

Scheduling

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Angelina Barnaba

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SDScheduling@Falck.com

Hours: 0600-1430 (Friday-Monday)

0600-1730 (Tuesday-Thursday)



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Procedures



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Sick Calls

On-Duty Supervisor Phone Numbers:

MS71 (Inland) – (619) 936-1590

MS72 (Coastal) – (619) 936-1591

MS73 (Central) – (619) 936-1592

MS74 (Southern) – (619) 936-1593

- To call out, you need to contact an on-duty supervisor
- **DO NOT** contact scheduling.

If you have a special case (bereavement, FMLA, Jury Duty) that you have advanced notice, then you send us an email. We will direct you through that process.

Events where advanced notice is not possible. Let your supervisor know when you call out that you are a special case (such as FMLA)

- Sick calls are always paid with PTO, or if you have none available.
- If you have a Drs note for a sick call or set of them, Please send it to scheduling, as well as People & Culture.

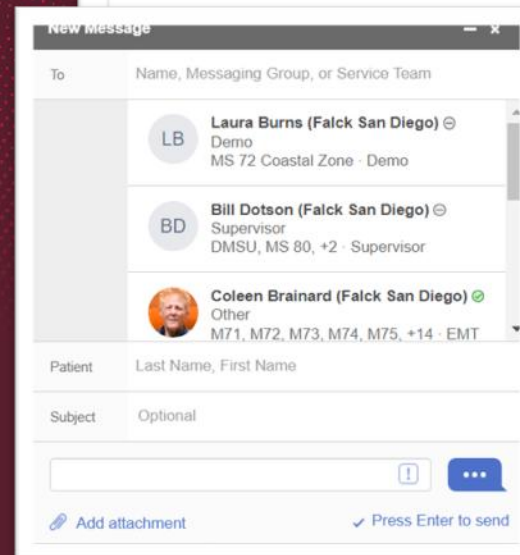
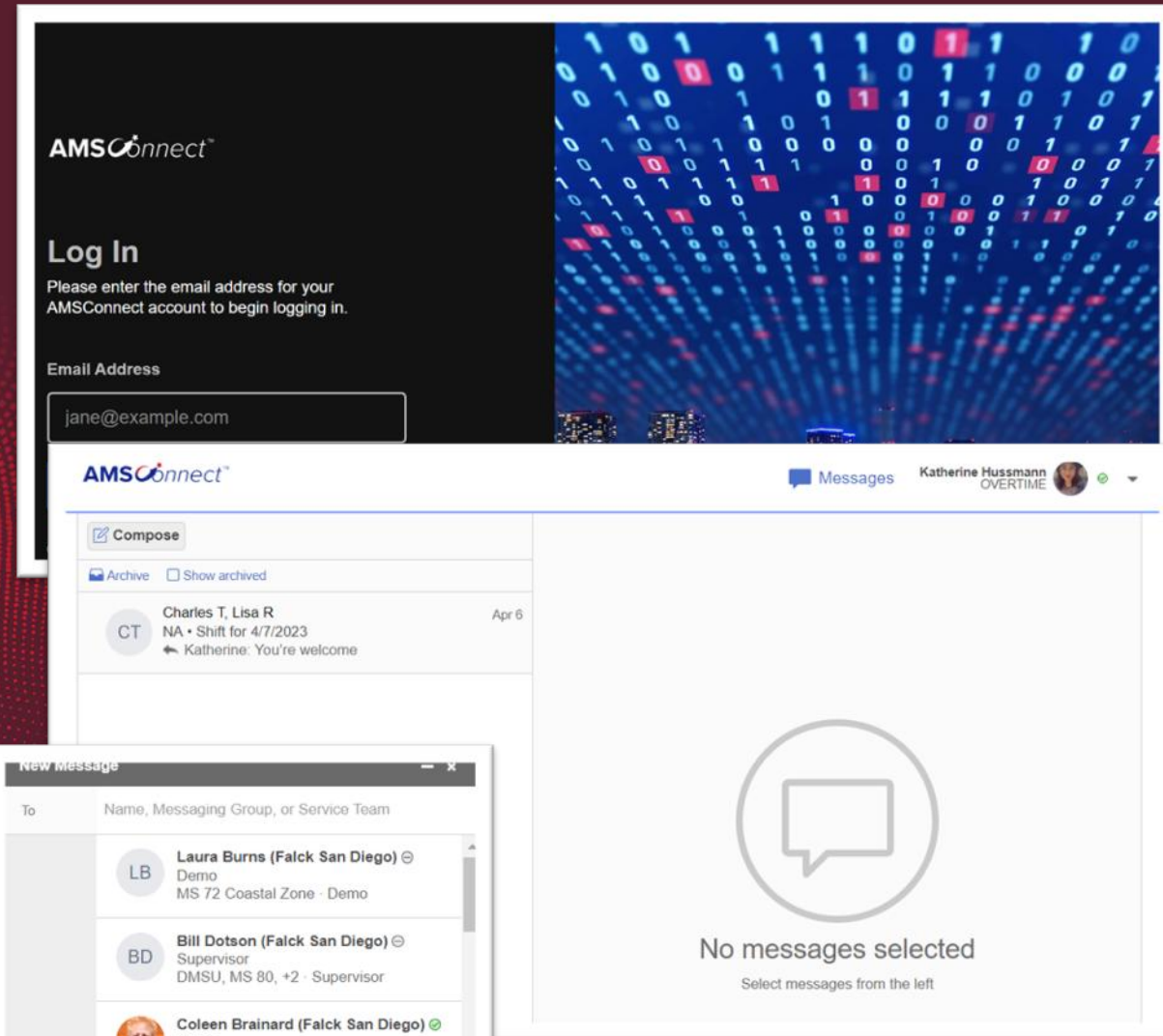


Contacting Scheduling

- **The preferred method of contacting us is via email. SDScheduling@Falck.com. It goes to both schedulers and is the fastest way to get an answer**
 - If the issue is complicated, you can email and request a phone call and a follow-up email is required before any changes can be made.**
- **You can also text both numbers, keep in mind that it only goes to one of us and if we are not available, we will not see it until we return from our days off.**
 - To avoid this, include both numbers in a group text to cover your bases**
 - DO NOT text back the automated ESO number (787-260-0860) that you receive pages on. It does not get back to us if you respond to it.**
- **If you need help after hours and it needs to be addressed before the next morning at 0600, please call an on-duty supervisor. They can message us in TEAMS about your request or ask us to contact you first thing in the morning.**
 - We come in, check pickups and do deployment before anything else. It's best to let them know if it is something we need to do before morning deployment**

AMS Connect

- <https://account.amsconnectapp.com/accounts/switch/62700394c8a15437e64027c1>
- **Login**
 - Falck email
 - Falck password
- You can receive updates from supervisors, dispatch, DICO, special events, open shifts, or messages from scheduling.
- You can also send a message to other employees, supervisors, scheduling, and management.
- To send a message
 - Click **Compose Message**
 - Choose recipient(s)
 - Type message at the bottom
 - Attach pertinent documents if needed



ESO

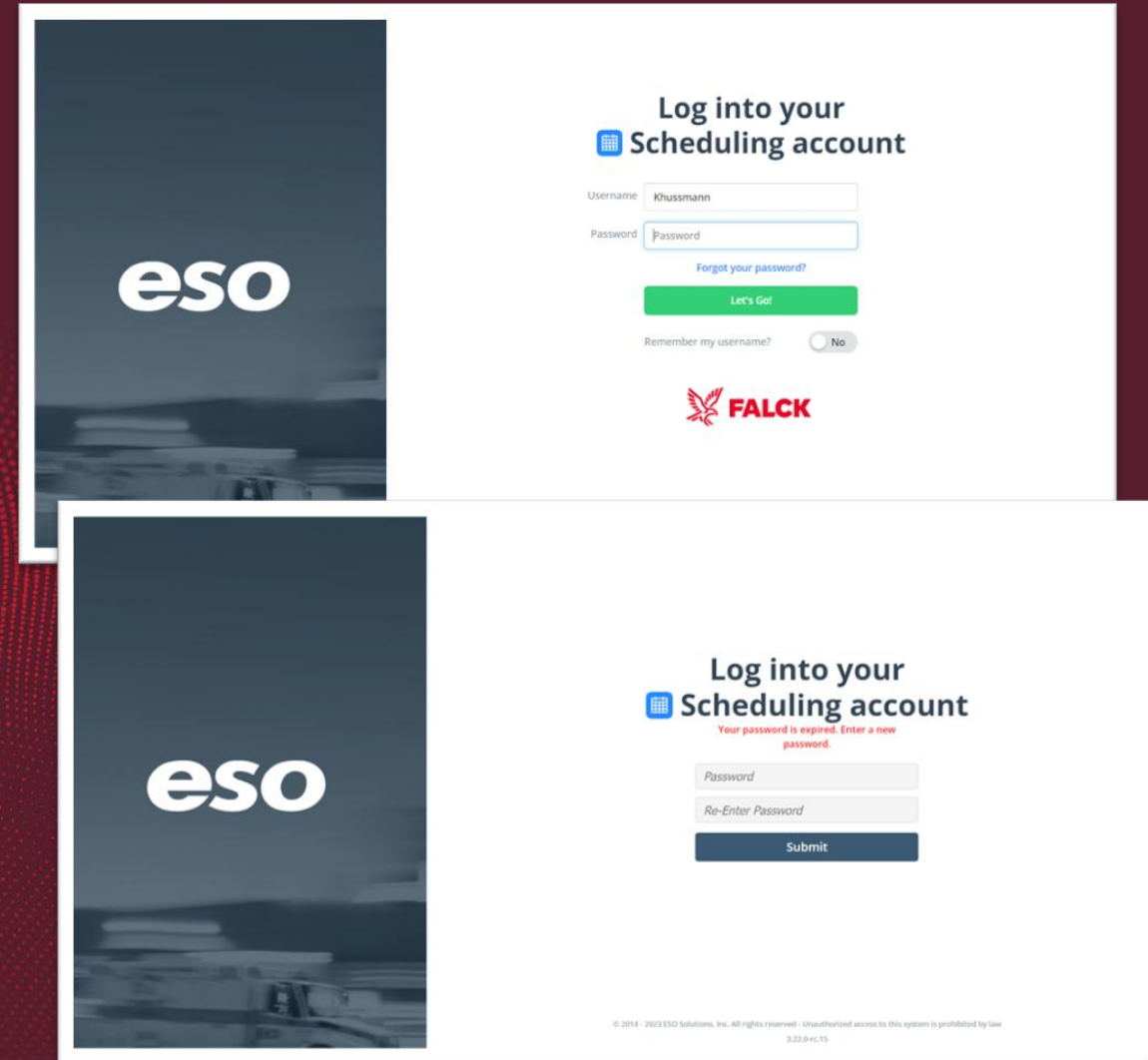


FALCK

Log in

<https://scheduling.esosuite.net/Login.aspx?db=Falck-SanDiego>

- **USERNAME** will be a combination of your first initial and last name. If another employee has a similar name, yours will have a number at the end. Yours may look different if you have a hyphenated last name.
- **PASSWORD** will temporarily be your employee ID number. Once that is inputted, ESO will take you to a new screen to make your own password.



Dashboard

- **Left: Your next 3 shifts, Does not include today. Followed by your credentials and certifications.**
- **Middle: Your mailbox. Anyone on ESO can send you a message here. You will most likely see updates from scheduling, DICO, and Clinical Education. Followed by open shifts on the pickup board for the next day and then any submitted shift swaps**
- **Right: Your submitted time off requests. Followed by your favorites, timecard, availability (Part-Time), and your calendar.**

Self Service

Next Three Shifts
[Open](#)

Date	Shift	Start	End	Duration	Type
04/10/23	FLOAT AM	12:00	00:00	12:00	Regular Shift
04/11/23	FLOAT AM	12:00	00:00	12:00	Regular Shift
04/12/23	FLOAT AM	12:00	00:00	12:00	Regular Shift

Credentials

[Certifications](#) [Qualifications](#)

No data to display

Weather

San Diego, US
Wed 4/5/2023 6:59:50 PM
62° F (17° C)
67° / 58° F
Clear

My Mailbox
[Open](#)

From	Date	Message
Brainard, Coleen	3/22	COVID Positive An employee who you may have worked with or may have had contact with at SDFD Station 32, M32 on...
Brainard, Coleen	3/22	COVID Positive An employee who you may have worked with or may have had contact with at SDFD Station 32, M32 on...
Rose, Lisa	3/21	M21 NEED A MEDIC FOR M21 TONIGHT - PLEASE CONTACT SCHEDULING VIA EMAIL OR PICK UP...
Brainard, Coleen	3/17	COVID-19 Positive employee Good Afternoon An employee who you may have worked with or may have had contact with at Falk...

Pickup Shifts
[Open](#)

Date	Qual	Shift	Start	End	Status
4/06	VST	Cour	06:00	18:00	Pickup(0)
4/06	PARAMEDIC	M01D	07:00	19:00	Pickup(0)
4/06	PARAMEDIC	M03D	10:00	22:00	Pickup(0)
4/06	PARAMEDIC	M08N	20:00	08:00	Pickup(0)
4/06	PARAMEDIC	M15N	19:30	07:30	Pickup(0)

Timeoff Requests
[Open](#)

My Favorites
[Dashboard](#)

Time Card 4/3/2023 - 4/9/2023
[Open](#) [Prev](#) [Next](#)

[Payroll Items](#) [Punches](#)

My Availability
[Open](#)

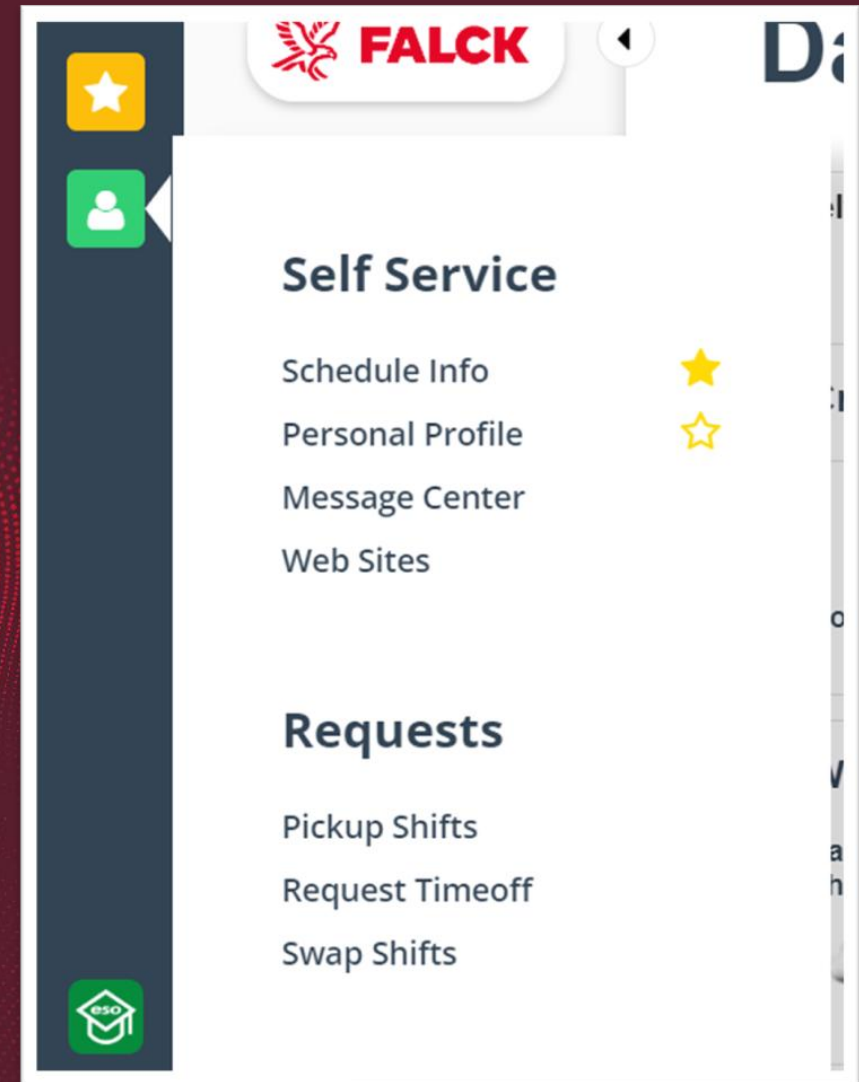
My Calendar Wed, Apr 5, 2023
[Open](#) [Prev](#) [Next](#)

Shift Swaps
[Open](#)

[Submit New](#)

Self Service

- The green icon is your self-service menu. This contains 2 categories
Self Service
Requests
- You can view your schedule information, edit your personal profile, or send a message under self-service.
- Under requests, you can submit for a pickup, request time off, or submit a shift swap with another employee.



Schedule Info

- You can view your entire schedule here. You can look by the pay period we are in or up to a month out.
- You can also see everything you have submitted for the status of the submission.
 - Pickups
 - Swaps
 - Time off
 - Availability (Part-Time only)

Calendar **Shift Info** Look Ahead Day Week 2 Week Month

Current Schedule

Your Schedule (Important: Items listed here override request statuses)

Date	Shift Type	Shift	Qualification	Start Time	End Time	Duration	Vehicle	Give Away
4/10/2023	Regular Shift	FLOAT AM	EMT	12:00	00:00	12:00		Giveaway
4/11/2023	Regular Shift	FLOAT AM	EMT	12:00	00:00	12:00		Giveaway
4/12/2023	Regular Shift	FLOAT AM	EMT	12:00	00:00	12:00		Giveaway

Requests/Availability Status (Above schedule items supersedes statuses listed below)

▼ Shift Pickup Requests (click date to delete pending requests)

Date	Qualification	Shift	Start Time	End Time	Duration	Status

▼ Shift Swap Requests

Submitted On	Requested By	Date	Requested For	Date	Approved Date	Status
04/05/2023	KATIE ROSE	04/10/2023	Hussmann, Katherine	04/11/2023		

▼ Timeoff Requests

Current Requests

Type	Day(s) Requested	Day Submitted	StartTime	Hours	Status
PTO	04/07/2023	4/5/2023 7:25:47 PM	08:00	12:00	

Selected Pay Period Timeoff Requests

Type	Day(s) Requested	Day Submitted	StartTime	Hours	Status
PTO	04/07/2023	4/5/2023 7:25:47 PM	08:00	12:00	

▶ Shift Availability

Calendar **Shift Info** Look Ahead Day Week 2 Week Month

Current Schedule

Your Schedule (Important: Items listed here override request statuses)

Date	Shift Type	Shift	Qualification	Start Time	End Time	Duration	Vehicle	Give Away

Requests/Availability Status (Above schedule items supersedes statuses listed below)

▼ Shift Pickup Requests (click date to delete pending requests)

Date	Qualification	Shift	Start Time	End Time	Duration	Status
X 04/07/2023 - Fri	PARAMEDIC	M244 DAY	11:00	23:00	12:00	

▶ Shift Swap Requests

▼ Timeoff Requests

Current Requests

Type	Day(s) Requested	Day Submitted	StartTime	Hours	Status
PTO	04/07/2023	4/5/2023 7:25:47 PM	08:00	12:00	

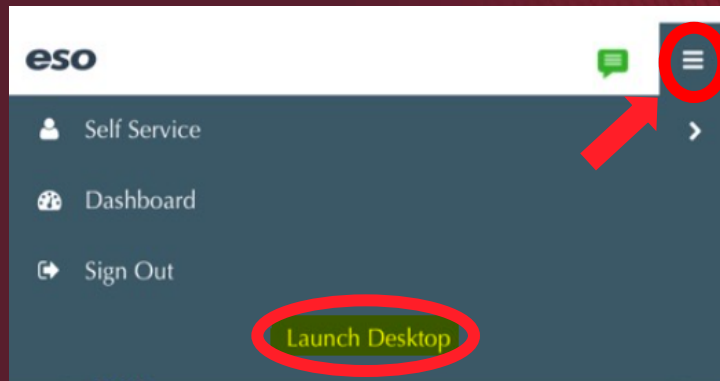
Selected Pay Period Timeoff Requests

Type	Day(s) Requested	Day Submitted	StartTime	Hours	Status
PTO	04/07/2023	4/5/2023 7:25:47 PM	08:00	12:00	

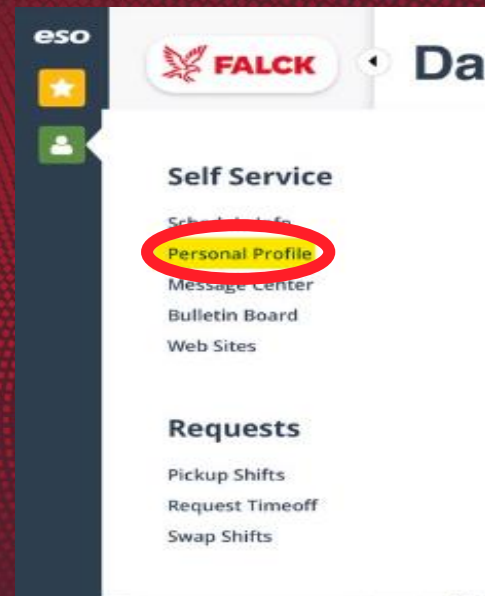
▶ Shift Availability

How to Check your Attendance Points

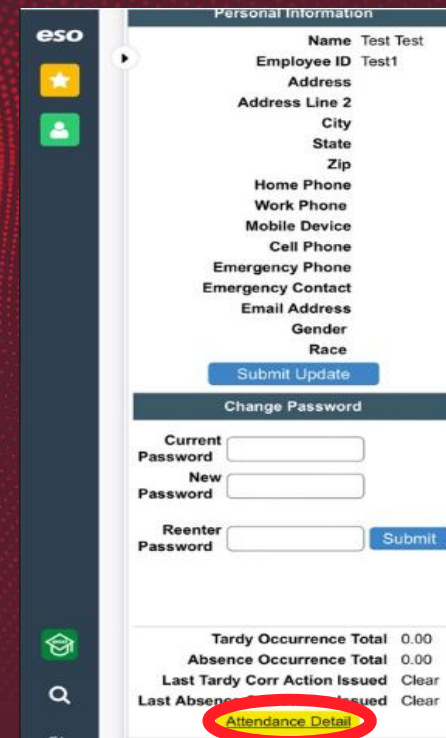
1. From the main screen click on the 3 lines in the top right corner. In the drop down select "Launch Desktop"



2. On the left side of the screen select the Green Icon. In the drop down select "Personal Profile"



3. Scroll to the bottom of the screen and in the left corner with be "Attendance Detail"



4. This screen will show you all your callouts and any points on your record.

Date	Action	Apply Date	Description of Infraction	Tardy Pts	Absence Pts
11/01/2023	Applied	11/01/2023 15:29	Absence - SICK PTO - PSS		1.00
07/21/2023	Waived	07/21/2023 08:46	Absence - SICK PTO - PSS		1.00
06/20/2023	Waived	06/20/2023 09:20	Absence - SICK PTO - PSS		1.00
02/22/2023	Waived	02/22/2023 08:59	Absence - Sick - No Pay - COU		1.00
Point Totals				0.00	1.00

- If you have any questions regarding your points or the verbiage in the notes, send @SDScheduling an email.



Personal Profile

- Here you can make changes to your personal information, upload your certs, view your attendance record, and change your password.
- Once submitted, one of us will go in and approve the changes before you see them updated in your profile.
- **PLEASE DO NOT** change the email. This is where we record your Falck email incase any of us need to reach out to you. Don't change it to your personal, we won't contact you there.

Personal Information	Employment Information
Name KATIE ROSE	Hire Date 10/26/2022
Employee ID TEST123	FT Hire Date 10/26/2022
Address	Home Cost Center 364
Address Line 2	Hours Worked By Date Span
City	Qualifications
State	PARAMEDIC
Zip	EMT
Home Phone	Certifications Submit New Request
Work Phone	Name Number Effective Expires
Mobile Device	
Cell Phone	
Emergency Phone	
Emergency Contact	
Email Address	
Gender	
Race	
Submit Update	
Change Password	
Current Password <input type="password"/>	
New Password <input type="password"/>	
Reenter Password <input type="password"/>	Submit
Tardy Occurrence Total 0.00	
Absence Occurrence Total 0.00	
Last Tardy Corr Action Issued Clear	
Last Absence Corr Action Issued Clear	
Attendance Detail	



Message Center

- Here you can send messages to scheduling and reply to us or other messages sent from managers.
- You will also receive messages here about your pickups, swaps, time off, CE's, or exposures.

Send A Message Or Reply

Subject

Message

Messages will also be sent to your workgroup supervisor.

Start Date End Date Folder Mailbox Saved

[Save](#) [Delete](#)

<input type="checkbox"/>	From	Date	Message	Action
0 Messages Listed				

Pickup Shifts

- Under pickup shifts you can view all the available shifts as well as any posted giveaways.
- To pickup a shift, you need to click the blue pickup icon.

The (0) means that no one else has requested the shift. If there is a number, you can still request it, but you may not be approved for the shift.

If it is red, that is because there is a conflict with your schedule. Either because you shift overlaps or because you are already scheduled that day.

- You can add notes at the bottom of your pickup

EG “only want the night half of this Kelly unit” or “bringing my intern.”

The screenshot displays the 'Shift Pickup Board' interface. At the top, there are filters for 'Date Range' (03/27/2023 - 04/09/2023), 'Select Date' (Friday, April 7, 2023), and 'Cost Center/District' (- All -). A 'Query' button is present. Below the filters, there are radio buttons for 'Shifts' (All selected, Special Events Only unselected). The main section is titled 'My Shift Pickup Requests (click date to delete pending requests)'. It contains two tables: 'Open Shifts' and 'Shift Giveaways'. The 'Open Shifts' table has columns for Date, Qualification, Unit, Shift, Start Time, End Time, Duration, and Pickup Shift. The 'Shift Giveaways' table has columns for Date, Qualification, Unit, Given By, Start Time, End Time, Duration, and Pickup Shift. A modal dialog box titled 'Shift Pickups' is open, showing details for a shift on 4/7/2023, starting at 11:00 and ending at 23:00, with a duration of 12:00. The qualification is PARAMEDIC and the shift is M244 DAY. The dialog has a 'Confirm' button and a 'Cancel' button.



Shift swaps

- You can submit to swap shifts with another employee.
- Start by choosing the date you need them to cover. Then choose the other employee and the date you will be covering for them
- Enter any notes you want us to use, EG “covering for anniversary” and submit
- After you have submitted the request, it will show up in the picture on the left. You can also view it on your schedule info page. The box on the right will show you the status. The question mark means it is pending. Green check for approved and Red X for denied.
- If we deny your request, we will follow it with a note stating why, and often an email to follow up

Shift Swap Request								Swap
Submitted On	Requested By	Date	Requested For	Date	Approved By	Approved Date	Status	
04/05/2023	KATIE ROSE	04/10/2023	Hussmann, Katherine - Pending	04/11/2023				

Request Shift Swap

Employee One
KATIE ROSE [My Shift](#)

Employee Two
- Select From List - [Shift](#)

Your Shift

Desired Shift
04/05/2023

Notes

Shift Swaps

- If someone has submitted a shift swap with you on it, you will need to accept it before we can approve it.
 - You will see a notification in your message center
- Then you go to Swap Shifts under your Self-Service Icon.
- Click on the blue date on the right and then accept or deny the swap. Once you have chosen that, you will see the word accepted or denied next to employee #2's name.

Confirm Requested Shift Swap

Employee One Hussmann, Katherine	Employee 2 KATIE ROSE
Swap Date One 4/12/2023	Swap Date Two 4/10/2023
Notes	

Accept
Decline

Submit

Send A Message Or Reply

Message Type Scheduler Group

Subject

Message

Messages will also be sent to your workgroup supervisor.

Send

Start Date
End Date
Query
Folder Mailbox Saved

Save Delete

	From	Date	Message	Action
<input type="checkbox"/>	ROSE, KATIE	04/05/2023 7:35:22 PM	Subject: Shift Swap Requested A Shift Swap has been requested by KATIE ROSE. View the Shift Swap section of the User Functions for more information.	Reply Print

1 Message Listed

Shift Swap Request								Swap
Submitted On	Requested By	Date	Requested For	Date	Approved By	Approved Date	Status	
04/06/2023	KATIE ROSE	04/10/2023	Hussmann, Katherine - Pending	04/12/2023				?

Shift Swap Request								Swap
Submitted On	Requested By	Date	Requested For	Date	Approved By	Approved Date	Status	
04/06/2023	KATIE ROSE	04/10/2023	Hussmann, Katherine - Accepted	04/12/2023				?

Requesting Time Off

- Choose “PTO” under Timeoff Type (LWOP requests will be denied)
- Select the desired date(s)
- Choose the duration of your shift, not the end of shift
- Add any notes you want us to see, then submit.

Note: if you are submitting for days in a new bid that isn't built, you will have to submit for the entire set of dates you will be gone and you will need to put in for 24 hrs. That way it will cover for any shift you may bid into. We can adjust it to match your new schedule once the bid is built and we will delete any days that you aren't on the schedule. We won't use PTO for days you don't have a shift

Request Timeoff

Timeoff Type: PTO

Day Requested: 04/05/2023

Start Time: 8:00

Duration: 8:00 (Enter time-off Duration, not End of Shift Time)

End Time: 16:00

Note To Scheduler:

Type	Dates Requested	Day Submitted	Days Absent	StartTime	Duration	Status
PTO	X 04/07/2023	4/5/2023 7:25:47 PM	1 Day	08:00	12:00	



Giveaways

- You can put your shifts up for giveaway under your schedule info section
 - Begin by selecting “giveaway” on the right. After confirming, it will change to red as “submitted”
- Once submitted, it will appear at the bottom of the pickup shift board. Other employees can then pick it up for you as OT.

Calendar **Shift Info** Look Ahead Day Week 2 Week Month

Current Schedule 04/10/2023 - 04/23/2023

Your Schedule (Important: Items listed here override request statuses)

Date	Shift Type	Shift	Qualification	Start Time	End Time	Duration	Vehicle	Give Away
4/10/2023	Regular Shift	FLOAT AM	EMT	12:00	00:00	12:00		Giveaway
4/11/2023	Regular Shift	FLOAT AM	EMT	12:00	00:00	12:00		Giveaway
4/12/2023	Regular Shift	FLOAT AM	EMT	12:00	00:00	12:00		Giveaway

4/7/2023	Regular Shift	SCHEDULER	SCHEDULER	06:00	14:30	08:00		Submitted
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Shift Pickup Board

Date Range: 03/27/2023 - 04/09/2023 | Select Date: Thursday, April 6, 2023 | Cost Center: - All - | District: - All - | [Query](#)

Shifts: All Special Events Only

My Shift Pickup Requests (click date to delete pending requests)

Date	Qualification	Unit	Start Time	End Time	Duration	Status	
Open Shifts							
Date	Qualification	Shift	Start Time	End Time	Duration	Pickup Shift	
04/06/2023 - Thu	PARAMEDIC	M08 NIGHT (HQ)	20:00	08:00	12:00	<i>Conflict (0)</i>	
04/06/2023 - Thu	PARAMEDIC	M15 NIGHT (HQ)	19:30	07:30	12:00	<i>Conflict (0)</i>	
04/06/2023 - Thu	PARAMEDIC	M26 NIGHT	20:00	08:00	12:00	<i>Conflict (0)</i>	
Shift Giveaways							
Date	Qualification	Unit	Given By	Start Time	End Time	Duration	Pickup Shift
04/06/2023 - Thu	EMT	M12 DAY	Barrett, Sam	07:00	19:00	12:00	<i>Conflict</i>

Time Keeping



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Contacting Timekeeping

Jennifer Oliver

SDTimekeeping@Falck.com

Jennifer.Oliver@Falck.com



- Time keeping is handled by our counterparts in Orange County.
- They handle your missed punches and some of the different codes we add to your shifts.
 - DT
 - BTO/FTO
 - SICK PAY
 - PTO
- Email them for timecard concerns.

