

# On-Call Policy for the Village of Fundy Albert

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## 1 Purpose

The purpose of this on-call policy is to ensure that critical services provided by the Village of Fundy Albert, including water and wastewater management, public facilities, and rented venues, are maintained to a high standard and that any out-of-hours issues are addressed promptly. Additionally, this policy aims to ensure that employees not on call can enjoy their time off uninterrupted, except in the most serious circumstances.

## 2 Scope

This policy applies to all employees who are part of the on-call rotation for the Village of Fundy Albert.

## 3 Definitions

### 3.1 “On-Call employee”

An employee who formally makes themselves available to report to work outside of their regular working hours.

### 3.2 “Call-out”

A call out is defined as responding to a call that requires an on-call employee to report to work outside of regular working hours.

## 4 On-Call Schedule

### 4.1 Rotation

The on-call period will run from 8:00 AM Tuesday to 8:00 AM the following Tuesday<sup>1</sup>.

### 4.2 Coverage Hours

On-call coverage is required outside of regular working hours, specifically from 4:30 PM to 8:00 AM on weekdays and 24 hours a day on weekends and holidays.

## 5 Responsibilities and Standards

### 5.1 Qualifications and Competencies

The on-call employee must possess the following Qualifications and Competencies:

- Level 1 Certificate in Water Distribution
- Class 5 New Brunswick Driver’s License

### 5.2 Primary On-Call Duties

The on-call employee is responsible for monitoring the SCADA system, responding to water and wastewater emergencies, addressing public requests related to deficiencies in rented facilities, and handling village issues related to health, safety, and security.

### 5.3 Response Time

The on-call employee must remain reachable via phone or other communication devices at all times during their on-call period; respond to alerts within 15 minutes; and be on-site within 60 minutes of receiving a call if physical intervention is required.

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<sup>1</sup> As agreed in consultation with Village employees

#### 5.4 Physical Capability

The on-call person must remain physically capable of responding to issues. Consumption of alcohol or recreational drugs whilst on-call is prohibited.

#### 5.5 Professional Conduct

The on-call person is expected to handle all issues personally and professionally.

#### 5.6 Uniform<sup>2</sup>

The on-call person must wear the designated uniform when responding to calls to ensure they are easily identifiable and maintain a professional appearance. The uniform must always be clean and in good condition.

### 6 Additional on-call Support

In the rare event a second person is required to support the on-call person; the on-call person is not physically able to complete the task alone, authorization must be sought from the Director of Operations or the CAO. A rotating secondary call-out list will be published to confirm availability and call out sequence. Unauthorized call-out of other village staff will not be compensated.

### 7 Escalation Procedures

#### 7.1 Escalation Path

Issues of a critical nature<sup>3</sup> that the on-call person cannot resolve should be escalated to the Director of Operations or the CAO if the former is unavailable.

#### 7.2 Contact Information

In the event of a water distribution issue, the on-call employee must contact the Water Operator in Charge.

In cases of loss of life, serious injury, damage to critical infrastructure, or a boil water/stop consumption order the on-call employee must immediately contact the CAO, Director of Operations or Mayor, whomever they are able to physically speak to (not simply leave a message).

### 8 Compensation

In recognition of the restrictions placed upon the on-call employee, compensation at the following rates will be provided:

#### 8.1 On-Call Pay

On-call personnel will receive 10% of their regular hourly rate for each hour on call. For example, if an employee's regular hourly rate is \$24, they will receive \$2.40 per hour for on-call duty.

#### 8.2 Call-Out Pay<sup>4</sup>

An employee who is called back to work outside of their regular working hours, shall be paid the **greater of:**

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<sup>2</sup> The Village of Fundy Albert Employees Uniform Policy (In development)

<sup>3</sup> Critical issues refer to issues involving health, safety, and security.

<sup>4</sup> Developed in line with New Brunswick Employment standards Minimum Wage, Overtime and Minimum Reporting Wage available at: <https://www2.gnb.ca/content/dam/gnb/Departments/petlepft/PDF/es/FactSheets/MinimumWageOvertime.pdf>

Compensation equivalent to three (3) hours pay at provincial minimum wage rate (i.e. \$15.30(3) = \$45.90).

**OR**

The employee's normal rate for the hours worked (i.e. \$24.00(2) = \$48.00).

Additionally, overtime pay will be applicable if the call-out hours put them over 44 hours weekly.

## 9 Resources

### 9.1 On-Call Phone

An on-call phone will be provided and must be carried and monitored for the duration of the on call shift. This phone is to be used for Village business only. Personal use incurring charges will be billed to the on-call employee responsible.

### 9.2 On-Call Vehicle

#### 9.2.1 Provision of On Call Vehicle

A village vehicle will be provided based on availability for on-call duties. If no village vehicle is available, the employee will be reimbursed for travel from the on-call person's residence to the incident location and back with their personal vehicle at the rate set by the province<sup>5</sup>.

#### 9.2.2 On Call Vehicle Use

The village vehicle is designated exclusively for on-call purposes and must remain at the on-call person's home. It should always have sufficient fuel to respond to incidents anywhere within the municipality. The vehicle is not to be used for personal errands or to transport any family members. Use of Village vehicles for personal use will result in disciplinary action.

#### 9.2.3 Driving Standards

All standard driving laws and regulations apply, including speed limits and road safety practices in line with Village vehicle use policy<sup>6</sup> and the New Brunswick Drivers Handbook<sup>7</sup>.

## 10 Review and Updates

### 10.1 Policy Review

This policy will be reviewed regularly and updated as necessary.

### 10.2 Feedback

Feedback from on-call personnel is encouraged to improve the policy.

## 11 Compliance

All employees must adhere to this policy. Non-compliance may result in disciplinary action.

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<sup>5</sup> [Travel and Expense Policy](#)

<sup>6</sup> Village of Fundy Albert Vehicle use and driving Policy (in development)

<sup>7</sup> New Brunswick Driver's Handbook available at: <http://www.trafficsafetyguides.ca/guides/2011-new-brunswick-drivers-handbook.pdf>