

Building Services	Maintenance -01-01-01
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Title: ON-CALL POLICY	

1.0 PURPOSE:

The purpose of this policy is to provide guidelines to maintenance department personnel regarding the process and procedures to be followed for non-exempt employees who are required to maintain their availability after hours and be on-call to report to work or to otherwise be available to respond to emergency situations.

2.0 SCOPE AND APPLICABILITY:

This policy applies to hourly, operational, and classified non-exempt/exempt employees of Guilford County Schools (GCS) Building Services Department.

3.0 ASSOCIATED DOCUMENTS:

Parent: Guildford County Schools Employee Handbook. www.gcsnc.com

Form: On-Call Shift Swap Request Form #100

4.0 DEFINITIONS:

- **On-Call** - When an employee's job assignment requires the ability to be contacted in order to provide professional services if necessary, but not formally on duty.
- **Rounds** - When an employee's job assignment requires the employee to report to work to perform various tasks to ensure that the GCS facilities remain functioning.
- **Call-Back** - When an employee is called back to work to perform a task of professional services either in person or via phone or computer.
- **After hours** - Is defined as hours outside of normal operating schedule, unless otherwise communicated by your immediate supervisor. Times include but not limited to: 4:00 p.m. to 7:30 a.m. Monday – Friday. Both Saturday and Sunday are considered after hours if an employee is on-call during these days.
- **Normal Business Hours** - In general, these hours are between 7:30 a.m. – 4:00 p.m. Monday – Friday.

5.0 RESPONSIBILITY

Department Director should identify positions and employees who are required as a condition of employment to be on-call, to come back to work outside of the employee's regular shift or to conduct rounds checks at various GCS facilities.

Once Department Director identify these positions, the employee should be notified that the essential functions of his or her job requires the employee to maintain an on-call or round status on either an intermittent or regularly scheduled basis. The employee's job description should also be updated accordingly. The supervisor of the employee assigned to on-call or rounds status shall maintain a roster of all qualified employees and an equitable rotation policy shall be followed, if possible.

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6.0 GENERAL REQUIREMENTS:

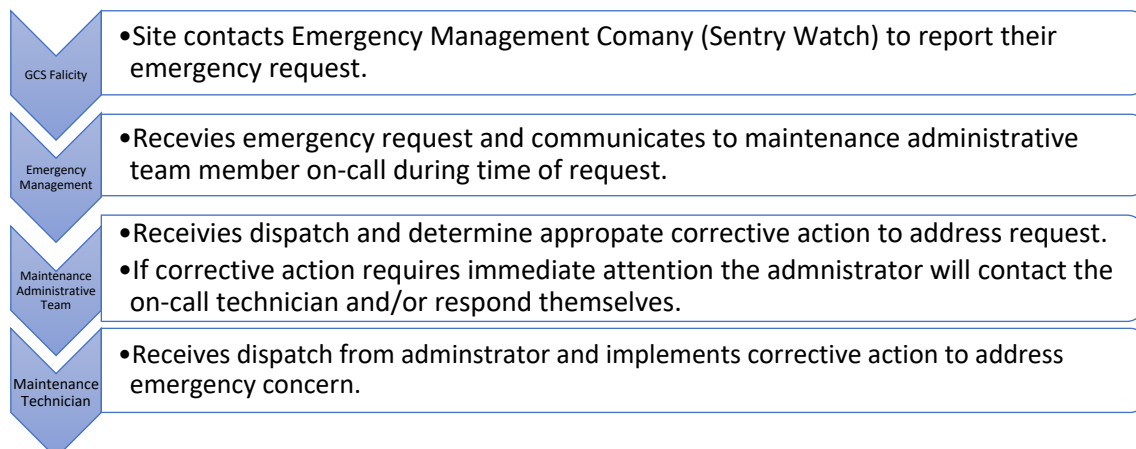
Department Director and/or supervisors should provide employees who are required to be on-call with a schedule of the time and date that the employee must be on-call. In addition, the following guidelines apply:

- Unless otherwise advised, the employee is not required, while on-call, to remain on GCS premises. However, the employee must remain available by telephone/text/email while off site and respond to any message within fifteen (15) minutes.
- If an emergency requires the employee to report to a location needing support, they must do so within 1 hour of responding to the message.
- The employee is not required to restrict his or her activities while on-call, but the employee must remain free of the influence of alcohol or illegal drugs. In addition, the employee should not take any prescription drug that adversely affects his or her ability to safely and effectively perform his or her job duties. If an employee has a medical condition and has concerns about complying with this requirement, the employee should consult with the Human Resources Department.
- If the employee has a conflict and is unable to be on-call during his or her assigned time, it is the employee's obligation to pre-arrange with his or her immediate supervisor for a replacement to cover the employee's on-call shift.
- On-Call employees who fail to respond when called and/or who fail to find a replacement are subject to disciplinary action up to and including termination.

7.0 PROCESS OF PROCEDURE:

Coverage of after-hours support will be done on a weekly rotation basis. This allows for a fair balance of no-call duties, and continuity of emergency coordination after-hours. On-call personnel will be alerted to outages requiring their attention by Sentry Watch and/or Maintenance Administrative Team.

On-Call Process Flow



- For Internal Use Only Guildford County Schools -