CALDWELL COUNTY
EMERGENCY SERVICES
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Trevor C. Key, Director

"A Legacy of Service and Dedication"

Subject: Shift Differential Necessity for EMS & Communications Division

Purpose: The purpose of this memo is to explain the necessity of offering a shift differential for employees who work night & peak hour shifts, and how this practice aligns with industry standards, supports employee retention, and enhances productivity.

1. Acknowledge the challenges of Night & Peak Hour Shifts

Working during the night and peak hours presents unique challenges for employees, both physically and mentally. Studies consistently show that night shifts can disrupt natural sleep patterns, increase fatigue, and contribute to long-term health risks such as stress, sleep disorders, and even cardiovascular problems. A shift differential compensates employees for these challenges and recognizes the increased demands placed on them during these hours.

2. Retaining Qualified and Experienced Employees

Without additional compensation, night & peak hour shifts are often viewed as less desirable, leading to higher turnover rates and difficulty in attracting qualified candidates. By offering a shift differential, we make night shifts more attractive, encouraging experienced staff to stay in these roles and reducing the costs associated with turnover and training. This stability is essential for maintaining operational efficiency and ensuring that qualified personnel are available at all hours.

Yours in Service,

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