



**Title:** Call-In Compensation  
**Description:** Compensation when called in or called back to physically return to campus property to perform work, outside an employee's regular work schedule.  
**Category:** Human Resources  
**Applies to:** Non-exempt, hourly employees  
**Contact:** [Human Resources](#)  
**Purpose:** To establish a consistent procedure to identify and compensate hourly employees who are asked, or are otherwise required by designation, to respond to emergency or essential work situations related to their official duties and responsibilities.

---

**Definitions:**

---

**On-Call**

An employee who is required to remain on university property, or so close thereto that he or she cannot use the time effectively for his or her own purposes. Under these circumstances, time employees are on-call is considered working time. **Note:** Not all on-call time is considered hours worked. Whether hours spent on-call are hours worked is a question of fact to be decided on a case-by-case basis. Contact Human Resources as needed to determine university interpretation and practice.

**Essential Personnel**

Employees are designated as *essential* by their respective departments when their position is deemed necessary to perform critical work.

**Essential Work**

Work that is deemed by a department to be critical enough to justify classifying an employee as "essential personnel," or otherwise requesting an employee's extended availability beyond the normal work schedule.

**Call-in/Call-back Status**

When an hourly employee (deemed as essential, or not) is **called in, called back**, or otherwise expected to physically respond (as is the case for employees required to live on campus) outside regular working hours, while on vacation, or otherwise when the university is closed, to work in response to an emergency or essential work situation directly related to his/her official duties and responsibilities.

NOTE: If the employee is nearby, not yet home, or otherwise still on campus\*, the time shall be calculated as regular work hours, and not be subject to the compensation provision below.

\*Possible exception – employees who live on campus, as they will most likely always be "on campus." Whether the time is deemed call-in/call-back status or regular work time will be decided on a case-by-case basis, at the discretion of the employee's department.

**Policy Statement:**

It shall be the policy of the University that:

As a condition of job performance expectations, employees designated as "essential personnel" are required to make every effort possible to be accessible by use of a university-issued radio, personal cell phone, home phone, pager, or other system of communication. Under scheduled or unscheduled conditions when an essential employee is contacted, he or she shall respond in the scope of the training received for the particular circumstance(s) reported, unless he or she is unable due to circumstances not under his or her control.

When the university closes or delays opening for any reason, maintenance staff shall contact their supervisor to determine if their services are needed to perform work necessary to maintain the safety or security of students living on campus.

An employee deemed “essential” who fails to respond on more than one occasion when summoned may be subject to disciplinary action in accordance with UCO policies and procedures.

### **Compensation**

Hourly, non-exempt employees will be compensated for call-in/call-back services as follows: (salaried, exempt employees may be subject to a call-back/call-in, but do not fall under the compensation provisions of this policy)

- A. Non-exempt, hourly employees will be compensated a minimum of three hours, when they are called in or called back to campus property, and respond in accordance with departmental standards.
- B. Employees called in for ice and/or snow removal are paid 2.5 times in comp time or overtime (as determined by the Director or above) for the actual time worked, regardless of the number of hours otherwise worked in the workweek.
- C. In exceptional circumstances, the Director (or above) of a department may opt to authorize payment for call-in/call-back hours worked, in lieu of issuing comp time (as provided for in the [Overtime Policy](#)). This procedure will most likely occur in situations where the number of employees and the amount of time in comp time will severely impact the ability of the department to maintain daily operations, making it difficult to allow employees to take the comp time hours earned.

### **Glossary of Terms: On-Call, Call-In, Call-Back, Essential Work, Essential Personnel**

---

**Legal Citation:**

**Campus Links:**

**FAQs:**

**Formerly**

**known as:**

---

**Approved on:** 01/17/2017

**Effective date:** 01/17/2017

**Keyword(s):**

**Last review date:** 01/17/2017

**Date posted:** 01/17/2017

**Modified By:**

**Date** 01/17/2017

**Modified:**