PATHWAYS ABILITIES SOCIETY

POLICY: ON-CALL
Applies to: Leadership Personnel and Senior Support Workers

Original Approval Date: April 18, 2016
Date Board Approved: May 27, 2024
Replaces Policy Dated: October 23, 2023

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Board Member's Signature

POLICY
Pathways Abilities Society provides on-call weekend, evenings and statutory holiday support to the homes, home share providers, tenants and evening weekend services.

Leadership team members (employee) and senior support workers are required, on a rotating basis, to be on-call. An employee defined as being "on-call" is currently off of the work premises however required to be available to coordinate emergencies via telephone.

On-call employees receive a set rate defined by the most current collective agreement. For each call received, the employee receives one additional hour of their regular hourly wage, paid as relief hours, to resolve each single issue. If the issue requires further calls, no additional compensation is provided. If the on-call person is required to work onsite, they will receive their regular hourly wage, for each hour worked. Overtime pay is not permitted.

The executive director completes the annual on-call schedule. On call dates are assigned based on years of service with the society.

The executive director or designate creates and updates the "On-Call Binder." The employee is responsible for obtaining the binder the weeks they are on-call. The binder contains:
- Emergency Phone Number List, including the board of directors
- Individuals Information ShareVision list, printed from the Emergency Binder View
- Employee Information ShareVision list, printed from the Emergency Binder View
- Most recent Seniority List
- Casual Call-in policy and procedure
- Incident Report policy and procedure
- Death and Dying policy and procedure
- Community Living BC's End of Life policy and procedure
- On-Call policy and procedure

All the information referenced above can be obtained through Pathways' ShareVision site and website.

Employees are required to document calls received on the next shift worked in the ShareVision On-Call Response list. A new item is to be created for each call.