



Series: 1200 Human Resources

Policy Name: On-Call/Call Back

Policy Number: 1232

Origination Date: 11/01/2013

Revision Date: July 1, 2018

Regulation: N/A

Policy: This operating procedure establishes a uniform process for the requirements of on-call duty and the payment of on-call fees for Dependency Case Managers and Placement Specialists.

Definitions:

On-call Assignment: An instance where management requires an employee to remain available to return to work during an off-duty period and the employee is required to be able to be reached by cellular phone in order to be available to return to work on short notice.

On-call Fee: A salary additive to an employee's base rate of pay for performing an on-call assignment.

Call Back: A situation where an employee is called back to the work site beyond the employee's scheduled hours of work for that day.

Procedure:

I. Approval

- a. The agency's Executive Management Team reviews and recommends job classifications designated for on-call assignment.
- b. The Chief Executive Officer approves all job classifications designated for on-call assignment.
- c. The on-call fee shall be determined by the Executive Management Team for all job classifications designated for on-call assignment.
- d. The Chief Executive Officer shall approve all on-call fees for designated job classifications

II. Compensation

- a. An employee who is on-call and is required to return to work during the on-call period, and returns to on-call status at the completion of the call back period, shall continue to receive on-call pay during the period called back to work.
- b. An employee who is required to work beyond the end of the normal workday, but is scheduled to be on-call beginning with the end of the normal workday, shall not commence receiving on-call until the employee is actually released from work.

III. Responsibilities



- a. An employee in a position approved for on-call shall utilize "On-Call log" to document the reporting of all on-call assignments, call back and on-call payments.
- b. Any employee who has been given an on-call assignment and is unavailable or does not return to work when called shall not receive payment for the on-call period and may be subject to disciplinary action.

Approved: Carol DeLoach

Carol DeLoach, CEO

July 1, 2018