



On-Call

DGO Policy Internal 06

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Revised Date:

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Approved By: Jenney Rees

References/Authority: Utah Administrative Code Section R477-8-10

1 PURPOSE

This policy establishes the Department of Government Operations (DGO) policy and procedure for reporting and compensating employees that are required by management to be placed in an on-call status outside of their regularly scheduled work hours.

2 GUIDING PRINCIPLES

To provide adequate service and respond to emergencies, designated DGO employees may be assigned by management to be on-call, or available to work, during times they are not normally scheduled to work. These employees must be compensated for the time they are required to be on-call.

Due to varying customer agency work schedules and circumstances, DGO divisions may have their own on-call policies as long as they do not conflict with this policy and are approved by the Executive Director.

The Executive Director may make exceptions to this policy as allowed by applicable law.

3 POLICY

3.1 Guidelines

This policy establishes the following guidelines for on-call status.

- A. Only employees directed by agency management to be on-call and who have completed an On-Call Agreement in UPM are eligible for on-call compensation.
 - a. The supervisor will ensure that the employee is aware of the compensation terms for the employee's time while placed on an on-call status.
 - b. This [insert who is responsible for review] shall review an employee's On-Call Agreement on an annual basis.
- B. DGO will pay an on-call employee at a rate of one hour for every 12 hours the employee is on-call.
 - a. On-call time is typically scheduled in 12 hour shifts during the week and 24 hour shifts on holidays and weekends or according to agency needs.
 - b. Divisions may schedule an employee to work a longer or shorter on-call shift.
- C. An employee who is on-call is required to be fit for duty and able to safely and effectively perform any job functions.



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- a. An employee who is not fit for duty must inform their supervisor of such.
 - b. An employee's failure to inform their supervisor that they are not fit for duty and able to safely and effectively perform any job function is grounds for discipline.
- D. An employee who occasionally volunteers to be available is not considered to be in an on-call status. This includes an employee who is provided State-issued equipment, such as a cellular phone, second telephone line or other means of communication. State-issued equipment is provided as a means of communication between the employer and the employee and providing such equipment does not constitute on-call status for the employee, or a job requirement to be on-call as a condition of employment.
- E. DGO will compensate an on-call employee called to work for time spent travelling to the job site and back home in response to an emergency call during an on-call period.
- F. An on-call employee may be eligible for mileage reimbursement for the commute to and from work or other work locations during the on-call period.
- G. On-call time (1 hour for 12 hours) does not count toward the working requirement to be eligible to earn overtime.

3.2 Procedures

- A. An employee's supervisor shall designate an employee's on-call status in writing.
- B. An employee who is eligible for on-call duty and compensation must have a current On-Call Agreement in UPM.
- C. An employee may not record on-call hours and actual hours worked for the same period of time.
- D. On-call pay hours shall be calculated by subtracting the number of hours worked in the on-call period from the number of hours in the on-call period then dividing the result by 12.
- E. An eligible employee shall calculate the hours worked while on-call and record them on the timesheet.
 - a. The employee shall, at the end of the on-call period, total and round actual work time, including time spent on phone calls, and round to the nearest fifteen minutes.
- F. On-call time (1 hour for 12 hours) must be recorded on the employee's timesheet on the day the employee's on-call shift begins.
- G. Actual hours an employee worked during the on-call period must be recorded on the timesheet on the day the employee actually worked those hours.

4 RELATED DOCUMENTS (e.g., procedures, other policies, forms etc.)

- On-Call Agreement



Amendment/Change Log

<Policy Name> Amendment/Change Log					
Date	Section/ Heading	Change/Edit	Additional Information (if needed)	Change Approved By	Change Approval Date