

ON-CALL PROGRAMS AND AFTER-HOURS PAY

Section: Residence Halls

Policy: After-hour services rendered by University Housing staff for resident care, security and comfort shall be initiated and conducted using this policy. University Housing follows the [USG Emergency Call Back and Variant Pay policy](#).

Purpose: Three on-call programs provide services to residents or to facilities. The current on-call program guidelines will remain in effect until management publishes revised guidelines.

Scope: Management defines three different on-call programs: residence life, building services and building maintenance. Specific positions within University Housing shall participate in rotation. Personnel assigned to each program shall participate in rotation. After-hours/on-call pay only applies to non-exempt staff positions.

The following positions shall participate in the residence life on-call program:

Level 1	Resident assistant (RA) (student/exempt)
Level 2	Residence hall director (RHD) (exempt) Graduate resident (GR) (student/exempt) Doctoral intern (DI) (exempt)
Level 3	Assistant director (exempt)
Level 4	Associate director (exempt)

The following positions shall participate in the building services on-call program:

Level 1	Residential building services worker (BSW) (non-exempt)
Level 2	Building services manager (exempt)

The following positions shall participate in the facilities maintenance on-call program:

Level 1	Skilled trades worker (SCW) (non-exempt) Utility worker (non-exempt) Painter (non-exempt) Electrician (non-exempt) Mason (non-exempt) HVAC technician (non-exempt) Locksmith (non-exempt)
Level 2	Area maintenance supervisor (exempt)

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 respective programs. It is the responsibility of the scheduled on-call employee to report any conflicts with their scheduled on-call responsibilities to their respective supervisor as soon as possible. The supervisor can hold staff accountable through the performance management process for conflicts that are considered foreseeable and/or avoidable. The employee is

expected to fill the duty schedule or can arrange a substitute per this policy within one week of participating in an on-call rotation. If the on-call staff member has an unanticipated absence, they may contact their immediate supervisor. The supervisor will assign this duty to other personnel.

Procedure:

- I. Schedule
 - A. Official schedules are maintained within the departmental unit and distributed to participants when created or changed.
 - B. On-call coverage is for one week which will begin Friday at shift end and last until the following Friday at shift end.
 - 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 the participant's 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 and staff attrition.

- II. Responsibilities
 - A. On-call participants shall restrict personal activities to be ready to respond to call backs to campus.
 - B. The scheduled participant will receive the respective program cell phone and respective tools during the normal business hours. The schedule will adjust with holidays.
 - C. Participants shall respond to missed phone calls within ten minutes. The participant is responsible for verifying that cell phone coverage is available prior to accepting an on-call shift.
 - D. Off-campus participants shall report to campus within one hour of dispatch.
 - E. Participants will be trained prior to their first scheduled weekend. Training and informational materials will be distributed as new systems are brought online.
 - F. Student staff are not permitted to contact maintenance and building services on call. Student staff are required to consult up the Residential Programs and Services (RPS) chain of command for all facility related issues.
 1. A professional RPS participant shall verify all facility issues to determine appropriate actions.
 2. This RPS professional shall have authority to call a facilities on-call participant for help. The caller shall arrange for someone to meet the facilities staff member on-site, with knowledge of this issue and should be kept informed by the facilities staff member before leaving the site.
 3. Facilities on call shall be escorted by RPS staff throughout the call to provide access to custodial closets and affected areas and shall document all on-calls per standard operating procedures.

- G. If the person on call is not reachable or available to respond, staff shall initiate contact with the next level within the respective on-call program ten minutes after the no answer. Staff shall document all no answers in respective reports. Staff may contact Facilities leadership—including superintendents, associate directors and the director—if all levels of building services or maintenance on-call have been made with no answer or an all-hands-on-deck condition occurs.
- H. Supervisors should monitor staff hours for circumstances where after-hours/on-call responses result in overtime. Please reference the [Time Records for Non-Exempt Employees](#) policy regarding overtime.

III. After-hours Pay (i.e., emergency call back)

- A. Employees returning to work shall receive a minimum of four hours compensation at the straight-time rate of pay for each occasion of callback. If more than one call back occurs within an eight-hour time frame, total callback time cannot exceed four hours unless the time actually worked exceeds four hours.
- B. If the time on callback is more than the four hours allowed, the employee shall be compensated for the actual time on callback.
- C. Compensation begins upon clocking in on campus and ends after clocking out just prior to leaving campus to return to the employee's residence.
- D. Shift pay, holiday pay and overtime pay shall be received in addition to emergency callback pay, if applicable. Time on callback is subtracted from the on-call hours, when applicable.
- E. Employees responding to an emergency request via telephone/computer shall receive a minimum of one hour as paid time at the employee's hourly rate for each occasion of call back.
- F. Time actually worked will be included in hours worked for determining overtime hours.
- G. The provisions of this policy do not apply when the emergency callback causes the employee to return to work less than one hour in advance of normal shift start time.
- H. Employees whose work continues following the end of the regularly scheduled hours of work are not considered called back and are not subject to a shift guarantee.

IV. On-Call Pay

- A. On-call participants living on campus are paid only for time worked.

- B. On-call for staff living off campus are paid at four hours of straight time for every 24 hours of on-call time covered. This results in 20.5 hours of straight time for the typical week of on-call coverage based on the table below

Day	Friday	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Total
Times	4:30 p.m. – 12 a.m.	12 a.m. – 12 a.m.	12 a.m. – 12 a.m.	12:30 a.m. – 7:30 a.m. & 4:30 p.m. – 11:30 p.m.	12:30 a.m. – 7:30 a.m. & 4:30 p.m. – 11:30 p.m.	12:30 a.m. – 7:30 a.m. & 4:30 p.m. – 11:30 p.m.	12:30 a.m. – 7:30 a.m. & 4:30 p.m. – 11:30 p.m.	12 a.m. – 4:30 a.m.	
Hours	7.5	24	24	15	15	15	15	7.5	123
On-call hours	1.25	4	4	2.5	2.5	2.5	2.5	1.25	20.5

- V. Special notation: The requirement to participate in the on-call program will be included in the position descriptions of all University Housing positions affected. If applicants are unable to fulfill the responsibilities outlined in the program, they should be excluded from employment consideration.

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