

AFTER HOURS MAINTENANCE ON-CALL PROGRAM

Section: Facilities

Policy: Emergency maintenance required during on-call hours will be initiated and conducted using the following procedures.

Purpose: The purpose of the on-call program is to provide for emergency maintenance when needed. The current on-call program guidelines will remain in effect until management publishes revised guidelines.

Scope: Management has determined that the current on-call program will be required for all salaried non-exempt regular status Facilities maintenance staff. All staff members will participate in rotation. Members of the maintenance staff may volunteer for additional rotations with management approval.

The following positions in the department will participate in the on call maintenance program:

- Skilled craft worker (SCW)
- Utility worker
- Painter
- Electrician
- Mason
- HVAC Tech.
- Locksmith

When coverage for a particular on-call is unavailable due to illness or unplanned personal circumstance, other staff members may be required to work on-call shifts to provide adequate departmental coverage. This option applies to all positions included in the maintenance program. It is the responsibility of the scheduled on-call SCW to ensure the shift is properly covered. They are expected to fill the duty schedule or arrange a substitute per this policy (schedule number four). If the on-call staff member has an unanticipated absence, they may contact their immediate supervisor after exhausting all efforts to get the on-call coverage to aid in finding someone to fill the on-call duties.

Procedure:

- I. Schedule
 - A. The Facilities unit will publish the on-call schedule for the traditional residence halls. University Village will maintain a separate schedule for the maintenance staff in that area. Both schedules will include the normal rotation as well as the holiday schedule rotation.
 - B. On-call coverage is for one week, which will begin Friday at 4:30 p.m. and last until the following Friday at 7:30 a.m. When contacted by Residential Programs and Services staff between 4:30 p.m. and 10 p.m., the 2nd shift SCW will respond. After 10 p.m., residence life staff will contact the on-call staff person. The on-call SCW will begin coverage at 4:30 p.m. and be compensated for the additional coverage.
 - C. Participants may swap or find a substitute for their on-call rotation (or a portion of their rotation) if coordinated in advance AND with the approval of their respective supervisor. Compensation for partial swaps shall be approved

in advance by respective supervisors. Additionally, the scheduled individual may call any of the other participants to request them to cover a specific call but must address the call if no other participant is able to assist. The posted schedule is subject to change due to swapping of weeks by staff and when Facilities staff are hired or terminated.

- D. A telephone listing of participants in the on-call program, University Housing supervisors/management and the members of the security staff will be provided to each person to be used as a reference/support source. The UGA Police should be contacted for any Facilities management resources after hours. Annual updates will be made of housing program participants contact information and for the list of contacts outside the Housing department (i.e., Citadel Security, Allsouth Sprinkler, Access Control, etc.)

II. Compensation

- A. On-call compensation for participating in the week rotation will be eight hours pay, straight time regardless of the total number of callbacks or hours actually worked during the work week; or eight hours compensatory time, whichever is preferred by the individual. Normal incidental events such as most telephone conversations or trips to transfer the cell phone will be covered by the eight-hour straight time allocation.
- B. On-call compensation for weeks that include a university paid holiday will be ten hours straight time, twelve hours during the break between the December break and January, regardless of the total number of call backs or hours actually worked.
- C. The above base compensation for participating in the on-call rotation is not counted as time worked in the completion of a 40-hour week. This time is paid at straight time only.
- D. Compensatory time may be accrued up to a 60-hour maximum.
- E. When the maintenance worker must physically respond to campus, participants shall be paid at their regular hourly rate with a four-hour minimum. This time may be represented as partially-worked hours and partial shift guarantee hours. If time worked during the callback exceeds four hours, the on-call employee will be paid the actual time worked. If the employee completes a call-back, departs campus, and then is contacted to return to campus and clocks in more than 60 minutes after clocking out from the first call, then a second four-hour minimum will be recorded. If the second call-back occurs less than 60 minutes after clocking out from the first call, he/she is not eligible for two four-hour guarantees. He/she will be compensated for hours worked and shift guarantee for any additional hours, if necessary to bring the employee up to the minimum four hours.
- F. Only actual hours worked are counted toward the accumulation of overtime. All worked hours less than 40 shall be paid at the employee's normal straight time rate. Hours worked over 40 shall be paid at time-and-one-half or are credited to the compensatory time bank at time-and-one-half—whichever is preferred by the employee but arranged in advance with the supervisor.

- G. Compensatory time earned at the straight time rate is available for immediate use; compensatory time earned at the time-and-a-half rate is not available for use until the following week (this will provide the required time to verify that the employee worked 40 hours in the week and that the compensatory time should be accrued at the time and a half rate).
- H. Program participants not specifically on call may be paid at their hourly rate (one-hour minimum) at the discretion of their supervisor for particularly unusual or long telephone calls where no physical trip is necessary. However, for those individuals specifically on call, normal incidental events such as most telephone conversations will be covered by the straight-time allocation received for being on call during that time period.
- I. Persons responding to an emergency may be required to handle additional tasks and emergencies while they are on campus. The minimum pay will apply to the collection of all problems handled during the callback.
- J. Other full-time salaried non-exempt personnel responding to emergencies on campus will be compensated according to the guidelines stated herein. While not specifically included in the emergency maintenance on-call program, these will include building service workers and others who may be called in on an emergency basis.
- K. Travel time is not considered work time under this policy and will not be paid time. Mileage based on responding to a call is not reimbursable.
- L. UGA vehicles may not be taken home under this policy.

III. Responsibilities

- A. The scheduled participant will sign out the cell phone and optional tool box during the normal business day and sign in and return them during the normal business day. The schedule will adjust with holidays.
- B. The participant scheduled is required to answer the phone call within 10 minutes after receiving it, and be able to return to campus within one hour. The participant must be contactable by cell phone or make alternate arrangements for contact via landline phone. The participant is responsible for verifying that cell phone coverage is available prior to accepting an on-call shift.
- C. Participants will be trained prior to their first scheduled weekend. Training and informational materials will be distributed as new systems are brought on line.
- D. The University Housing key policy applies to on-call situations. On-call staff members can access their assigned keys when they arrive on campus and must secure them prior to leaving campus.
- E. Only live-in residence life staff members (GA/GR/RHD/FGH maintenance foreman/Greek advisor) will contact the scheduled maintenance employee on call. The live-in staff member should, in most cases, meet the facilities staff

member on-site and should be kept informed by the facilities staff member before leaving the site. The live-in staff member should be trained to personally assess conditions prior to calling the cell phone.

- F. If the person on call is not reachable or available to respond, contact should next be made to the maintenance supervisor of the appropriate zone to resolve the emergency situation. The Residential Programs and Services staff member who attempted to contact the on-call employee should email the supervisor of the on-call employee stating the date and time the contact was attempted and the nature of the emergency.

IV. Special Notations

- A. The requirement to participate in the on-call maintenance program will be included in the job descriptions of all maintenance positions affected. If applicants are unable to fulfill the responsibilities outlined in the program, they should be excluded from employment consideration.

Revised and approved by management team: April 16, 2019

Revised: March, 2015