



# Rancho Los Amigos National Rehabilitation Center

## ADMINISTRATIVE POLICY AND PROCEDURE

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**SUBJECT: CALL-BACK PAY**

**Policy No.: A225**  
**Supersedes: November 13, 2009**  
**Reviewed: September 4, 2013**  
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**PURPOSE:**

b provide guidelines for employees who may be called back to work

**POLICY:**

1. A "call-back" occurs when an employee is unexpectedly ordered back to work by his/her department because of unanticipated work
2. Payment for a call-back may be made when all of the following conditions are met:
  - a. If the order to return to work is given to the employee after the end of his/her work shift and after he/she has left his/her work location;
  - b. If the return to work is within 24 hours of when the order is given;
  - c. If the return to work is not less than two hours before the beginning of the employee's next regular shift.
- 3.. Payment for call-backs:
  - a. Employees who get paid overtime receive a minimum payment of four hours' pay at the overtime rate, unless the Board of Supervisors authorizes a different rate. Hours worked above four hours are paid overtime according to the number of hours worked.
  - b. All other employees receive a minimum of four hours' compensatory time off. Hours worked above four hours are accorded equal compensatory time off.
  - c. Exempt employees are not eligible for call-back pay
4. Multiple call-backs:

Unless authorized by the Board, employees are not eligible for multiple call-back pay if the second call-back or any call-back after the second call-back occurs within four hours of the beginning of the first call-back

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EFFECTIVE DATE: December 1, 1996

COUNTY OF LOS ANGELES • DEPARTMENT OF HEALTH SERVICES

APPROVED BY:

Signature(s) on File.

**OBTAINING APPROVAL:**

When a department determines there may be a potential need to call employees back to work, the department must obtain prior approval of the facility Chief Executive Officer CEO or the Administrator on Duty (AOD) (AOD must have CEO approval as designee).

The request must include employee name(s), employee number(s), and a justification supporting the fact that the employee(s) are needed for future "call back" Once approved, the approval must be submitted to the Payroll Office.

If approved, and each time an employee is entitled to receive call-back pay, an approved Stand-By/Call-Back Schedule form (see attachment) must be completed and forwarded to the Payroll Office along with the employee's time card

**REFERENCES:** DHS Time and Attendance Handbook  
Los Angeles County Code, Section 6.10.130  
Memoranda of Understanding  
Rancho Timekeeping Operational Manual - Chapter 3

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