

On-Call Pay Guidelines

July 1, 2006

Purpose

On-call pay may be made to non-bargaining unit staff members as a financial incentive and compensation for being required to be on-call to respond to business operational needs requiring prompt and immediate attention and resolution and when trained staff is not normally available or scheduled to work. Examples of situations that may necessitate on-call coverage include:

- When a department runs a critical operation that requires a continuous coverage by trained staff.
- When a department is working on a critical phase of a significant project that requires immediate staff consultation, advice or problem resolution.

Eligibility

- To be eligible for on-call pay, a staff member must be required to be on-call by the department.
- A staff member who is required to be on-call must be available to respond within a reasonable time specified by the department.

Procedures

- A department must be able to demonstrate a business need to require staff to be on-call.
- Departments must consult with divisional Human Resources or the human resources manager when establishing an on-call pay practice to ensure compliance with applicable laws and regulations and compliance with established university guidelines. The appropriate on-call pay amount will be based on several factors including length and frequency of on-call coverage, required response time, prevailing and comparable on-call practices within the university and outside. This amount will be determined jointly by the department and Human Resources.
- The department must ensure that funds are available and must obtain the appropriate dean, vice president or designee's approval before implementing an on-call pay practice.
- The department must ensure that staff who are required to be on-call have adequate training and the requisite skills and knowledge.
- The department must provide staff with sufficient and reasonable notice of on-call assignments, i.e., published on-call schedule. A department may define what constitutes sufficient and reasonable notice based on its operational requirements or circumstances.

- A department must provide staff with the flexibility to request changes in on-call assignments or trade on-call assignments (substitutions or exchanges), assuming staff provides adequate notice and on-call coverage is not compromised.
- A department should provide on-call staff with a reasonable amount of time to respond when called. In determining a reasonable response time, a department must consider the general accessibility and distance of the job site and must allow on-call staff at least 20 minutes to return a page and one hour to arrive at the job site, when it becomes necessary.
- A department must define its on-call response procedures and call-in requirements in writing and distribute them to on-call staff. On-call staff members who fail to respond to a call may be required to provide written explanation for failure to respond and may be subject to disciplinary action.
- On-call staff will be paid for actual hours worked when responding to a call.
- On-call pay will not be included in employee benefits-related calculations (i.e., retirement and pension benefits).

Shift Differential Guidelines

July 1, 2006

Purpose

Shift differential pay may be made to non-bargaining unit staff members as a financial incentive and compensation for working an established evening, night or weekend shift for the benefit of the University and as required by the operational needs of the department. Departments must consult with the divisional Human Resources Office or Human Resources Manager when establishing a shift differential pay practice to ensure compliance with applicable laws and regulations and compliance with established university shift differential pay guidelines.

Eligibility

- Where there is an approved shift differential practice in a department, a staff member must work during one of the following time periods to be eligible for shift differential pay:
 - A staff member whose work begins between 3:00 p.m. and 11:00 p.m. may be eligible for evening shift differential pay
 - A staff member whose work begins between 11:00 p.m. and 7:00 a.m. may be eligible for night shift differential pay
 - A staff member who works an established weekend shift (e.g., day, evening, or night) may be eligible for weekend shift differential pay

- A staff member need not work the established evening, night or weekend shift on a regular basis to be eligible for shift differential pay.
- A staff member who works evening, night or weekend hours due to personal circumstances or choice is not eligible for shift differential pay.
- A staff member whose work begins between 7:00 a.m. and 3:00 p.m. is not eligible for shift differential if overtime hours are worked.
- A staff member whose work begins between 3:00 p.m. and 11:00 p.m. is eligible for evening shift differential for overtime hours after 11:00 p.m.
- A staff member whose work begins between 11:00 p.m. and 7:00 a.m. is eligible for night shift differential for overtime hours worked after 7:00 a.m.

Procedures

- A department must be able to demonstrate a business need to require staff to work an evening, night, or weekend shift and to pay its staff members a shift differential.
- The appropriate shift differential pay amount will be based on several factors including shift hours worked and competitive pay practices at comparable organizations internal and external to the department. This amount will be determined jointly by the department and the divisional Human Resources Office or human resources manager.
- The department must ensure that funds are available and must obtain the appropriate dean, vice president or designee approval before paying shift differential to staff.
- Shift differential pay must be included in the calculation of a staff member's regular rate for overtime pay purposes.
- Shift differential pay will not be made for staff member's non-work hours such as vacation, sick, and holiday leaves.
- Shift differential pay will not be included in employee benefits-related calculations (i.e., retirement and pension benefits).

Acting Pay Guidelines

May 18, 2009

Purpose

Acting pay may be awarded to a non-bargaining unit staff member who has temporarily assumed significant responsibilities of a higher level job. These responsibilities are usually performed in addition to a staff member's primary duties.

Guidelines

- A department must consult with Human Resources when considering using acting pay.
- Acting pay may be awarded for assuming significant responsibilities for a higher level job for a period longer than one month *from the date a staff member is placed on acting status*. Otherwise, monetary recognition of the additional effort should be made at the time of the staff member's annual performance and salary review or through a one-time discretionary bonus / pay supplement.
- Acting pay must have a specified begin and end date, and ceases at the end of the temporary assignment.
- The department and Human Resources will work together to determine the appropriate acting pay to award and how it will be paid based on the following factors:
 - Nature, scope, significance and impact of responsibilities to be performed
 - Length of acting assignment
 - Job classification (role, level and salary range) of the higher level job
 - Impact on the staff member's primary responsibilities in the current job
 - Impact on the number of hours required to complete all work assignments (does it require work beyond the standard work schedule, e.g., 37.5- or 40-hour schedule?)
- Eligibility to receive overtime payment (e.g., is the job non-exempt?)
- Acting pay related to work performed in a higher salary range will typically be based on the midpoint of the higher salary range. Internal equity with employees in the higher range job title will need to be considered.
- Acting pay will generally be awarded as a bonus/supplemental pay. The department must submit a bonus/supplemental pay ISR on a pay period basis or it can be submitted as a recurring bonus/supplemental pay for a specified time period.
- For situations where an employee is in an 'acting' capacity which will last one year or longer, consult with the divisional human resources office.
- For non-exempt staff, acting pay must be included in the calculation of overtime pay for the respective time period, (i.e., the base hourly rate must include the regular hourly rate plus the hourly rate for the acting pay). The overtime hourly rate is one and one-half times the adjusted base hourly rate.

- While a working job title may be used, the staff member's classified job title and position assignment in SAP will remain unchanged.