



CITY OF WATAUGA – PERSONNEL, ADMINISTRATION AND FINANCIAL POLICIES AND PROCEDURES MANUAL

POLICY TITLE	On-Call and Call Back
INITIAL EFFECTIVE DATE	October 24, 2016
LAST REVISION DATE	Replaces <i>Section 18.8 and 18.9</i> of the Personnel, Administration and Financial Policies and Procedures Manual approved on February 24, 2014.
POLICY NUMBER	6.05

OBJECTIVE It is the policy of the City of Watauga to provide for after-hour services in the event of emergencies or as needed to maintain the operations of the City. This policy outlines the on-call and call back provisions.

SCOPE This policy applies to all employees.

POLICY

The City provides for after-hour service needs when required by allowing some departmental operations to designate non-exempt employees to be on-call. Certain exempt personnel may also be designated as on-call or may be called back. Employees designated to be on-call are expected to respond to departmental after-hour service needs as required by procedures established by each Department where on-call personnel are utilized.

A. Call Back

Call back occurs when the City requires a non-exempt employee to return to work on an unscheduled or emergency basis to work outside of the employee's regularly scheduled work hours. The employee called to work on an unscheduled or emergency basis will receive the greater of either three (3) hours pay or the actual hours worked. If the employee receives a subsequent call-out, after the expiration of the initial three (3) hour period, such subsequent call-out shall commence an additional three (3) hour guarantee.

Call back pay does not apply in the case of pre-scheduled overtime.

All employees responding to call back must meet the provisions of Policy 10.09 Drug and Alcohol Free Workplace. All employees responding to call back are expected to be fit (mentally and physically) to accomplish services needed within the time frame required. The employee must communicate any concerns with their supervisor at the time of the initial call.

Call back time will be paid at the applicable overtime rate only if the employee has exceeded the overtime requirement for the work week. **See Policy 6.02 Overtime and Compensatory Time.**

B. On-Call

1. Each Department shall establish internal procedures for handling emergency services which could require call back of all employees necessary to provide the needed service, regardless of on-call status.
2. An employee who has been designated to be available for on-call and subject to call back is free to pursue personal activities, but may be requested to respond to call back within designated guidelines set by the Department. This on-call status is not considered time worked and is not compensable unless the employee responds to a call back.
3. An employee will be considered officially scheduled and designated as on-call only when approved by their supervisor.
4. All employees designated to be on-call are expected to be fit (mentally and physically) to accomplish services needed within the time frame required. All employees responding to call back must meet the provisions of ***Policy 10.09 Drug and Alcohol Free Workplace***.
5. An employee is expected to respond to call-backs within a reasonable time period in accordance with the rules established by the department in which the employee works. Failure to respond to callback requests may subject the employee to disciplinary action.
6. All employees designated to be on-call are expected to always be reachable by cell phone or other designated means.
7. Employees on leave pursuant to the Family and Medical Leave Act (FMLA) are not subject to standby status.
8. Employees will be paid seventy-five dollars (\$75.00) for each week they are on-call. In addition, non-exempt employees who are called back during their on-call status to the workplace will be paid at their regular rate of pay for actual hours worked until overtime requirements are met.
9. Time worked immediately after regularly scheduled working hours at the request or approval of the supervisor will not be considered call back and will be paid at the regular rate of pay until overtime requirements are met.