UCQ Call-Out Pay Policy

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### Approval Authority

Associate Vice-President (Human Resources)

### Implementation Authority

Human Resources Partner, UCQ

### Effective Date

August 5, 2011

### Latest Revision

August 5, 2011

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**Purpose**

1. The purpose of this policy is to ensure that support staff who are called from home to work at a time outside of normal working hours are managed in accordance with University policy.

**Scope**

2. This policy applies to Employees working at UCQ in support staff positions.

**Definitions**

3. In this policy
   
   a) “Employee” means an individual who is engaged to work for the University under a contract of service, that is, there is an employer-employee relationship between the individual and the University. For clarity, this term includes support staff, management and professional staff, the senior administration group, researchers, and faculty members.

   b) “Overtime” means work performed by an Employee in excess of regular work hours.

   c) “UCQ” means the University of Calgary – Qatar.

**Policy Statement**

4. 4.1 When an Employee is called from home to work at a time outside normal working hours, the Employee will be compensated at the...
applicable Overtime rate for:
   a) the actual hours worked; or
   b) four (4) hours –
whichever is greater.

4.2 When a call-out forms a continuous period with the Employee’s normal working hours, the Employee’s normal working hours will not be reduced as a result of the call-out.

4.3 Employees who are formally designated by their department to receive urgent work-related telephone calls at home outside of the normal working hours shall be compensated in accordance with the UCQ Overtime Policy for all time engaged in such calls.

4.4 Notwithstanding 4.3, if the time taken to manage the call and any subsequent related calls totals twenty (20) minutes or less, the Employee will receive a minimum of one-half (½) hour compensating time off. For the purpose of this section, two or more calls received within a thirty minute period will be considered to be a single call.

4.5 Employees will not be compensated for responding to telephone calls at home which result in the Employee having to leave home to return to work.

Responsibilities

5 Approval Authority
   • ensure appropriate rigour and due diligence in the development or revision of this policy.

Implementation Authority
   • ensure that University staff are aware of and understand the implications of this policy and related procedures;
   • monitor compliance with the policy and related procedures;
   • regularly review the policy and related procedures to ensure consistency in practice; and
   • sponsor the revision of this policy and related procedures when necessary.

Related Policy

6 UCQ Overtime Policy

History

7 Approved: accepted by the JOB Executive Committee, May 24, 2011; approved by the Associate Vice-President (Human Resources), August 5, 2011.

Effective: August 5, 2011