

**VALLEYCARE  
OLIVE VIEW-UCLA MEDICAL CENTER/HEALTH CENTERS  
POLICY & PROCEDURE**

**NUMBER: 274  
VERSION: 2**

**SUBJECT/TITLE: CALL-BACK**

**POLICY:** Whenever a Workforce Member (WFM) is unexpectedly ordered back by his/her department head or designated management representative to return to work following the termination of the normal work shift and departure from the work location, the WFM will receive compensation in accordance with the terms in the applicable County Code Section (s) and the governing Memorandum of Understanding..

**PURPOSE:** To establish guidelines governing the use of call-back at ValleyCare.

**DEPARTMENTS:** All

**DEFINITIONS:** Workforce member is defined as County employees and non-County staff (volunteers, contract personnel, non-compensated staff) who work in a ValleyCare facility.

**PROCEDURE:** When necessary, due to unexpected workload increase or patient emergency, management may call any workforce member to return to duty.

Olive View-UCLA Medical Center Administration will approve all call-backs and Nursing Administration will coordinate all call-backs after normal working hours.

Compensation for County workforce members will be in accordance with the applicable County Code section(s) and Memoranda of Understanding.

References: Los Angeles County Code, Title 6, Chapter 6.10.130 Applicable Memoranda of Understanding	
Approved by: VEC-2011Jan	Date: 04/29/2013
Review Date: 04/29/2016, 3/99, 1/02, 3/05	Revision Date: 3/99, 1/02, 1/08
Distribution: Olive View Hospital-Wide Policies	
Original Date: 11/07/83	