




**COMMUNICATIONS PERSONNEL
POLICY/PROCEDURE**

Policy No. 2060	Date Issued: April 30, 1997
Section: 2000 – Personnel Policy/Procedure	Date Revised: March 30, 2016
Accreditation Standards:	
SUBJECT: DISPATCHER ON-CALL PROCEDURES	
APPROVED: 	
Dennis Kidd, General Manager	

1. Purpose

- 1.1 The on-call procedure will be utilized, when deemed necessary by the General Manager, as a tool to maintain minimum staffing levels.
 - 1.1.1 The on-call employee is just one resource for coverage when staffing levels fall below minimum. Overtime hold-over possibilities (voluntary or mandatory) should be considered before using the on-call employee.
 - 1.1.2 The on-call employee may be used when operational needs require an increase in staffing resulting in overtime.
- 1.2 To provide fair distribution of on-call assignments.
- 1.3 To schedule on-call assignments in such a way that employees may plan for being on-call.

2. On-Call Requirements

- 2.1. On-call employees must acknowledge an activation within 15 minutes. If necessary, two attempts to contact the on-call employee will be made, approximately 15 minutes apart. This allows the on-call employee approximately 30 minutes to acknowledge activation.
 - 2.1.1. If the on-call employee does not acknowledge within 30 minutes (to a page or answering machine message), the employee has not met the requirements of being on-call. S/He will not receive on-call pay for the on-call shift and the circumstances will be documented and a disciplinary investigation may be conducted.

- 2.1.2. Time of day and last shift worked should be considered when activating the on-call. The on-call employee will be activated no earlier than two hours prior to their need. For example, the AM on-call who is needed for an 0600 start will not be activated until 0400 and the PM on-call will be activated no earlier than 1600 or a two hour window prior to the need of the on-call.
 - 2.2. Once activated, on-call employees will respond to the Communications Center as soon as possible or for the start of the shift in which they are needed.
 - 2.2.1. At no time will this response exceed 60 minutes.
 - 2.3. Pagers are available for the convenience of the on-call employee.
 - 2.3.1. Pagers must be returned at the start of or before the dispatcher's next regular shift.
 - 2.4. The on-call employee must provide NetCom with a primary number for contact. The employee may also provide a secondary number if s/he cannot be reached at the primary number, (department provided pager, another phone number, or a personal pager, etc).
 - 2.5. The inability to be on-call due to illness is subject to the same standards, policies and procedures as a sick call for a scheduled shift.
 - 2.5.1. An employee who is unable to be on-call due to illness will not receive on-call pay for that on-call shift.
 - 2.5.2. For attendance evaluation purposes, the inability to be on-call due to illness or other unscheduled reason will count as an unscheduled absence.
- 3. On-Call Scheduling**
 - 3.1 On-call shifts will generally be six or 12 hours and will be established as necessary by the General Manager.
 - 3.2 A monthly sign-up for on-call will be posted in conjunction with the Master schedule and overtime sign-up.
 - 3.3 The on-call sign-up will be circulated amongst the teams on the same rotation schedule as required overtime.
 - 3.3.1 The on-call sign-up will be posted by the scheduling supervisor and facilitated by the lead dispatchers.
 - 3.4 Each dispatcher will sign up for the required minimum number of on-call shifts and may sign up for a maximum of one additional on-call shift.
 - 3.4.1 The minimum number of on-call shifts will be determined by multiplying the number of days in the month(s) by 2 and dividing by the number of dispatchers eligible for on-call.
 - 3.4.2 A pair of job share dispatchers is considered as one eligible dispatcher for on-call. The job share partners will distribute the required minimum number of on-call shifts between them.

- 3.5 A.M team dispatchers may only sign-up for A.M. on-call and P.M. team dispatchers may only sign up for P.M. on-call. Those occupying shifts which begin at 1300 may take either A.M. or P.M. on-call shifts.
- 3.6 Any dispatchers not signing up for the minimum number of on-call shifts and any leftover on-call shifts will be assigned according to the mandatory on-call rotation roster.
- 3.7 Dispatchers who are called-in for their shift are still subject to mandatory overtime in accordance with Policy 2022- Mandatory Overtime Procedures

4.0 On-Call Trades and Surrenders

- 4.1 Portions of on-call shifts may be traded or surrendered amongst employees.
 - 4.1.1 Portions of on-call shifts may be traded or surrendered with no more than two (2) employees covering any one on-call shift.
 - 4.1.2 Employees working a portion of an on-call shift are responsible for any amount of overtime that comes up while they are on-call, not just overtime during their portion of the on-call shift. For example: an employee is on-call for a two hour portion of an on-call shift (1000-1200 hrs); at 1000 hrs s/he is called back for overtime from 1100-1600 hrs. S/he is responsible for working overtime from 1100-1600 hrs **not** just from 1100-1200 hrs.
 - 4.1.3 When employees have made arrangements amongst themselves for splitting an on-call overtime shift, based upon a split on-call shift, only the employee responding to the on-call call back is eligible for call-back pay. For example: Employee A agrees to cover the first two hours of Employee B's on-call shift, with the mutual agreement that Employee B will work any overtime past the first two hours of the on-call shift. Employee A is called for overtime during the first two hours of the on-call shift and Employee B comes in to relieve Employee A after two hours. Only Employee A is eligible for call-back pay. Employee B's relief of Employee A is not a call back because it is a voluntary arrangement to relinquish overtime made between two employees.
 - 4.1.3.1 The intent of the above subsections is to limit the operational impact of on-call shifts portioned amongst employees to be no greater than as if one employee was working the entire on-call shift.
- 4.2 Trades and surrenders must be approved by a supervisor and documented in the scheduling software.

5.0 Mandatory On-Call Assignment Rotation

- 5.1 The scheduling supervisor will begin the mandatory on-call assignment roster by reverse order of service dates.
- 5.2 The scheduling supervisor will post the on-call assignment roster on the intranet.
- 5.3 Anytime an employee is assigned an on-call shift beyond the minimum required number, the employee will be rotated to the bottom of the roster.

- 5.3.1 An employee is not moved to the bottom of the on-call assignment roster when assigned on-call shifts to meet his/her minimum number of monthly on-call shifts.
- 5.4 When an employee volunteers to cover an unassigned on-call shift, beyond the minimum required number of shifts, they will be rotated to the bottom of the roster.
- 5.5 Any employee calling in sick for or otherwise unable to respond to their scheduled on-call shift will be moved to the top of the on-call assignment roster and is eligible for the next on-call assignment.
- 5.6 Any employee added to the rotation will be added to the top of the rotation and is eligible for the next on-call assignment.
- 5.7 On-call shifts will not be assigned on an employee's regular days off attached to annual vacation granted in accordance with Policy No. 2030 (Time Off Requests).

6.0 On-Call Vacancies

- 6.1 On-call vacancies occurring less than seventy-two (72) hours in advance will be posted for voluntary coverage.
- 6.2 On-call vacancies occurring seventy-two (72) hours or more in advance will first be posted for voluntary coverage. If there are no volunteers, the shifts will be covered using the mandatory on-call assignment rotation roster.