



# Vicksburg Mississippi

## Department of Public Works On Call and Call Back Policy

### 1. PURPOSE:

The City of Vicksburg provides continuous twenty-four (24) hours a day, seven (7) days a week essential services for its citizens. Therefore, it is necessary for certain public works employees to respond to any reasonable request(s) for duty at any time of the day or night. Employees assigned to be On Call under this policy shall follow the requirements and expectations set forth herein. The expectations are designed to allow the On Call employee to generally engage in personal activities while on call and shall not require the employee to remain at the workplace or any other specific location unless or until they are called back to duty.

### 2. SCOPE:

This policy applies to Public Works employees designated by the Public Works Director to participate in on-call rotations, including supervisors, foremen, and other employees deemed necessary and authorized to respond to after-hours emergencies. Laborers, as required by their job descriptions, are subject to callback for emergencies or after-hours work. However, laborers are not a part of the on-call rotation and shall not carry the on-call phone. Laborers may be contacted and directed to respond by the employee assigned to the On-Call when their skills, training, or assigned department are needed to address a particular situation. This policy establishes the procedure in which public works employees are placed On Call.

### 3. DEFINITIONS:

**On Call:** means that the employee is not at work but is available to respond to a call-back outside of their normal working hours.

**Call-Back:** means an instance in which an on-call employee is required to return to duty to perform work in response to an emergency.

#### **4. EMPLOYEE QUALIFICATIONS AND ELIGIBILITY:**

To be eligible to serve On Call, employees must be qualified and authorized as determined by the City based on the following criteria:

- 1) Employees' training, skills, experience, and familiarity in handling the typical emergency or after-hour situations;
- 2) Employees must possess the licensure necessary to operate equipment that may be required in emergency on-call situations;
- 3) Employees must have the ability to answer or return calls within 30 minutes of receipt;
- 4) and, therefore, must regularly be in a position where employees have adequate cell phone reception;
- 5) Employees must have the ability to respond to the subject matter of the call within one (1) hour of receipt of the initial call as verified by city cell phone records.

#### **5. ON CALL ASSIGNMENT AND SCHEDULING:**

##### **A. Assignment Schedule**

A schedule will be prepared based on the City's needs and employees' work schedules. The On Call schedule will begin on Wednesdays at 3:00 PM and end on the following Wednesdays at 6:30 AM. However, the City reserves the right to adjust assignment intervals and durations as necessary.

##### **B. Rotation and Phone Transfer**

Employees finishing their On Call duty will be responsible for giving the assigned cell phone to receive emergency calls to the employees scheduled for the next On Call shift. The employee receiving the phone shall assume On Call responsibility for the next scheduled On Call week.

#### **6. ON-CALL PROCEDURES:**

##### **A. General**

The City requires one (1) full-time, regular, non-exempt Public Works foreman and supervisor to be always assigned to On Call duty outside of the Public Works Department regular schedule. Public Works Employees are scheduled to be on call on a rotating weekly basis. The Public Works Director will specify the exact hours the employee is to be on call. Switching On-Call shifts is prohibited unless approved by the Public Works Director or a Department Supervisor in writing.

Employees assigned to On Call duty, who cannot immediately respond because of illness or other emergency, must contact the Public Works Director or the department supervisor as soon as they are aware that they will not be able to

respond to a call to duty.

## **B. Employee Responsibilities**

Employees assigned to On Call are free to continue with all their normal off-duty activities provided that they remain mentally and physically fit to perform their duties during the entire period of On Call duty. Employees assigned to On Call duty shall not consume alcoholic beverages, medications that could impair judgment, coordination or alertness, or illegal drugs.

Employees assigned to be On Call duty shall have the ability to arrive within one hour or less driving the speed limit.

Failure to follow this policy will result in disciplinary action up to and including termination.

## **7. CALL-BACK PROCEDURES:**

### **Calling Additional Staff for Support:**

When responding to a call, the Foreman or Supervisor shall determine whether it is necessary or appropriate to call additional staff to respond. In making this decision the employee shall work through the following steps or considerations:

- 1) Consider whether the call:
  - a. involves potentially dangerous activity,
  - b. requires another employee to be involved to ensure the safety of the On Call Employee; or
  - c. if a faster response time may be necessary.
    - i. If it is not necessary, respond to the call.
    - ii. If necessary, contact other appropriate staff to respond with On Call staff.
- 2) If a faster response time is required than the On Call Employee can provide,
  - a. He or she shall call out other personnel to meet that time constraint.
  - b. If unsure, the On Call Employee must call the Public Works Director or supervisor of the designated department for approval.
  - c. If the Public Works Director or a supervisor is unavailable, the On Call Employee must make a good faith determination as to the acceptable response.

## **8. TRADING OR TRANSFER OF ON CALL SHIFTS:**

Substitutions for the designated-On Call employee should be minimized and only done when necessary. The scheduled employee is responsible for finding a substitute. The substitute shall be eligible for On Call work and the substitution shall be subject to the prior written approval of the Public Works Director or

supervisor of the department.

## **9. COMPENSATION:**

The City of Vicksburg's non-exempt public works employees shall receive compensation based on the average amount of time spent on the scheduled-On Call duty during a regular pay period. Compensation will consist of \$0.50 cents more an hour while on call for seven days (Wednesday -Wednesday, 3:00 p.m. – 6:30 a.m. seven days later) plus the additional hours needed to complete the emergency call which any additional hours will be overtime for the workers provided a forty (40) hour work week is completed.

A minimum of two (2) hours of compensation at one and a half (1.5) times their regular pay. If an On Call is required on a city approved holiday, the employee shall receive a minimum of two (2) hours compensation at two and a half (2.5) times their regular pay.

## **10. INCIDENT REPORTING:**

A detailed record of each emergency call-out / response / no response shall be documented on a "Incident Report" form.

The information needed for the form is as follows:

- 1) Date, time, and name of reporting party;
- 2) Task description including specific details of special circumstances involved and location;
- 3) Action(s) taken, and time involved;
- 4) Additional personnel called out to assist and equipment used;
- 5) Any other pertinent information policy/standby; and
- 6) Report to be submitted to the Public Works Director and Administrative Assistant of Public Works for documentation purposes and review.