In this document, you will find information about the On-Call/Emergency Callback Pay policy. The policy outlines the procedures and rules for employees who are required to be on-call or called back to work due to emergencies. It includes definitions, policy statements, and procedure regulations. The document emphasizes the importance of reasonableness and fairness in administering this policy. It also specifies that the On-Call/Emergency Callback procedures do not apply to EHRA or SHRA management personnel. Notification to employees is required in writing, and the rate of pay is determined based on the specific circumstances and the work situation.
4.1.2.2 The University's on-call rate is $2.50 per hour for skilled trades and $2.00 per hour for institutional services or 1/8th hour compensatory time off for each hour on call.

4.1.2.3 The manner of compensation is dependent upon the employee's appointment type: Permanent SHRA non-exempt employees (including probationary and trainee) who are wage-hour non-exempt either may either be paid for on-call time as it is earned or receive compensatory time off.

4.1.2.4 On-Call compensation (either pay or time off) cannot be applied to work time, including breaks and meal periods. All On-Call compensatory time off must be taken before any other compensatory time earned.

4.1.3 On-Call Compensation

1. Physical Plant
2. Housing
3. Food Services

4.1.3.1 For all positions designated on call, the On-Call rate will be $2.50 per hour on call ($40 per sixteen-hour shift) for skilled trades and $2.00 per hour on call ($32 per sixteen hour shift) for institutional services.

4.1.4 New River Light and Power

1. $3.00 for top level call
2. $2.00 for bottom level call
3. Only 'A' lineman and above can take the top level call. All personnel would qualify for the bottom level call.

4.1.5 Overtime Pay Rate for FLSA Non-Exempt Employees

4.1.5.1 If an FLSA non-exempt employee works overtime during a week in which s/he receives on-call pay, the on-call pay rate must be included in the employee's regular pay rate for calculating the overtime pay rate. However, the time spent in on-call status is not included for determining hours for overtime eligibility (with the exception of those hours for which the employee receives emergency callback pay).

4.1.6 Emergency Callback Compensation

4.1.6.1 Emergency Callback compensation for eligible SHRA non-exempt employees must meet the following guidelines:

1. Employees returning to work shall receive a minimum of two hours compensation as time off or additional pay at the straight-time rate of pay for each occasion of callback. The Office of State Personnel may approve a higher rate of compensation if justified by labor market data.
2. Employees responding via telephone/computer shall receive a minimum of 30 minutes as time off or additional pay at the straight-time rate for each occasion of callback. If more than one callback occurs within a given shift, total callback time cannot exceed two hours unless the work time exceeds two hours.
3. If the time on callback is more than the two hours allowed, the employee shall be compensated for the actual time on callback
4. Management shall determine a reasonable time for which preparation and travel to the worksite shall be compensated.
5. Shift pay, holiday pay and overtime pay shall be received in addition to emergency callback pay, if applicable. Time on callback is subtracted from the on-call hours.
6. Employees whose work continues following the end of the regularly scheduled hours of work are not eligible for the callback.
7. Time actually worked and travel to the worksite shall be included in hours worked for determining overtime hours.
8. Emergency callback pay must be included in calculating the employee's regular hourly rate for overtime pay.

4.1.6.2 Time actually worked, and travel time to the worksite, shall be included in callback hours worked for determining employee compensation, including overtime, if applicable. Management shall determine a reasonable time for which preparation and travel to the worksite shall be compensated. Travel time away from the worksite will not be compensated.

4.1.7 Paid Callback - Time Not Worked

4.1.7.1 If an employee who returns to work for emergency callback works at least two hours in a shift. However, if the employee who returns to work for emergency callback works less than two hours, then the time worked is recorded as actual work time, and the amount of time necessary to equal two total hours of compensation is considered Callback Not Worked.

4.1.8 FLSA Subject Employees
4.1.8.1 Employees returning to work shall receive a minimum of two hours additional pay at the straight-time rate of pay for each occasion of callback or two hours of compensation as time off.

4.1.8.2 Employees responding via telephone or computer shall receive a minimum of 30 minutes as time off or additional pay at the straight-time rate of pay for each occasion of callback. If more than one callback occurs within a given on-call shift, total callback time cannot exceed 2 (two) hours unless the work time exceeds two hours.

4.1.8.3 If the time on callback is more than the two hours allowed, the employee shall be compensated for the actual time on callback rounded to nearest 15 minute increment.

4.1.8.4 Shift pay, holiday pay and overtime pay shall be received in addition to emergency callback pay, if applicable. Time on callback is subtracted from the on-call hours.

4.1.8.5 Employees whose work continues following the end of the regularly scheduled hours of work are not eligible for callback.

4.1.8.6 Time actually worked and travel to the worksite shall be included in hours worked for determining overtime hours.

4.1.8.7 Emergency callback pay must be included in calculating the employee’s regular rate for overtime pay.

4.1.9 Separation or Transfer

4.1.9.1 For FLSA non-exempt employees, if on-call or callback time has not been taken off as compensatory leave, it shall be paid to employees upon separation or transfer to another department or outside state agency or university. The on-call pay shall be at the rate applicable to the position.

4.1.9.2 FLSA Exempt employees normally do not receive additional compensation for emergency callback. However 1) compensatory time for exempt employees may be used to provide time off for callback.

4.2 Compensation Examples

Employee's hourly rate = $13.00 On-call rate approved by OSP = $2.50

Example No. 1 - All emergency call-back occurred during on-call hours

<table>
<thead>
<tr>
<th>On-call hours</th>
<th>8 (Sunday 8:00 a.m.-4:00 p.m.)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hours emergency</td>
<td>4 (Called back at 10:00 a.m.)</td>
</tr>
<tr>
<td>callback</td>
<td></td>
</tr>
<tr>
<td>Hours on-call to</td>
<td>4 (On-call minus 4 hrs</td>
</tr>
<tr>
<td>be paid</td>
<td>callback)</td>
</tr>
</tbody>
</table>

\[
\begin{align*}
$13 \times 44 & \text{ (40 hours worked plus 4 hours callback) } \\
$2.50 \times 4 \text{ (on-call)} & \text{ plus }$10.00 \\
\text{Subtotal} & $582.00 \\
\text{Overtime Rate ($582.00 divided by 44)} & \text{ $13.23} \\
\$13.23 \times 4 \text{ (OT for emergency callback) } \times .5 & \text{ $26.45 (plus longevity if applicable)} \\
\text{Total Wages Earned} & $608.45
\end{align*}
\]

Example No. 2 - Part of emergency call back occurred during on-call hours

<table>
<thead>
<tr>
<th>On-call hours</th>
<th>8 (Sunday 8:00 a.m.-4:00 p.m.)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hours on emergency</td>
<td>4 (Called back at 3:00 p.m.)</td>
</tr>
<tr>
<td>callback</td>
<td></td>
</tr>
<tr>
<td>Hours to be paid on-call</td>
<td>7 (8 hrs minus 1 hr callback)</td>
</tr>
</tbody>
</table>

\[
\begin{align*}
$13 \times 44 & \text{ (40 hours worked plus 4 hours callback) } \\
$2.50 \times 4 \text{ (on-call)} & \text{ plus }$10.00 \\
\text{Subtotal} & $582.00 \\
\text{Overtime Rate ($582.00 divided by 44)} & \text{ $13.23} \\
\$13.23 \times 4 \text{ (OT for emergency callback) } \times .5 & \text{ $26.45 (plus longevity if applicable)} \\
\text{Total Wages Earned} & $608.45
\end{align*}
\]
$13 \times 44$ (40 hrs worked plus 4 hrs callback) | $572.00
---|---
$2.50 \times 7$ hours (on-call) | plus $17.50
**Subtotal** | **$589.50**
Overtime rate ($589.50 divided by 44) = $13.40 (Overtime rate) |  
$13.40 \times 4$ (OT for emergency callback) x .5 | equal $26.80 (plus longevity if applicable)
**Total Wages Earned** | **$616.30**

Example No. 3 Less than 2 hours emergency callback

<table>
<thead>
<tr>
<th>On-call hours</th>
<th>8 (Sunday 8:00a.m. - 4:00p.m.)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hours on emergency callback</td>
<td>2 (Called back at 1:00 p.m.; worked 1 hour and 30 min.)</td>
</tr>
<tr>
<td>Hours to be paid on-call</td>
<td>6 (8 hours minus 2 hours minimum callback)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>$13 \times 42$ (40 hours worked plus 2 hours callback)</th>
<th>$546.00</th>
</tr>
</thead>
<tbody>
<tr>
<td>$2.50 \times 6$ hours (on-call)</td>
<td>plus $15.00</td>
</tr>
</tbody>
</table>
**Subtitle** | **$561.00** |
Overtime rate ($561.00 divided by 42) | $13.36 |
$13.36 \times 1.5$ (OT for emergency callback) x .5 | equals $10.02 (plus longevity if applicable)
**Total Wages Earned** | **$571.02**

Example No. 4 Includes Shift Pay

<table>
<thead>
<tr>
<th>On-call hours</th>
<th>8 (Sunday 3:00 p.m.-11:00 p.m.)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hours on emergency callback</td>
<td>4 (Called back at 5:00 p.m.)</td>
</tr>
<tr>
<td>Hours to be paid on-call</td>
<td>4 (8 hours minus 4 hours callback)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>$13 \times 44$ (40 hours worked plus 4 hours callback)</th>
<th>$572.00</th>
</tr>
</thead>
<tbody>
<tr>
<td>$2.50 \times 4$ hours (on-call)</td>
<td>plus $10.00</td>
</tr>
</tbody>
</table>
Shift ($13 \times 8 \times 10\%$) | plus $10.40 |
**Subtotal** | **$592.40** |
Overtime rate ($592.40 divided by 44) | $13.46 |
$13.42 \times 4$ (OT for emergency callback) x .5 | $26.93 (plus longevity if applicable)
**Total Wages Earned** | **$619.33**

5 Additional References

6 Authority
7 Contact Information

Mark Bachmeier, Director of Human Resources, bachmeiermd@appstate.edu, 828-262-6483

8 Original Effective Date

June 1, 2011

9 Revision Dates