

Spartanburg Public Safety Department

Fire Division

Standard Operating Procedure	No. 100.11
Recalling Off-Duty Personnel	Page 1 of 3
Supersedes:	Effective: 09/23/2009

I. PURPOSE

This policy gives guidance in the event that off-duty personnel need to be recalled to work in emergency situations, inclement weather, pandemic sickness, or other non-emergency situations.

II. BACKGROUND

Occasionally emergency situations develop where the number of on-duty personnel is overwhelmed or insufficient. When this situation occurs, additional off-duty personnel may need to be recalled to supplement the on-duty personnel. In addition to emergency situations, the development of inclement weather, pandemic sickness, or other non-emergency situations may dictate the need of off-duty personnel to be recalled.

III. TERMS AND DEFINITIONS

Off-Duty Personnel – all personnel that are on their regular days off between shifts.

Recall or Call-Back – The notification made to personnel of the need for them to report back to work.

Recall Coordinator – The first person arriving at Station 1 from the recall. This person should post themselves in the administrative office and is responsible for documenting what recalled persons are at what station on a routine basis. The Recall Coordinator will speak to Communications or the Incident Commander to coordinate additional staffing. If a higher-ranking person reports to Station 1, he/she will take over the responsibilities of the Recall Coordinator.

Special Recall - The notification made to an individual or certain group of individuals of the need for them to report back to work. (i.e. Mechanic, Command Officers, Fire Marshal, etc.)

All Hands Recall – The notification made to all off duty fire personnel to report to work.

IV. PROCEDURE

Emergency Situations - In an emergency situation the on-scene Incident Commander will make the determination to recall off-duty personnel. The Incident Commander will determine how many and what type personnel are needed and make a request for recall to communications. The recall may be a shift recall or special recall. For a shift recall, off-duty personnel will be requested from the shift that recently ended its tour of duty (i.e. - B shift is on duty - the recall would start with A shift). The Fire Division Chief should be notified whenever a personnel recall occurs.

If the situation warrants, the Incident Commander should request an All Hands Recall. This will bring in all off-duty personnel.

Non-Emergency Situations – Pending inclement weather, pandemic sickness, or other non-emergency events will be closely monitored by the Officer in Charge at Fire Station 1, the Fire Chief and other Public Safety Officials. If it is determined additional personnel will be needed, a recall will begin from Station 1.

Special Situations – Any time specialized personnel (mechanic, fire investigator, specialized rescue, Haz-Mat, etc.) are needed, a special recall may occur. The Incident Commander will request the needed personnel through the communications center.

V. PERSONNEL REPORTING FOR DUTY

When recalled, off-duty personnel should report to their regularly assigned station. Only the Fire Chief, Fire Marshal, and fire investigators may report directly to the scene. Personnel should have all PPE in their possession.

The first person to arrive at Station 1 will be the Recall Coordinator (see definition). Upon arrival at their assigned station, personnel should advise the officer in charge of the station of their arrival. The officer in charge will report staffing levels to the Recall Coordinator at Station 1. The Recall Coordinator will provide Spartanburg Communications or the Incident Commander with updated staffing levels. The Recall Coordinator will receive orders from Communications of the Incident Commander and deploy resources and staffing as necessary. The Recall Coordinator will assign a driver to Utility 61 to provide staff transport when necessary.

In a non-emergency situation all personnel should monitor weather conditions, sickness patterns, etc. Every effort will be made to keep all personnel informed as to the status of a recall (refer to Public Safety policy # 570.6A1). If a recall occurs for a non-emergency situation, personnel should report to their assigned station with PPE and personal items to last several days. In non-emergency situations active work periods/rest periods will be established.

VI INFORMATION:

An up-to-date shift call-back list will be maintained by the Fire Division Secretary. The call-back list will be updated every six (6) months with electronic or hard copies stored in the following locations:

- Communications Center
- Fire Chief's Office
- Fire Division Secretary's Office
- Battalion Chief's Office
- Assistant Chief's Office
- Car 609
- Engine 611