GENERAL ADMINISTRATION
EMPLOYEE

046 WORK SCHEDULES AND COMPENSATION

046.7 Unrestricted Call-Back Policy

046.7.1 Purpose

To define terms and conditions for the Human Services Department (HSD) to compensate employees on unrestricted call-back status after leaving the premises following the normal work day.

046.7.2 Definitions

A. "Employee" means, for purposes of this policy, a person in a non-supervisory or non-management position.

B. "Report to work" means accomplishing the necessary task working on-site or remotely.

C. "Unrestricted call-back status" means non-duty hours when an employee is provided with a pager, cell phone, or other electronic device and required to report to work as soon as practical from the time contact is made.

046.7.3 Policy

An HSD employee can be placed on "unrestricted call-back status" to be able to report to work whether in person or remotely. An employee on unrestricted call-back status is not required to remain in any specific geographical area or required to report to work within a specific time period. Employees on such status may decline to return to work when contacted if they acknowledge they are not fit to report to duty, without penalty, discipline or other reprisal.

046.7.4 Call-Back Compensation

Employees who are called by management to report to work shall be guaranteed a minimum of two (2) hours of pay for actual hours worked at the applicable straight time or overtime rate. Call-back that results in overtime is paid in compensatory time. Employees shall (1) be compensated in accordance with the provisions of overtime if the time worked results in overtime; or (2) be paid their hourly rates, if the time worked does not result in overtime. Call-back time for employees who return to work shall commence at the time the employee begins travel and ends at the completion of the call-back assignment.

046.7.5 References

1.7.4.14 NMAC
1.7.4.15 NMAC
HSD ITD Unrestricted Call-Back Procedures

APPROVED:

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DATE:

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