



ON-CALL / CALL-BACK POLICY

I. POLICY

The County provides a continuous twenty-four hours a day, seven days a week service to its citizens. Therefore, it is necessary for certain employees to respond to any reasonable request for duty at any hour of the day or night. Some employees may be required, as a condition of their employment, to be scheduled on an on-call basis and/or return to work in excess of their regular work schedule in order to provide continuous service to customers or citizens, or to respond to emergencies. The specific departments this policy will apply to are those in 24/7 positions. Should the county offices be closed due to inclement weather, during a week which contains one or more holidays, condition one employees will fall under the call-back policy as well.

II. PURPOSE

To recognize the additional effort and inconvenience of certain work responsibilities beyond an employee's normal work schedule.

III. SCOPE

This policy applies to all benefit-eligible exempt and non-exempt employees.

IV. DEFINITIONS

A. Benefit-Eligible – Full-time employees who are eligible for coverage and participation in the County's benefit program.

B. On-Call "Waiting to be Engaged" – If an employee who is able to use his or her time freely and is not performing a specific assigned task, that employee is considered "waiting to be engaged." The employee can be available by telephone if needed; however, since he or she is waiting (off-duty), the employee is not compensated for that time.

C. On-Call "Engaged to Wait" – When an employee is required to stay at the workplace or is so near to the workplace that he or she cannot use his or her time freely, the employee is "engaged to wait (on-duty)" and the employee is compensated for the time.

D. On-Call Premium – Compensation in addition to the normal salary paid to employees who are periodically required to be in a formal "on-call" status during which time they are expected to be available for contact by telephone or pager and to be able to report to work.

E. Call-Back – When a full-time employee, on-call, is required to physically return to the work site or other designated location outside of normal working hours.

F. Compensatory Time – Time off earned by employees in lieu of payment for overtime.

V. PROVISIONS

A. On-call “waiting to be engaged” status is not considered work time and, thus, is not compensable. However, in recognition of the potential inconvenience, employees in this status will receive an on-call premium at a rate of one-hour per on-call week-day 24-hour period and two hours per each Saturday, Sunday or Holiday 24-hour period (i.e. Monday-Friday = 1 hour per day, Saturday, Sunday, and Holiday = 2 hours per day). Employees will not be paid the hours earned while on-call, rather, the hours will be added to the employee’s compensatory time to be taken at a later time.

B. Hours actually worked while on call-back are calculated beginning when the employee reports to the work site (not commuting time) and are added to the regular total hours worked for the week.

C. When an employee is called back the employee will be guaranteed a payment of two hours, or the total call-back hours worked in a 24-hour period, whichever is greater.

D. An employee has to be in a working status to be designated as an on-call employee. The employee will be removed from on-call status if they have to leave work during their normal working hours for any reason other than their assigned working duties. An employee who uses gap time, compensatory time, holiday leave, vacation leave, and/or sick leave will not be considered in an on-call status for that 24-hour period.

E. An employee on-call must be able to answer a call within five minutes and respond in person to a call or incident within 30 minutes.

F. On-call hours are not included in the calculation of overtime. See chart below for examples.

G. Call-back time is included in the calculation of overtime. See chart below for examples.

Regular Work Week Hours (non-exempt employee)	On-Call Hours	Call-Back Hours	Timesheet Record		
			Regular Hours	Gap Hours	Comp. Hours
37.5	9	2	39.5	2	9
40	9	2	42	0	12
37.5	9	5	42.5	2.5	12.75
40	9	5	45	0	16.5
37.5	9	0	37.5	0	9
40	9	0	40	0	9

H. Employees on-call will need to indicate they are on-call on their timesheet. The column available for notes will need to state on-call for the week they have been designated on-call. When an employee is called back to work after hours they will need to also indicate call-back in the notes section of their timesheet.

I. Employees on-call during a holiday week that are called back to work will receive that time worked as compensatory time. The employee will receive their holiday pay for the week. The time worked due to call-back will be recorded under the compensatory time. Only when the employee has actually worked over 40 hours will they begin to calculate overtime.