

# On-Call/Call-In Pay Policy

POLICY #PC-02-06

FINAL

## PURPOSE

The purpose of this policy is to provide clear criteria on the on-call and call-in eligibility requirements and method of compensation.

## APPLICATION AND SCOPE

This policy applies to OLG regular full-time, part-time and contract employees in Grades 20 to 24. Employees in Grades 25 and above are not eligible to receive on-call or call-in pay.

*Bargaining unit employees should refer to their specific collective agreement to determine their eligibility for on-call and/or call-in pay.*

## POLICY STATEMENT (& GUIDING PRINCIPLES)

OLG may require employees to be on-call and maintain their availability to work, if required, outside of their normal working hours. Additionally, employees who are on-call may be required to perform unplanned work, either remotely or by travelling to an OLG worksite, at a time that is outside of their normal working hours, to meet business demands or to respond to emergency situations.

OLG is committed to providing employees with appropriate compensation for on-call and/or call-in hours worked in accordance with this policy.

Employees should not expect on-call and/or call-in pay to be part of their regular work schedule or compensation.

## DEFINITIONS

**On-Call:** Occurs when employees are appointed by their manager to be available (on stand-by) to work hours outside of their regular work schedule, including before or after hours or a day that the employee is not scheduled to work.

**Call-In:** Occurs when an employee is required to complete unplanned work at a time that is outside of their regular work schedule, either remotely or by travelling to an OLG worksite, to meet business demands or respond to an emergency situation.

**Regular Work Hours:** OLG's regular work hours are 7.25 hours daily. Work schedules may vary and are based on specific work days and shifts established by each department. This may include 10-hour or 12-hour rotational shifts.

**OLG Worksite:** A designated OLG office.

# REQUIREMENTS

## 1. Eligibility

### 1.1 On-Call Pay

Full-time, part-time and contract employees in Grades 20 to 24 are eligible to receive on-call pay if they are assigned to be on-call during hours that are outside of their regular work schedule.

### 1.2 Call-In Pay

Full-time, part-time and contract employees in Grades 20 to 24 are eligible to receive call-in pay if they are required to perform unplanned work, either remotely or by travelling to an OLG worksite, during hours that are outside of their regular work schedule.

## 2. Pre-Authorization

- 2.1 Employees must be assigned by their manager to be on-call prior to the on-call period commencing. Having an OLG device does not result in an employee being on on-call status or make the employee eligible to receive on-call pay.
- 2.2 All on-call and/or call-in hours must be entered in Workday on the day the on-call and/or call-in time is worked. Additionally, a comment must be added in Workday explaining why on-call and/or call-in hours were required.
- 2.3 Approved on-call and/or call-in hours are to be paid out on the pay period in which they are worked. Employees are not permitted to bank on-call or call-in hours.

## 3. On-Call Expectations

- 3.1 While on-call, employees must remain ready and available to work and cannot engage in any activity that would impair judgement or prevent them from doing so. This includes being available to either work remotely or onsite.
- 3.2 While on-call, employees are required to respond to work communications within 15 minutes of first being contacted.
- 3.3 The list of employees on on-call will be reviewed on a regular basis by the Manager and the Human Resources Business Partner (HRBP) to confirm eligibility.

## 4. Calculations

### 4.1 On-Call:

- 4.1.1 Effective January 1, 2023, employees are eligible for payment of \$3.00 per hour while on-call.
- 4.1.2 Employees are not eligible to receive on-call pay during the same time period where they are receiving pay for regular hours worked. This includes being ineligible to receive on-call pay during an employee's meal break(s).
- 4.1.3 Employees are not eligible to receive on-call pay during the same day they are in receipt of any type of paid time off, including but not limited to vacation, MCO, short term sick, bereavement, personal, volunteer, and during any unpaid leave.
- 4.1.4 The on-call period ends when the call-in period begins or when the employee's regular work schedule commences.

## 4.2 Call-In:

- 4.2.1 Employees who must travel to an OLG worksite to perform the call-in work are eligible for payment of one and one half (1.5) times their regular hourly rate of pay for all hours worked, excluding travel time, with a minimum guarantee of four (4) hours of pay.
- 4.2.2 Call-in pay is calculated to the next highest 15 minutes.
- 4.2.3 Employees who can resolve the requests without physically attending to an OLG worksite to do so, will be paid one and one half (1.5) times their regular hourly rate of pay for the actual hours worked to correct the problem. In these cases, the employee is not eligible for the minimum guarantee of four (4) hours of pay.
- 4.2.4 If the employee is called into an OLG worksite, attends to the issue, returns home, and is called back for the same issue, and can remedy the issue without physically attending to an OLG worksite to complete the work, the employee will be paid one and one half (1.5) times their regular hourly rate of pay for all hours worked to correct the issue remotely. In these cases, the employee is not eligible for the minimum guarantee of four (4) hours of pay. Similarly, if the employee is required to return to an OLG worksite to complete the call-in work for the same issue, the employee is not eligible for another minimum guarantee of four (4) hours of pay; they would be paid one and one half (1.5) times their regular hourly rate for all hours worked to correct the same issue. However, if the employee needs to attend to an OLG worksite for a different issue, they will be eligible for another minimum guarantee of four (4) hours of pay.
- 4.2.5 Employees are not eligible to receive call-in pay during the same time period where they are receiving pay for regular hours worked. This includes being ineligible to receive call-in pay during an employee's meal break(s).
- 4.2.6 Employees are not eligible to receive call-in pay during the same day they are in receipt of any type of paid time off, including but not limited to vacation, MCO, short term sick, bereavement, personal, volunteer and during any period of unpaid time off. *(Extenuating circumstances may necessitate an employee to be called in during these times – exceptions will be reviewed on a case-by-case basis.)*
- 4.2.7 Employees receiving call-in pay cannot also claim on-call pay and/or overtime pay for the same time.
- 4.2.8 The call-in period ends at the earlier of the issue being resolved, or when the employee's regular work schedule begins.

## ROLES AND RESPONSIBILITIES

ROLE	RESPONSIBILITIES
<b>Employees</b>	<ul style="list-style-type: none"><li>▪ Ensure they are assigned by a manager to work on-call and/or call-in hours prior to working the time</li><li>▪ Record on-call and/or call-in pay in Workday on the same day in which it is worked</li><li>▪ Comply with the requirements set out above when on-call and/or called in</li></ul>
<b>Managers</b>	<ul style="list-style-type: none"><li>▪ Ensure employee required to work on-call and/or call-in hours is appointed prior to working the time</li><li>▪ Maintain records of any pre-approved on-call and/or call-in work for audit purposes</li><li>▪ Carefully review the employee's Workday submission to validate</li></ul>

	<ul style="list-style-type: none"> <li>the on-call/call-in time being claimed</li> <li>Manage costs related to on-call and call-in work and review eligibility and usage on a regular basis</li> </ul>
<b>People and Culture (HR Business Partners)</b>	<ul style="list-style-type: none"> <li>Ensure adherence to policy criteria noted above</li> <li>In partnership with the Manager, review on-call and call-in eligibility and usage on a regular basis</li> </ul>

## RELATED POLICIES

- Overtime Policy

## POLICY OWNER

Sr Director Rewards, Wellness, HR Systems & Reporting

## POLICY APPROVAL

Approver	Date
Senior Vice President, People and Culture	November 2022

## REVISION / REVIEW HISTORY

Revision / Review Date	Updated By	Summary of Revision / Review
November 2022	People and Culture – Total Rewards	<ul style="list-style-type: none"> <li>Updated format</li> <li>Updated salary grades</li> <li>Updated on-call hourly rate</li> <li>Added reference to work-related devices</li> <li>Removed banking provisions</li> <li>Updated Workday process</li> <li>Supersedes Call-in Pay and On-Call Policy #L-HRPP02-03</li> </ul>