

## TRAINING UPDATE

**Lab Location:** GEC, SGMC & WAH  
**Department:** All staff

**Date Distributed:** 8/29/2017  
**Due Date:** 9/25/2017  
**Implementation:** 9/25/2017

### DESCRIPTION OF PROCEDURE REVISION

<b>Name of procedure:</b>
<b>On Call Policy      SGAH.L947 v2</b>
<b>Description of change(s):</b>
<p>Section 5: added the following -</p> <ul style="list-style-type: none"><li>• requirement to provide reliable contact method</li><li>• monthly submission of mileage</li><li>• section “failure to comply with on call”</li></ul> <p><b>This revised SOP will be implemented on September 25, 2017</b></p>

**Document your compliance with this training update by taking the quiz in the MTS system.**

Non-Technical SOP

<b>Title</b>	<b>On Call Policy</b>	
<b>Prepared by</b>	Leslie Barrett	Date: 12/6/2016
<b>Owner</b>	Robert SanLuis	Date: 12/6/2016

<b>Laboratory Approval</b>		
<b>Print Name and Title</b>	<b>Signature</b>	<b>Date</b>
<i>Refer to the electronic signature page for approval and approval dates.</i>		
Local Issue Date:		Local Effective Date:

<b>Review:</b>		
<b>Print Name</b>	<b>Signature</b>	<b>Date</b>

---

## **TABLE OF CONTENTS**

1. PURPOSE.....	2
2. SCOPE .....	2
3. RESPONSIBILITY.....	2
4. DEFINITIONS.....	2
5. PROCEDURE.....	3
6. RELATED DOCUMENTS .....	4
7. REFERENCES .....	4
8. REVISION HISTORY .....	4
9. ADDENDA AND APPENDICES .....	4

---

### **1. PURPOSE**

This policy provides guidelines for employee's on-call.

### **2. SCOPE**

This policy applies to non-exempt employees in all areas of the laboratory.

### **3. RESPONSIBILITY**

All laboratory non-exempt employees must comply with this policy.  
Supervisors and managers are responsible for designating employee(s) on-call using a rotating system.

### **4. DEFINITIONS**

**On-Call:** A period of time, designated by the employee's supervisor, that an employee is off the premises and the employee is able to use the time for their own purposes but the employee must be available to work when needed. This work may include intermittent business-related activities such as taking phone calls, performing computer work, and all related activities outside of scheduled working hours.

**On-Call Pay:** A rate of \$1.50 per hour is paid for all designated on call hours. Shift differential is not applicable and on-call pay is not paid for actual hours worked (see Call Back Pay).

**Call Back Pay:** Normal hourly rate (plus differential, if applicable) for all worked hours plus time in transit, when employee is called back to work. Employees will be paid for a minimum of three hours if time actually worked plus time in transit does not equal three or more hours.

## 5. PROCEDURE

### A. On-Call Process

1. On-call employees will be designated on the schedule.
2. On-call coverage period will be for 4 hours prior to and 4 hours after the scheduled shift or other period as determined by the supervisor.
3. The on-call employee must check with the group lead or tech-in-charge (TIC) before leaving the facility. The Call-Back section of this policy will apply if the on-call person is required to stay on-site.
4. The employee must be available via telephone or pager. Calls and/or pages should be answered **within 10 minutes**; response should never exceed 30 minutes. **Employee must provide a reliable number they can be reached or carry an assigned pager.**
5. On-Call hours are not considered hours worked and are not included in the calculation of overtime hours.
6. If during an On-Call period an employee is required to travel to their work site or another work site, refer to the “Call-Back” section of this policy.

### B. Call-Back Process

1. The supervisor, manager, group lead or TIC will determine if the on-call employee will be required to report / stay on-site.
2. Once contacted, the On-call employee will report to work within 2 hours, although extenuating circumstances may apply when appropriate (weather or traffic emergencies that impede the person’s ability to get there on time).
3. The WFC Code that should be used for this entry is “Login”. Please refer to the WFC training module for specific WFC entry details.
4. Shift differential, if applicable, will be paid only on hours actually worked.
5. Only the hours actually worked (including hours paid in transit) will count towards the calculation of overtime.
6. Reimbursement of mileage, round-trip from home to work, will be paid at the prevailing IRS mileage allowance. **Staff must submit mileage at least monthly.**
7. If the employee is called back to work more than once during the period of time considered the three-hour minimum, it is regarded as part of the three-hour time frame.
8. An employee regularly scheduled for second or third shift that is called back to work for the first shift will receive their regularly scheduled shift differential for those hours as well.

### C. **Failure to Comply with On Call**

1. The on call policy is an essential function of the job and all employees will be expected to comply.
  - a. Employees who fail to report to or stay at work may be given a final written warning for the first offense within a rolling 365 day period.
  - b. Employees who fail to comply with the on call policy twice in a 365 day period may be terminated.
  - c. Disciplinary action may be escalated if the employee demonstrates a pattern of not following the policy in consecutive years.

2. If an employee is assigned call for a shift he/she cannot cover, the employee has the option to trade the on call shift with another employee or find another employee to cover the on call shift. Both staff members and the department supervisor must agree to the changes in writing or via ShiftPlanning in advance.
3. If an employee calls out for a shift in which he/she is scheduled on call, one of the following will occur:
  - a. The employee is expected to find another qualified staff member to cover the on call shift. The other staff member and supervisor must agree to the trade.
  - b. The employee will accrue a minimum of 2 attendance occurrences (1 occurrence for the unscheduled absence and 1 occurrence for failure to be on call). That employee will be expected to be on call for the next shift during which an on-call employee has an unplanned absence.

**6. RELATED DOCUMENTS**

Employee Handbook Compensation Policies, Quest Diagnostics

**7. REFERENCES**

N/A

**8. REVISION HISTORY**

Version	Date	Reason for Revision	Revised By	Approved By
0	2/28/17	Section 5: add requirement to check with GL/TIC before leaving	L Barrett	R SanLuis
1	8/25/17	Section 5: Added requirement to provide reliable contact method, monthly submission of mileage and section "failure to comply with on call"	S Codina	R SanLuis

**9. ADDENDA AND APPENDICES**

None