

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: The purpose of this policy is to define the three on-call programs (residence life, residential building services and maintenance) established to provide services to residents and/or facilities. On-call and after-hours pay is also defined and applies only to non-exempt positions.

Scope: This policy applies to University Housing staff required to participate in an on-call program, staff responding after hours and respective supervisors.

On-call program

For purposes of this policy, on call is defined as the scheduled state of availability to return to duty and/or be work-ready, within a scheduled period of time.

The following positions shall participate in the residence life on-call program and are listed in the order of call by level:

Level one	Resident assistant (RA) (student/exempt)
Level two	Residence hall director (RHD) (exempt) Graduate resident (GR) (student/exempt) Doctoral intern (DI) (student/exempt)
Level three	Assistant director (exempt)
Level four	Associate director and Director of RPS (exempt)

The following positions shall participate in the facilities residential building services on-call program and are listed in the order of call by level:

Level one	Residential building services worker (RBSW) (non-exempt)
Level two	Residential building services supervisor (exempt)

The following positions shall participate in the facilities maintenance on-call program and are listed in the order of call by level:

Level one	Skilled trades worker (STW) (non-exempt) Utility worker (non-exempt) Painter (non-exempt) Electrician (non-exempt) Mason (non-exempt) HVAC technician (non-exempt) Locksmith (non-exempt)
Level two	Area maintenance supervisor (exempt)

When coverage for a particular on-call schedule is unavailable due to illness or unplanned circumstances, 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 may 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 no later than a week prior to their scheduled 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. Facilities on-call coverage is for one week, which will begin Friday at shift end and last until the following Friday at shift end.
 - C. Residential Programs and Services (RPS) on-call coverage runs from Thursday to Thursday and coverage is transitioned during Thursday staff meetings at 10 a.m.
 - D. 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 both participant's respective supervisors. Compensation for non-exempt staff for partial swaps shall be approved in advance by respective supervisors. The originally scheduled individual must address calls if no other participant is able to assist.
 - E. The posted schedule is subject to change due to swapping and staff attrition.

- II. Responsibilities
 - A. Participants will be trained prior to their first scheduled on-call shift. Training and informational materials will be distributed as new systems/protocols are brought online.
 - B. On-call participants shall restrict personal activities to be ready to respond to campus and/or incidents as they arise.
 - C. Participants shall respond to missed phone calls within ten minutes. The participant is responsible for verifying cell phone coverage is available prior to accepting an on-call shift.
 - D. The scheduled participant will receive the respective program cell phone and tools prior to the beginning of their shift. The schedule will adjust with holidays.
 - E. Facilities participants shall report to campus within one hour of dispatch.
 - F. For RPS, when a situation warrants an in-person response, on-call participants shall respond to a call within the following times:
 - Level one: Resident assistant/guest services assistant - ten minutes
 - Level two: Professional staff - 20 minutes
 - Level three: Assistant directors - one hour
 - Level four: Associate directors/director for RPS - one hour
 - G. Student staff are not permitted to contact maintenance and/or residential building services staff on call prior to consulting up the RPS chain of command for all facilities issues.
 - 1. A professional RPS participant shall verify all facility issues to determine appropriate actions.
 - 2. RPS professional staff shall have authority to call a facilities on-call participant for help. The RPS caller shall arrange for someone to meet the facilities staff member on-site, with knowledge of the facility issue.

3. Facilities staff on call shall be escorted by RPS staff to provide access to custodial closets and affected areas.
 4. The facilities staff on call staff should provide an update to RPS professional staff prior to leaving campus and document call per standard operating procedures.
- H. 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 unit leadership—including superintendents, assistant directors, associate directors and the director—if attempts to contact all other levels of the on-call chain have been made with no answer, or an all-hands-on-deck condition occurs.
- I. 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. On-call pay (applies to non-exempt only)
- A. On-call for facilities staff 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

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

After-hours pay (i.e., emergency call back, shift guarantee) - applies to non-exempt staff only

- A. For purposes of this policy, a shift guarantee is the amount of time that an employee is expected to earn at the straight-time rate of pay if they are called back to work after hours, even if they work less time when responding after hours. Time worked will be deducted from the shift guarantee (e.g., if staff clock in for 30 minutes, the shift guarantee is 3.5 hours).
1. The provisions of this policy do not apply when the callback causes the employee to return to work less than one hour in advance of normal shift start time. This would be paid as actual time worked.

2. The provisions of this policy do not apply when employees whose work continues following the end of the regularly scheduled hours of work. This would continue to be paid at actual time worked.
 3. For Facilities, a shift guarantee is four hours for every eight hours. For RPS, a shift guarantee is two hours for every eight hours.
 - a. If multiple call backs occur within an eight-hour timeframe, total callback pay will be four hours for each eight hours (unless time worked exceeds four hours). For example, if an employee is called in at 1 a.m., the next shift guarantee would not be until 9 a.m.
 - b. The first eight-hour timeframe begins when the first callback occurs.
 4. If the time on callback is more than the shift guarantee, the employee is compensated for the actual time on callback.
 5. Compensation begins upon clocking in on campus and ends after clocking out.
 6. Shift pay, holiday pay and overtime pay shall be received in addition to emergency call back pay, if applicable.
 7. Time worked will be included in hours worked for determining overtime hours.
- B. 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. To get paid for services rendered via telephone or computer, employees are expected to enter work done into the Facilities duty log. Based upon that, respective managers will enter one hour for each call received on the employee's timesheet.

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