

LUTHER COLLEGE

POLICIES AND PROCEDURES

Department:	Facilities Services
Subject:	Facilities Services On Call
Date Issued:	April 12, 2006
Date Revised:	
Approved By:	

I. Policy

This policy outlines the guidelines for those Facilities Services personnel who are on call and expected to respond in a timely manner.

II. Purpose

There are times when it is to the College's advantage to have certain maintenance personnel who need to respond in a timely manner to service requests after hours. They are "expected" to respond in a short timeframe, i.e., less than one hour.

III. Scope

This policy applies to staff in Facilities Services.

IV. Terms and Definitions

- Expected – staff will have a vehicle and a pager/cell phone in order to get to campus as soon as possible.
- Requested – staff that may be requested to come to campus for non-emergency situations.
- Call – on call is an expectation to respond to a need on campus that will be short-term, after hours, and non-scheduled. Does not include those times when shift-starting times are adjusted, such as snow removal and/or scheduled special events.

V. Procedures and Guidelines

A. Response expectations

- Includes one staff to respond for electrical, mechanical and heating plant emergencies.
- During the heating season, this includes three mechanical personnel to respond in case of frozen pipes.
- When the heating plant is manned 24 hours-a-day there is no need for an operator to be on call. During one- or two-shift schedules, one of the operator staff will be on call.
- Non-exempt staff will receive a minimum of one-hour pay for each call in. If the work time on campus exceeds one hour, they will be paid for their time on campus.
- Payment is not available for consultations over the telephone.

B. Response requests

- This group includes the carpentry, locksmith, grounds, custodial and those staff of the electrical, mechanical and heating plant that are currently not on call.
- Calls will be made to staff until someone is available to take care of the need.
- Non-exempt staff will receive a minimum of one-hour pay for each call in. If the work time on campus exceeds one hour, they will be paid for their time on campus.
- Payment is not available for consultations over the telephone.

VI. Confidentiality

Non-applicable.