

<b>Administrative Procedures HR-004</b>		
<b>Standby Duty, Associated Work and Pay - SCMMA</b>	<b>External References:</b>  <b>Internal Related:</b>	<b>Date Adopted:</b> January 1, 2021  <b>Date Last Update:</b> July 26, 2022
		<b>Authority:</b> Chief Human Resources Officer  <b>Contact:</b> Director, HR Strategy and Partnerships

## 1. Purpose

The purpose of this procedure is to provide a fair and equitable standard for compensating employees assigned to a standby rotation. The standby duty rotation is for responding to workplace or service interruption emergencies outside normal working hours.

This procedure outlines:

- how an employee is assigned to a standby duty rotation, and compensated for standby duty and call-back work; and
- how an employee who may be called in as a subject matter expert by the employee on standby duty, is compensated for the emergency call-in work.

## 2. Definitions

- a. **Call-Back Pay** – compensation paid to the employee on Standby Duty for the performed Call-Back Work.
- b. **Call-Back Work** – work performed by the employee on Standby Duty when the employee is required to report to a location to manage an emergency, or manage an emergency remotely while on Standby Duty.

- c. **Emergency** – an unanticipated situation outside the normal working hours where immediate action is necessary to prevent danger to persons or property, or manage service interruptions.
- d. **Emergency Call-In Pay** – compensation paid to an employee who has performed Emergency Call-In Work.
- e. **Emergency Call-In Work** – work performed by a subject matter expert who is requested to report to a location to manage an emergency, or manage an emergency remotely.
- f. **Standby Duty** – the period of time an employee assigned to a standby duty rotation is responsible for responding to emergencies outside the employee’s normal working hours.
- g. **Standby Pay** – compensation paid to an employee while on Standby Duty.

**A daily shift of Standby Duty on a weekday (or regular work day):**

Sunday 12:00 midnight to Monday morning – 1 hour  
Monday evening to Tuesday morning – 1 hour  
Tuesday evening to Wednesday morning – 1 hour  
Wednesday evening to Thursday morning – 1 hour  
Thursday evening to Friday morning – 1 hour  
Friday evening to Friday 12:00 midnight – 1 hour

**A daily shift of Standby Duty on a weekend (or regular day off):**

Friday 12:00 midnight to Saturday 12:00 midnight – 3 hours  
Saturday 12:00 midnight to Sunday 12:00 midnight – 3 hours

### **3. Background**

During the renewal of the 2013-2016 SCMMA Collective Agreement, the Association brought forward concerns regarding inequitable standby and call-back compensation practices across the organization and the need for work-life balance. As a result, the City of Saskatoon agreed to implement a fair and equitable Standby Duty assignment and compensation structure.

### **4. Procedures**

- a. Department Director or designate assigns an employee to a Standby Duty rotation.

- b. Department Director or designate schedules the employee for Standby Duty in advance.
  - i. As long as an emergency, unexpected staffing shortfall or other extenuating situation does not exist, employees will not be scheduled for Standby Duty more frequently than one (1) week in any four (4) week period.
  - ii. Standby Duty, as assigned, is not optional and only transferable in situations where unforeseen circumstances arise (e.g. employee on Standby Duty becomes ill or injured), or where the Department Director or designate approves of the employee's request to transfer their shift(s) to another employee on the Standby Duty rotation where an unforeseen circumstance is not present. This request must be submitted by the employee to their Department Director or designate in writing as soon as reasonably practicable.
- c. Employee is compensated Standby Pay while on Standby Duty as follows:
  - i. Where the employee's days of work are Monday through Friday, the employee will be paid at the rate of one (1) hour of the employee's regular hourly rate per daily shift of standby duty on a weekday (Monday through Friday), and two (2) hours of the employee's regular hourly rate per daily shift of Standby Duty on a weekend (Saturday and Sunday).
  - ii. Where the employee's days of work vary (e.g. the employee works Tuesday through Saturday, and has Sunday and Monday off), the employee's work days shall be compensated as a daily shift of Standby Duty on a weekday and the employee's days off shall be compensated as a daily shift of Standby Duty on a weekend.
  - iii. When an employee is on Standby Duty on a day in which a statutory holiday is observed, the employee is paid one (1) hour of the employee's regular hourly salary for that day. This one (1) hour of pay is in addition to the standby pay the employee is entitled to in subsection c. i or ii.
  - iv. Standby Pay is only compensated for standby hours available (e.g. an employee makes arrangements with another employee to cover their Standby Duty shift due to illness or injury, therefore only the employee who accepts the shift is compensated Standby Pay).

- d. Where Call-Back Work is performed, the employee is only compensated for such work that is in excess of 15 minutes. However, where the nature of the emergency work requires frequent short Call-Back Work less than 15 minutes, upon approval of the Department Director, the time worked may be accumulated and compensated accordingly to the nearest 15 minutes. When eligible, the employee is compensated at time and one-half of the employee's regularly hourly rate for total time engaged in such work rounded to the nearest 15 minutes.
- e. Where the employee on Standby Duty contacts a subject matter expert to respond to an emergency and Emergency Call-In Work is performed, the subject matter expert is compensated at time and one-half of the employee's regular hourly rate for total time engaged in such work rounded to the nearest 15 minutes.
- f. Compensation is in the form of pay. On an exception basis, the Department Director may approve, upon request, equivalent time off with pay at a time mutually agreed.
  - i. Equivalent time off for Standby Duty is the number of hours that the employee would have otherwise been compensated. For example, if the employee earned ten (10) hours of Standby Pay, where approved, the employee would be entitled to ten (10) hours of paid time off.
  - ii. Equivalent time off for Call-Back Work or Emergency Call-In Work is the number of hours worked multiplied by one and a half (1.5). For example, if an employee worked three (3) hours, where approved, the employee would be entitled to four and a half (4.5) hours of paid time off.

Carry over from year to year will not be permitted, and all outstanding balances will be paid out at December 31st of the year in which it is accumulated.

## **5. Responsibilities**

### **Director, HR Strategy and Partnerships – Labour Relations**

- a. Oversees the overall administration and application of the administrative procedure.

- b. Ensures consistent application and compliance of the administrative procedure across the organization.
- c. Reviews and proposes revisions to the procedure.
- d. Reports usage and all associated costs annually to the Administrative Leadership Team.

### **Department Director**

- a. Understands the procedure and processes.
- b. Oversees the administration of the procedure in their respective Division.
- c. Where a designate is appointed, ensures the appointee understands the procedure and processes.
- d. Approves tracking process and pay for call-back work and emergency call-in work submitted by the employee.
- e. Determines if call-back work and emergency call-in work is warranted and addresses matters with the applicable employee where it is deemed that the work was unwarranted.

### **Employees**

- a. Must be fit for duty in accordance with the City of Saskatoon's Alcohol and Drug Policy while on Standby Duty and performing Call-Back Work and Emergency Call-In Work.
- b. While on Standby Duty, the employee must:
  - i. be personally available at a known telephone number or some other approved method of contact.
  - ii. return the call within 10 minutes from the time the call was made to the employee.
  - iii. be available to respond and report to a work location no later than 30 minutes from receipt of the call or immediately log-in remotely from an off-site location to manage an emergency, whichever is required.
  - iv. request approval from their Department Director or designate in writing prior to making arrangements with another employee from their Standby Duty rotation when

they are sick or injured and unable to fulfill their standby duty obligations, and inform their Director or designate in writing of the change.

- c. An employee who accepts Emergency Call-In Work must report to the work location no later than 30 minutes from receipt of the call or immediately log-in remotely from an off-site location, whichever is required.
- d. Maintain a log book of all remote work completed and time.
- e. Complete and submit the details of standby duty, call-back work and emergency call-in work in a format approved by their Department Director.

## **6. Additional Information**

- a. Direct Responsible Management (DRM) duty and pay is separate from this procedure.
- b. An employee issued a City-owned mobile device or reimbursed for use of a personal mobile device for work, is not entitled to standby, call-back or emergency call-in pay unless that employee is explicitly assigned to a Standby Duty rotation.