

Iowa County, Iowa
Policy Manual

Title: Scheduling Full Time	Reference #: AMB 1013
Section: Departmental	Date Effective/Revised: 4/1/25
Department (s): Ambulance	Approved By: EMS Director

Policy

1. Regular full time non-exempt employees will work four 12 hour or two 24 hour shifts per week or a total of 48 hours per week.
2. The Director will determine the work schedule.
3. Shifts will begin/end at 0600 and/or 1800.
4. Employees wishing to change their assigned shift may make a request in writing to the Director. However, there is no guarantee that the Director will approve the request.
5. Employees on a set schedule shall submit at least two additional shifts per week outside their set schedule that they are available to work. This shall be done in the scheduling software program and submitted by 0800 on the 15th of each month.
6. Employees on a float schedule may ask for two 12 hour shifts off per month excluding weekends (1800 hours Friday to 0600 hours Monday), holidays, and when other employees have scheduled vacation. This shall be done in the scheduling software program and submitted by 0800 on the 15th of each month.

Vacation Requests

1. Requests for vacation time must be submitted by the 10th of the month in the month preceding the vacation. Example: a request for time off in July must be submitted by June 10th.
2. All vacation requests must have prior approval.
3. Multiple requests for the same time off will be reviewed and approved by the order in which they were received. Considerations for approval will be any current staff shortages, special events, and the availability of part time staff.
4. Vacation will not be allowed on a holiday an employee is scheduled to work.
5. Vacation may be limited to one person per shift and two persons per week. If two employees request the same vacation time, only the first request may be approved prior to scheduling day on the 15th of the month.
6. Vacation requests will not be approved more than one year in advance of the vacation.
7. If a full time position is vacant, only one person may be allowed vacation.

Holidays

1. Employees working a 24 on 48 off rotation are expected to work the holidays that fall on their assigned shift.
2. Employees working a float schedule will rotate holidays.
3. Paid holidays are listed below and are paid from 0600 the day of the holiday to 0600 the following day.
4. The number of holidays each employee will work will be determined by the availability of part time staff.
5. Holidays will be recognized on the day of the holiday because the department operates 24/7.

Paid Holidays:

New Year's Day
Martin Luther King Jr.'s Birthday
President's Day
Floating Holiday
Memorial Day
Juneteenth
Independence Day

Labor Day
Veteran's Day
Thanksgiving
Day after Thanksgiving
Christmas Eve
Christmas Day

Personal Days

Requests to use a personal day should be made in the same manner as vacation requests.

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Mandated Shifts

In the event of a staffing shortage, illness, or disaster the Director, Assistant Director, or Field Supervisor may require staff to work involuntary extra time, stay late, or come in early for a shift.

1. All voluntary options will be exhausted first.
2. At the beginning of each calendar year a mandate list in order of least seniority will be published.
3. Mandated shifts will begin with the least seniority on the scheduled shift being required to stay extra or come in early.
4. A record will be kept of those mandated. Once mandated, the employee will move to the bottom of the mandate list. The mandate list will start over at the beginning of each calendar year in order of least seniority.
5. Any voluntary shift picked up with less than 24 hours' notice will be considered a mandate and the employee volunteering will move to the bottom of the mandate list.
6. Employees will not be mandated on approved vacation shifts.
7. Mandated shifts will be limited to 12 hours or less.
8. An employee may refuse a mandated shift one time per calendar year without consequence. Additional mandate refusals will be disciplined under the following policy:

1st Refusal: Free, No Consequence

2nd Refusal: Verbal Warning

3rd Refusal: Written Warning

4th Refusal: Additional disciplinary action including suspension and/or termination.

All disciplinary actions for refusing to work a mandated shift will start over at the beginning of each calendar year. Each employee will start with zero refusals at the beginning of each calendar year.