Ashley Dowell, division of prisons chief, approved this document on 01/19/2018.

Open to the public: ☒ **Yes**

SCOPE

This standard operating procedure (SOP) applies to all Idaho Department of Correction (IDOC) employees working in law enforcement (L) coded positions (for example, correctional officers, corporals, sergeants) working in IDOC prison facilities, to the facility managers, and to supervisors, and shift command staff that manage these employees, their timesheets, and hours worked.

Revision Summary
Revision date (01/19/2017) version 1.0: This is a new standard operating procedure.

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BOARD OF CORRECTIONS IDAPA RULE NUMBER

None

POLICY CONTROL NUMBER 206

Attendance, Work Hours, Leaves, and Workers' Compensation

PURPOSE

The purpose of this SOP is to provide specific requirements for the management of the unscheduled work process, tracking, and responsibilities. Managing a safe, secure facility is crucial and achieved by staffing all mandatory posts. In instances where staffing shortages occur, unscheduled work requirements are a shared responsibility for all security employees.

RESPONSIBILITY

Chief of the Prisons Division

The chief of the prisons division is responsible for implementing this SOP and assuring adherence to its requirements.

Facility Heads

Facility heads are responsible for:

- Implementing this SOP and for ensuring applicable employees practice the provisions contained herein

- Developing a field memorandum in compliance with the standards set forth in this SOP

- Assigning a sergeant to serve as roster manager

Roster Manager

The roster manager must hold the rank of sergeant and is responsible for facility security staff scheduling, including developing and maintaining the unscheduled work list.

Command Staff

Command staff consists of the shift commander and assistant shift commander. Command staff members are responsible for implementing this SOP and managing the processes described in it.

STANDARD PROCEDURES

1. General Statement

This SOP focuses on managing unscheduled work situations in prison facilities to include: managing unscheduled work lists, clarifying requirements for fulfilling unscheduled work responsibilities, and explaining employee responsibilities related to unscheduled work incidents.

Unscheduled work situations occur anytime employees are required to work outside their normal scheduled hours in order to complete a task or to fill a mandatory post. Employees must not work longer than 16 consecutive hours and must have at least an eight-hour break between shifts unless an emergency exists.

Employees must be compensated for all hours worked. Shift command staff must approve hours worked outside of an employee's scheduled hours.

Employees working unscheduled hours either before or after their regular shift will be offered a facility meal during regular meal times.

2. Exemptions from Unscheduled Work Requirements

Each facility head must identify in a field memorandum (FM) posts that are exempt from unscheduled work requirements due to the hours of operation or the nature of the post.

3. Establishing an Unscheduled work List

The *Unscheduled Work List* is a list of security staff members who are required to work unscheduled hours, in addition to their shift, when so ordered by the shift command staff.

At the beginning of every new bid cycle (see *Seniority and Staffing,* SOP 216.02.01.002), roster managers are responsible to establish *Unscheduled Work Lists* for each shift. Correctional officers and corporals (with the exception of officers in certain exempt posts identified in the facility FM) must be listed on the *Unscheduled Work List.* The *Unscheduled Work List* must be randomized by computer. Once the *Unscheduled Work List* is established, the roster manager must e-mail it to each listed employee.

Employees who are not available to fill a post due to an extended continuous military leave will not be placed on the *Unscheduled Work List* until they return to work. Once available, they will be placed at the bottom of the existing *Unscheduled Work List.* Employees on continuous FMLA (Family Medical Leave Act) will remain on the list, but are not required to call in.

4. Maintaining the Unscheduled Work List

Each shift's command staff is responsible to update the *Unscheduled Work List* on a daily basis. The *Unscheduled Work List* is maintained in the Shift Commander Folder located on the User-files (U) drive and must be posted in a location accessible to employees as described in the facility's field memorandum.

The roster manager will place new and transferred employees at the bottom of that shift's *Unscheduled Work List* once a shift assignment has been determined.

5. Filling Vacant Mandatory Posts

The following processes are used to fill vacant mandatory posts.

Unscheduled Work List Selection Process

When a mandatory post needs filled, command staff must notify the employee at the top of the *Unscheduled Work List.* Employees who have a hardship completing unscheduled work requirements may request that the shift command staff ask for volunteers.

An announcement will be made as outlined in facility field memorandum, asking for volunteers to fill a vacant mandatory post. (Vacant mandatory posts are posts that are unfilled for a scheduled shift. Posts that have been volunteered for prior to the shift are not considered vacant posts.)

If no one volunteers, the employee at the top of the list will be required to cover the vacant post unless that employee can find a volunteer. Whenever a volunteer fulfills an

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unscheduled work requirement, the employee who was relieved of the responsibility remains at the top of the *Unscheduled Work List.*

Employees who have not met their requirement will have first opportunity to volunteer.

As employees fulfill their unscheduled work requirements, they are moved to the bottom of the *Unscheduled Work List.*

Post Assignment

Shift command staff assigns employees who are fulfilling an unscheduled work requirement to a post. Employees regularly assigned to a post may not be bumped from their post by a volunteer.

Armed Vehicle and Armed Post Restrictions

Employees may only work in an armed or vehicle post for the first eight hours of a shift. Any unscheduled work hours worked after eight hours must be in an unarmed or non-vehicle post. The facility head may make an exception to this in an emergency.

The shift commander may make an exception for armed and secure control centers.

Filling Open Lieutenant and Sergeant Posts

A mandatory post, filled by a lieutenant or sergeant, must be filled by an employee of the same rank (shift commander or assistant shift commander). The facility head must approve any exception to this requirement. Any employee filling a shift commander role must complete shift commander training on Relias. A division deputy chief must approve if this is a long-term need.

6. Volunteering for Unscheduled Work at another Facility

Employees in the South Boise Complex (SBC) may volunteer to fill known vacant posts in facilities other than their primary facility. The purpose for allowing volunteers to work at other facilities is to ensure that no SBC facility has employees working a disproportionate amount of unscheduled work. Allowing volunteers ensures that SBC facilities anticipate and even out staffing across the complex to more equitably share the unscheduled work requirement. Each roster manager will ask for volunteers who are willing to work at other facilities and maintain a list of those volunteers. These volunteers will be used by roster managers to be assigned to another SBC facility when their home facility has more individuals than needed on a given day.

The roster managers of the facilities in the SBC must meet weekly to identify known post vacancies, typically projected three weeks in advance. Roster managers will look at established schedules to identify days in which excess employees are assigned to a facility or where there is already a staffing deficit due to vacations, long-term leave, etc. Using the list of volunteers willing to work such vacancies, the roster managers will assign employees to other facilities to ensure each facility in the SBC is as equally staffed as possible. After completing this process, roster managers will post schedules with the remaining vacant posts at their facilities. Employees can then volunteer to fill these vacant posts at their home facility. After seven days, each roster manager will email a list of any remaining vacant posts to all the facilities in the SBC to allow employees at other facilities to fill the vacancies. Volunteers will be selected on a first come, first served basis. Employees can volunteer to cover an open post by emailing the roster manager at the facility that has the vacant post more than 72 hours in advance. A request to volunteer less than 72 hours of the vacancy must be made through the shift commanders.

Employees at facilities outside of the Boise area, or at Community Reentry Centers, who would like to volunteer at a South Boise Complex facility, must get approval from their facility head. Once approved, the employee should contact the roster manager of the facility they are interested in volunteering at and request to have their name added to the volunteer list.

When assigned to a post at another facility, employees will report directly to the facility where they are assigned to fill the vacant post. If unable to report for work that day for any reason, the employee must notify both facilities. Volunteering to cover unscheduled work at another facility does not fulfill an employee's unscheduled work responsibilities at his home facility.

If employees signed up for unscheduled work at another facility ahead of time and then comes up on their home facility's unscheduled work list, such employees will be temporarily skipped so the secondary facility's schedule is not affected.

7. Fulfilling Unscheduled work Requirements

The unscheduled work requirement is typically met by working four hours in addition to a regularly scheduled shift. The shift commander must sign off on the *Unscheduled Work List.*

The shift commander has the discretion to credit an employee for meeting the unscheduled work requirement for fewer hours under certain circumstances (Example-if an employee is held over for less than four hours, and shift command staff determines the employee is no longer needed, the shift commander can credit the employee for meeting the unscheduled work responsibility.)

Employees who volunteer to work future vacant mandatory posts (not to exceed two weeks in advance) remain at the top of the *Unscheduled Work List* until the four-hour responsibility is fulfilled. If an unscheduled work need arises beforehand, the employee is required to meet the immediate staffing need.

The roster manager updates and posts the *Unscheduled Work List* at the beginning of each pay period reflecting changes in the shift's staffing.

Employees must document the reason for their unscheduled work in I-Time.

8. Unscheduled Work Requirements in Conjunction with Regular Days Off

On the day before regularly scheduled two days off, employees may be required to work unscheduled work before their shift. Shift command staff must try to avoid unscheduled work after completion of a normal shift before the employee's regularly scheduled days off. However, if no employees are available, employees may be required to cover unscheduled work after their normal shift before regularly scheduled days off.

Upon returning to work after regularly scheduled two days off, employees will not be required to come in early, but may be required to be held over (does not apply to 12-hour posts). However, employees may volunteer to come in early.

In the event of a mandatory exempt post vacancy where no qualified employees are available to fill the post, qualified employees may be required to cover a post regardless of relationship to regularly scheduled days off.

9. Excused from Unscheduled Work Responsibility

This SOP cannot cover every situation that may affect an employee's ability to fulfill unscheduled work requirements. The shift commander will make the determination to give credit to or excuse an employee from an unscheduled work requirement. Employees

excused from an unscheduled work requirement will remain at the top of the *Unscheduled Work List* until the requirement has been met.

Shift command staff may excuse employees on the *Unscheduled Work List* from their responsibility duty on a case-by-case basis when the employee:

- Has a family emergency
- Is scheduled for training
- Is scheduled for leave
- Has other extenuating circumstances

10. Hours Not Considered for Meeting Unscheduled work Requirements

In some instances, employees are required to work hours in addition to their regular work schedules without credit for purposes of the *Unscheduled Work list*. Activities that do not meet unscheduled work requirements include, but are not limited to, the following:

- Institutional emergencies
- Writing reports
- Completing property inventories
- Training
- Being assigned to a pre-scheduled post

11. Employee Responsibilities

Employees are responsible to be aware of their position on the *Unscheduled Work List*. When they are nearing the top of the list, personal arrangements should be made in preparation for unscheduled work.

Employees at or near the Top of the Unscheduled Work List

Shift command staff has the discretion to require employees to call in before the start of their scheduled shift to see if an unscheduled work requirement exists. Employees directed to call in before shift must speak directly to the shift command staff.

Typically, employees calling in will receive .1 hours of actual hours worked. However, if the call takes longer than six minutes, the actual hours worked is based on coding requirements as described in *Attendance and Hours of Work,* SOP 206.02.01.001.

Employees will not be required to call in more than two times during their scheduled week. However, employees will remain at the top of the *Unscheduled Work List* even after calling in two times.

Facility heads will identify the call-in times in the facility FM.

Shift Command Staff Unscheduled Work Responsibilities

Shift command staff must ensure the *Unscheduled Work List* is updated and available to employees daily. The process must be outlined in a facility field memorandum.

Command staff responsibilities include:

- Exploring options available and implementing as needed to avoid a need for unscheduled work

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- Being available to take phone calls
- Notifying employees when an unscheduled work need exists at the earliest possible time
- Approving, verifying, and documenting unscheduled work completed
- Updating and maintaining the *Unscheduled Work List*
- Granting exceptions when needed

DEFINITIONS

None

REFERENCES

Unscheduled Work List

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