OFFICIAL POLICY

Subject/Title: On-Call Pay and Callbacks
Policy Number: FPU-6.0330P
☑ New       ☐ Revised       ☐ Technical Revisions Only       ☐ Emergency Policy
Date First Adopted: April 27, 2023
Date Revised:
Responsible Division/Department: Administration & Finance
Initiating Authority: Dr. Allen Bottorff, VP of Administration & Finance

A. APPLICABILITY & PURPOSE

This policy exclusively applies to all non-exempt employees, whether budgeted or OPS. All exempt employees, law enforcement personnel, and non-exempt employees who have on call shifts written into their job description are not eligible to receive On-Call pay or Callback pay as described in this policy.

B. STATEMENT OF POLICY

This policy establishes a system to compensate non-exempt employees who maintain their availability during off-duty hours to come back to work to perform emergency and/or necessary work assignments based on operational needs. This policy describes the authorization requirements and applicability for On-Call and callback pay and outlines the methodology for calculating such time.

C. DEFINITIONS

1. On-Call - additional compensation paid to non-exempt employees (excluding law enforcement personnel) who have been scheduled, assigned, or directed by their supervisor, in writing, to remain accessible and available to report to work during an off-duty period.

2. Callback - occurs when an employee is “called back” by the employee’s supervisor and directed to perform work outside the employee’s scheduled hours of work for that day, regardless of On-Call status.

D. PROCEDURES

1. Prior Authorization for On-Call Status

   (a) As appropriate or necessary for University operations, the President or Vice Presidents, or their designees, may authorize specified employees in their respective divisions/departments to be designated as On-Call. This authority may be delegated in writing to the appropriate division/department supervisor.
(b) On-Call status for an employee must be approved in writing by the President or Vice President, or designee, in advance of scheduling or directing an employee to be On-Call.

(1) An employee properly authorized for On-Call status is only designated as On-Call when specifically scheduled, directed, or assigned by the employee’s immediate supervisor.

(2) Departments must maintain and regularly update a list of all non-exempt employees who have been authorized for On-Call status.

(3) Employees scheduled for On-Call assignments must inform the appropriate department supervisor how they may be immediately contacted by phone, text, and/or email, and if necessary, must remain available to return to the work location on short notice to perform assigned duties.

(c) The Vice President of Administration & Finance, or designee, will establish the internal procedure(s) for departments to report those employees authorized for On-Call status to Human Resources and Payroll, and for authorized employees to input time worked while On-Call.

2. On-Call Assignment and Compensation

(a) An employee who is directed to be On-Call during the regular workweek (e.g. weekdays) is compensated at an hourly rate of $1.00 for each hour required to be On-Call.

(b) An employee who is directed to be On-Call on a Saturday, Sunday, or University-recognized holiday (see FPU-1.008) will be compensated in an amount equal to one-quarter (¼) of the employee’s actual hourly rate for each hour such employee is required to be available.

(c) An On-Call period of less than one (1) hour will be rounded to the nearest quarter (¼) hour when computing On-Call pay to an employee.

(d) If an On-Call period is less than two (2) hours, the employee will be paid for two hours at the appropriate rate.

3. Callback Compensation

(a) Regardless of On-Call status, callback compensation for non-exempt employees is mandatory.

(b) If an employee is called back to work beyond the employee’s scheduled hours of work for that day, the employee shall be credited for the greater of actual time worked plus travel time to and from the employee’s home to the assigned work location, OR two (2) hours.

(1) The two (2) hour minimum payment is only applicable to employees who are required to physically report to campus or assigned work location.
(2) Employees who are called back after hours but perform the assigned work remotely must be paid for their actual hours worked but are not subject to a minimum payment.

(c) Callback compensation will be paid:
   (1) at the employee’s regular rate of pay;
   (2) at the overtime rate for any time over forty (40) hours in a workweek; or,
   (3) at one and a half (1 ½) times the employee’s regular rate of pay for time worked during University-recognized holidays as described in FPU-1.008.

(d) A callback period of less than one (1) hour will be rounded to the nearest quarter (¼) hour when computing callback pay to an employee.

4. General Requirements, Computing Overtime, and Travel
   (a) On-Call time is not compensable for purposes of computing overtime.
   (b) On-Call pay is not interrupted when the employee is called back to work. During a callback, the employee is at work, paid normal pay and/or overtime, and continues to receive On-Call pay.
   (c) Callback pay is considered time worked and is compensable for purposes of computing overtime.
   (d) Travel time to and from campus or the assigned work location when called back is compensable time. If, while On-Call, the employee is called back to work, the employee will be reimbursed for mileage from the employee’s home to the assigned work location and vice versa at standard rates as specified in Florida Statute 112.061(7)(d)(1)(a).
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