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| Section: Human Resources- 101.00 |
| SOP # 101.01 | Subject: Call Out Policy  | Page: 1 of 2 |
| Effective: 02/17/2022 | Authorized: Tiffany Lamp- Asst. Director |
| Revised: | Authorized:  |

 Rural Pope County Emergency Medical Services

 Standard Operating Procedures

101.01.01 Purpose

To establish general procedures governing call outs.

101.01.02 Applicability

This SOP applies to all uniformed personnel, full, part-time, and PRN.

101.01.03 Definitions

1. Approved Leave – Absence from your scheduled shift that has been pre-approved by Operations in accordance with SOP 101.07 – Time-off Policy.

2. Call Out – Notification to a Medical Duty Officer (MDO) or supervisor that you are unable to fulfill your scheduled shift not previously approved by Operations

101.01.04 Call Out Policy

1. Personnel may only call in sick in the following instances:

a. The employee is incapacitated by sickness or injury; or must visit a medical doctor or dentist for medical diagnosis or treatment.

b. The employee must provide for the necessary medical care and attendance of the employee’s spouse, child or parent.

c. The employee has a condition that qualifies for FMLA.

2. Calling in due to a lack of child care is prohibited.

3. Employees will be able to use PTO for the hours they are absent from work.

4. In the event an employee has insufficient PTO in their PTO account, the hours the employee is absent will be counted as Leave without Pay.

5. Physician’s notes are required for the following incidences:

a. An employee who calls out sick three (3) or more times in a twelve (12) month rolling period shall be required to submit a physician’s note for all future call outs due to illness/injury within that rolling period,

b. Planned or unplanned medical absences greater than two (2) scheduled or elected shifts;

c. An employee who calls out sick two (2) or more twenty-four (24) hours shifts in a single month shall be required to provide a physician’s note for all future call outs due to illness/injury within that rolling period;

d. As requested by a supervisor when circumstances warrant such action.

6. An employee who calls out sick for two (2) or more elected over-time shifts within a single thirty (30) day period may be operationally restricted from additional overtime activities for a period of fourteen (14) days. Overtime activities are inclusive of all collateral duty assignments.

7. An employee who calls out sick for two (2) or more elected shift trades within a single thirty (30) day period may be operationally restricted from participating in additional shift trades for a period of fourteen (14) days. During this period of restriction, all submitted shift trades will be rejected.

101.01.05 Call Out Policy- Non-sick related

1. Employees may not call in for any reason other than as outlined and defined herein. All days off needed for anything other than sick leave must be turned in to the assistant director by the 15th of each month. Call in’s due to any of the following below is not permitted as each of these should be scheduled prior to the date of. However, scheduling of the following circumstances will allow for the employee to use their accrued PTO to cover the hours they are absent, if the employee choses to do so.

i. Administrative leave,

ii. Floating holidays;

iii. Personal days;

iv. Compensatory time; or

v. Leave Without Pay.

2. An employee who calls out for two (2) or more elected over-time shifts within a single thirty (30) day period may be operationally restricted from additional overtime activities for a period of fourteen (14) days. Overtime activities are inclusive of all collateral duty assignments.

3. An employee who calls out for two (2) or more elected shift trades within a single thirty (30) day period may be operationally restricted from participating in additional shift trades for a period of fourteen (14) days. During this period of restriction, all submitted shift trades will be rejected.

4. Multiple patterned violations may be subject to the disciplinary process as outlined.

5. The supervisor reserves the right to refuse an employee leave for this type of call out if staffing is minimal and/or back filling the vacancy causes an undue burden to the County.