



Delaware County Regional Sewer District Standard Work Rule

Subject	Effective	Supersedes	This Sheet	Total
Off Duty Phone Calls	8-21-14	New	1	1

Purpose: This work rule shall establish procedures to properly compensate employees who receive phone calls outside their normally scheduled shift. Because of new technology and new employees, communication with “off duty” employees will occasionally be required to manage emergency situations that occurs throughout the Sewer District.

Work Rule:

- The phone call compensation will be earned by the employee when accepting work related calls while “ off duty”;
- The phone call compensation shall only be used for phone calls when the employee can resolve the emergency by phone conversation, and not have to travel into work.
- The phone calls that are compensated shall be strictly work related, technical advice and instructions on emergency related matters;
- All calculations shall be for a 40 hour work week;
- If the phone call does not resolve the emergency and the employee has to travel into work to resolve the situation within 2 hours of the initial call, the phone call compensation shall not be used but rather the 3 hour minimum call out as listed in CBA section 16.5;
- The employee shall receive 2 hours overtime for the first call of the week, thereafter the employee shall record and calculate all other “off duty” calls. After 2 hours (120 minutes) of calls are surpassed, the employee shall be compensated at a rate of one minute for one minute;
- Each phone call shall be recorded on the appropriate forms. The Maintenance Dept. shall use the emergency call out form, The Collection Dept. shall use the service complaint form and Operations shall use the overtime record form. The information to be recorded is as follows:
 - Time of call;
 - Who called;
 - Purpose of call;
 - Duration of call;
- The phone call records shall be submitted to the DCRSD Manager with time sheets;
- Managers shall record detailed phone call records on the overtime report;