



ON-CALL AND CALL BACK PAY POLICY

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Approval: Debbie Arnold, Vice President, HR Operations

Policy Initiated by: HR Shared Services

Application: Enterprise

POLICY

The purpose of this policy is to define a pay program that will allow CHRISTUS Health entities to pay Associates to be on-call and called back to work in support of 24 hour/seven day a week operations. This policy is generally used in departments performing unplanned functions (i.e. surgery) or in which emergency situations could occur requiring an Associate to report to work outside of the regular schedule.

DEFINITIONS

On-Call Pay: pay for eligible non-exempt Associates who are scheduled to be available by phone and/or to return to work to perform their duties during the specified on-call period.

Callback Pay: pay received by non-exempt Associates who are called back to the work site to perform duties while scheduled to be on-call.

Low Census On-Call: special on-call pay for Associates who are "flexed off" from a scheduled shift due to low patient census or workload.

Call Stipend: special on-call / callback pay for exempt Associates.

Non-Exempt: positions entitled for overtime payments per the Fair Labor Standards Act (FLSA guidelines) and are paid on an hourly basis.

Exempt: positions exempt from overtime payments per the Fair Labor Standards Act (FLSA guidelines) and are paid on salaried basis.

PROCEDURES

1. On-Call

- a. On-call pay for eligible non-exempt Associates is a flat dollar amount paid per hour for scheduled on-call hours. The on-call rate is \$2.50 per hour.

- b. If the Associate is called back to return to the work site while on-call, on-call pay will continue until the Associate reports to the work site and clocks in. On-call may or may not resume when work is completed for the call back.
- c. If the Associate is asked to perform work via telephone or virtually while on-call but is not required to return to the work site, the Associate will be paid his or her regular hourly rate of pay for time worked and on-call pay will continue to be paid.
- d. On-call pay will not be included in the overtime calculation.
- e. Associates on-call must be immediately available and ready to report for work upon notification. "Available" means that the Associate must be readily accessible and capable of being reached via telephone. "Ready to report for work" means that Associates must be appropriately dressed for their work environment and physically prepared to assume all job responsibilities.
- f. Associates on-call must refrain from participating in any activity which would impair their ability to perform job responsibilities (i.e. consuming alcohol, taking medications, etc.).
- g. Associates on-call must be familiar and comply with the response time as outlined in their department's procedures.
- h. Associates on-call must notify their department if they become unable to respond to a callback request, i.e. severely ill.

2. Callback

Callback pay occurs when a non-exempt Associate is called back to the work site to perform duties while scheduled to be on-call.

- a. Callback pay will be paid as follows:
 - i. If the Associate has satisfied 40 hours for the work week in which the callback occurred, the callback hours will be counted toward the regular overtime calculation.
 - 1. Example: Associate worked 40 hours and received 3 hours of callback pay. The Associate will be paid 40 regular hours and 3 hours of overtime.
 - ii. Callback hours worked will be paid at time and one-half the Associate's regular rate of pay only if the Associate has not satisfied 40 hours for the work week in which the callback hours occurred.
 - 1. Example: Associate worked 21 hours and received 5 hours of callback pay. The Associate will be paid 21 regular hours and 5 hours of callback pay at one and one-half times the Associate's base hourly rate.
- b. When a callback occurs, the Associate will receive a minimum of two (2) hours of callback pay, once each eight hour shift.
- c. On-call and callback pay will not be paid simultaneously. On-call pay ceases when the Associate returns to work and clocks in for callback pay.
- d. Callback pay will not be paid if the Associate is not scheduled to be on-call in the timekeeping/scheduling system.
- e. Callback pay is paid in addition to the applicable shift differential as outlined in the Shift Differential Policy.

3. Low Census On-Call

- a. Low census on-call may occur when a non-exempt Associate is asked to remain available to be called back to work after being "flexed off" from a scheduled shift due to low patient census or workload.
- b. Eligible Associates placed on low census on-call will be paid \$2.50 per hour.
- c. If placed on low census on-call, the Associate will not receive callback pay if called back to work.
- d. This policy does not require or guarantee "flexed off" Associates be placed on low census on-call.

- e. If the Associate does not respond when called, this will be treated as a “no-call, no-show” per the Attendance policy.

4. Call Stipend

Exempt Associates are generally not eligible for on-call or callback pay. Some exempt Associates may receive a stipend for being available by phone and/or returning to work to perform their duties during the specified on-call period as approved by Human Resources.