

Louisiana State University

Office of Facility Services

Operating Instruction 2104

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SUBJECT: ON-CALL INSTRUCTIONS FOR NON-REGULAR WORKING HOURS

I. Definitions

Central Plant - The 24 hr/7 days a week 365 day/year continuous operation of the primary campus utility plant with a minimum staffing of 2 operators at all times.

Staff Duty Administrator - An engineer or high level facility administrator assigned to handle the decision making process during nights, weekends and holidays. It will be the responsibility of the staff duty administrator to contact building coordinators regarding emergencies as they deem appropriate.

Work Control Service Desk - 7:30 a.m. - 12:00 a.m., 7 days a week. A function operated by the Resources/Work Control Department to receive calls for Facility Services during days, nights, weekends and holidays.

The Central Plant will serve as a secondary night/weekend service desk to receive calls for Facility Services when the Resources/Work Control night/weekend service desk is not manned. (12:00 a.m. - 7:30 a.m.)

Permanent Shift - HVAC/Plumbing - 7:30 a.m. - 12:00 a.m., 7 days a week; Other Crafts- 7:30 a.m. - 4:00 p.m. Monday through Friday. This working shift provides full time availability of craftsmen in specific trades to meet emergency and urgent repair requirements during other than normal working hours on a year round basis.

Seasonal Shift - A working shift developed as a result of a need for full time availability of craftsmen in specific trades to meet emergency and urgent repair requirements during specific seasons of each year.

On-Call Shift – This is the e off-campus standby shift to which employees will be assigned with the requirement to remain in contact with the night service desk. When contacted, they are required to return to the campus for the purpose of accomplishing necessary repairs or maintenance per this Operating Instruction.

II. General

1. **Needs**- Frequency of non-working hour emergencies and trades to correct them will be reviewed annually during the annual budget preparation. Where there is sufficient need, a permanent shift will be established to meet that demand. Other periods of less frequent calls will be identified which warrant only the availability of an employee to respond when called.
2. **Availability**-When call back availability is warranted, employees from the appropriate departments will be assigned to on-call shifts.
3. **Control**-All requests for Facility Services that are received during non-regular working hours will be processed in accordance with the appropriate guidelines by the night service desk.
4. **Utilities**-All utility outages are to be handled as emergencies 24 hours/day. The staff duty administrator, appropriate Building Coordinator(s) and essential craftspeople are to be immediately contacted upon notification of a utility failure.

III. Responsibilities

1. **Management**-A senior administrator will be assigned on a weekly basis as the staff duty administrator. This individual is responsible for Facility Services activity during non-regular working hours. They will remain in contact with the night service desk and make decisions as required to ensure safe, efficient, economic operations of Facility Services activities during nights, weekends, holidays, etc. and will provide instructions and guidelines for the night service desk and on-call scheduling/responses.

2. **Supervision**-A maintenance supervisor shall be on campus at all times between 7:30 a.m. and 12:00 a.m., 7 days a week.
3. **Craftsperson**-When assigned duty on a permanent, seasonal or on-call shift, craftsperson will respond to calls from the night service desk to attempt repair or correction of problems with assistance as needed through the staff duty administrator.

IV. Procedures

1. **On-Call Schedule**-A schedule of non-standard working hour requirements will be prepared and updated as required. The schedule will include, at a minimum, information as shown in Attachment A (Operating Plan for Non-Duty Hour Craft Availability).
2. **Scheduling**-All employees in classifications indicated on the schedule will be included on individual trade schedules in alphabetical order.
 - A. **Permanent Shifts**-Where required, employees will be assigned on a permanent basis to those skills, utilizing volunteers where available.
 - B. **Seasonal Shifts**-Where seasonal requirements dictate, employees in the appropriate job titles will be assigned to these shifts.
 - C. **On-Call Shifts**- When required, employees in the appropriate job titles will be assigned to these shifts on a rotating basis in accordance with this Operating Instruction.
3. **Vacancies**- When an employee who is scheduled to be on-call or is no longer employed, no longer in that craft, or on extended sick leave, the foreman to whom that employee reports to will ask for a volunteer to fill the on-call requirement. If there are no volunteers, the foreman will select an employee within the craft group from a separate alphabetical list.
4. **Changes**- An employee who is scheduled to be on-call can seek their own replacement from the approved list. Changes to the on-call schedule must be finalized, the proper form filled out, approved and forwarded to Customer Service Center prior to noon of the on-call shift. The Customer Service Center has the responsibility of notifying the staff duty administrator, Customer Service night/weekend staff and the Central Plant night/weekend staff of the change.

5. **Transfers/New Hires-** When an employee transfers from one craft to another; they will be added to the on-call roster when their Department Head notifies the Customer Service Center Manger that the employee is able to perform duties normally expected of journeymen level training in their respective trade. The employee will be added to the master schedule the next time it is updated.
6. **Updates-**The Customer Service Center will update the master schedule semi-annually. The semi-annual schedule will normally be prepared and posted seven (7) days in advance.

V. Duty Requirements

1. Employees assigned to permanent or seasonal shifts will normally be required to work an eight hour shift with two (2) 15-minute breaks. An additional 30-minute lunch break exclusive of the eight hour shift is also allowed. All breaks are taken as the work schedule permits. Employees are required to maintain a communication link with the Customer Service Center dispatcher or night service desk as appropriate.
2. Employees assigned to on-call shifts will not be required to remain on campus. Their normal location during their periods of assigned duty will be their home residence.
 - A. Primary contact with each employee would normally be by telephone. If this method of contact were to be utilized, the employee should be immediately available or would be expected to return a phone call within five (5) minutes.
 - B. A telephone pager is available for use by on-call employees, but personal cell phones may also be used. If for any reason normal telephone contact is not made, an attempt to contact by pager or cell phone would be made. A return call is expected within five (5) minutes of pager notification or cell phone message. It is the responsibility of the employee to ensure that communication is available.
 - C. Upon official notification by either method listed above, the employee would be expected to return to the campus within thirty (30) minutes. Exception to this response time would only be made in special circumstances where driving distance from the employee's normal residence is greater than thirty minutes. Employees are required to check in with the appropriate night/weekend service desk upon approval, to carry a two-way radio and to check out with the appropriate night/weekend service desk when leaving. Employees are also required to punch in and out on an employee time card.

- D. Each employee would be subject to the above requirements for the full period of their on-call duty each day.
 - E. All employees are expected to be able to perform duties normally expected of journeymen level training in their trade.
 - F. If additional help is required by the employee after evaluating the work requirements, the staff duty person will be contacted for assistance through the Work Control night/weekend service desk.
 - G. Employees involved in an ongoing emergency situation at the end of their shift shall not leave their work station unless authorized to do so by the staff duty administrator.
3. The Customer Service administration will prepare and distribute the weekly on-call roster to the staff duty administrator, the Work Control night/weekend service desk, Central Plant night/weekend service desk, Accounting and night and weekend/holiday supervisors. In addition, the staff duty administrator will ensure that each on-call craft has an assigned employee and will also be responsible for informing the group of any activities or special circumstances that they need to be aware of to perform their duties.

VI. Pay

- A. Permanent/Seasonal Shifts-The regular pay for employees assigned to these shifts is established in accordance with the Civil Service pay plan for each employee's classification.
- B. A work week will normally be 40 hours. If the situation requires that an employee work in excess of 40 hours, the employee will be paid at a rate for overtime in accordance with University Policy Statement 61 (PS 61). PS 61 link-
[http://appl003.lsu.edu/ups.nsf/\\$Reference/50524B0FF3715D7786256F69006FD01A/\\$File/PS61+R02+.pdf](http://appl003.lsu.edu/ups.nsf/$Reference/50524B0FF3715D7786256F69006FD01A/$File/PS61+R02+.pdf)
- C. Employees who are called out to work after hours shall be compensated for a minimum of two (2) hours if the employee reports to work and clocks in. This means that if the employee reports to work and completes the task/s in two (2) hours or less, they will be compensated for two (2) hours. If the task/s takes more than two (2) hours, the employee will be compensated for the actual time worked.

VII. Other Program Guidelines

- A. Should any employee fail to meet their availability requirements in accordance with this Operating Instruction or fail to perform their duties as appropriate to their job title and current position description, the appropriate discipline in accordance with Policy Statement 8 (PS 8) will be initiated. PS 8 link-

[http://appl003.lsu.edu/ups.nsf/\\$Reference/59494A63760567C786256C250062AE87/\\$File/ps08Rev6.pdf](http://appl003.lsu.edu/ups.nsf/$Reference/59494A63760567C786256C250062AE87/$File/ps08Rev6.pdf)

- B. Employees will normally be given a minimum of 30 days notice in advance of their assigned duties under this Operating Instruction. However, emergency changes in schedules may be necessary in order to meet University needs.
- C. In preparing individual trade schedules, all of the employees whose job titles are listed in Attachment A will be included. A duty schedule will be prepared with each employee in alphabetical sequence having that responsibility for a seven day period beginning on Monday at 7:30 a.m. and ending the following Monday at 7:30 a.m. The master schedule will be emailed to employees and posted in each shop area.
- D. Transportation to and from the campus to the individual employee's residence is the responsibility of each individual employee. Transportation after clock in as a result of a call back will be provided by the department to which each employee is assigned.
- E. All employees who are called to return to the campus in accordance with this Operating Instruction will report to the appropriate night/weekend service desk for time clock punch in and punch out when work is completed.
- F. Due to Federal and State regulations requiring that gas emergency personnel be trained operating personnel, the procedure for inclusion in the gas on-call list is:
1. The department head of the Facility & Utility Operations department must certify that an individual is appropriately trained and can be listed on the gas on-call list.

2. The personnel to be trained will be taken in the following order:

Energy Services department

1. Plumber/Pipefitter Master
2. Plumber

Other Facility Services departments-If additional personnel are required, as determined by the Facility & Utility Operations department head, personnel to be trained will be taken in the following order:

1. Plumber/Pipefitter Master
2. Plumber

3. Personnel on gas on-call duty may remain on the plumbing on-call list if desired. They will be given the option when they are approved to work the gas duty and when the master schedule is updated. Note: If an individual works both the gas and “plumbing” duty, they can only be paid for being on-call for one craft at a time.

ATTACHMENT A

PLAN FOR NON-DUTY HOUR CRAFT AVAILABILITY

DEPARTMENT REQUIRING COVERAGE	NON-REGULAR HOUR SHIFT PERIODS	
Plumbing	Weekdays	4:00 p.m.-7:30 a.m.
Control	Weekends	24 hours/day
Locksmith	Holidays	24 hours/day
HVAC		
Electrical		
Hi Voltage Electrical		
Pump		
Welders		
BAS Maintenance		
BAS Management		
Gas		
Staff Duty Administrator	Weekdays	4:30 p.m.-7:30 a.m.
	Weekends	24 hours/day
	Holidays	24 hours/day