Employee Standby and Call-Back Operations

Purpose:

This policy provides guidance on when and how additional compensation is provided when employees are placed in standby status or when they are called back to work at the University. On occasion, Facilities Management (FM) employees may be placed in a standby status that requires them to be readily contacted by telephone or pager so they can report for work outside of normal working hours to respond to campus emergencies. While events requiring this extraordinary response are infrequent, it is necessary to have policy and procedures to provide guidance on how these situations will be addressed.

References:

PPM 3-2: Employee Definitions
PPM 3-4a: On-Call Status, Staff Personnel
PPM 3-17: Working Hours (Non-Teaching Personnel)
PPM 3-18: Overtime (Non-Exempt Personnel)
PPM 3-48: Extra Compensation (Salaried Non-Faculty)
Fair Labor Standards Handbook
Fair Labor Standards Act (FLSA)
FM Policy 601 – Emergency Response (for snow removal)

Definitions:

Standby: Being readily available to come to the University when summoned according to a pre-arranged agreement. A staff member on standby agrees to:

(1) Provide a telephone number, or carry a pager, where he or she can be reached; and
(2) Be prepared to come to the University and be on-site within one hour of the request.

On-Call: The normal condition of an employee either before or after their normal work shift. If an employee can be reached by telephone, they may be called in to work during an emergency. All FM personnel are on-call for emergencies or for snow removal duties. If an emergency or a snow storm occurs, personnel may be called in
to work if they can be reached using a standard call-down list. On-call activation will only be used when the urgency of need is beyond the ability of the standby personnel or first responder to address the situation.

Call-Back: When an employee is called back to work after their normal shift of work has been completed or before their normal shift of work commences.

**Policy:**

Classified employees participate in the standby program voluntarily, unless the standby requirement is stated as a condition of employment in their job description. Standby duty requires the employee to be accessible, available, and able to report for duty if called.

Classified employees in scheduled standby status will receive one hour of regular straight time compensation for each normal and weekend day they are on standby status. For holidays, the employee in standby status will receive two hours of straight time compensation. This additional compensation is separate from any work time accrued as a result of a call-back. Costs for standby pay and call-back pay will be borne by the shop’s hourly account.

All FM personnel are considered essential personnel. If the University or any of its campuses are declared closed except for essential personnel, FM personnel should plan on working their regular work schedule unless personally notified otherwise.

Professional staff will not be placed on formal standby and are expected to work the times and flexible schedules needed to complete their responsibilities. Since professional staff employees are exempt from FLSA, overtime is not authorized except in unusual circumstances that are individually approved. Compensatory time is appropriate for professional level employees.

Shop managers are responsible for determining the need for standby duty and for assigning classified staff to that duty. Not all shops may require a standby person. If standby duty is required, the shop manager will maintain a roster of all qualified employees who may be required to serve. An equitable rotation policy shall be followed in requiring employees to serve on standby duty.

Shop managers may arrange for cross training of employees between shops to reduce the standby requirement. If employees are cross-trained, they must have sufficient expertise to handle and control an emergency in the field to which they have been cross-trained.

Classified employees in non-exempt positions (positions that are eligible for overtime compensation) who are called in to work on a regular day off or called back to work after a regular work schedule shall be paid at the appropriate rate of pay for the hours worked.

Employees shall be paid a minimum of two hours pay whenever they are called back to work from either a standby or call-back status, except as noted below. The two hour
minimum will start when the employee arrives at the work site and the end time will be at
two hours or when the work task is completed, whichever is greater.

Exceptions to the two hour minimum for call back pay are as follows:
 a. If the employee was called back during the two hour period immediately prior to
   the beginning of the employee’s next regularly scheduled work shift.
 b. Adjustments in the schedule were arranged for the employee’s convenience (e.g.
   to make up for time lost earlier in the week).
 c. An employee is scheduled to work additional hours and is notified in advance as
   to the schedule change (e.g. work one hour on Saturday).
 d. Snow removal operations (which will be addressed with compensatory time).

Employees authorized to take a University owned vehicle home each day to respond to
emergencies are not eligible for standby pay. Classified employees driving a vehicle
home are eligible for call-back pay.

Travel time will not be paid time.

**Procedure:**

Shop managers have the authority and responsibility to designate personnel for standby
duty. However, shop managers will normally be the first responders to call-backs and
emergencies.

If shop managers are not available to respond to a call-back situation (e.g. due to
excessive distance from the campus, sickness, or planned vacations) they will designate
an employee to fill that responsibility. The designated employee will provide a current
telephone number, cell phone, or pager number where they can be reached during non-
duty hours. Appointment of designated standby personnel will be rotated among all of
the employees in the shop, unless employees specifically exempt themselves out of
standby duty. The shop manager will provide a roster and schedule of assigned standby
personnel to the Heat Plant and the Business Center.

Selected shops have assistant managers who are classified employees. In the absence of
the shop manager, or when delegated to do so, the assistant shop manager has the same
authority to schedule standby duty as the shop manager. In the event the assistant shop
manager is required to respond while in a standby role, he/she will be paid per this policy.

Should a large scale emergency arise that requires several or all of a shop’s manpower to
respond from an on-call status, all responding employees will be eligible for the
minimum two hour pay (except for snow removal operations or other exceptions as listed
above).

When notified of a duty to respond, the designated standby employee must respond
within one hour from the time of notification. If the nature of the emergency requires an
on-site response, then the employee must be on-site within the hour time limit. Responding personnel are expected to abide by all traffic laws and respond in a safe manner. Responding standby personnel must check in and out with the Heat Plant Operator, either in person or by telephone, for all after normal duty hour calls. All after normal duty hour calls will originate from the FM Business Center or the Heat Plant Operator. Failure to respond to an emergency call-back within the specified time when on standby duty is cause for disciplinary action.

A work order will be created by the FM Business Center to which all time and materials associated with the call-back will be recorded.

If, for any reason, the designated standby technician is unable to respond, the standby technician must notify their shop manager or acting manager as soon as possible, or someone else higher in the chain of command. This should only happen in times of extreme emergency.