

On-Call / Callback

University Facilities (UF)
Internal Guideline: 02.B.12.01
Effective Date: February 2021
Last Modified Date: April 2021
Approved by: Todd Barnette

This document is included here for convenience and clarification.

University Policy Summary

Complete Policy is located at:

http://media.clemson.edu/humanres/policies_procedures/On_Call_and_Call_Back_Pay_Policy.pdf

Goal:

- To provide guidance on compensating employees in On-Call and Callback status
- To comply with the U.S. Department of Labor's Fair Labor Standards Act (FLSA)

Policy Statement:

Clemson University complies with the requirements of FLSA when determining compensation (hours worked and overtime) for employees in On-Call and Callback status.

All non-exempt, salaried and/or non-exempt, hourly employees employed by Clemson University must be compensated for time in On-Call and Callback status according to the rules established in this policy.

Policy Definitions:

On-Call Pay (Beeper Pay) - Compensation for being on-call regardless of receiving an actual callback.
Callback Pay - Compensation for receiving a callback.

University Facilities Guideline for On-Call:

Monday – Friday (starting at end of shift through 8:00 AM the next morning)

If non-exempt, salaried or non-exempt, hourly employees are needed to staff On-Call hours, they will be paid 1-hour per day for Monday – Friday, regardless of an actual callback.

Saturday 8:00 AM – Monday 8:00 AM

When non-exempt, salaried or non-exempt, hourly employees are scheduled to be On-Call on weekends, they will be compensated 2-hours for Saturday & 2-hours for Sunday, regardless of an actual callback.

Possible Scenarios:

If a non-exempt, salaried or non-exempt, hourly employee begins work on Friday and is On-Call until Monday morning, then:

- Friday end of shift to Saturday 8:00 AM, compensation equals 1-hour
- Saturday 8:00 AM – Sunday 8:00 AM, compensation equals 2-hours
- Sunday 8:00 AM until Monday 8:00 AM, compensation equals 2-hours
- Total compensation equals 5-hours for Friday end of shift until Monday 8:00 AM

If a non-exempt, salaried or non-exempt, hourly employee is On-Call for a full week (seven consecutive days), they will be compensated for five weekdays at 1-hour each and two weekend days at 2-hours each for a total of 9-hours.

On-Call compensation for On-Call hours will be compensated at time and a half. The exception is if leave is taken during the work week resulting in less than 40 hours worked, On-Call hours will be compensated at straight time.

Holidays will be compensated based on the day of the week the holiday occurs.

Effective May 1, 2021, earning a Holiday Compensatory accrual is not an option for On-Call pay.

University Facilities Guideline for Callback:

If a non-exempt, salaried or non-exempt, hourly employee receives a callback and resolves the issue from home, they will be considered on the clock from the time the call is received until the issue is resolved. Compensation will be paid for the total time needed to resolve the issue (no minimum).

If a non-exempt, salaried or non-exempt, hourly employee returns to campus to address an emergency (Callback), they will be considered on the clock from the time the call is received until they return home. If the time required to complete the Callback is less than 2-hours, they will be compensated for 2-hours. Actual time will be compensated for any event requiring more than 2-hours to complete.

If a second Callback request occurs before the employee returns home, it will be considered a continuation of the first Callback. If the employee has returned home and a second Callback request occurs, it will be considered a new Callback request.

Callback hours are compensated as overtime if the employee works more than 40 hours in compliance with the University's Overtime Pay Policy.

Callbacks that occur during an official holiday will be compensated as overtime if total hours worked exceed the standard work week schedule. Otherwise, compensation is straight time.

Effective May 1, 2021, travel pay due to a callback, which was compensated previously as a separate pay code, is included as part of the Callback pay described heretofore.

Emergency Weather Standby

When inclement weather is expected, employees deemed essential, may be requested to remain on campus for the duration of the weather event. For these events, employees will be provided meals and accommodations to rest during down times. Employees will be compensated for all non-sleeping hours, whether in the status of Engaged & Waiting or in the status of Engaged.