

ON-CALL PROCEDURES FOR AFTER-HOURS RESPONSE

According to Facilities Management Work Rules and Guidelines 400.9 Emergency Call-Ins: Employees may be called into work after-hours and weekends due to emergency conditions. Management will make every reasonable effort to equally rotate these calls and work assignments to make them fair and equitable to all. Callback pay, overtime, or compensatory time off will be granted in accordance with State Personnel rules.

All Trades Maintenance Employees are expected to participate in the on-call rotation with the exception of hourly employees and recent hires. Rotational periods will be determined by the number of staff members involved with each assigned phone.

EXPECTATIONS

1. After-Hours Responders (AHR) are employees designated as ON-CALL. AHR employees are expected to have the phone in their immediate vicinity at all times. As phone calls come in, employees are expected to respond quickly. If for some reason the employee is unable to answer a call, a return call is expected as soon as possible.
2. AHR are required to carry a cell phone on behalf of Facilities Management to respond to service requests outside of normal working hours and are officially conducting University business. Therefore, all Facilities Management Work Rules and Guidelines apply, including strict adherence to section **700.5 Alcohol/Drug Free Workplace**.
 - a. Employees that are not ON-CALL and are contacted to assist or respond to campus and in doing so would be in violation of any laws, e.g. driving under the influence, and/or section 700.5, must notify of their inability to respond and are not permitted to respond.
3. AHR are expected to conduct themselves in a professional manner at all times.
4. AHR must make every attempt to keep the customer informed as is feasibly possible. This includes a follow-up contact at the conclusion of the service response to inform the customer of the actions taken and/or other pertinent information.
5. SAFETY: AHR should contact the Heating Plant (970-491-0042) to notify of their presence on campus, where specifically they are working, and a contact phone number. Once the work is complete, the AHR must report back to the Heating Plant and notify that work is complete and they are leaving campus. Heating Plant will log the information. Should the AHR not report back in, Heating Plant staff will attempt to contact. If contact is unsuccessful, Heating Plant will contact the appropriate authorities to conduct a welfare check.

PROTOCOL

1. Many phones that have been enabled by the Trades section according to programmatic responsibilities. Customers requiring after hours service will first be directed to an automated answering machine/phone tree. The caller will be presented with series of questions in an attempt to connect the caller with the most appropriate section. Should a customer reach an AHR in error, the AHR is expected to take responsibility for the call and seek the appropriate responder on behalf of the customer. Do NOT redirect the caller to another individual unless it is an emergency (911) call that requires emergency response from the police or fire department. Log misdirected phone calls for review and possible

changes to the automated system. Give those to shop supervisor at the conclusion of the rotation.

2. AHR must take responsibility for the service request and determine whether immediate action is required and respond accordingly. Do NOT refer the customer elsewhere. Instead, determine the appropriate service provider from the After Hours manual and make contact with the appropriate personnel able to respond.
3. If the service request is not within the area of expertise, contact the most appropriate AHR to determine if the situation requires their immediate attention.
4. AHR service requires employees to remain in proximity to campus and arrive to campus in a reasonable timeframe. Some sections may have more closely defined guidelines for response time due to the nature of the response required, e.g. NFPA guidelines, etc. It is expected that all ON-CALL responders are capable to respond to maintenance issues as required. If unforeseen circumstances arise and the AHR cannot respond, the AHR must contact their supervisor immediately to make other arrangements. Scheduling out-of-town trips during a scheduled on-call rotation is not an unforeseen circumstance.
5. AHR staff are not expected to respond to calls/situations that are outside their area of programmatic responsibility unless asked to do so by their supervisor or manager.
6. AHR returning to campus are required to use the timekeeping system to clock in and out.
7. AHR that are able to resolve maintenance issues via secure web access will be required to clear these actions with their supervisor prior to doing so. The supervisor will inform the Trades Manager the next working day and be prepared to discuss hours worked and reason for call.
8. If an employee receives a call and is not sure of the proper response, they are to contact their supervisor for direction. If the employee is unable to reach their supervisor they are to leave a clear and concise voice mail message and wait at least 15 minutes for a response. If the supervisor cannot be reached, the employee is to contact the Trades Manager for direction.
9. Building Operations Second Shift (BOSS) will respond to all after-hours calls until midnight. To ensure coverage in the event of absences on the 2nd shift, after hours phones are to be activated at 10:00 PM. The dispatch line will roll to the after-hours phones at 10:00 PM. Should the AHR receive a call prior to midnight, contact should be made with BOSS to respond. If BOSS is unavailable, the AHR must take responsibility for the response.

COMPENSATION FOR ON-CALL AND AFTER HOURS RESPONSE:

1. ON-CALL (Department of Personnel Rule 3-45): On-call pay (\$2.00/hour) applies when eligible employees are specifically assigned, in advance, to such status. During ON-CALL duties, freedom of movement is significantly restricted; however, the employee is still free to use this personal time effectively. If personal time cannot be used effectively then that time is considered work time. When an employee receives calls and spends time to respond to an on-call request, such time shall be considered work time. ON-CALL pay stops when an employee starts working and resumes when an employee stops working.
2. CALLBACK (Department of Personnel Rule 3-44)
Callback pay is the employee's base pay for a minimum of two hours when an eligible employee is required to return to work before or after a scheduled shift. It is not a continuation of a shift.

Callback pay does not apply if there is not break between shifts. Callback situations do not apply when an employee knows in advance when he or she is expected to report to work. It is an unexpected call to return to work before the employee's next scheduled work time.

- An employee is guaranteed a minimum two hours of CALLBACK pay when the employee returns to work, even if the actual callback time is less than two hours.
- ON-CALL pay stops when an employee is called back and begins CALLBACK duty at the designated work site. Before an employee actually starts to work, on-call continues.
- Time spent traveling to and from work during a callback situation is not considered work time and shall not be included in hours worked for overtime purposes. However, during the travel, the employee is considered to be ON-CALL.

3. OVERTIME (Department of Personnel Rule 3-28)

Overtime compensation eligibility requires that the employee has recorded 40 hours of accumulated time in the form of actual time worked and/or authorized leave in the same week as the week as the overtime event occurred. If resolution of the problem exceeds two hours (CALLBACK), employees will be compensated for overtime for the hours actually worked.

*NOTE: Employees are not eligible to receive ON-CALL, CALLBACK and/or OVERTIME pay concurrently.

Approval for Facilities Management Work Rules and Guidelines:



Tom Satterly, Associate VP Facilities Management

9-6-17

Date

