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Standby and Call Back Procedures For Electrical, HVAC, Plumbing and other Emergencies

The Engineering Services Department maintains 24-hour coverage for emergency maintenance items. Regular first shift personnel will cover all emergencies along with their regular duties from 8:00 AM to 4:30 PM. Monday through Friday excluding Holidays. Second and third shift will cover emergencies from 4:30 P.M. to 7:00 AM Monday through Friday. Personnel assigned Standby duties along with a scheduled Supervisor-On-Call will also be available for call back during this time. Weekends and Holidays are covered in the same manner with the exception of Saturday night into Sunday Morning and Sunday night into Monday morning when there is no third shift from 2:00 A.M. to 7:00 A.M.

Guidelines

Employees eligible for Standby assignment shall be permanent staff members. Eligible employees will be scheduled for Standby (Emergency Call back) duty by their Supervisor, Assistant Director, Director or designee and are required to carry an assigned cell phone and pager and restrict their whereabouts and activities in order to be available for immediate consultation or return to work at the facility within 45 minutes of receiving a call and shall receive Standby Compensation as per the most current AFSCME Collective Bargaining Agreement.

Definitions

- A. "Required to restrict their whereabouts" means being within immediate pager, cell, or landline telephone contact, and if requested, returning to the hospital ready to work within 45 minutes.
- B. Stand-by time is the responsibility of the assigned personnel and may be traded with other personnel.
- C. If an employee scheduled on Standby status must remove himself/herself from Standby status when illness or other extenuating circumstances intervene, the employee should notify his / her supervisor prior to the onset of the scheduled Standby period and obtain approval. If the circumstances occur while On-Call, the employee should contact the Supervisor On-Call.
- D. Standby pay commences with the beginning of the scheduled Standby period and terminates with the staff member's completion of the scheduled on call period. Staff members while in Standby status are paid according to the AFSCME contract.
- E. Time spent in Standby status and travel time to and from work shall not be considered as time worked. Time worked continuous to the beginning or end of a regular work shift shall not qualify for call back compensation.
- F. Staff members scheduled in a Standby status and who fail to respond to initial pager/telephone contact, or violate the **45 minute** return to facility limitation, may be subject to discipline.

Action:

Engineering Technician II, Engineering Technician I, Section Lead, Department Supervisors, Assistant Director and Director will rotate a Supervisor On-Call duty. This schedule is made by the Assistant Director.

Prospective and new staff members will be notified of the potential requirement to accept Standby at the time of employment. However these Employees will not be put into the rotation until fully oriented with their responsibilities and facility.

Standby status is initiated only with formal approval of and assignment by the department Director or designee.

Total Standby hours and actual Call Back pay to be received during each pay period will be calculated and recorded on appropriate employee time record through the ELMS system.

It will be the responsibility of the "On-Call" Supervisor whether or not to call in the appropriate personnel or wait until the next regular business day.

If the employee in Standby status has to come to the Hospital to make needed repairs, an Engineering Call Back Report will be turned in to the Supervisor by the end of the first day the employee reports to work.

"Standby" Status for New Employees

New hires may be placed in the "Standby" rotation after the initial six (6) months probationary period and completion of second shift and weekend shift orientation. Their competency for "Standby" status will be evaluated by their assigned Supervisor.

Emergency Call Back Other:

Other Engineering Services employees, who are not on official "Stand By" status, may be called in, as necessary, depending on the severity and type of emergency. Staff members who are called under these circumstances will be expected to report to the area designated by the caller or other prearranged work site as quickly as possible, unless there are extenuating circumstances that would preclude them from being able to report for work.

Parking:

When responding to a Call Back, Engineering Services personnel may park in the parking ramps between 5:30 P. M. and 7:30 A.M. (Parking fees are associated with a portion of this time), Monday through Friday or anytime Saturday and Sunday (No Parking fees associated with weekends or holidays).

Standby and Call Back Procedures Grounds

Emergency on call/standby Grounds staff are available on weekends and holidays from 1:00 am to 7:00 am . From the second Sunday in November until the second Saturday of April. These On-Call/Standby dates may change from year to year with the updated schedule sent out to the Director, Assistant Director of the Engineering Department and Safety and Security Leadership typically in the month of August.

The same general rules and pay apply to the Grounds section with the exception of Standby time and Emergency Call Back. Due to the nature of inclement weather during the early Fall, Winter and early Spring all exterior Grounds staff consisting of but not limited to: Supervisor, Mechanic & Groundskeeper II, will be placed in Standby On-Call Status and paid accordingly for the duration. As stated above, these staff are expected to report to the facility within 45 minutes after receiving a call.

Note: this does not apply to cleanup of the Grounds after Football games, as this is scheduled overtime work.