PURPOSE

The purpose of the University of Nevada, Reno Facilities Services Department (FSD) Standby Policy is to provide guidance to employees who are required to perform standby duties as part of their job responsibilities.

SCOPE

This policy applies to all FSD employees who are required to perform standby duties as part of their job responsibilities. These guidelines are intended to provide operational guidance to the applicable sections of the Nevada Revised Statutes, Nevada Administrative Code, or the Administrative Manual, and may be more restrictive in some areas.

GENERAL

FSD is responsible for maintaining and protecting University assets, which requires the availability of skilled and trained craftspeople to respond to emergencies or problems 24-hours per day, seven days per week. FSD understands and appreciates the burden standby duty can place upon an employee. Understanding the policies and procedures that apply in advance of standby duty should minimize errors in scheduling duty, time accounting and associated pay.

Any employee required to work standby duty will have this task reflected in the work performance standards and will be evaluated on performance in this area.

Additional information concerning non-emergency call out overtime scheduling and assignments may be found in the FSD Overtime Policy (FSD 002).
DEFINITIONS

Call for Service – an event that requires standby personnel to respond, either from home or to the campus, to address a facilities related problem.

Compensatory Time – leave time granted, in lieu of overtime pay, for hours worked in excess of regularly scheduled work hours. For those on a flexible work schedule, each hour worked in excess of 40 hours per week is compensated with 1 and ½ hours of leave. Compensatory time may not be earned while working on a holiday or when on Standby Duty.

Emergency – an event requiring immediate response from FSD personnel.

Essential Personnel - any staff the appointing authority deems necessary in the event of a campus emergency or closure to maintain campus safety and after-hours building operation. All Facilities Services staff is considered essential personnel and may be required to report to duty during non-regular hours to maintain campus operations.

Fit for Duty – the ability to respond to work, in a safe and timely manner when called; free from the influence of alcohol and/or drugs.

Large Scale Event – any event requiring resources and/or coordination of multiple resources, over and above the scheduled SBCs. Examples of such events may include multiple injuries, significant property damage, large power outage, natural disaster.

Overtime Pay – compensation for hours worked in excess of regularly scheduled work hours. For those on a flexible work schedule, each hour worked in excess of 40 hours per week is compensated at time and one-half the normal hourly rate of pay.

Standby Craftspeople (SBC) – any employee scheduled to be on call during a period of time that is outside of the employee’s normal work schedule.

Standby Duty – responsibilities assigned to employees who are scheduled on standby for the purpose of responding to facilities related problems.

Standby Pay – the compensation received when scheduled to be on standby duty, currently five (5) percent of an employee’s hourly salary rate for each hour scheduled in standby duty.

Standby Supervisor (SBS) – the individual assigned the duty of receiving calls for service and coordinating the SBC response.

GENERAL STANDBY DUTY REQUIREMENTS

An employee who is scheduled for standby duty must:

- Carry the designated standby communication device.
- Have the FSD Emergency Contact List available for reference.
• Answer calls for service immediately, or return a call within five minutes of the original call or alert.
• Be available to respond to calls for service, either on or off campus, depending upon the nature of the call.
• Be able to reach the campus within 60 minutes of the call.
• Be fit for duty.

SCHEDULED STANDBY DUTY – STANDBY SUPERVISOR

Scheduling
The Senior Director designates and schedules the Standby Supervisor (SBS).

Standby duty is scheduled in one week increments commencing on Monday at the end of shift and ending the following Monday at the start of shift or Tuesday if Monday is a holiday. Each designated SBS is scheduled in one week periods; the schedule is posted in the designated public Standby Outlook calendar, in advance for a three month period.

Duties
• The SBS is responsible for receiving and responding to after hour service calls and emergencies.
• The SBS must have the standby phone on and be reachable while on standby duty.
• The SBS has full authority to call all appropriate crafts and/or contractors necessary to respond to the service call or emergency.
• The SBS coordinates the work of all crafts and/or contractors required to respond to the service call or emergency.
• The SBS communicates progress or resolution to the call originator.
• The SBS enters an initial Sharepoint entry for each emergency or call for service during the shift in which the call was received, and updates the Sharepoint entry as the event progresses through to resolution.
• The SBS is responsible to transfer the standby duty manual and laptop to the next SBS at the end of the standby week.

SCHEDULED STANDBY DUTY - CRAFTSPEOPLE

Scheduling
The HVAC, Controls, Electrical, Plumbing, Fire and Life Safety have standby craftspeople (SBC) scheduled for standby duty. During the winter months, Grounds Services also schedules personnel for standby duty.

The shop supervisor designates and schedules standby duty, which rotates among all the qualified individuals in the shop. Standby duty is scheduled in one week increments, commencing on Monday at the end of shift, and ending the following Monday at the start of shift (Unless Monday is a holiday and then it is Tuesday). The standby duty schedule for each craft is posted in the designated public Standby Outlook calendar, in advance for a three month period.
Duties

- The SBC is responsible for receiving from and responding to the SBS for off duty hour service calls and emergencies.
- The SBC must be available to answer calls on the designated communication device (a UNR cell phone/radio and/or must be reachable at a phone number provided by the employee).
- The SBC must respond to campus within 60 minutes of notification from the SBS.
- If requested, the SBC reports to campus and checks in with the SBS upon arrival.
- The SBC communicates back to the SBS the progress, condition, and completion of the service call or emergency.
- The SBC ensures a work order is submitted for the service call.
- The SBC maintains a daily standby shift log and submits the log and standby/overtime and mileage reimbursement (if applicable) paperwork on a weekly basis to the SBS for approval.

TRADING STANDBY DUTY ASSIGNMENTS

An employee scheduled for standby duty may trade, with supervisor approval, scheduled standby weeks, in one week increments, up to seven days prior to the start of the scheduled standby duty week. Trading standby duty less than one week in duration or with less notice than seven days is not authorized. Emergency requests for a schedule change are reviewed and approved by the appropriate unit Assistant Director or Manager.

When a schedule change occurs, the supervisor is responsible for the appropriate follow up, including adjusting the standby schedule and pay documents.

SHORT NOTICE STANDBY DUTY ASSIGNMENTS

Any person designated as essential personnel may be placed into standby duty on short notice should a campus emergency or potential need for service arise. Essential personnel is in standby status when directed to remain available for notification to work during specified hours. A person in standby status must be prepared to work and be fit for duty if a call for service is received during the specified standby hours.

ACCOUNTING FOR TIME

General
Employees who are suspected of misusing State time while working an overtime shift may be sent home by the supervisor. Suspected abuse is subject to investigation and, if misuse is substantiated, is subject to disciplinary action. The employee will be compensated via overtime pay for any time worked during the scheduled shift. Compensatory time may not be earned when called back to duty while in a standby status.
Standby Pay
- Anyone scheduled or assigned standby duty receives standby pay while in standby status.
- Standby status ceases when an employee begins to earn overtime.
- Standby pay cannot be earned during normal duty hours or while on leave status.

Overtime Pay While in Standby Duty Status
- If the employee in standby status is needed to respond to an emergency or service call, the employee is authorized overtime or straight time, whichever is applicable, while responding to the call for service.
- If the employee responds to an emergency or call for service, the employee ceases to be in standby status for the time required to attend to the call.
- When responding to an emergency or call for service on a holiday, during regularly scheduled work hours, the employee receives regular pay in addition to holiday pay for the number of hours worked.
- When responding to an emergency or call for service on a holiday outside of regularly scheduled work hours, the employee receives overtime for the number of hours worked.
- An employee is not eligible for a two-hour minimum call out pay if the employee performs approved overtime work at home or when the employee is receiving standby pay. Instead, employees in such circumstances earn overtime for actual time worked.
- An employee responding to a call is not accruing overtime or compensatory time while traveling to or from the campus.
- Employees are expected to account for their standby and call for service overtime pay accurately. Records for the standby and overtime are maintained daily and submitted to the SBS at the end of each standby duty week.

Mileage Reimbursement While in Standby Duty Status
- If an employee in standby status is required to respond to an emergency or call for service and the duration of such call is less than two hours, the employee is authorized to receive a mileage reimbursement. If the duration of the call is two hours or more, mileage reimbursement does not apply.
- Mileage is reimbursed at the current published mileage reimbursement rate in effect on the date of the call, as determined by the University Controller’s Office.
- The mileage for reimbursement is determined by a roundtrip calculation of the mileage from the employee’s address of record to the University call out location. A mileage calculation tool, such as MapQuest™, is required to substantiate the reimbursement request.
- All requests for reimbursement are filed on a Claim for Employee Travel Expense form, and must include the approved overtime authorization and mileage calculation sheet for documentation. Claims are submitted at the end of each standby duty week and are approved by the Standby Supervisor. The minimum reimbursement amount is $10; therefore, it may be necessary for the Leave Keeper to hold claims and submit several at one time before reimbursement is made. Requests for mileage reimbursement not substantiated, or older than 60 days, will not be approved.
- An employee is not in “paid status” while commuting back and forth to campus.
Compensatory or Overtime Pay While NOT in Standby Duty Status

- Compensatory or overtime for non-emergency calls for service is limited to that work that is deemed absolutely necessary and must be approved prior performing overtime work.
- An employee is eligible for a two-hour minimum call out pay only if called to the workplace without prior notification of a potential call back. Employees are not eligible for a two-hour minimum if the unplanned call back occurs within one hour or less of their scheduled shift start or stop. An employee is not eligible for a two-hour minimum if the employee performs approved overtime work at home or other remote location.
- During the overtime shift the supervisor ensures the employee receives proper meal and rest periods.
- Overtime/compensatory time documentation is submitted to the supervisor authorizing the assignment, typically the SBS, within two days of working the overtime shift.

EMERGENCIES AND CALLS FOR SERVICE

The following are examples of situations or events that require activation of the FSD standby call out/emergency response system:
- Personal injuries.
- Any issue that could potentially cause personal injury, property damage or environmental compliance problem.
- Unscheduled utility outages.
- Damage caused by weather, fire, floods, leaks, explosion, earthquakes, vandalism, or other event.
- Equipment or system failures that may result in personal injury, damage to property, to research or animal laboratories.

ACTIVATING THE STANDBY RESPONSE

- The response system is activated by calling the FSD afterhours number (775) 784-8020. The after-hours message directs the caller through a series of options. If the caller believes the situation requires immediate attention, the call is forwarded to the SBS.
- The SBS analyzes the situation and mobilizes the appropriate SBC(s) to respond to the call.
- If the scope of the situation warrants (multiple injuries, large scale outage, significant damage to property), the SBS notifies the appropriate unit Assistant Director or Manager, who in turn may notify the Senior Director for Facilities Maintenance Services, who in turn may notify the Associate Vice President for Facilities Services, who in turn may notify the Vice President for Administration and Finance, who in turn may notify the President.
• All managers, the SBS and SBC should maintain, in a readily available location, a copy of the FSD Emergency Telephone List.
• An after action report for large scale events is initiated by the Senior Director for Facilities Maintenance Services.

SPECIAL OPERATING PROCEDURES

Large Scale Events
The SBS initiates special response procedures when required by a large scale event. Large scale events may require:
• Standing up the Facilities Operations Centers per the FSD Emergency Response plan.
• Designating a public information office to assist with incoming and outgoing communications.
• Assigning additional, non-standby personnel to assist with the response.
• Modifying the FSD after hours telephone message to facilitate communications to the campus community.
• Handing off the management of the incident to a higher authority.
• An after action investigation and report.

Specific Shop Procedures
Refer to Shop Standard Operating Procedures for shop-specific standby duty information.

IMPLEMENTATION

The FMS Assistant Directors/Managers are responsible for the implementation of this policy.

TRAINING

All FSD personnel required to perform standby duty as part of their job responsibilities shall receive training on the Standby Policy during the first month of employment. Each FMS supervisor shall ensure review of and compliance with the policy.

COMPLIANCE

Compliance with all UNR and FSD policies is required of each employee. Failure to comply with this policy may result in disciplinary action as outlined in the Nevada Administrative Code, the Nevada System of Higher Education Prohibitions and Penalties, and/or the Nevada System of Higher Education Board of Regents Handbook.