

Emergency Call In Compensation

1.0 Purpose

To provide additional compensation for employees who physically respond to an emergency “call in” in order to perform necessary work at a time other than during the employee’s regularly scheduled hours of work. The County recognizes that such call-in usually results in added travel expense and inconvenience for the employee.

2.0 Definition

Emergency call-in pay is the compensation offered to employees to induce them to return to the employer's work premises or to a prescribed work place for the employer and perform duties, not planned for them in advance, outside of their regular work schedules. It is the supervisor's responsibility to plan schedules in advance to minimize the need for call-in pay.

3.0 Eligible Employees

All non-exempt employees as determined by management.

These classes include employees who ordinarily have regular assigned work schedules with little or no latitude to vary the time of day during which they work. Since this was not considered in establishing the employee’s base salary, the callback policy has been provided.

4.0 Procedure

Non-exempt employees who are called back to duty for unexpected and unscheduled work shall receive a minimum of two hours pay or compensatory time. For time period above two hours, compensation will be for actual time worked. Should this additional time exceed the standard hours of work for the workweek or pay period, applicable overtime pay rules and regulations shall apply.

No mileage will be paid for employees called back to duty.

Employees responding via telephone and/or computer shall record a minimum of 15 minutes for each occasion of callback. Total callback time cannot exceed two hours unless the actual work time exceeds two hours.

Actual callback/work time must be documented on on-call timesheet along with minimum callback hours to be paid. (Example: 3:50 am – 3:55 am = 15 minutes)

Employees are expected to respond to such calls unless prevented to do so by unforeseen emergencies. An employee who refuses to report to work under these conditions or under these circumstances may be subject to disciplinary action up to and including dismissal.

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Supervisors who call in an employee under this policy should notify the payroll department as to which hours on the time record are call-in-pay hours.

5.0 Administrative, Professional, Executive

The administrative, professional or executive employee is ordinarily expected to return to work at any necessary time. In practice, an administrator is considered to be on-call for possible return to work twenty-four hours a day. Compensatory time off would always be on a straight-time basis.

6.0 Call-In Amount

An employee who is called in to work before or after the scheduled hours of work or on non-work days shall be allowed compensatory time off or additional pay. Employees are guaranteed compensation for a minimum of **two hours** for each occasion in which a callback is made after having left the regular workstation. If the time on callback is more than two hours, the employee shall be compensated for the actual time on call-back.

Example: If an employee is on call-back for 1 1/2 hours, the employee is credited with hours and compensated as follows:

- Assume the 1 1/2 hours on call-in does not result in overtime in that particular week – the employee will receive 2 additional hours at straight time or 2 hours of compensatory time.
- Assume the 1 1/2 hours on call-in does result in overtime in that particular week – the employee will receive: compensatory time of 2 hours 45 minutes (1 1/2 hours @ time and one-half = 2 hours 15 minutes plus 30 minutes straight time = 2 hours 45 minutes)

7.0 Not Base Pay

Call-in pay is not considered as a part of annual base pay for classification and pay purposes, nor is it to be recorded in personnel records as a part of annual base salary.

8.0 How to Determine Call-In Hours

Time on call-in is determined from the time the employee is notified to return to work until the time the work is completed, plus reasonable time for travel back home as determined by management. Should the employee not depart immediately to report for emergency call-in, management shall determine the reasonable time for travel that should be considered compensable.

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Hours Not Eligible

Example: If it is necessary to continue work following the end of the regularly scheduled hours of work, the employee is not eligible for the two hours call-in pay. However, additional hours over 37.5 shall be compensated for in accordance with the overtime provisions.

9.0 Separated Employees

Should a non-exempt employee separate from County service prior to receiving compensatory time off due under this policy; such accumulated time shall be paid.