



ORLEANS PARISH COMMUNICATION DISTRICT / 9-1-1

STANDARD OPERATING PROCEDURE NUMBER: 3.1.1

SUBJECT: EMERGENCY STAFFING

DATE ISSUED/REVISED: Friday, February 8th, 2019

RELATIVE REFERENCE(S):

ACCREDITATION STANDARD(S): CALEA 7.1.2

APPROVED BY

Executive Director, OPCD

DATE 02/08/2019

POLICY: OPCD will ensure that the public safety needs are met by increasing staffing during planned and unplanned emergencies/events. Most OPCD employees are classified as essential personnel and must report to work under any and all conditions when ordered to.

PURPOSE: The intent of this procedure is to outline the mechanisms OPCD may use to ensure the appropriate staffing is available to meet the public safety needs of the City of New Orleans.

GUIDELINES:

- I. Outside of the daily operations of OPCD, it may become necessary to increase the amount of staffing in the center to meet the public safety needs of the City of New Orleans.
- II. The OPCD Executive Director/Director of Operations or their designee is authorized to execute any of the mechanisms below to increase staffing.
- III. Whenever possible, OPCD will attempt to give employees as much notice as possible when it can be anticipated that staffing levels will need to be increased. Understand that during unplanned emergencies, prior notice may not be possible.
- IV. OPCD will utilize the “EverBridge” alerting system to advise the OPCD staff of changes in operational/staffing status.

MECHANISMS

Hold Over

In the event that the incoming shift does not have sufficient staffing resources available to meet the public safety needs, a “hold over” may be ordered for a select few, or all personnel on the squad scheduled to leave. A “hold over” that exceeds four (4) hours must be requested by an Operations Manager and approved by the Director of Operations.

“Standby” Status

In the event the agency can anticipate an increased need for staffing, the Director of Operations may place all OPCD staff in “Standby” status. Once the standby status is ordered, all annual leave requested received after that point will be revoked. Any request for sick leave must be supported with documentation, no matter the duration.

Level 2 Staffing

By order of the Executive Director/Director of Operations, the agency may go to “Level 2” staffing. In most cases, the start time will either be at 0700 or 1900 which is the beginning of a shift. Upon hiring, all OPCD Operational personnel are assigned to a “Level 2” staffing squad (either Even or Odd”. In summary, half of the squad that is scheduled off will be ordered to come into work. If the date (numerical value) falls on an even number, then the “Even” squad will work, and vice versa.

Example: Level 2 staffing has been ordered to begin on February 24th starting a 0700. Squad B is already working so the team assigned to Squad A Days Even will be ordered into work.

Emergency Status

By order of the Executive Director, the agency may go into “Emergency” status. In this case, ALL essential personnel must report for duty. Staff should expect to be on-site for several days.

Example: Act of Terror, Natural Disaster that significantly threatens the public’s safety and infrastructure.

Overtime

In compliance with SOP 3.1.4, a reasonable amount of overtime may be offered/ordered to personnel to meet the current needs of the agency.

Leave Cancellation

In extreme cases and at the order of the Executive Director/Director of Operations, pre-approved vacation leave may be cancelled.