

Management Standby/On-Call Coverage (Parks Forestry & Recreation)

Date Approved:	January 31, 2002 * Approval date is approximate	Approved by:	Parks Forestry and Recreation General Manager
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		Category:	Human Resources
		Sub-cat:	Pay & Benefits

Policy Statement

Parks and Recreation Management Staff are required to be On-Call after normal business hours in order to provide emergency coverage and support to the Division's programs and services that operate during evenings and weekends. Each district is responsible for setting up their annual Standby/On-Call coverage schedule for the 52 weeks according to the procedures indicated in this policy.

Procedures

1. The annual standby/on-call schedules will be developed and implemented by the Operations Support Units for each district and approved by Directors. Copies of the annual standby/on-call schedules must be filed with the General Manager's office. (see **District Standby Schedule**)
2. Operations Support Staff will perform quarterly spot audits.
3. Management staff at the supervisor level will provide the standby coverage. Manager and Director level staff are not included in this weekly coverage.
4. Each weekly standby shift will include 3 Supervisors in total with one from each of the following groups; 1 Recreation Supervisor, 1 Parks Supervisor and 1 Urban Forestry or Technical Supervisor. During peak times of the year districts can have a maximum of 5 Supervisors in the weekly standby coverage at the discretion of the District Director.
5. Each standby staff will carry a mike radio/cell phone/pager and a standard resource kit containing Divisional policies, procedures and forms as well as district facility lists, staff contact lists and any other relevant district information.
6. The start day for the standby week will match the pay cycle; standby shifts start on Thursdays at 4:30 pm and end on the following Thursday at 8:30 am. The Mike/radio/phone/pager and resource kit are to be transferred to the next person on the standby shift on Thursdays.
7. Weekday standby extends from 4:30 pm to 8:30 am daily.
8. Weekend standby starts from 4:30 pm Friday to 8:30 pm Monday inclusive.
9. When staff on standby shifts are required to do Call-In work in addition to the standby coverage, they are required to get Regional Manager sign-off on the **Standby/On-Call Reporting Log** before submitting for compensation.

Compensation

All management staff in all districts must follow the following compensation guidelines.

Definitions

Standby Pay:

Compensation for staff when they are required to be on standby status whether or not they are called into work.

Employees on "Standby Shifts" are paid 1 hour's pay for every 8 hours or less that they are on standby; pay is on a straight time basis.

Call-In Pay:

Compensation for staff when they are required to do work to deal with a problem/emergency while on "Standby" which includes the following:

- Work at home to deal with emergency/problem
- Have to go to work location to deal with the emergency

When employees are called in to work they are paid a minimum of 3 hour's pay at their normal overtime rate

This means when Management Staff are on "Standby Shifts" they are paid:

- For working the standby shift according to the above guidelines
Plus
- Call-In pay **if** they are called in to handle a problem/emergency.

Phone Calls During Standby Shifts

Staff are not paid extra for phone calls received during standby shifts, as compensation for this is included in the standby shift compensation. Phone calls are not added up as a cumulative total to be included for Call-In pay. If follow-up work is required after the phone call then compensation is the following:

Call-In work done from home:

- Staff are compensated at straight time
- Nothing less than 1 hour is compensated for

Call-In to location to work:

- Three hour minimum pay applies

HR Web

[Standby/Call-in/Emergency Situations Pay](#)
[Standby/Call-in/Emergency Situations Pay - Guidelines for Implementation](#)

Forms

[Standby/On-Call Reporting Log](#)
[District Standby Schedule](#)