I. Differential Pay

A. The university has established standard work hours for differential pay:

<table>
<thead>
<tr>
<th>Shift</th>
<th>Group</th>
<th>Academic Campus</th>
<th>Health System</th>
</tr>
</thead>
<tbody>
<tr>
<td>2nd shift</td>
<td>Non-Bargaining Unit</td>
<td>3:00PM – 11:00PM</td>
<td>3:00PM – 8:00AM</td>
</tr>
<tr>
<td>3rd shift</td>
<td>Non-Bargaining Unit</td>
<td>11:00PM – 7:00AM</td>
<td></td>
</tr>
<tr>
<td>Weekend shift</td>
<td>Non-Bargaining Unit</td>
<td>11:00PM Friday – 11:30PM Sunday</td>
<td>11:00PM Friday – 11:30PM Sunday</td>
</tr>
</tbody>
</table>

B. The pay rate for differential work may vary by department. Differential pay is automatically applied.

C. College/units with specific business needs relative to differential pay should consult with HR Compensation.

II. On-Call Pay

A. Overview
   - On-call pay refers to specific pre-arranged hours outside the employee’s normal work shift when the employee is in “on-call” status and required to be available by telephone, pager, cell phone or email.
   - The on-call employee may be required to respond to calls and/or return to work within a designated timeframe.
   - Units may allow employees to be away from work premises during the on-call period engaging in their own personal pursuits as long as the employee is available to receive and respond to work calls.
     - A unit may require an employee to remain on work premises while on call.
   - Hours for on-call must be tracked and reported through timekeeping.

B. Eligibility - Units may establish an on-call program for employees when the unit’s business needs necessitate having an employee available outside their normal work hours.
   - Nonexempt - unit full-time and part-time nonexempt staff employees are eligible for on-call pay.
   - Exempt - A business unit may establish an on-call program for exempt staff employees. This is typically used in clinical areas where emergencies and other urgent needs must be immediately addressed, and the business unit wishes to provide supplemental payment to exempt employees for responding to the urgent need.

C. Documentation - Units should document the terms of their on-call pay programs as well as the business need the program addresses. HR Compensation should be consulted when a unit is considering establishing an exempt on-call programs.

D. Compensation
Nonexempt Employees:

- When required to remain on work premises or when on-call conditions are so restrictive or the calls so frequent that the employee cannot effectively use that time for personal purposes - then the employee must be paid at their regular hourly rate.

- When not required to remain on work premises, and is permitted to engage in personal activities while on call but must respond to calls within a reasonable time frame, - then, the employee may be paid at the university’s standard on-call rate of pay.

Exempt Employees

- On-call pay for exempt employees is processed as a one-time payment. The rate of exempt on-call pay is a flat amount and must be defined in the unit’s on-call program documentation.

III. Call-back Pay

A. Overview

- Call back pay is generally paid to a non-exempt staff employee who left the work premises upon completion of their normal shift and after doing so, is asked to, and does, return to work before their next scheduled shift.

- An employee who is called back to work is typically in call-back status.

- The hours worked immediately preceding or directly continuing the employee’s normal shift are not eligible for call-back pay.

- The unit may define whether for purposes of call-back pay, ‘returning to work’ requires the employee to return to their regular work site or whether the work may be performed from home or another remote location.

- Hours worked for call-back must be tracked and reported through timekeeping.

B. Eligibility

- Full-time and part-time non-bargaining unit nonexempt staff employees are eligible for call-back pay.

C. Compensation

- An employee who is called back to work and who is eligible for call-back pay will receive a minimum of four hours of their regular hourly pay.

IV. Overtime

- Actual hours worked for call-back are included towards the calculation of overtime.

- On-call hours are not counted towards overtime unless the employees is restricted from engaging in personal pursuits or is required to field calls so frequently that it restricts the employee’s ability to engage in personal pursuits.

Example 1: An employee is scheduled on-call from 12am to 4am and does not get called back in to work.

- The employee receives 4 hours of on-call pay at the unit’s on-call pay rate.
- The 4 hours of on-call pay are recorded as “On call” in timekeeping.
- The 4 hours of on-call pay do not count towards the calculation of hours for overtime pay.

Example 2: An employee is scheduled on-call from 12am to 4am and gets called back to work at 3am. The employee works from 3am to 5:30am.

- The employee receives 3 hours of on-call at the unit’s on-call pay rate.
- The 3 hours of on-call pay are recorded as “On call” in timekeeping.
- The 3 hours of on-call pay do not count towards the calculation of hours for overtime pay.
- The employee receives 4 hours of call-back at the employee’s regular hourly rate of pay.
- The 4 hours of call-back pay are entered as 2.5 hours of “Call back pay” in timekeeping. By using the "Call back pay code, the system automatically calculates the time as 4 hours of call-back pay.
- The 2.5 hours which are worked count towards the calculation of hours for overtime pay. The 1.5 hours difference (4 hours minus 2.5 hours worked) do not count towards the calculation of hours for overtime pay because that time was not actually “time worked”.
Example 3: An employee is scheduled on-call from 12am to 4am and gets called back to work at 1am. The employee works from 1am to 2am.

- The employee receives 1 hour of on-call pay at the unit’s on-call pay rate
- The 1 hour of on-call pay is recorded as “On call” in timekeeping.
- The 1 hour of on-call pay does not count towards the calculation of hours for overtime pay.
- The employee receives 4 hours of call-back at the employee’s regular hourly rate of pay.
- The 4 hours of call-back pay are entered as 1 hour of “Call back pay” in timekeeping. By using the call back pay code, the system automatically calculates the time as 4 hours of call-back pay.
- The 1 hour which is worked counts towards the calculation of hours for overtime pay. The 3 hours difference (4 hours minus 1 hour worked) does not count towards the calculation of hours for overtime pay because that time was not actually “time worked.”

Example 4: An employee is not scheduled on-call but gets called back to work at 1am. The employee works from 1am to 3am.

- The employee does not receive any on-call pay.
- The employee receives 4 hours of call-back at the employee’s regular hourly rate of pay.
- The 4 hours of call-back pay are entered as 2 hours of “Call back pay” in timekeeping. By using the Call back pay code, the system automatically calculates the time as 4 hours of call-back pay.
- The 2 hours which are worked count towards the calculation of hours for overtime pay. The 2 hours difference (4 hours minus 2 hours worked) do not count towards the calculation of hours for overtime pay because that time was not actually “time worked.”

V. Unit Documentation

As a best practice, a unit should have a written document relative to their on-call and call-back programs. Information to be included in the documentation:

- Employee requirements
- Explanation of physical or location restrictions/requirements while the employee is on call
- Amount of time the employee is allowed before responding to a call or returning to the work site
- When called, the requirement for either returning to the work site or working remotely
- Whether the employee is permitted to use on-call time for personal use
- Whether failure to respond to calls or return to work can result in discipline
- Explanation for how employees are selected for on call and call back, e.g. specific roles or job titles, volunteer basis, rotation, seniority, etc.