



Document Number	On-Call and Emergency Callback SOP, D.8.01
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Related Policies and Procedures	https://oshr.nc.gov/policies/call-emergency-callback-pay http://web.uncg.edu/hrs/PolicyManuals/StaffManual/Section4/Overtime/ https://www.osbm.nc.gov/budget/budget-manual

1. Purpose/Introduction

To establish responsibilities and compensation for staff who serve in an on-call status and/or who receive an emergency callback.

2. Definitions

Actual Time Worked – The time from when call or alarm was received to time work has been completed.

On-Call – When an employee is compensated at an additional hourly rate to remain available to be called back to work on short notice if the need arises.

On-Call Rotation – A written list of staff who are members of an on-call group that includes the time periods when each member is on-call. The on-call rotation is maintained by the respective on-call supervisor and a copy is given to the payroll staff for that department.

On-Call Supervisor – The supervisor responsible for maintaining the on-call rotation.

Emergency Callback - Is when an employee has left UNCG and is requested by call or alarm to respond on short notice to an emergency work situation to:

- Avoid significant service disruption
- Avoid placing employees or the public in unsafe situations
- Protect and/or provide emergency services to property or equipment, or
- Respond to emergencies with students, faculty, staff, or visitors.

Emergency callback may involve either:

- Going back to work, or
- Responding via telephone or computer

3. Procedural Steps

3.1: General Requirements for On-Call Personnel:

- 3.1.1 Employees shall be assigned to the various on-call rotations preferably on a volunteer basis but may be assigned by supervision as needed. Approval of specific employees to become part of the on-call rotation and to remain on the on-call rotation is solely at the discretion of supervision based on competency of the employee to effectively serve in the particular on-call rotation and ability to arrive on campus within one hour of receiving an emergency callback.
- 3.1.2 Employees shall be notified in advance of being subject to on-call and emergency callback by the supervisor in charge of the on-call rotation.
- 3.1.3 The supervisor in charge of the on-call rotation shall establish a standard time for passing of on-call responsibilities to from one employee to the next. On-call employees are responsible for completing this transfer.
- 3.1.4 In the event that the standard transfer time falls on a holiday or other day when the university is closed, an alternate transfer time shall be communicated to the on-call employees by the on-call supervisor.
- 3.1.5 On-call employees remain in an on-call status until on-call responsibilities have been transferred to the next person including passing of the on-call phone where applicable.
- 3.1.6 While on-call, employees are expected to remain available to receiving calls by phone which includes staying within area where the phone used to receive calls has a service signal sufficient to receive calls.
- 3.1.7 Employees who are on-call must immediately respond to the call or alarm to resolve the situation. This can be done remotely if possible or by coming to UNCG. Not responding or delaying response to a call is not permitted unless the call or alarm is known to be non-emergency in nature, is not a safety or health hazard, and the lack of immediate response will not have a detrimental impact on facilities, research, or activities. If there is any doubt, on-call staff must immediately respond.
- 3.1.8 On-call employees who must come to UNCG to respond to a call are expected to do so as soon as possible after being called and must arrive on campus within one (1) hour after the call.
- 3.1.9 If for any reason on-call employees cannot meet the availability and response requirements listed above, they are expected to immediately make arrangements to transfer on-call responsibilities.
- 3.1.10 On-call employees are not allowed to drive state vehicles home while on-call.
- 3.1.11 The formation of a new on-call group for a function that did not previously have an on-call group must be approved by the Director of Facilities Operations.
- 3.1.12 Employees who are on the General On-Call rotation shall work until 5:00 p.m. Monday – Friday during their on-call weeks. They will be compensated for the extra 30 minutes each day at straight time unless they work over 40 hours for the week. They will not receive on-call pay for those 30 minutes.

3.1.13 Employees who are on the General On-Call rotation who cannot work until 5:00pm during their on-call week are expected to contact the on-call supervisor to make arrangements to have another person who is on the General On-Call rotation work until 5:00pm (with supervisory approval). Both employees must also notify their direct supervisor of this change if different from the on-call supervisor.

3.1.14 All on-call and callback hours must be recorded on the Overtime, On-Call, and Emergency Callback form and submitted to Payroll staff by 5:00 pm Tuesday following the week worked.

3.2: On-Call Hourly Compensation

3.2.1 On-call compensation for employees within skilled trades will be \$3.00 per hour for each hour on-call. On-call compensation will be deducted from call-back time of the two-hour minimum or time actually worked, whichever is greater.

3.2.2 On-call compensation for institutional services employees, including custodial staff, will be \$2.00 per hour for each hour on-call. On-call compensation will be deducted from call-back time of the two-hour minimum or time actually worked, whichever is greater.

3.2.3 The hours that an employee receives on-call compensation cannot overlap with leave hours or an employee's regular working hours. Employees also will not receive on-call compensation when anyone in their respective area is working during their regular shift and can respond to calls.

3.3: Use of On-Call Compensatory Time for FLSA Non-Exempt

3.3.1 If compensatory time is approved for callbacks, it should be taken within twelve months from the date earned and must be taken before using vacation or bonus leave. If compensatory time is not used by the end of the twelve-month period, it shall be paid in the employee's next regular paycheck.

3.4: Overtime Pay for FLSA Non-Exempt

3.4.1 If an FLSA non-exempt employee works overtime while receiving on-call, the on-call pay must be included in calculating the employee's regular hourly rate for overtime pay. The time in on-call status is not included for determining overtime hours unless the employee is called back to work. The on-call pay shall be at the on-call rate applicable to that position.

3.5: Emergency Callback Compensation

3.5.1 Emergency Callback to Campus– FLSA Non-Exempt Staff

- Employees will receive callback pay beginning at the time that the call or alarm was received and ending when the employee completes the work subject to a two-hour minimum as indicated below. Travel from campus is not included in callback pay.
- Employees returning to work shall receive a minimum of two hours compensation for each occasion of callback. Only the actual time worked will be applied towards overtime with the remainder being paid at the straight time rate of pay. The employee shall document the callback by completing the Overtime, On-Call and Callback form including the exact time the call or alarm was initially received.

- Employee shall clock in upon arrival on campus and clock out after work has been completed. An on-call employee may, depending on the nature of the emergency, not clock in if this would cause a detrimental delay in response. However, the employee must report this to his supervisor the next business day. The supervisor shall review for appropriateness and instruct the employee accordingly. On-call employees shall always clock out after responding to a callback.
- Actual time worked during an emergency callback will become a part of the total hours worked for overtime purposes. Actual time worked for a callback is the time from the initial call or alarm to the time that the employee completes the work.
- Shift pay, holiday pay, and overtime pay shall be received in addition to emergency callback pay, if applicable, for actual time worked.
- Emergency callback pay must be included in calculating the employee's regular hourly rate for overtime pay.
- Multiple callbacks - Employees who are in route to campus or are still on campus property and receive additional calls or alarms are not eligible for an additional two hour minimum.
- Employees who receive a callback at the end of their regular shift and have not left campus property in their personal vehicle or via public transportation are not eligible for the two hour minimum. The hours are calculated as regularly scheduled hours of work and are included in calculating the employee's regular hourly rate for overtime pay.
- For callbacks that occur within two hours of the start of the on-call employee's regular shift, callback compensation may not overlap regular work hours. Employees receive callback pay up to the start of their regular shift.

3.6: Emergency Telephone or Computer Callback – FLSA Non-Exempt Staff

- 3.6.1 Employees responding to an emergency call via telephone/computer shall receive a minimum of 30 minutes of compensation. Only the actual time worked will be applied towards overtime with the remainder being paid at the straight time rate of pay.
- 3.6.2 If more than one callback occurs within a calendar day, total callback time cannot exceed two hours unless the total of actual time worked exceeds two hours.
- 3.6.3 Employees responding to emergency calls via telephone or computer must complete the callback timesheet including documentation of the exact time called and when work was completed.
- 3.6.4 Actual time worked during an emergency callback will become a part of the total hours worked for overtime purposes. Actual time worked for a callback is the time from the initial call or alarm to the time that the employee completes the work.
- 3.6.4 Shift pay, holiday pay, and overtime pay shall be received in addition to emergency callback pay, if applicable, for actual time worked.

- 3.6.5 Emergency callback pay must be included in calculating the employee's regular hourly rate for overtime pay.
- 3.6.6 Multiple callbacks - Employees who are in route to campus or are still on campus property and receive additional calls or alarms are not eligible for an additional two hour minimum.
- 3.6.7 Employees who receive a callback at the end of their regular shift and have not left campus property in their personal vehicle or via public transportation are not eligible for the two hour minimum. The hours are calculated as regularly scheduled hours of work and are included in calculating the employee's regular hourly rate for overtime pay.
- 3.6.8 For callbacks that occur within two hours of the start of the on-call employee's regular shift, callback compensation may not overlap regular work hours. Employees receive callback pay up to the start of their regular shift.

3.7: Emergency Telephone or Computer Callback – FLSA Non-Exempt Staff

- 3.7.1 Employees responding to an emergency call via telephone/computer shall receive a minimum of 30 minutes of compensation. Only the actual time worked will be applied towards overtime with the remainder being paid at the straight time rate of pay.
- 3.7.2 If more than one callback occurs within a calendar day, total callback time cannot exceed two hours unless the total of actual time worked exceeds two hours.
- 3.7.3 Employees responding to emergency calls via telephone or computer must complete the callback timesheet including documentation of the exact time called and when work was completed.
- 3.7.4 During regular working hours, employees shall refrain from contacting an employee who is on leave without their supervision's approval.
- 3.7.5 Outside of regular working hours, non-exempt employees who are not working should only be contacted for assistance on an as-needed basis. It is the responsibility of the employee contacted to claim the time responding to an emergency call via telephone or computer by documenting it on the callback timesheet. An employee called by another employee shall also indicate the name of the employee who called in the description section of the callback timesheet.

3.8: Emergency Callback - FLSA Exempt

- 3.8.1 Exempt employees normally do not receive additional compensation for emergency callback or on-call.

3.9: Separation or Transfer

- 3.9.1 For FLSA non-exempt employees, if on-call or callback time has not been taken off as compensatory leave, it shall be paid to employees upon separation from UNCG or transfer to another state agency. The on-call pay shall be at the on-call rate applicable to that position.

4. Forms, Tools, Etc.

4.1: References

- State Human Resources Manual Salary Administration, Section 4
<https://oshr.nc.gov/policies/call-emergency-callback-pay>
On-Call and Emergency Callback Pay
- State Human Resources Manual Salary Administration, Section 4
<http://web.uncg.edu/hrs/PolicyManuals/StaffManual/Section4/Overtime/>
Hours of Work and Overtime Compensation
- UNCG Human Resources
Business Guide for Managing Time and Attendance
Established: March 27, 2015
- State of North Carolina Budget Manual
http://www.osbm.state.nc.us/files/pdf_files/BudgetManual.pdf
Last revised: January 1, 2015

5. Revision Table

Revision #	Section #	Summary of Changes	Approval Date