



POLICY: On-Call Personnel and On-Call Shifts

<i>Original Implementation Date:</i>	1.2016	<i>Date Reviewed/ Revised:</i>	1.2016	<i>Area of Responsibility:</i>	Human Resources	<i>Version:</i>	1
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PURPOSE: To establish a uniform policy regarding the expectations and requirements of on-call personnel and on-call shifts.

POLICY:

On Call Personnel

On Call Personnel or PRN staff are employees who do not have regularly scheduled shifts, but who are required to work a minimum of 1-2 shifts per month (or greater), based on department needs. PRN staff help provide coverage for vacations, illnesses, position vacancies and other staffing limitations within the department.

Sun Health Senior Living (SHSL) staff that are hired as PRN must report to shifts they accept. Pay rates for PRN staff is established in advance to cover the inconvenience of being on-call.

On Call Shift

An On Call Shift is when a regular employee (regular part-time or regular full-time) is scheduled to be the “on-call” staff member for that department for a designated period of time, such as a holiday, weekend or nights.

On Call Shift Compensation

Exempt or salaried employees will not be additionally compensated for responding to an on-call request. Nonexempt or hourly staff will be compensated for the time worked responding to the call, or a minimum of 2 hours, whichever is greater.

SHSL provides an on-call pay incentive to hourly staff whose on-call shift is during a time period that they are not regularly scheduled to work (such as weekends). This incentive pay will be paid to the designated on-call employee whether they are called-in or not. Employees must meet the criteria above to be eligible for the On Call incentive pay.

Senior Living Community Staff: If an employee is either On Call or PRN, or the employee is scheduled for an On Call Shift, the employee must adhere to the following criteria:

- Be available to report to work as needed during the on-call time scheduled.
- Return the call to the initiating manager or department within 15 minutes of receiving the call.

- Arrive to the campus ready to work as soon as possible, not to exceed 60 minutes of receiving the initial call.
- Attire and personal hygiene must meet the requirements of the employee's job.
- During the time period an employee is on-call, the employee should not consume alcohol or be otherwise impaired.
- Employees should clock in upon arrival and report to the department that initiated the call.
- Once completing the requirements of the on-call shift the employee should clock-out, which may or may not end the employee's on-call commitment for the predetermined time period.

Sun Health at Home: If within the scope of an employee's job that employee is required to be on-call, the employee must adhere to the following criteria

- Be available to coordinate member services as needed.
- Contact the member or representative within 15 minutes of receiving the call.
- Be able to meet with the member as soon as possible, such as in the event of a hospitalization or discharge.
- Attire and personal hygiene must meet the requirements of the employee's job.
- When on-call, the employee should not consume alcohol or be otherwise impaired.

Employees who do not meet the criteria when On Call may face disciplinary action, up to and including termination.

EFFECTIVE DATE: January 10, 2016