



CITY OF VISALIA PERSONNEL POLICY
Policy #205
On-Call/Stand-by and Call-Back

I. PURPOSE

The purpose of this policy is to outline the general guidelines to follow in the event it becomes necessary to place a non-exempt employee in an on-call/stand-by status and/or call an employee back to work.

II. POLICY

It is the policy of the City of Visalia to designate qualified employees, working in certain divisions, to be “on-call” in the event after-hours work is required and/or an emergency arises. The City also reserves the right to call-back employees when after-hours work is required and/or an emergency arises. Each Department may further define the process or procedure to be followed within specific divisions.

III. DEFINITIONS

A. On-Call (Stand-by)

On-Call or Stand-by is time spent by employees, outside the normal work hour assignment and off working premises, in their own pursuits during which an employee must remain available and unimpaired for call-back by telephone, pager, or other communications device designated by the City for a specific period of time.

B. Call-Back

Call-back is when an employee returns to work after the employee has completed his/her normal work shift and in response to a department request.

C. Work-Site

For purposes of this policy, “work-site” is defined as either: (1) employees’ designated work site (e.g. the treatment plant); (2) a City vehicle assigned to specified employees as their take home vehicle; or (3) the location where the City vehicle is obtained prior to proceeding to the location where work will be performed.

IV. NOTIFICATION AND EMPLOYEE RESPONSIBILITIES

A. Notification - Employees Designated as On-Call/Stand-by

An employee who has been designated “on-call” or on “standby” will be notified by telephone, pager, or other communications device he/she has been called back to work. After an On-Call/Stand-by employee has been notified that he/she has been called back, the employee must make contact with the City within fifteen (15) minutes after receiving that notification and inform the City of an estimated time of arrival at the work-site.

An On-Call/Stand-by employee responding to “call-back” must report to the work-site within forty (40) minutes after receiving notification of being called back.

B. Notification - Employees Not Designated On-Call/Stand-by



CITY OF VISALIA PERSONNEL POLICY
Policy #205
On-Call/Stand-by and Call-Back

Employees who are not designated On-Call/Stand-by who receive a request to be called back and who wish to accept the offer of call-back, are expected to make contact with the City within fifteen (15) minutes after receiving the request.

Upon accepting the call back, the employee must inform the City of an estimated time of arrival at the work-site.

C. Employee Responsibilities

An employee who is on-call/stand-by and/or has been called back to work must report to the work-site unimpaired and in a condition which allows him/her to fully perform all aspects of the duties and responsibilities of the job in a safe and effective manner.

V. ON-CALL AND CALL-BACK COMPENSATION FOR NON-EXEMPT EMPLOYEES

A. Employees Designated On-Call/Stand-by

Employees placed in an on-call or stand-by status will be paid in accordance with provisions of an applicable Memorandum of Understanding (MOU).

Call-back compensation begins when the employee arrives at the work-site as defined above and ends when either: (1) the employee clocks out (leaves the work site) of the physical location; (2) an employee with a take-home vehicle returns home; or, (3) the employee returns the City vehicle to the appropriate location after performing his/her duties.

B. Employees Not Designated On-Call/Stand-by

Unless otherwise provided for in an applicable MOU or bargaining unit agreement, Compensation begins when the employee indicates he/she is willing to respond to the call-back and ends when he/she returns home.

C. Compensation for Call-Back Applicable to Employees, Regardless of On-Call/Standby Designation

1. When an employee returns to work due to being called back, the employee shall be credited with two (2) hours of pay or for actual time continuously engaged in work for which he/she was called back, whichever is greater.
2. The two-hour minimum shall apply when an employee is required to physically return to work (e.g. leave home or another off duty location) in order to perform required duties. An employee who performs authorized work after regular work hours, but who is not required to return to the worksite, shall be compensated in accordance with overtime pay provisions.
3. Time worked in call-back status is considered overtime and shall be paid in accordance with applicable MOUs and overtime pay provisions outlined in City Policy #202 – Overtime for Non-Exempt Employees or #203 – Overtime for Non-Exempt 7(k) Public Safety Employees.



CITY OF VISALIA PERSONNEL POLICY
Policy #205
On-Call/Stand-by and Call-Back

4. Employees called back to work after hours will only be paid for time spent on City-related business, including appropriate travel time. Employees are required to restrict work time to work activities, accurately report hours worked, and use City vehicles for City-related business.

Applicable Laws: FLSA