



Town of
Chapel Hill,
NC

On-Call Pay
Policy

Policy Number:
PP 1-2

Effective Date:
February 1, 2018

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Approved By:

Roger L. Stancil,
Town Manager

On Call Pay Policy

I. POLICY

Employees who are required by their departments to be on-call for a designated period of time in order to respond to after-hours emergencies will be compensated for each hour of off-duty-and-on-call time. An employee who must report back to the worksite or respond remotely will be compensated for hours worked according to the established schedule outlined in the procedures to this policy. This policy does not apply to Department Heads, Directors, Assistant Directors, Division Managers, Town Manager, Assistant Town Manager, Deputy Town Manager, or Town Attorney.

II. PURPOSE

The Town must provide a variety of critical services 24 hours a day, 7 days a week. The need for these services may occur when employees who have the required skills are not on duty. In these situations employees will be assigned to on-call duty. Employees who are on-call must be able to report to work quickly and be fit for duty. Because these requirements may restrict an employee's mobility and off-duty activities, the Town offers compensation to on-call employees as part of its commitment to Equity.



Equity: Although we may hold different roles in the organization, we all work toward the common goal of serving the Town and the Town's residents and customers. Therefore, we seek and support policies and actions that are administered consistently and fairly to everyone regardless of rank, tenure or personal background.

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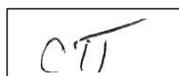
APPENDIX A

III. On-Call Pay Procedures

These procedures are issued by the Director of Human Resource Development to implement the On-Call Pay Policy, PP 1-2, issued by the Chapel Hill Town Manager. These procedures may be periodically updated. This policy does not apply to Department Directors, Assistant Directors, Division Managers, Town Manager, Assistant Town Manager, or Deputy Town Manager.

- A. Amount Paid for On-Call Services: The rate for on-call pay is \$1.00 per hour for qualifying exempt and non-exempt employees. Employees who are on-call during a Town observed holiday, or a day designated by the department for the holiday observance, earn \$2.00 per hour of time on-call.
- B. Qualifying for On-Call Pay: Departments may establish more specific procedures relating to on call status and pay. In order to qualify for on call pay, the following components must apply:
 1. Established and Shared Rotation: On-call status in a work group must be regularly shared by more than one employee. The assignments must be based on a rotating schedule.
 2. Recurring Assignment: The assignment must be on a recurring basis, not a one-time assignment.
 3. Specified Time Frame: The employee must be on call for a specified period—usually 7 day increments--- designated ahead of time. The on-call period may differ depending on departmental needs.
 4. Beginning and Ending Times Clearly Established: Hours when the on-call time begins and ends must be clearly communicated to the employee.

5. Availability and Response Time: the employee must respond to the call within the time frame established by the department and if needed, must report to work within the time frame established by the department.
 - a) Failure to respond: an employee who fails to respond within the designated time frame will be removed from the schedule, forfeit on-call pay for the entire rotation and be subject to disciplinary action for unsatisfactory job performance.
 6. Reporting for Duty: If called into work, an employee must be capable of performing all assigned duties.
 - a) Work Readiness: an employee who is not in a state of work readiness for reasons other than substance use—for example, not in proper uniform--will be subject to disciplinary action for unsatisfactory work performance.
 - b) Substance Use: An employee who is not in a state of work readiness due to substance use will be subject to disciplinary action according to the Town's [Alcohol and Drug Free Workplace Policy, PP 8-1](#).
 7. Substitutions: Departments may establish procedures that allow employees to request in advance to have a substitute cover for them for a designated portion of the on-call time for reasons acceptable to and approved by the supervisor.
 8. Emergencies: If an on-call employee becomes unable to remain in an on-call status or report to their assignment due to an emergency, the employee must notify the department designee as soon as is possible.
 9. No On-Call Pay While on Leave: an employee may not receive on-call pay for any period in which he/she is in leave status of any kind.
- C. Compensation for Responding to an On-Call Need: Work time starts and on call time ends when the employee responds to the call. Travel time to the site is included in work time, up to the response time limit established by the department.
1. Callback: an employee who must return to the worksite to respond to an on-call emergency shall be compensated for a minimum of two hours work at their base pay rate, or the actual time worked, whichever is greater. If more than one response is required during a shift, the total callback time paid cannot exceed two hours unless the actual time spent on the call exceeds two hours.
 2. Remote Response: an employee who responds to an on-call remotely without reporting to the actual worksite shall be compensated for a minimum of 30 minutes



for each occurrence. If more than one remote response is required during a shift, the total callback time paid cannot exceed two hours unless the actual time spent working exceeds two hours. For non-exempt employees, all hours worked will be paid in accordance with Federal Labor Standards Act requirements and the Town's Overtime Policy.

D. Recordkeeping and Administration:

1. On-call Status Time spent on call does not count as hours worked for the purposes of:

- a) calculating eligibility for overtime or compensatory time
- b) meeting an employee's scheduled work hour requirements
- c) meeting eligibility requirements for Family Medical Leave
- d) sick, vacation or other leave accrual.

E. Callback: Time actually worked, and travel time to the worksite, shall be included in callback hours worked for determining employee compensation, including overtime, if applicable. Departments shall determine a reasonable time for which preparation and travel to the worksite shall be compensated. Travel time away from the worksite will not be compensated. Callback Work time counts towards:

- a) calculating eligibility for overtime or compensatory time
- b) meeting eligibility requirements for Family Medical Leave
- c) leave accrual

2. Payroll Deductions: On-call pay is subject to all mandatory payroll deductions. The Town pays its portion of contributions for on-call pay.

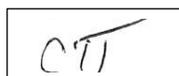
- a) The Town does not make a contribution towards the employee 401K for on-call pay.

3. Timesheets: Departments will report total hours of on-call time on the timesheet for the pay period immediately after the on-call is worked. The timesheet should clearly delineate which hours are for on-call time.

IV. FORMS/INSTRUCTIONS None

V. ADDITIONAL CONTACTS

Human Resource Development 919-968-2700 or HR@townofchapelhill.org
Ombuds office 919-265-0806 or Ombuds@townofchapelhill.org



VI. DEFINITIONS

- A. **Call-Back:** Time worked when departments require employees to report back to a worksite because of operational needs. Non-exempt employees will be paid for a minimum of two hours of work, even if their actual work time was shorter. Exempt employees will receive a minimum of two hours of compensatory time for reporting back to work.
- B. **Work Readiness:** a state, whether physical, mental or emotional, in which an individual is ready, willing and able to perform their assigned task competently and safely.
- C. **On-Call Status:** a period of time outside of on-duty hours, often a week or weekend when an employee is readily accessible and available to report to work. On-call requires employees to report to work within an acceptably short period of time as designated by the department. Time spent "on call" is not considered work time.
- D. **Remote-response or "remotely respond":** when an employee is requested to respond to an on-call contact and does so by phone, computer, or other means and is not required to return the worksite to handle the call.

VII. RESPONSIBILITIES

All Employees are expected to:

- a) Comply with the on-call policy
- b) Remain in a state of work readiness while on Call
- c) Accurately report on-call status on their time sheets

All Department Heads are expected to:

- a) Develop specific guidelines for on-call response times for their department
- b) Communicate guidelines and expectations clearly to all employees who take on-call rotations
- c) Equitably rotate on-call responsibilities among qualified staff
- d) Assure that on-call status is reported accurately to payroll
- e) Take appropriate action against employees who violate on-call procedures

All Human Resource Development staff members are expected to:

- a) Assist employees in understanding and complying with the policy
- b) Help resolve disputes regarding the policy

VIII. APPENDICES None

IX. FREQUENTLY ASKED QUESTIONS None

X. SCOPE

This policy replaces and supersedes any previous Town policies, departmental policies, handbooks, or unwritten policies or practices covering the same subject. Departmental policies in compliance with this policy are referenced in Section XI below, **Related Information**. In the event of any disparity between this policy and the Town's Code of Ordinances and/or applicable local, state, or federal laws, the Town's Ordinance and/or applicable laws shall prevail.

XI. RELATED INFORMATION None

XII: POLICY HISTORY

Issued November 2000

Revised and Reissued January 1, 2018 to include remote response

