



UNIVERSITY OF
CALGARY
QATAR

جامعة
كالغاري
قطر

Departmental Policy

Departmental Procedure
Instructions/Forms

UCQ Call-Out Pay Policy

Classification Human Resources	Table of Contents Purpose 1 Scope 2 Definitions 3 Policy Statement 4 Responsibilities 5 Related Procedures 6 History 7
Approval Authority Associate Vice-President (Human Resources)	
Implementation Authority Human Resources Partner, UCQ	
Effective Date August 5, 2011	
Latest Revision August 5, 2011	

- 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