



Personnel Policy

On Call and Call In Pay

Control Number

HR051

Policy Date

05/05/2025

Revision Date

New

Purpose

To establish compensation for On Call status and Call In incidents.

Scope

All full time and budgeted thirty-two (32) hour employees and all regularly scheduled part time and seasonal/temporary employees. Excludes Department Head staff.

General Statement

The County provides continuous twenty-four hours a day, seven days a week service to its citizens. Therefore, it is necessary for certain employees to respond to any reasonable request for duty at any hour of the day or night, based on the nature of each position.

Policy Requirements

- On Call and Call In compensation **may not** be stacked for the same incident.
- Regular travel to an On Call or Call In response **is not** compensable work time. Employees shall clock in upon arrival on scene or at the work place.

On Call

- Departments required and approved to implement On Call scheduling include: Department of Social Services (Adult and Child Welfare), Health Department (Animal Control).
- On Call (standby) time consists of scheduled non-work hours, beyond the standard work period, when an employee is required to be available to be called back to work on an emergency basis and must respond within a reasonable period of time.
- Employees eligible for on-call compensation are those required to be on standby at least one out of every six weeks, or more frequently.
- An employee in On Call status must respond within the time frame established by the Department Head.
- While On Call the employee shall refrain from the use of alcohol or narcotics.
- The On Call compensation rate shall be \$35/day, not to exceed \$200 in the established 7-day on call cycle, plus actual work time.

Call In

- Call In (call back) time consists of time spent when called back to work to handle an emergency situation.
- Call In **does not** apply to previously scheduled work, overtime work, or non-emergency situations.
- Employees who are called-in must disclose alcohol or narcotic use to the Department Head and/or Supervisor before responding and **are not** permitted to respond under the influence.
- Department Heads using Call In for emergency situations, shall document the emergency constituting the call in.

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- The Call In compensation rate shall be \$35/day plus actual work time.

Any questions or further guidance for policy interpretation and implementation should be directed to the Human Resources Director.

Disciplinary Action

An employee found to have violated this policy may be subject to disciplinary action, up to and including, termination.

Reference

New Policy