



PUBLIC SERVICE WORKER ON-CALL POLICY AND PROCEDURE

Scope: 24/7 On Call
Reports to: Town Manager
Prepared by: Policy Committee – Councillor Todhunter and Councillor Power
Effective Date: December, 2013

Purpose

The Town of Logy Bay-Middle Cove-Outer Cove (the Town) recognizes the need to provide emergency after-hours services (24 hours a day, 7 days a week), as an integral part of its commitment to provide effective municipal services to residents. This service will be known thereafter as an “on-call service”.

Policy

Public Service Workers, under the direction of the Town Manager, will respond to emergency after-hours calls pertaining, but not limited to, the Town’s infrastructure; including all streets and right-of-ways, ditches, storm drainage systems, parks and municipal buildings.

Procedure

1. On-call shifts will be:
 - a. Monday to Sunday, from 4:00 p.m. to 12:00 a.m., and 12:00 a.m. to 8:00 a.m.; and,
 - b. Saturday, Sunday, and Statuary Holidays, from 8:00 a.m. to 4:00 p.m.
 - c. In addition, a casual/on-call employee may be required to be on-call from Monday-Friday, 8:00 a.m. to 4:00 p.m. and may be assigned up to a maximum of two shifts per week, at the Town Manager’s discretion.
2. On-call shifts will be shared equally and employees are responsible for ensuring all assigned shifts are covered. Town employees should report immediately to the Town Manager if they are unable to cover an assigned on-call shift.
3. Calls to the Town Hall after regular business hours are forwarded to an answering service.
 - a. Once the answering service determines the reason for the service call, they will refer to the list of “Urgent” items provided by the Town.
 - b. If the call is of an “Urgent” nature, the answering service will contact the Town Manager or designate.
 - c. Based on the Town Manager’s or designates judgement, the on-call Public Service Worker will be contacted to respond to the incident.
4. The Public Service Worker on-call is required to respond to the designated site/incident within 20 minutes from the call-out time.
5. Employees are required to operate all equipment in a safe and efficient manner, according to all relevant laws, policies and procedures of the Town.



PUBLIC SERVICE WORKER ON-CALL POLICY AND PROCEDURE

Compensation

1. Employees will be compensated at a rate of \$15 per on-call shift;
2. Employees will receive a minimum of three hours pay for each call out in the shift;
3. Full time employees will be compensated at a rate of 1.5 x regular hourly wage during call out;
4. Part-time employees will be compensated at a rate of 1.0 x regular hourly wage during call out, up to eight hours, and at a rate of 1.5 for all time over eight hours in a 24 hour period;
5. An employee will not be required to work more than 12 consecutive hours, and is required to notify the Town Manager if the situation warrants, and a replacement worker will be dispatched; and,
6. During extreme emergency situations where the employee is required to work extended hours while on-call, it is the employee's responsibility to notify the Town Manager and ensure they have a minimum of eight hours rest every 24 hours.

Appendix A

"Urgent" items for call out may include:

- Clearing blocked culverts (may require the aid of a back hoe);
- Removing debris from ditches (may require the aid of a back hoe);
- Barricading roads for emergency purposes;
- Providing access to municipal buildings;
- Attending to alarm calls, if necessary;
- Repair work to Town buildings (may require aid of other professionals e.g. plumber, electrician etc. or additionally may require another worker e.g. height restrictions);
- Road obstruction removal;
- Check winter roads for conditions;
- Providing sand bags to flood victims;
- Chain saw downed trees (will require the aid of another worker);
- Repair/replacement of essential road signs and street names;
- Salting/sanding/ snow blowing building entrances/exits as required;
- Snow plow access to buildings when contractor is delayed ; and,
- Emergency issues as they arise.