

On-Call Guideline

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Department guidelines and procedures are subject to change at any time and staff are responsible for familiarizing themselves with current guidelines.

FACILITIES OPERATIONS AND MAINTENANCE GUIDELINES AND PROCEDURES

Date Issued: 11/1/07

Guideline #

ON-CALL GUIDELINE

PURPOSE: To establish guidelines for assigning emergency response On-Call coverage.

GUIDELINE: On-call coverage will be assigned on a rotation basis. (Exceptions: Completion of an ongoing project or the need for a specialized skill specific to an individual employee).

Under some circumstances, on-call coverage will be required (emergency, disaster, staff shortage). As a condition of employment, employees must be available to work during periods of critical need.

On Call time assigned in FMS is considered 'uncontrolled' standby. Employees assigned to this duty will be required to carry a pager during the time he/she is on call.

Employees that are assigned 'On Call' and called in on emergencies will be paid for 4 hours of work; employees will not be assigned to work more than 24 hours during an assigned work shift.

The supervisor will be responsible for providing to the Customer Resource Center a monthly on-call list. It is the supervisors responsibility to notify CRC of any schedule/assignment changes.

Supervisor Depending upon the nature of the situation, the supervisor in charge may have to consider travel time, and other factors when assigning and/or re-assigning responsibility for on-call emergency response.

Supervisor is responsible for approving any schedule changes and notifying CRC of changes to the schedule.

Supervisor will periodically review their overtime /on-call practices to assure fairness, equity, and efficiency.

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Employee

The supervisor is responsible for designating the next employee to be called if an employee reaches the 24 hour maximum hours scheduled during an assigned shift.

All assigned employees are expected to be available to take their 'on call' turn.

Requests for schedule change must be submitted in writing and approved by supervisor two weeks prior to the scheduled On Call Assignment. Employee will be responsible for identifying replacement.

Employees that fail to respond to on-call emergency response requests or other emergency service call may be subject to disciplinary action.

Once an employee reaches the 24 hour maximum hours scheduled during an assigned shift, he/she must notify CRC and contact their supervisor to be scheduled off the on-call list.

PROCEDURE:

- 1) CRC calls the scheduled/designated 'On-Call' employee at the telephone # provided (home) to respond to an emergency.
 - o If no answer, CRC will leave a message on voicemail if available and then page the employee immediately giving the employee 15 minutes to respond to page.
 - o If on-call employee does not respond after 15 minutes, CRC notifies the supervisor for further instruction i.e. proceed to next employee on the on-call list or call the person again, etc...
- 2) The On-Call employee provides CRC with an estimated time of arrival. CRC must then make a decision on the emergency if ETA will accommodate the emergency.
- 3) Employee is expected to respond to call and report to work immediately. If employee determines they will be unable to respond and/or there will be a delay due to unforeseen circumstances, employee must contact supervisor/CRC immediately with estimated time of arrival.
- 4) Upon arrival to work, employee clocks in at time clock located in the CRC area and reports directly to CRC office to follow up with CRC representative for further information regarding emergency; receives additional instructions and/or keys from

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CRC.

HSC employees: are expected to clock in upon arrival and Call CRC rep to check in for further information regarding emergency; receives additional instructions from CRC.

- 5) Employee may need DPS for entry to campus buildings and should work with CRC to coordinate.
- 6) Employee reports to location of emergency, assesses the situation and resolves problem by securing/completing the job. If the job cannot be secured/completed the employee is required to notify supervisor immediately for further direction/instruction.
- 7) Supervisor determines next steps.
- 8) Upon completion, employee is required to provide CRC representative with a status report.
- 9) If job assignment requires additional work orders for other trades or shops, or if parts are needed; CRC creates work order(s);
- 10) CRC notifies the customer regarding status if necessary.
- 11) Before leaving, employee must first check with the CRC to see if there are any other emergencies that would require attention/resolution and respond to site.
- 12) Employee utilizes same OT card.
- 13) Upon completion of all work, CRC issues a work order number(s) to the on-call employee and closes the work order completed.
- 14) If no additional assignments, employee must clock out in Customer Service at the UPC campus and at the HSC designated location.

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