Employee Notification

The purpose of this guideline is to ensure that employees can be easily contacted should the need arise and to make the dissemination of information quick and easy.

Catawba County EMS will utilize a communications messaging system as the primary method of contacting employees. This system can send messages via texts and/or emails.

➢ Each employee must provide either a cell phone number and provider or an email address that he/she wants to be the primary contact for this system.

➢ The employee will be responsible for any information that is sent to the primary contact point. This time is not considered hours worked under Fair Labor Standards. If an employee is called out to an incident or event, and respond, then the time is considered hours worked and the employee is required to report the time.

  o Some examples of situations when the messaging system will be utilized include:

    ▪ Callback of employees for incident coverage

    ▪ Dissemination of information to selected groups or committee

    ▪ Notification of full-time employees of changes to their base assignment, schedule, etc…

    ▪ Notification of part-time employees of available shifts / time

➢ When notifying part-time employees of available shifts / time the following guidelines will be utilized.

  o All shifts / time will be sent to the entire part-time staff simultaneously.

  o Shifts / time will be awarded to the first part-time employee who calls back and can work without incurring overtime.

  o All messages to cover shifts / time will be sent between the hours of 0600 - 2300, unless the situation requires immediate attention, in which case the message may be sent at any time day or night.

➢ The employee will notify the EMS Manager of any changes to the primary contact (i.e., new number, new provider, etc.) as soon as possible to ensure he/she continues to receive notifications.