

On-Call Program Procedures

Purpose

The on-call program insures that the after-hours needs of the University are met in a reliable and timely way.

The following sections participate in the on-call program:

- Mechanical Distribution
- Electrical Distribution
- Power Plant*
- Chilling Stations*

All Utilities maintenance staff working in any of these sections will be required to participate in the on-call program. Supervisors and Assistant Supervisors will not be placed on the rotation schedule, but may volunteer to relieve those on the rotation. Personnel from areas other than Utilities Maintenance who work in these sections, will not be placed on the rotation schedule, but may volunteer to relieve those on the rotation.

**Power Plant and Chilling Stations please refer to your immediate supervisor for your section's on-call procedure and schedule.*

Scheduling

Utilities maintenance administrative staff will maintain a rotating schedule of on-call participants. The schedule will be issued in late November and will cover a twelve-month period beginning in February of the following year. Utilities maintenance administrative staff will issue a weekly on-call schedule which will reflect any changes in the rotation schedule and will have the name and telephone number of all on-call personnel scheduled. The weekly on-call schedule will be sent to Facilities Monitoring group of Instruments and Controls (I&C) on Mondays prior to the beginning of the on-call week.

If a participant leaves the University, their position on the rotation will be filled by seeking a volunteer. If no volunteer is found, the vacancy will be filled by assigning it to another participant in the same section on a rotating basis.

New employees who started during the year will be eligible to volunteer for relief coverage once their supervisor feels they are ready. They may be assigned to cover vacancies as mentioned above and will enter the rotation in the next year's schedule.

Every effort will be made to make sure the same person does not work the same major holiday (Thanksgiving, Christmas, and New Years Day) more often than would be provided by a separate holiday rotation.

On-call duty has the following three rotations, which typically start and end the following week:

- Wednesday PM – Wednesday AM
- Friday PM – Thursday AM
- Monday PM – Sunday AM

Compensation

Each participant in the on-call program will be paid a flat rate based on the current hourly on-call rate. The rate will be based on the number of on-call hours per week, typically 128 hours. For holiday weeks the amount will be increased appropriately. As of February 7, 2006, the on-call hourly rate is \$1.75.

A minimum of four hours will be paid for each actual trip to the University to address call-in issues. If the actual time worked is greater than four hours, the employee is paid for the actual amount of time they were at work. Hours reported will be paid at the overtime rate if appropriate.

On-Call Participant Responsibility

Each participant is responsible for providing on-call coverage for the week assigned to them on the rotation schedule and are not allowed to switch their schedules without first notifying their supervisor and the person who sets the schedule. Employees are given one week to review the schedule and inform their supervisor of any conflicts. The replacement person may cover the entire on-call period or any portion thereof. Also notify your supervisor if there is a change in who is carrying the pager, to insure correct payment.

Each individual on-call will be available for work:

- Monday through Friday after normal hours; or
- Saturday through Sunday and holidays 24 hours a day.

While on-call, the individual must be prepared to come to work at all times and respond to University calls within 5-10 minutes. Under no reasonable circumstances can an employee on-call refuse to respond. Failure to respond to a page can result in disciplinary action. All the rules and regulations of the Utilities Policy Manual will apply while an employee is on-call.

If the employee is sick and not able to participate, the supervisor will designate a replacement for that employee until the employee returns to full duty. The replacement employee will be paid the hourly on-call pay for their time on-call. The on-call pay will be split between the employee and the replacement employee based on the amount of time each participated in the on-call program for the week.

On-Call Response Procedure

Participants, who are called in to work, may be required to check in and out with I&C.

Calls for the on-call program go through I&C or the 1-2020 after hours phone line. They receive a weekly updated schedule of who is on call and keep a record of the calls that come in. There will be just one on-call pager that each person will carry during the week so that I&C will only have to refer to one number. When the call comes in, I&C calls the employee at home first and then calls the pager number.

When responding to an on-call, the response procedures are as follows:

1. Call I&C as soon as possible after receiving the page to let them know when you expect to arrive on campus.

2. Upon arriving on campus, go directly to I&C to check in, pick up any needed keys, and pick up a radio (if needed). In cases of extreme emergency (where delay in responding might cause increased damage and/or danger) go directly to the location of the problem, but notify I&C by telephone when arriving on campus, and follow the remaining steps of this procedure.
3. Make sure the I&C operator has your name, call sign, radio number, and where you expect to work.
4. Report to the work site and evaluate/diagnose the problem.
5. If the needed repairs can be made in a reasonable time frame, proceed.
6. If the needed repairs cannot be made within a reasonable time frame, secure the scene to prevent further damage only if the situation will not cause damage to personnel or property.
7. If additional help is needed during the response, call I&C for additional assistance.
8. Before leaving campus, report back to I&C, return radio, get a service request number, and report what actions were taken and the status of the situation.
9. Remember to indicate on-call response time on daily labor reports and use the service request number provided by I&C.

Failure to follow the above requirements may jeopardize the effectiveness of the program and will be considered a violation of this policy.