



# Department of Facilities POLICY AND PROCEDURE

POLICY NUMBER: 483  
VERSION: 1

## **SUBJECT: STAND-BY / CALL BACKS**

---

### **POLICY:**

The Facilities Department will establish schedules whereby each qualified employee is assigned a weekly rotation of stand-by/callback duty.

Payment for assignments is in accordance with negotiated Memorandum Of Understanding (M.O.U.) and County code.

### **PURPOSE:**

To state the Facilities Department's policy and procedures for calling back Facilities' employees when emergencies arise outside of normal working hours.

### **PROCEDURE:**

#### **DOCUMENTATION**

The Facilities office will prepare the schedule for each shop. A master schedule will be prepared and distributed in advance. Revisions will be in writing and communicated to everyone impacted by the change(s). Approved leaves including vacation, jury duty, and bereavement may cause rotation to be changed or loss of rotation. Efforts will be made to consider scheduled leaves when the schedule is established.

If an employee wishes to trade their Stand-By rotation with another employee, they must first obtain permission from the Facilities Office.

#### **ADMINISTRATION**

Accountability for this policy lies with the Facilities Manager. This policy is subject to an annual review of cost effectiveness and efficiency.

#### **STAND-BY:**

The "Stand-By" schedule is done on a rotating basis. Each technician will be on Stand-By for one week at a time, and the schedule will be from Wednesday to Wednesday. The person on Stand-By, should make every effort to keep themselves available after hours, in case of a "Call Back" .

#### **CALL BACKS:**

1. The Operator notifies the A.O.D. (Administrator on Duty) and discusses the service request (notification is by telephone and/or paging). Certain situations are considered critical, and will result in calling the employee who can arrive in a relatively short period of time. These limited special emergencies include freeing individuals from stuck elevators, restoring power following an outage and other condition which could impact patient or employee welfare, life, or safety.

Whenever possible, the individual on the call schedule will be summoned. If that individual resides outside of the 45-minute radius, someone closer to the facility may be called. Within this limited category, employees residing within the prescribed radius will be called on a rotating basis. While the A.O.D. has full

responsibility for selecting the individual called, it is the management’s intent that such call-backs be assigned fairly and equitably while ensuring the public and patient safety.

If special skills or technical knowledge are required, the employee on call, may use his or her discretion to summon the most qualified journeyman to fulfill the service request. This decision may result in the call-back schedule not being used. Every effort will be made to allot such assignments fairly and impartially.

2. If the emergency does not require an “immediate” response, the operator calls the employee on call to make the repair(s). If he or she cannot be reached by telephone, a journeyman is called.
3. If, after arrival at the facility, the employee on call finds he is unable to make the repair(s) or needs assistance, he will telephone the A.O.D. from the operator room and request assistance as needed. Once approval is obtained from the A.O.D., the appropriate journeyman will be called.
5. After repairs are completed, the journeyman will follow-up with The A.O.D.

Approved By: Anthony Corliss (MANAGER I, FACILITIES OPERATIONS AND CRAFTS)	
Date: 11/23/2013	Original Date: 01/04/1994
Reviewed: 04/12/2016	Next Review Date: 04/12/2017
Supersedes:	