STANDARD OPERATING PROCEDURE

Shift Trade Management

1. Introduction & Purpose

In the fields of public safety and emergency services, accurate and reliable scheduling is a vital operation. To ensure successful outcomes during incidents, it is essential for command staff to have immediate visibility into available resources and personnel alignment at all times.

We recognize that unforeseen commitments can arise for responders. Therefore, the ability to exchange shifts is a necessary flexibility that maintains unit readiness while accommodating the personal needs of our members. This guide outlines the standard operating procedure for successfully trading a shift using the **Code 3 Rescue Platform**.

General Trading Policies

- **Eligibility:** Shifts may only be traded between personnel with matching qualifications and operational roles (e.g., Paramedic for Paramedic).
- **Notice Period:** Trades should ideally be initiated at least 48 hours prior to the shift start time to allow for administrative review.
- **Approval Required:** A trade is not considered final until an Administrator has officially approved the request in the platform.

2. Offering a Shift for Trade

If you are unable to fulfill your scheduled assignment, you must formally post the shift to the Available Trades board. Follow these steps:

1. **Access Your Schedule:** Navigate to the *Shift Board* within the Code 3 Rescue Platform. Locate and click on your assigned shift from the calendar view to open the *Shift Detail* window.

2. **Initiate Trade:** Review the shift details (Start Time, End Time, and Zone/Role). At the bottom of the window, click the `Offer to Trade` button.

3. **Confirm Offer:** A prompt will appear asking you to confirm the action. Click `Confirm` to proceed.

> **Critical Responsibility Notice**
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> By placing a shift on the Trade Board, you are **still responsible** for completing the shift until another responder officially claims it and the trade is approved by an administrator. Failure to cover a shift that has not been successfully traded will be recorded as an unexcused absence.

4. **Verification:** Upon success, you will receive a confirmation message stating "Shift placed on the Trade Board." The shift will now be visible in the open shift board for other members to view and claim.

3. Claiming an Available Trade

Personnel seeking additional hours or willing to assist colleagues can claim open shifts from the Trade Board.

1. **Locate Open Trades:** Open the Command Roster or Shift Board. Navigate to the *Available Trades* window to view all open trade requests offered by other members.

2. **Review Details:** Click on the desired available shift. The *Claim Trade Shift* window will open, displaying the assigned personnel, times, and any optional instructions left by the requester.

3. **Submit Claim:** To accept the responsibility for the shift, click the `Claim Shift` button located at the bottom of the details window.

4. **Final Confirmation:** A final prompt will appear reminding you that an admin will need to approve the trade. Click `Confirm`. You will then receive a successful trade confirmation.

Post-Claim Process

Once a shift is claimed, an automated notification is sent to Command Staff. Both the original shift owner and the claiming responder will receive a status update once the administrator has approved or denied the exchange.