



Town of Pelham Human Resources Policies: Solutions Manual

Solution Title:	Emergency Call-In Pay	
Council Approved:	January 13, 2014	\$600-17

HOW MIGHT WE:

How Might the Town of Pelham ensure efficient business operations during emergency situations?

KEY FACTS:

Employment Standards:

There is no standard regarding *Shift Work or Emergency Call-In Pay in the Employment Standards Act, 2000*.

All Emergencies are to be called in to (905) 734-0890.

The Towns Public Service Request (PSR) system will advise the public and staff to use the emergency call-in number where a real emergency exists.

SOLUTION STATEMENT:

All Public Works outside employees at grid levels five (5) and under who are called into work outside of their normal working hours will be paid one and one-half (1.5) times their current hourly rate of pay for actual hours worked.

All Public Works outside employees at grid level five (5) and under who are called into work on Sundays and Holidays are paid in accordance with the Overtime policy, S 301-13 and Public Holidays, S 301-16.

A minimum of three (3) hours paid overtime will be paid for such a call-in. If called in within the same three (3) hour period, no additional overtime will be granted.

If dispatch determined a real emergency exists, they will call out according to the Manager of Public Works & Utilities call-in schedule.