<table>
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<th>Policy Name:</th>
<th>Maintenance-On-Call Policy</th>
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<td>Responsible Department:</td>
<td>Physical Plant</td>
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<td>Approving Body:</td>
<td>Policy Committee</td>
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<tr>
<td>Approved Date:</td>
<td>Tuesday, December 15, 2014</td>
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**Purpose:**
N/A

**Policy:**
Western New Mexico University is a residential community. The on call program insures that the after hour’s needs of the University are met in a reliable and timely way. The WNMU Physical Plant regular work hours are Monday through Friday from 8 a.m. to 4:30 p.m. It is the Physical Plant Operation’s responsibility to maintain and operate the campus in a safe and orderly fashion. This necessitates employees being called back after hours to handle emergencies. An on-call list is assigned on a rotation basis having skilled craft employees and general maintenance staff employees on call each week. It is the combination of the caller, University Police, and Physical Plant Operations to maintain a safe environment at Western New Mexico University. We will all work together in order to address all life/safety issues. On Call/Call Out services are provided 24 hours a day, 365 days per year.

**Procedures:**
**ON CALL/CALL-OUT PROCEDURE**
All WNMU Physical Plant general maintenance trades staff are required to participate in the on call program.
- Plumbing
- Electrical
- Painting
- Motor Pool
- Lock/Key shops
- General Maintenance Assistants
- HVAC Technicians

Supervisors will not be placed on the rotation schedule, but may be assigned to relieve those on the rotation. Personnel from other areas of the Physical Plant staff who work in the department,
will not be placed on the rotation schedule, but may be asked to relieve those on the rotation at the discretion of the supervisor.

**Effective Date:**
This procedure amends the existing On Call/Call out Procedure and is effective March 04, 2014. We will provide facility services 24 hours a day, 365 days a year.

**Scheduling:**
The Assistant Director of Facilities and Maintenance will maintain a rotating schedule of on call participants. The schedule will be issued on a quarterly time period. The Assistant Director of Facilities and Maintenance will issue a weekly on call schedule which will reflect any changes in the rotation schedule and will have the name of all on call personnel scheduled. The weekly on call schedule will be sent to Facilities Administration Office each Monday prior to the beginning of the on call week. If a participant leaves the University, their position on the rotation will be filled by seeking a volunteer. If no volunteer is found, the vacancy will be filled by assigning it to another participant in the same section on a rotating basis. New employees who started during the year will be eligible for relief coverage once their supervisor feels they are ready. Efforts will be made to make sure the same person does not work the same major holiday (Thanksgiving, Christmas, and New Year’s Day).

**On Call Duty:**
Monday P.M through the following Monday A.M

**On Call Participant Responsibility:**

Each participant is responsible for providing on call coverage for the week assigned to them on the rotation schedule and they are not allowed to switch their schedules without first obtaining written authorization from their supervisor. Employees are required to immediately review the schedule and inform their supervisor of any conflicts. The replacement person may cover the entire on call period or any portion thereof. Each individual on call will be available for work throughout the assigned on call assignment. Each on call employee must be prepared to come to work at all times and respond to University calls within 30 minutes. If the employee is sick and not able to participate, the supervisor will designate a replacement for that employee until the employee returns to full duty. The replacement employee will be paid the hourly on call. The person assigned after hour’s on-call for the Physical Plant Operations will make every effort to determine if the request is an actual emergency as opposed to support maintenance. An emergency is unscheduled work that requires immediate action to restore services, remove problems that can interrupt critical activities or to protect life and property. If the request is given an emergency status, it is given to the appropriate staff for immediate completion.

**On call” - Response is Mandatory.** Under no reasonable circumstances can an employee on call refuse to respond. Failure to respond to a call and failure to call back a missed call or calls when
so required is serious misconduct subject to disciplinary action. All the rules and regulations of
the Universities Policy Manual will apply while an employee is on call.

- It is the responsibility of the employee "on call" to take the university provided call-out cell phone home. In addition, the employee is to keep the phone with them and the volume turned up to be heard at all times when they are on call.
- It is the responsibility of the employee "on call" to monitor on a regular basis the university provided cell phone to ensure that the equipment is kept in working condition, phone batteries are kept charged and to make sure there are no missed calls. If missed calls are discovered, the call must be returned immediately to find out the situation. A log entry must be made to reflect the missed call and the resolution. The supervisor must be notified immediately if there has been no resolution to the call.
- It is the responsibility of the employee "on call" to notify the supervisor of any malfunctions of the university provided cell phone immediately.
- When reporting to the campus, the employee is to contact University Police and keep them informed of the status of the call-out. If the University Police are not available, the On-Call person will need to make all such notations on the On Call log immediately upon reporting to work the following day and inform the supervisor of the activity.

The following outline is to be used as a general guideline.

A. An emergency exists.
B. Life Safety/Fire Emergencies – Call 911. The University Police (575) 538-6231 or after hours emergency police dispatch (575)388-8840 must immediately be notified of all emergencies as well as, provided details such as, what building, what room, type of emergency, etc.
C. University Police or a student Housing representative will notify the appropriate person "on call" of the emergency. If the issue is not a life safety or Fire related situation the caller can call the "on call" person directly at 575-538-1770. If the on call person deems the situation a non-emergency and determines that it is unnecessary to come to the campus, University Police or the On-call person will notify the initial caller of this decision.
D. Physical Plant on call employee reports to the campus to resolve the problem. The employee is to contact University Police and keep them informed of the status of the call-out.
Note: Always call the Physical plant supervisor on duty for additional help, access, support, supplies, equipment or materials needed. Supervisor will provide Physical Plant Staffing contact sheet in the on-call log book that should be accessible to the employee on call while he or she is on call.
E. Always try your best to make the caller aware when the problem has been resolved. If the University Police or caller are not available, the On-Call person will need to make that notation on the log immediately upon returning to work the following day.
F. On reporting back to work, the employee informs the supervisor that a call-out existed. A log is to be maintained and filled out by the employee on call stating what the problem was and what should be done to prevent it from recurring.
**Emergency call out authorizers:**
University Police, University Administration officials which includes housing, and direct line
Physical plant supervisors can verify that the call-out is an emergency and that a Physical Plant
Operations employee is needed. If any of the above mentioned authorized officials deem that the
call is not an emergency, the call will be handled on the next work day during normal working
hours. The on-call person is required to make that notation on the log the following day
immediately upon reporting to work.

**Compensation:**

*On Call Standby*
The University maintains an on-call standby system in which employees assigned to be on-
call/standby respond to calls in accordance with University procedures. Employees designated as
on-call/standby shall receive one hour of compensatory time for each day he/she is on call.
Compensatory time shall be scheduled in accordance with the rules utilized for scheduling
vacation.

*Call Back Pay*
Employees who are assigned to be on-call/standby shall receive two and one half hours of pay for
each time they are called in. If another call occurs while an employee is in call back status he/she
shall not receive additional call back pay, but will receive the original two and one half hours pay
or the actual time worked, whichever is greater.

**On Call common response and questions for the caller:**

On call maintenance- This is (Your Name)________

Is this an emergency ________________

Name of Caller_______________________

Call back number ____________________

Call Date/Time _______________________

Nature of the problem_______________

Resolution of Problem_______________

**Acknowledgement of Agreement**
This is to verify that I have received a copy of the WNMU Physical Plant Maintenance On-Call procedures. I understand I must comply with these procedures when in an On-Call status that I must respond, record and/or report to calls in the manner explained and that I acknowledge my understanding of the on call procedures.

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<th>Signature of Supervisor</th>
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