

CENTER	REGULAR SHIFTS - Weekdays (non-holidays)	REGULAR SHIFTS - Weekends and Holidays	BACK-UP/STAFF CONTACT	EMERGENCY CONTACTS
AMHC	<b>8a-8a</b> tier 1 & 2 = staff	Same as weekdays	AMHC dispatch who then calls the emergency contacts	2 consistent staff 24/7: Program Director and SA Services Supervisor
RRS	<b>8a-5p, 3 tiers</b> <b>5p-11p, 3 tiers</b> <b>11p-8a, 3 tiers</b>  tier 1 = volunteers only (can choose phone only, sometimes is not covered)  tier 2 = RRS staff  tier 3 = RRS Program Manager	tier 1 = same as weekdays  tier 2 = RRS and CAC staff  tier 3 = Managers/Team leaders	Tier 3 for all shifts (volunteers would contact tier 2)	2 consistent staff 24/7: RRS Program Manager and ED
SAPARS	<b>6a-6p, 2 tiers</b> tier 1 & 2 = staff rotate coverage (not County specific)  <b>6p-6a, 3 tiers</b> tier 1, 2, & 3 = volunteers or staff by County	<b>6a-6p, 3 tiers</b> Tiers 1, 2 & 3 = volunteers or staff by County  <b>6p-6a, 3 tiers</b> Tiers 1, 2 & 3 = volunteers or staff by County	24/7 coverage that is separate from the regular schedule, rotates amongst most staff	3 consistent staff 24/7: Director, Associate Director, and Volunteer Coordinator
SARSSM	<b>12a-8a, 4 tiers</b> <b>8a-5p, 4 tiers</b> <b>5p-12a, 4 tiers</b>  tier 1 or Level 1 = volunteers and staff (phone only)  tier 2/Level 2 = volunteers and staff  tier 3/Staff Backup = staff coverage only  tier 4/Emergency Backup = managers/directors only	Weekends: Same as Weekdays  Holidays: Signup each year where staff are able to select what holidays they are able to cover. Staff take L1, L2, and SBU on the holiday and flex another day that week in exchange.	Tier 3 for all shifts	Emergency Contacts are scheduled on tier 4 for all shifts




