

**McCLOUD COMMUNITY SERVICES DISTRICT**  
**Policy and Procedure Manual**

**POLICY TITLE:** On-Call Duty  
**POLICY NUMBER:** 2011  
**ADOPTED:** November 25, 2002  
**REVIEWED:** 09/09/20, 11/09/20, 9/14/2023  
**REVISED:** 01/12/15, 11/09/20

**2011.10** In order to insure that no emergency within District facilities goes unattended, an On-Call Duty Operator system has been established. This system requires that at least one (1) District Operations or Utility Worker be available twenty-four (24) hours a day to respond to any emergency which may arise. The designated Duty Operator will be provided with a cellular telephone which will be in his/her possession at all times and a fully equipped District service vehicle which may be kept at the employee's residence while on-call.

**2011.20** The Public Works Superintendent or the General Manager will post an On-Call Duty Operator schedule for operations and field staff to cover off-shift, night, weekend and holiday emergency work. The schedule will rotate assignments to be fair to all employees. Any employee so scheduled will be on-call seven (7) consecutive days, including holidays, from 0800 hours Monday through 0800 the following Monday.

**2011.30** It is the scheduled Duty Operator's responsibility to insure that coverage is available during all assigned off-shift hours. If an employee has a conflict with the schedule or is otherwise unable to maintain coverage, it is that person's responsibility to get another qualified employee to cover time away from the District and inform the Public Works Superintendent or the General Manager of the substitution.

**2011.31** Under non-emergency circumstances, all requests for schedule changes or substitutions will be approved by the Public Works Superintendent or the General Manager or his/her designee.

**2011.32** In the event an emergency substitution is needed during off-shift hours, the Duty Operator must arrange with someone else to take his/her place and note the substitution in the Duty Operator Shift Log. The substituting employee will immediately notify the Public Works Superintendent or the General Manager or his/her designee.

**2011.40** The On-Call Duty Operator will have the following responsibilities:

**2011.41** The assigned Duty Operator will be available by District cell phone; When on call, the Duty Operator shall be free to utilize his/her time as desired, but must remain within the general McCloud area, going no farther than 30 minutes travel time away from the District office and within cell phone reception.

**2011.42** The Duty Operator will promptly respond to all calls received by any means. All District cell phone call outs will be considered an emergency requiring immediate response and will not be ignored.

**2011.44** The Duty Operator will receive compensation in addition to his/her regular compensation at the current rate established by the Board of Directors as detailed in the MOU.