



**OFFICE OF THE
OPERATIONS DEPUTY
PLATOON FOUR ®**

OPERATIONS DEPUTY FIRE CHIEF

July 7, 2010

B.O. Assistant Fire Chief Schultz

The following Operations Deputy Fire Chief Memorandum supersedes all previous Office Memorandums. This order will be followed until a General Order has been issued and Bulletin 45 is updated

- **TeleStaff Managers have the complete authority of the Operation Deputy Fire Chief for staffing needs.**
- **Respective Battalion Fire Chief's will ensure Telestaff updates are entered immediately upon being notified of a change of duty status of assigned members. When a status change causes a vacancy in a technician or ambulance position the Battalion Management team will immediately backfill the vacant position with a qualified member of the company/battalion if available.**
- **TeleStaff will attempt to minimize splitting a twenty-four (24) hour on-duty details.**
- **Immediately upon assuming duty company officers will check the Telestaff roster for their assigned company, to ensure proper staffing. The platoon commander will immediately report any discrepancies to their respective Battalion office. In addition, the company officer, prior to 1000 hours must also enter details for the next tour, this shall include Ambulance and Medic Units details. [Drag members that will be assigned to your company next tour, additional members will be left for battalion or division details]**
- **In order for members to have adequate notification Battalion Fire Chiefs will approve or deny any Annual Leave Requests as soon as they are aware of the request.**

- **Battalion Annual Leave must not exceed the total number of Annual Leave spots for that specific battalion, on that assigned Annual Leave Period. There are some battalions that have (8) Annual Leave spots which would be the only time Annual Leave can exceed the (7) spots. Annual Leave Request can be granted to the actual number of Annual Leave Periods assigned to the battalion, leave spots only, as per indicated on the Form 51 [1.2.3.4] series. Single Role members are only authorized (5) 12-hour leave spots per shift each day. Any Annual Leave request denied will need to have a note applied stating "Denied by [your name]" Battalion Fire Chief must also “verbally” notify the member that their leave has been “Denied”.**
- **Company officer’s and Battalion Fire Chief’s will not move an officer into a Firefighter position. The extra battalion officers will be moved by the TeleStaff coordinator or TeleStaff system.**
- **The PEC Mentee spot on the roster is for Paramedic Mentee only; if there is a need to place a member in this position for ambulance training you must include a note for each shift stating "Ambulance Training". Paramedic Mentee will have that position assigned to them; this will need to be removed when they are released from training.**
- **In the event that the Operations Division has extra single role personnel, single role members could be assigned to staff Dual Role Ambulances, as needed.**
- **Officers and members who have not received an assignment for the 1900 to 0700 operational period shall log into Telestaff by 1500 hours to check for their assignments and assignment changes. Any questions in reference to TeleStaffing assignments are to be directed through the Battalion Fire Chiefs Office in which the company is assigned, if unable to contact that battalion contact your on-duty Battalion Commander.**
- **Members who make themselves available for WDO on the day half of their first day off will log into TeleStaff to check for overtime assignment between 0500 hours and 0600 hours on the morning of the availability. Members are expected to arrive at their assignment by no later than 0700 hours or they will be considered AWOL. Members working and are assigned a WDO for that morning must report to their assignment immediately when relieved and also enter a journal entry of their departure from quarters. Any vacancies being filled between 0600 hours and 0700 hours shall be confirmed verbally by the TeleStaff Manager and by an outbound message from TeleStaff, this also applies to vacancies being filled between 1500 hours and 1900 hour.**

- **Members who have made themselves available for WDO on the night half of any tour will log into TeleStaff to check for their overtime assignment after 1200 hours and before 1500 hours on that day. When working overtime, members are expected to report to their assignments by 1900 hours or be considered AWOL. This will require that the members check their assignments in a timely manner as not to be late. In general overtime assignments will be posted after 1200 hours.**
- **If a member becomes unavailable for a WDO, due to an unforeseen emergency, they must log into TeleStaff and remove their WDO availability code. If an overtime assignment has already been assigned, the member will notify their appropriate Battalion Fire Chief of their desire to cancel. [Personnel will only remove WDO availability if they have not been assigned an overtime position]**
- **ANY member who cancels WDO availability after receiving a WDO assignment via TeleStaff will be required to submit a Special Report including full particulars. *Any cancellations (OTC) will result in member being charged the opportunity penalty.***
- **In addition to making notification to the on-duty Company Officer it is the member's responsibility to enter any requests or changes to their duty status, i.e. AL, SL, MIP, etc.... Any MIPs not in the system by 0600 will be considered to be Sick Leave. Non Duty status should be entered into TeleStaff as early as possible so that appropriate details and notifications can be made for overtime. This will allow for your fellow workers to be relieved from duty and early notification of overtime.**
- **Day off trades must be approved by your Battalion Fire Chief, when approved the trade must be entered properly by the battalion office at least 24-hours prior to the date of exchange. A note(s) must be entered providing the name of the person the trade is with for each member concerned. Failure to comply will result in the trade being removed by the Operations Deputy Fire Chief.**
- **Members are to maintain correct contact information in their TeleStaff profile including correct phone number at all times. It is the sole responsibility of the member to check and update their calendar as needed. Your 1st Contact number must be your best means of notification, telephone numbers only.**

- **Members receiving a call from TeleStaff will be considered to have been notified of their assignment. If a member has questions about their assignment they can log on to TeleStaff to verify or contact the on duty company officer. Members will not call the Operation Deputy Fire Chief's Office or Telestaff Office without the permission of their on duty Battalion Fire Chief for TeleStaff issues. [Anytime an overtime opportunity for night work is not acknowledged before 1500 hours will result in overtime cancelled - OTC]**
- **If a member is notified of an assignment and is unable to report, shall contact the on duty Officer at that location immediately. If unable to make contact notify the Battalion office. If unable to contact Battalion office contact the Office of the Operations Deputy Fire Chief.**
- **No changes to TeleStaff will be made after 0500 hours daily without the explicit permission of the on duty Operations Deputy Fire Chief, DFC-Aide, or TeleStaff administrator. All members are expected to report on time to their assignments with no exceptions. Members notified who fail to report on time will be considered tardy and will face disciplinary action. [Any details received prior to a shift must report on time, reporting late will be carried as AWOL and the possibility of overtime being cancelled]**
- **Daily at 2000 hours, the Battalion Fire Chief and Battalion EMS Captain must verify staffing needs for the oncoming platoon/shift. This shall include notification of overtime, filling vacant spots in units with extra members in the battalion and notification to members.**
- **Members receiving a call from TeleStaff, 202-299-3333, must listen to entire message then press the # key to accept assignment. Failure to press the # key will result in a “skipped” message and TeleStaff will continue to call up to 3 times within 60 minutes set by the system. If the overtime is not accepted by 1500 hours it will be cancelled.**
- **Single role members that are permitted to use sick leave are personally responsible to enter the Sick Leave Work Code for each shift that they are requesting to be placed on sick leave. Failure to do so will result in a member being placed in an AWOL status. Sick Leave entries should be made within 12 hour prior to you next shift or several days if planned sick leave, to allow your fellow workers to have appropriate relief. Entries made days in advanced can be removed if a member decides to return for duty.**
- **Overtime details are assigned at the spot where the vacancy exists. When necessary changes may be approved by the on-duty Operations Deputy**

through the proper channels. Technicians working overtime are required to report to the assignment specified by TeleStaffing. The only time a technician will be moved back to their respective company is if their company does not have a qualified member available to fill that position.

- Holidays and benefit days will require the proper work codes. Members requesting to be on leave from 0700 - 1900 hours are to be carried on holiday, not holiday push. Members mandated to be pushed will be carried as holiday push. Members that are pushed will be available for returning for duty at 0700 hours on their next tour as vacancies arise.
- It is recommended that members use number digits as their password for Telestaff for logging in. When you receive an outbound notification it is required that you enter your chosen password. It is much easier to enter numbers on your key pad.
- Platoon Commanders are responsible for the daily staffing of all units assigned to their station. Any apparatus placed out of service for staffing will require the on duty platoon commander to notify the on duty Battalion Fire Chief immediately and continue every (2) hours, until the unit is back in service. Journal entries must be made pertaining to any units being out of service for staffing. Company/Platoon Officers are responsible for the correct staffing of all units assigned to the station and will be held accountable. Company Officers must review their unit staffing for 0700 and 1900 hours and make any notifications to personnel working or reporting for duty.

TELESTAFF PHONE GUIDELINES

202-299-3333

To accept an assignment

You will be prompted to enter you TeleStaff password, followed by #

You will be prompted to select 1 for New Messages

After listening to the message you may hang up and TeleStaff will show that you have been notified of your assignment. If you are unsure of an assignment it will be the member's responsibility to log into TeleStaff to view their personal calendar or contact their on duty OIC.

To enter a work code:

Access TeleStaff by dialing 202-299-3333

You will be prompted to enter your 8-digit Logon ID Number, followed by #

You will be prompted to enter your password, followed by #

You will be prompted to select 3 for Inbound Options

You will be prompted to select 1 to enter a code

You will be prompted to enter a date range, followed by #

To enter a single date, use the following format: 1) the two-digit abbreviation for the month, followed by a two-digit date. For example, for April 9, you would enter 0409#. For October 15, you would enter 1015#

You can also enter a date range in order to enter the same code over a series of consecutive shifts. For example, to enter annual leave for the shift on August 13 – August 19, you would enter 08130819#. TeleStaff will only enter the work code on your scheduled work days, even though the date range includes regularly scheduled days off.

You will be prompted to enter a numeric **code** followed by # key.

WDO Special Event – **773**

WDO AM – **0700**

WDO PM – **1900**

Annual Leave Period – **257**

Annual Leave Request – **25**

Bereavement – **238**

Court – **227**

Holiday Request – **465**

Jury Duty – **5879**

MIP (UNIFORM ONLY) – **647**

Personal Leave Day (EMS ONLY) – **759**

Sick Leave - **758**

You will be prompted to enter a cover code, followed by “#” key.

At this prompt, hit #. We do not use cover codes.

TeleStaff will repeat back to you the code you entered, as well as the date(s).

You will be prompted to press 1 to confirm or # to cancel if you made a mistake.

If you confirm, there will be an extended pause.

Once TeleStaff prompts you to “press 1 to enter a code, press 2 to remove code” you can hang up.

To remove a work code:

Access TeleStaff by dialing 202-299-3333

You will be prompted to enter your 8-digit Logon ID Number, followed by “#” key.

You will be prompted to enter your password, followed by “#” key.

You will be prompted to select 3 for Inbound Options

You will be prompted to Press 2 to remove a code

You will be prompted to enter a date range, followed by “#” key.

To remove a code from a single date, use the following format: 1) the two-digit abbreviation for the month, followed by a two-digit date. For example, for April 9, you would enter 0409#. For October 15, you would enter 1015#

You can remove the same code over a series of consecutive shifts by entering a date range. For example, to remove a code for the shift from August 13 – August 19, you would enter 08130819#. TeleStaff will only remove the work code on your scheduled work days the code was originally entered, even though the date range includes regularly scheduled days off.

TeleStaff will tell you the date(s) and type of code to be removed. You will be prompted

to hit 1 to confirm or # to cancel.

TeleStaff will confirm the removal of the code; at this point, you can hang up. In addition, members utilizing TeleStaff by phone must contact their on duty OIC to confirm their request for leave has posted.

Your password is not case sensitive when using the telephone service. The following is the numeric number for letters on a standard telephone.

ABC=2 · DEF=3 · GHI=4 · JKL=5 · MNO=6 · PQRS=7 · TUV=8 · WXYZ=9

Members are reminded that they can use only numbers in their password if they so choose. Passwords must be 4-10 digits in length and do not need to be reset periodically. The Battalion Management Teams are available to assist members with resetting lost passwords. Ringbacks™ or music that replaces a standard ring heard by the caller cannot be used with TeleStaff. The system will think that the music is the answering machine and leave the message prematurely.

TeleStaff email: fems.telestaff@dc.gov

WebStaff: https://webstaff.fems.cd.gov

TeleStaff Office: 202-673-7197 / 202-673-3195 / 202-673-7108

Password Reset: Contact your on-duty Battalion Headquarters

TeleStaff Training: [K:/F&EMSD S.O. - G.O. - MEMOS] Online Manuals then go to TELESTAFF "folder".

Information required for Day-Off Trades entries

Action

Name: Lehan, Edwin M.
Work Code: Day Off Trade - Not Working
Note: Lt. M. Walker works
Where: <none> Account:
From: 07:00 Through: 07:00 = 24 Hours

Cover

Name: Walker, Michael Q. < Show All
Work Code: Day Off Trade - Working
Note: working for Sgt Lehan

Records	Date	Issues
<input type="checkbox"/>	07/07/2010	<ul style="list-style-type: none">DOT requests must be made prior to 24 hours shift startShift starts in 120 minutes OIC not authorized to remove.DOT requests must be made prior to 24 hours shift start

OK Apply Cancel