


Idaho Department of Correction 	Standard Operating Procedure	Title: On-Call Scheduling and Reporting	Page: 1 of 3
		Control Number: 208.07.01.001	Version: 4.0

Sharla Means, human resource manager, approved this document on 06/09/2020.

Open to the public: Yes

SCOPE

This SOP applies to all employees of the Idaho Department of Correction (IDOC).

Revision Summary
Revision date <u>(06/09/2020)</u> version <u>4.0</u> Reformatted to conform to current standards; clarified which positions do not qualify for on-call pay and explained exceptions made to pay-out rule

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BOARD OF CORRECTION IDAPA RULE NUMBER

None

POLICY CONTROL NUMBER 208

On-Call

PURPOSE

The purpose of this standard operating procedure (SOP) is to establish guidelines, rules, and expectations for staff required to be available on an on-call basis for (1) response after regular work hours and weekends and (2) emergency situations.

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RESPONSIBILITY

Director, Deputy Director, Division Chiefs, Facility Heads, and District Managers

The director, division chiefs/administrators, facility heads, and district managers are responsible for:

- Determining the need for on-call coverage.
- Designating positions or individuals to provide on-call coverage.

Supervisors

Supervisors are responsible for:

- Creating and maintaining an on-call schedule specifying who is on-call and for what periods.
- Maintaining on-call leave balances.

On-call Employee

The on-call employee is responsible for:

- Monitoring and following the on-call schedule.
- Ensuring they can be contacted by a reliable communication device while on-call.
- Responding to the on-call situation within one hour of receiving the call.

Note: The on-call employee must ensure his activities are limited enough to allow him to physically respond, if necessary, within the one-hour timeframe.

STANDARD PROCEDURES

1. Personnel Exempt from On-call Compensation Section

Due to their position, some employees are not eligible for on-call pay. The director, deputy director, chief of staff, division chiefs, deputy chiefs/administrators, facility heads, deputy wardens, district managers, and deputy district managers are exempt and ineligible to receive on-call compensation.

2. Calculation of On-call Time

The calculation of on-call time uses the following formulas:

- One overnight shift, 5 p.m. to 8 a.m. = one hour
- Off-duty day, 24 hours = two hours
- Designated holiday, 24 hours = four hours.

3. Coding Timesheets for On-call Assignments

- On-call time (timesheet code OCE) will accrue as on-call leave earned to be taken off later (timesheet code OCT).
- Each type of on-call shift is exclusive of the others. For example, if a holiday falls on a weekday, only the holiday will be used to calculate on-call time.

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- On-call time is accrued independently of any time spent at work during the on-call period.
- Actual time spent responding by telephone or returning to the workstation is to be reported as actual hours worked.
- Facility staff who are required to call to see if they are scheduled to work should use the time that they call in as ACT and not OCE (Policy Unscheduled Work).

4. On-call Leave Accrual

- On-call leave accrued may be taken on an hour-for-hour basis with prior approval of the supervisor.
- There will be no cash payment for accumulated on-call leave and such leave will be forfeited upon separation of employment.
- In extreme situations where the employee was not able to use their on-call leave due to the needs of the agency, the director may make an exception to the payout rule.
- The maintenance of on-call leave balances is the responsibility of the facility, district, division, or work center.

DEFINITIONS

On-call Time: Time when an employee is required to be available by communication device if needed to work, and the employee can use the time effectively for personal purposes. On-call time is not considered as actual hours worked.

REFERENCES

IDAPA 15.04.01, *Rules of the Division of Human Resources and Idaho Personnel Commission*, Section 10, Definitions

United States Code, Title 29, Chapter 8, Fair Labor Standards

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