

ADMINISTRATIVE PROCEDURE NO. 464 ON-CALL

Background

The purpose of this Administrative Procedure (AP) is to provide a consistent, fair, and equitable framework for compensating employees who are required to maintain availability after hours or be on-call to respond to emergency situations. This procedure ensures employees who are on-call are compensated for their time and any work required during on-call periods.

1. Applicability

- 1.1. This AP applies to the following job classifications:
 - 1.1.1. Maintenance Employee
 - 1.1.2. Transportation Employee
- 1.2. Managers will determine which employees would be included/excluded for the on-call rotation.

2. On-Call Rotation

- 2.1. All members of the on-call rotation will be notified and new employees will have the possibility of this assignment written into their employment contract.
- 2.2. The on-call rotation schedule will be set annually by the Manager of Maintenance/Transportation or designate, beginning on **September 1** of each year.
- 2.3. If an employee is unable to work their assigned on-call period, they must work with their supervisor to resolve the issue.
- 2.4. Employees may switch their on-call shift with another willing employee, with prior supervisor approval.
- 2.5. If an employee cannot find coverage for their shift, they must notify their supervisor.
- 2.6. Barring extreme situations, employees are responsible for working their scheduled shifts.

3. Compensation for On-Call Work

- 3.1. Employees required to remain on-call will receive the following compensation:
- 3.2. **Hourly Rate:** \$2.82 per hour
- 3.3. **Call-Out Compensation:** A minimum of 30 minutes of pay or equivalent lieu time at the overtime rate for call-outs.

4. **Remote Resolution:** If a call can be resolved remotely or temporarily until regular work hours, no further compensation will be provided.

5. Call-Out Procedures

- 5.1. Employees are required to be en route to the site within **30 minutes** of receiving a call notification.
- 5.2. Security or fire alarm calls require immediate attention and must be responded to as quickly as possible, as emergency services may be waiting on site.

6. Geographical Considerations for Response

- 6.1. If a call is more efficiently managed by an employee located closer to the issue or there is an employee with more applicable skills and training, the on-call employee may contact other department team members to handle the situation. In this case, the on-call employee will not respond and will not receive payment for attending the site.
- 6.2. Employees not on-call are not obligated to respond to calls from the on-call employee.

7. Supervisor Direction and Assistance

- 7.1. If the on-call employee cannot resolve the issue, they must contact their manager for direction.
- 7.2. The manager reserves the right to contact other employees to assist, even if they are not on-call.
- 7.3. In certain cases, employees may be called to respond even if they are not on-call, due to specific qualifications (e.g., electricians during power outages, mechanics for a bus breakdown).

8. Employee Notification Procedures

- 8.1. On-call employees must notify their supervisor when attending a call that requires site resolution, and when they return to their home location.
- 8.2. At any time, employees must notify their manager and the manager will contact their supervisor by **phone** if the call involves:
 - 8.2.1. A **risk to person or property** (e.g., fire alarm system shutdown, bus accident or breakdown, uncontrolled water leak, significant police presence).
 - 8.2.2. A **risk to operations** (e.g., interruption of domestic water supply, plugged sanitary sewer, significant vandalism, no heat).
 - 8.2.3. A **politically sensitive situation** (e.g., vandalism involving hate speech or symbols).

9. Post-Call Procedures

- 9.1. Employees who complete a call before **midnight** and return to their regular shift should report to work at their usual start time the following day.
- 9.2. For calls that occur within **8 hours** of the employee's next shift, employees should discuss with their manager whether to continue as part of their regular shift.

10. Shift Adjustment for Calls

- 10.1. In situations where the on-call employee attends a call on-site within **3 hours** of the start of their regular shift, they may continue working as part of their regular shift.

This procedure ensures fairness, clarity, and efficiency in managing on-call responsibilities and compensating employees appropriately for after-hours work. All employees and supervisors must adhere to these guidelines to ensure consistent application across the division.

References:

Employment Standards Employment Standards Code, RSA 2000, c E-9, s 16, <<https://canlii.ca/t/81lt#sec16>>, retrieved on 2024-11-25

Employment Standards Regulation, Alta Reg 14/1997, s 11, <<https://canlii.ca/t/82tg#sec11>>, retrieved on 2024-11-25