

On-Call / Callback

University Facilities (UF)
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On-Call Standards & Expectations

This document is to guide employees while participating in on-call rotations. Dates for on-call will be determined by each area for a 6-month period and will be passed along to employees before that 6-month period begins. Periods begin January 1st and July 1st.

The following information is a guide for expectations for on-call employees:

- Answer/return calls for service within a maximum of 15 minutes from the original call.
- Remain within an area that receives cellular phone signal at all times.
- Remain within an area where the technician can respond to campus within an hour from being called for service. This includes having to return home, if needed, and travel to campus.
- If an employee is unable to fulfill the above requirements or will not be able to report to campus in the event they are called for service, they are expected to find someone else to take their on-call for that weekend.
- Changes in on-call should be reported to Shanna Dickson by Wednesday of the week of weekend on-call.
- If an emergency occurs during the time when on-call that will impact that employee's ability to respond for service, the employee must contact their supervisor and inform them of the situation so adequate alternative plans can be made.



- If a technician is contacted about an on-call situation and the technician can immediately diagnose that the issues do not belong to their area of responsibility, they should take the call from the dispatch service and call the person who should respond themselves.
- If a technician responds and realizes that there is more manpower needed for the job than what is on site, they should immediately reach out to their supervisor/manager/director in that order. Example: building flooding. The supervisor/manager/director can then determine if the response can come from internal forces or if external contractors need to be contacted (water remediation).
- If a Custodial technician responds and finds that it is not a Custodial issue, they may contact Dispatch for assistance in identifying the correct technician to have respond.