rank on the shift they will be assigned.
 - c. When employees return to a 56-hour schedule from a 40-hour schedule, or are off of work or out of a specialty assignment for 3 months or more due to IOD, paramedic school, sick leave, or other department approved detail, and if their mandatory hours are less than the average number of mandatory hours of the employee's on

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their shift in their rank, they will be assigned 24 hours fewer than the average number of mandatory hours of the employees in their rank on the shift they will be assigned. This provision may be extended to other employees, or for other situations at the mutual agreement of the GFFA and Fire Management.

Example: When a FF returns from PM school, and if his/her hours are less than the average number of mandatory hours of the FF's on his/her shift, he/she will be assigned 24 hours fewer than the average number of mandatory hours of the FF's on his/her shift. When the FF is assigned his/her P-number, he/she will be assigned 24 hours fewer than the average number of mandatory hours of the FF/PM's on the shift he/she is assigned.

X SPECIAL HOLIDAYS

- A. Special holidays will be staffed for predictable vacancies such as IOD, STD, LTD, paramedic training school, etc. and notifications made by the 5th day of the month in which the holiday occurs (i.e. November 5, December 5). Expected vacancies for July 4 will be hired on June 5.
 - 1. Backfill for such vacancies will first be filled from the voluntary pick lists.
 - 2. If insufficient volunteers are available from the voluntary pick lists, mandatory hiring will fill vacancies. Selection priority for mandatory hiring for predictable vacancies on special holidays will fall to the shift on 4 days off.

- B. Employees requesting paid leave on special holidays must provide their own coverage, including full shifts.
 - 1. Coverage must be rank-for-rank, specialty-for-specialty.
 - 2. Such exceptions and coverage shall be submitted to the Staff Assistant and will be entered into TeleStaff by the Staff Assistant. Such exceptions may be submitted only after the Staff Assistant has issued notification that long-term vacancies have been covered for the upcoming special holiday. This will normally occur by the 5th of the month in which the special holiday occurs.
 - 3. Selection priority for mandatory hiring for unplanned vacancies on special holidays will fall to the shift on 4 days off.

- C. Any Employee who is assigned to the shift whose four-day includes Christmas Eve and Christmas Day, who requests paid leave during the period of December 20-January 2, must use a minimum of 2 paid leave shifts. Additionally, after the request has been made, it cannot be removed. If the employee requests to be protected from mandatory hire during that period, the paid leave must be vacation leave, and the employee must be

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protected for all of the days contiguous to those vacation leave shifts. The employee must call the Staff Assistant for manual input into Telestaff.

XI SHIFT TRADES

A. Shift trades are permitted with the following parameters.

1. Full shift and partial shift trades are permitted between employees of equal rank. Paramedics may only trade with other paramedics when they are working on a rescue ambulance or E23 or E28.
2. HazMat Specialist's assigned to a HazMat position may make trades without like specialty coverage as long as there are other HazMat Specialist's available on the shift to rotate into the HazMat position. When a HazMat Specialist assigned to a HazMat position is off on a trade without like specialty coverage, the HazMat Specialist temporarily rotated into the HazMat position is subjected to the same rules. In the rare event that there are no on duty HazMat Specialist's to cover the opening, the Battalion Chief may deny the request.
3. Shift trades shall be entered into TeleStaff prior to 1600 hours the day before the exception is to occur. The employee must check the status of his/her exception via TeleStaff later that evening.
4. If a trade has been made between two employees and one employee is unable to work (IOD, etc.), the trade stands as originally entered. The department will staff the vacancy using normal staffing procedures.
5. Full shift trade/trade in any combination of hours, within the parameters established in V-A-1-d above. (Example: Stavros 24 TO Apollo 10 TW, Jones 14 TW)
6. No employee shall have greater than 240 total hours of outstanding trade time at any time. All trade hours must be reconciled (i.e. paid back) within 365 days of the date on which the trade hours were originated.
7. An employee may trade time of 2 hours or less without entering the exception into TeleStaff. Reconciliation of these hours is the responsibility of the individual employees involved.
8. Employees working a TW are ineligible for overtime pay for those hours. Example: you cannot use paid leave to take off a TW, and then sign up for overtime.
9. The use of CT on a TW is prohibited unless all other appropriate leaves have been exhausted, and a Battalion Chief authorizes it.
10. Upon promotion, an employee with outstanding TO or TW's shall be notified for reconciliation of these hours with his Battalion Chief.

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- B. Employees who fail to reconcile trade hours within 365 days will reconcile the outstanding trade hours within 14 calendar days and may be subject to progressive disciplinary procedures.

XII DAYLIGHT SAVINGS TIME – OVERTIME

- A. Employees who are working at the time that “Daylight Savings” time change occurs (either Spring or Fall) shall be compensated for a full shift, twenty four (24) hours, regardless whether the clock time is advanced or set back.
- B. Employees working a partial shift will be compensated for total hours worked.

XIII TELESTAFF MANAGEMENT INFORMATION

- A. Individual employees will have the responsibility and ability, within the TeleStaff program, to display and edit specific fields pertaining to personal information:
 - 1. System password
 - 2. Primary and secondary phone numbers
 - 3. Primary and secondary address
 - 4. Spouse
 - 5. Cellular phone number
 - 6. Pager number
- B. Individual employees shall be solely responsible for maintaining accurate and current personal information for each of the fields listed above.
 - 1. Inability to contact an employee because of incorrect information, specifically primary and secondary phone numbers, shall be the responsibility of the employee. If incorrect information results in an employee being unavailable between 0600 and 0730 when an attempt is made to contact him/her for backfill, that employee shall be charged the backfill hours as indicated in VI-A-2.

XIV STAFF ASSISTANT VOICE MAILBOX BACKUP

- A. The Staff Assistant voice mailbox will be used as outlined elsewhere in this policy. It shall also be used in the event a member experiences a technical difficulty resulting in an inability to access TeleStaff.