

# MENNONITE VILLAGE POLICY & PROCEDURE

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TITLE: On-Call Scheduling

PROCEDURE NO: HR 500.11

REPLACES: None

PAGE(S): 2

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DATE: 10/2018

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## PURPOSE:

To establish guidelines for assigning On-Call (OC) staff to ensure proper coverage for our 24/7 jobs is established and maintained.

## POLICY:

If an employee is hired as On-Call or request to be moved to an On-Call status, the employee will be required to provide an availability worksheet and be scheduled a minimum of one shift per week, or with approval, agree to pick up a minimum of 3 shifts in a 30-day period. Any exceptions to the number of workdays per month must be documented and approved by the Administrator/Director of the department and the Human Resources Director. These shifts may be used to cover vacation request, or they may be used to cover an unplanned call-off. If an OC employee is on the schedule as an "on-call" shift they will be notified no later than two hours after their schedule shift time if they are needed. If they are not contacted within that time period they will not be required to come in for that shift. If they are called in, they will be expected to arrive within one hour or at the start of the shift (whichever is later).

If an employee is on the schedule for an OC shift and does not respond to a request to come to work it will be considered a no call/no show and will be subject to the appropriate disciplinary action.

On-Call employees must provide proper notice to the department scheduler if they are not going to be available to work for personal reasons (i.e., vacation, sick, jury, etc.).

If a department does not have the required number of employees to cover all open shifts, the scheduler will notify qualifying OC employees of the opening(s), if the shift cannot be filled by an OC employee, the shift may be assigned to a Part-time or Full-time employee. Overtime assignments should be avoided whenever possible for the safety and health of employees and resident care.

Name: \_\_\_\_\_  
Department: \_\_\_\_\_  
Position: \_\_\_\_\_

Please list the days and hours you are available for work. Part-Time employees must pick a minimum of two shifts per week they are willing to be scheduled to work and On-Call must pick a minimum of one shift per week.

Days	Day Shift 6a-2p (may vary slightly)	Evening/Swing Shift 2p-10p (may vary slightly)	NOC Shift (shift differential) 10p-6a (may vary slightly)
Monday			
Tuesday			
Wednesday			
Thursday			
Friday			
Saturday			
Sunday			

I am available to work on the above days and hours as indicated. If at any time in the future my availability changes I will notify my scheduler and complete a new availability form. I understand to stay employed as an On-Call employee I must be able and willing to work one day a week if there is a need on the day(s) I marked above or if approved 3 shifts per month.

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Signature

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Date

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Name (Please Print)

\*Mennonite Village operates 24 hours a day; 7 days a week. If your normal workday falls on a holiday, you will be expected to work as scheduled unless a time off request has been approved by your supervisor.