

<b>Corporate Policy</b>	 <b>Hamilton</b>	
<b>Human Resources</b>		
Policy No: HUR11005		
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## ***Standby & Call-Out Policy***

<b>POLICY STATEMENT</b>	The City of Hamilton recognizes that due to the requirement to provide 24/7 service and be responsive to legislated or time sensitive demands beyond regularly scheduled work hours in some business areas, some non-union and management employees may be required to be placed on standby and/or be called in to work. Positions that are required for standby and call-out are designated by the General Manager and confirmed through a business case submitted to Human Resources. Human Resources maintains a list of non-union and management employees who are eligible for standby and call-out pay and reviews the list on an annual basis.
<b>PURPOSE</b>	The purpose of this policy is to ensure accurate and authorized payments for standby, and/or call-out for non-union employees and management. This policy defines standby and call-out duties, eligibility, guarantees and response times. It also confirms the Corporate remuneration practice for non-union individuals who work on a standby/call-out basis.
<b>SCOPE</b>	This policy applies to all permanent, temporary or contract full-time non-union employees of the City of Hamilton who have successfully completed their probationary period. This policy excludes unionized employees.
<b>DEFINITIONS</b>	
<b>Standby</b>	<p>An employee is considered to be on standby when all these conditions are met:</p> <ul style="list-style-type: none"> <li>• The employee is required to be available to report to a work location within one hour of notification, outside of his or her regular work day/week</li> <li>• The employee is required to be available to resolve work related problems via another means (such as telephone, computer or fax) outside of his or her regular work day/week</li> <li>• The employee is required to carry and respond to a communication device (such as a cell phone or pager) as an alternative to being scheduled to work</li> <li>• The employee is required to respond to emergency situations based on a 24 hour/7 day week rotational system</li> <li>• The employee cannot engage in any activity that would impair judgment or prohibit a response while on standby.</li> <li>• The position is designated and authorized by a General Manager or Designate in consultation with Human Resources to be placed on Standby.</li> </ul>
<b>Call-out</b>	A call-out occurs when employee(s) are called in to their workplace or are required to respond to a work location outside of normal work hours, whether or not they have been on standby status.
<b>TERMS &amp; CONDITIONS</b>	<p style="text-align: right;"><b><u>Standby</u></b></p> <p><b>Eligibility</b> Non-union employees may be entitled to standby and call out payments provided they meet all the above outlined conditions.</p> <p>Management employees may also be eligible for additional payments for standby or call out for limited situations. Where designated by the General Manager and where an appropriate business case has been made and confirmed by Human Resources, such designated positions will be entitled to standby and call-out payment.</p>



Only the General Manager can assign and authorize standby. Employees on standby must adhere to all organizational policies and procedures, including the terms and conditions outlined in this policy.

**Standby Pay**

Non-union employees who are designated to be on standby duty shall be paid:

- One (1) hour, either banked or paid, per weekday of standby service;
- Two (2) hours either banked or paid, per weekend day of standby service;
- Two (2) hours either banked or paid, per statutory holiday of standby service.

Manager level and above who are designated to be on standby will be considered on a case by case basis through consultation between the General Manager and Executive Director of Human Resources.

If contact cannot be made with the non-union or management employee who is on standby status or if that employee fails to perform the work required, that non-union employee is ineligible for standby pay.

**Call-out**

A non-union employee is considered to be on a call-out when the employee is required to respond to a substantial work-related request outside of their regular work day, including work-related requests which do not require the employee's attendance at a work location.

If an employee is called to do work and the work-related request or problem is resolved from home, the employee does not receive a call-out payment unless the time required is greater than ½ hour.

**Call-out Pay (Designated positions)**

Non-union employees shall be paid:

- Straight time for all hours worked above the job's regular hours per day or per week up to 44 hours per week from Monday through Sunday.
- Time and one-half for all hours worked in excess of 44 hours per week from Monday through Sunday.
- Time and one-half for all hours worked on a statutory or designated holiday.

Management employees shall be paid:

- Straight hourly rate for all hours worked as a result of being called into work from standby.

Time for call out payments includes time spent traveling to and from the appropriate work location.

**Call out Guarantee**

When an employee is required to report to a work location to resolve the request or problem the City guarantees a one-hour minimum call-out payment.

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**Response Time**

Employees have a maximum of one hour to respond to a work-related problem or request. Response time is the time in which the employee must investigate and report on the request or problem. Failing to respond to a standby call results in the forfeiture of standby pay for the day on which the standby call was made.

**Payment Options (For Standby and Call-out)**

An employee entitled to standby and call-out compensation may:

- Receive payment for hours worked or
- Bank compensation as lieu time to a maximum of two weeks regular hours, provided the employee and the department agree

Time off must be taken in the calendar year in which it is earned. Time not taken shall be paid out at year-end or, where applicable, when an employee changes departments. □

**RESPONSIBILITIES**

The following positions and/or departments are responsible for fulfilling the responsibilities detailed in this Policy as follows:

- All designated non-union positions required to be on standby must be authorized by the General Manager.
- All designated management positions required to be on standby must be accompanied by a business case and authorized by the General Manager and confirmed by Human Resources.
- All overtime hours worked must be authorized by the employees immediate supervisor and documented accordingly

**COMPLIANCE**

Failure to comply with this Policy and its associated Procedures will result in the employee not being compensated.

**RELATED DOCUMENTS**

The following related documents are referenced in this Policy:

1. Employment Standards Act
2. Non-union Overtime Policy
3. Non-Union Overtime & Standby/Call-In Pay Pandemic Emergency Policy

**HISTORY**

This policy replaces previous Standby Duty & Call Outs Policy, August 13, 2003  
The policy was reviewed and revised in 2009 based on inputs from Directors from all departments

The policy was discussed at SMT on October 15, 2009, approved in principle by SMT on March 25, 2010 pending submission of business cases to HR, with final approval by SMT on February 4, 2011.