

Shared Service Policy	 	Version: V1
Public Works		
Policy No: PWSS02		MT Council:
Page 1 of 5		NH Council:

On-Call and Call-In Policy

POLICY STATEMENT	The Township of North Huron and Municipality of Morris-Turnberry recognize that due to the requirement, at times, to provide 24/7 service and be responsive to time sensitive demands or emergency situations beyond regularly scheduled work hours in Public Works, employees and management may be required to be on-call or be called in to work. This policy does not apply for Call-In related to winter control response.
PURPOSE	The purpose of this policy is to ensure accurate and authorized payments for on-call and/or Call-In for employees and management. This policy defines on-call duties and Call-In procedures, eligibility, guarantees and response times. It confirms the remuneration practice for all employees who work on an on-call or Call-In basis, as well as outlines penalties for not adhering to the policy.
SCOPE	This policy applies to all permanent, temporary or contract full-time employees working within Public Works Shared Service in the Township of North Huron and Municipality of Morris-Turnberry, throughout the geographical areas of both municipalities.
DEFINITIONS	<p><u>Management</u></p> <p>The management team in the Public Works Shared Service, for the purpose of this policy, consists of the following: Director of Public Works, Manager of Operations, Operations Supervisor, Public Works Administrative Assistant, Foremen or Lead Hand.</p> <p><u>Employees</u></p> <p>Employees consist of Operators and students as necessary.</p> <p><u>On-call Supervisor (OCS)</u></p> <p>The member of Management or an Employee who is the scheduled on-call person. Acting in this role gives the individual the authority to make decisions, as well as the duty to act in relation to Public Works activities outside of the regular work hours.</p> <p>A member of the management team or an employee is considered to be the OCS when they are scheduled by the Management team for that particular time period as the OCS.</p> <p><u>Call-In</u></p> <p>A Call-In occurs when employee(s) are called to their workplace or are required to respond to a work location outside of their regular work hours.</p>

Shared Service Policy	 	Version: V1
Public Works		
Policy No: PWSS02		MT Council:
Page 2 of 5		NH Council:

	<p>This does not apply to Call-In related to winter control response. The OCS is required to use judgement as to what is a satisfactory response, and whether Call-In of themselves or additional Employees is necessary to resolve the situation. A primary Call-In is when the OCS is required to attend a work location. A secondary Call-In is when the OCS must contact other staff members to support the primary Call-In.</p> <p><u>On-Call Log</u></p> <p>An on-call log is included in the duty binder for the OCS to fill out as part of their duties. The log is to be completed for each OCS shift, and must include:</p> <ul style="list-style-type: none"> • All communication received to the communication device; • Nature of the communication received; • Actions performed by the OCS to respond; • Actions performed by the OCS to resolve the issue; • Staff response with respect to Call-In, if any; and • Time for the OCS or Call-In staff to resolve the issue. <p>The on-call log will be audited by the Foremen, Operations Supervisor, Manager of Operations or Director of Public Works at their discretion.</p>
TERMS AND CONDITIONS	<p><u>On-Call</u></p> <p>Duties: The duties of the OCS are as follows:</p> <ul style="list-style-type: none"> • They are required to carry and respond to a communication device (such as a cell phone or pager) particularly in addition to his or her regular work schedule; • They are required to respond to emergency or request situations based on a 24 hour/7 day week rotational system; • They are required to be available to resolve work related problems via another means (such as telephone, computer or fax) outside of his or her regular work schedule; and • They are required to respond to the on-call communication device within twenty (20) minutes of receiving a call; and • They are required to be available to report to a work location within forty-five (45) minutes of notification, outside of his or her regular work schedule. <p>The OCS is required to act with judgement to determine the level of response necessary. The expectation is that in limited circumstances, a</p>

Shared Service Policy	 	Version: V1
Public Works		
Policy No: PWSS02		MT Council:
Page 3 of 5		NH Council:

secondary Call-In will be required. It is at the discretion of the OCS. Further, the OCS must ensure judgement and decision making so that every call does not result in a Call-In. The OCS will act with judgment to direct the caller to regular business hours or determine the necessary course of action to resolve the issue.

The OCS must mark their timesheet by providing a mark in the box for the day they were acting on-call. The change of OCS duty will occur during the regular work day at some point during the regular the work week. The personnel being relieved of OCS duty will mark that day as an on-call day. The OCS may transfer their duty daily or semi-daily through-out their scheduled timeframe, or may exchange the timeframe of their duty with another OCS employee, at their discretion. It is the responsibility of the scheduled OCS to inform the Manager overseeing the schedule, ensure the schedule is updated and ensure the on-call communication device is documented to knowingly be in the possession of the person acting as OCS.

Eligibility: The duty is primarily for Management to organize and participate in an on-call rotational schedule. However, employees are also eligible for on-call duty at the approval of the Director of Public Works. Management and Employees are entitled to on-call pay provided they meet the above definitions and conditions. Management and Employees on-call must adhere to all North Huron and Morris-Turnberry organizational policies and procedures, as well as the Shared Service project policies and procedures. Management and Employees with on-call status are deemed to be the OCS, and therefore are deemed to have decision making authority and therefore must show judgement. Management and Employees acting as OCS may be eligible to take a work vehicle (truck) to their residence for use only in response to on-call or Call-In procedures. They cannot engage in any activity that would impair judgment or prohibit a response while on-call.

On-Call Pay: The following rate of pay structure is in place for Management or Employees performing in an OCS capacity:

- \$1.35 for every hour of on-call status outside of the regular hours of work, including weekdays (\$21.60/weekday, \$32.40/weekend day and holiday)

It is the primary duty of the OCS to respond or organize response to after-hours calls. If contact cannot be made with the OCS or if the OCS fails to perform the work required, *that individual is ineligible for on-call pay for the duration of the week of the failure to perform the on-call duty.*

Shared Service Policy	 	Version: V1
Public Works		
Policy No: PWSS02		MT Council:
Page 4 of 5		NH Council:

Call-In

Duties: The duties for Call-In staff are similar to their day to day duties in Public Works. The OCS will provide direction to the Call-In employees, and will be considered their supervisor for the duration of the Call-In. Employees have a maximum of ten (10) minutes to respond to the Call-In request from the OCS. In the event the request is not responded to in that time, the OCS will proceed to the next employee on the list to initiate Call-In request. The employee requested for Call-In must be able to attend the site within forty-five (45) minutes and must be a suitable state to work, without impaired judgement of any kind, otherwise the employee is ineligible for Call-In at that particular time.

Eligibility: All Management and Employees are eligible for secondary Call-In duty. They are considered to be on Call-In when they respond to a substantial work-related request from the OCS outside of their regular work schedule. It is important to note that the OCS is responsible for requesting and organizing the Call-In response. Management and Employees will not be considered Call-In if they have not been requested to attend a work site by the OCS or at the request of Management. Further, the OCS must show judgment on whether a primary or secondary Call-In is necessary. If a Call-In occurs where it may have been suitable to resolve over the phone or wait until regular business hours, at the discretion of the Manager, Call-In pay will not be provided.

A sign-up sheet is in place for management and employees to consent to participate in the Call-In policy and procedure. The list makes staff eligible for Call-In on a first-come first-served basis, and will be a rolling list of priority eligibility. In that sense, when a Call-In request results in the employee acting in a Call-In capacity, that employee will effectively be re-prioritized on the Call-In list as least priority. For periods where Call-In is not appropriately staffed, Management may assign Call-In duties to staff for a temporary period of time.

Call-In Pay: Pay in accordance with the Hours of Work, Banked Time and Overtime Policy under Shared Service. Time to and from the work location is considered eligible for payment. Minimum hours guarantee for Call-In outlined below. For situations where the Call-In employee is required to respond to additional after-hours incidents within the same Call-In day, the employee will not receive more than one (1) minimum guarantee, but will be remunerated in accordance with Hours of Work, Banked Time and Overtime Policy for Shared Service.

Guarantee: The Call-In guarantee for after-hours work where employee or management attendance at a work site is required is for a minimum three

Shared Service Policy	 	Version: V1
Public Works		
Policy No: PWSS02		MT Council:
Page 5 of 5		NH Council:

	(3) hours. Where multiple incidents requiring Call-In are reported in the same day, the employee or manager will only receive one (1) Call-In guarantee, and will be remunerated for the remainder of that day's time based on Hours of Work, Banked Time and Overtime Policy.
RESPONSIBILITIES	<p>The following positions are responsible for fulfilling the responsibilities detailed in this Policy as follows:</p> <ul style="list-style-type: none"> • The Management team will control the on-call scheduling and updates to the Call-In priority list; • All on-call or Call-In hours worked must be verified and authorized by the employee's immediate supervisor and documented accordingly through time-sheet submission; • The OCS will fill the on-call log; and • The Management team will audit the on-call log and communication device at various times throughout the year.
COMPLIANCE	<p>Failure to comply with this Policy and its associated Procedures as it relates to on-call duties will result in the Management or Employee with on-call or Call-In duties not being compensated, and may result in disciplinary action. If contact cannot be made with management or an employee who is on-call or if management or an employee who is on-call fails to perform the work required, <i>that individual is ineligible for on-call pay for the duration of the week of the failure to perform the on-call duty.</i> Documented record will be made for failure to perform on-call duties, and for continued non-compliance with the policy, escalated disciplinary action will be taken.</p>
RELATED DOCUMENTS	<p>The following related documents are referenced in this Policy:</p> <ol style="list-style-type: none"> 1. Employment Standards Act 2. Shared Service Hours of Work, Bank Time and Overtime Policy
HISTORY	<p>The policy was developed for the Shared Service project to align staff policy and procedure as it relates to on-call and Call-In duties. This policy supersedes the following:</p> <ol style="list-style-type: none"> 1. Morris-Turnberry Personnel Policy – Pager Pay 2. North Huron On-Call Policy

Shared Service Policy	 	
Public Works		
Policy No: PWSS02		
Form: On-Call Schedule and Sign-up Sheet		

2016			
Period Starting	On-Call Supervisor		Priority Call-In
2016-07-05			
2016-07-19			
2016-08-02			
2016-08-16			
2016-08-30			
2016-09-13			
2016-09-27			
2016-10-11			
2016-10-25			
2016-11-08			
2016-11-22			
2016-12-06			
2016-12-20			