



**REPORT TO:** Shared Services Steering Committee  
**PREPARED BY:** Jeff Molenhuis, Director of Public Works

**DATE:** September 8, 2016  
**SUBJECT:** Shared Service On-Call and Call-In Policy

**ATTACHMENTS:** On-Call and Call-In Policy Document

**RECOMMENDATION:**

THAT the Steering Committee receive the report Shared Service On-Call and Call-In Policy;

AND THAT the Steering Committee recommend the Policy be adopted and put into immediate effect by the Councils of Morris-Turnberry and North Huron at their next Council meeting.

**EXECUTIVE SUMMARY**

The Pilot Project Shared Service Public Works requires business continuity at times after regular working hours. Each municipality has its own arrangements for after-hours support, including carrying a pager or receiving a staff-to-staff call to their work phone or in some cases at home. The current arrangements for remuneration vary as well. Establishing this policy will align both municipalities with respect to roles, responsibilities and remuneration. With shared service, the cost to maintain 24hr response will be split across organizations, and will be applied according to the Shared Service agreement split.

**DISCUSSION**

The development of the policy addresses an after-hours need for Shared Service to maintain business continuity, as well align the roles, responsibilities and remuneration for all staff participating in the program. The policy has the following key definitions:

- 1) On-Call Supervisor: designated staff person who must carry a communication device and be accessible and ready to work if called. This person must also act in a supervisory position, and will be called upon to use judgement and make decisions.
- 2) Call-In: when an employee or the On-Call Supervisor is called in to a work location outside of regular work hours to respond to an emergency or support a necessary service request.

The policy establishes the supervisory duty for being on-call, defines the hours, pay, roles and responsibilities and compliance requirements. The policy was developed with consideration to the existing on-call or pager related policies of each municipality. Other municipality policies in Huron County, Bruce County and Perth County were researched to support this policy development. The details of this policy are in line with that of other established on-call policies researched.

**FINANCIAL IMPACT**

The pay rate is \$1.35 per hour outside regular work hours. This results in \$21.60 per regular work weekday and \$32.40 per weekend day or holiday. The annual cost will be \$9,200 in total. The On-Call cost will be split according to Shared Service arrangement, being 55/45 split for North Huron and Morris-Turnberry respectively, resulting in the following administrative costs:

Municipality	Proposed On-Call Policy Cost	Current On-Call Policy Cost
North Huron	\$5,060	\$3,000
Morris-Turnberry	\$4,140	\$11,500

North Huron’s On-Call pay is understood to be \$50 per week, whereas Morris-Turnberry Pager Pay is approximately \$215 per week. Comparatively, other municipalities were in the range of \$125-\$175 per week for On-Call/Pager pay.

Call-In remuneration will also be revised. The new policy would remunerate staff for a minimum 3-hour call-in. Morris-Turnberry staff, under their policy, had a minimum 4-hour call-in at regular pay. North Huron staff, under their policy, had a minimum 2-hour call-in at 1.5 times regular pay. Call-Ins will be allocated to the job that staff are called in to address, and therefore will be charged directly to the municipality for which the call is necessary. In the event that it is an administrative related Call-In, the time will be allocated according to the Shared Service split.



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Jeff Molenhuis, Director of Public Works