On-Call/Call-In Pay

Who is eligible

✓ Hourly employees in eligible job classifications

What it is

✓ On-call pay is an amount paid (in place of base rate of pay) to an employee who is not at work but expected to be available by pager or phone to answer questions or report to work if needed.

✓ Call-in pay is an amount paid to an on-call employee who is called into work during an on-call period.

How it affects your pay

✓ On-call pay: You earn a flat rate per hour. The hourly amount varies by job. On-call time is not considered worked hours and therefore not included in the calculation of overtime hours.

✓ Call-in pay: If you are on call and are called into work, you will be paid 1.5 times your base pay rate, plus 1.5 times any applicable shift/weekend differentials.
  • At a minimum, you will be paid for two hours.
  • If you are called in multiple times during the same on-call period, you are eligible for a 2-hour minimum for each separate occurrence when the call-in period is not within 2 hours of the previous call-in period.

✓ Call-in pay does not apply if you are not on-call but are called back to work after your regular shift ends and before your next regular shift begins. In those “called-back” situations, you are paid your base rate plus any differential that would normally apply.

Examples

**On-call with no call-in**
Bill is on-call and carries a pager for the entire weekend (48 hours). He receives $3.00 per hour for being on-call, and he is not called in to work. Therefore, for the weekend Bill receives on-call pay of 48 hours x $3.00 = $144.00.

**On-call with call-in**
On another weekend that Bill is on-call, he gets paged on Saturday afternoon and is asked to report to the hospital to assist with a patient. When Bill swipes in, his on-call pay stops and his call-in pay starts. Bill’s base rate of pay is $20.00 per hour, and his weekend differential is $1.00 per hour. Bill will receive call-in pay of $31.50 per hour for all hours he worked (1.5 x $21.00), but at a minimum, he will be paid $63.00 due to the two-hour minimum. Therefore, if he works at the hospital for only one hour, he will receive call-in pay of $63.00. If, however, he works at the hospital for three hours, he will receive call-in pay of $94.50. He will also receive any overtime he is due based on time actually worked at the hospital.

(continued on back)
On-Call/Call-In Pay (continued)

**Example (continued)**

*Call-in multiple times on same day*

Bill is on call 8 hours on a Saturday. At 9 a.m., he is called in, works for one hour and returns home. He is entitled to his 2-hour minimum of $63.00.

At 1 p.m., Bill is called in again, works for one hour and returns home. Again, he is entitled to his 2-hour minimum of $63.00.

At 2:30 p.m. Bill is called in again and works for one hour. Because he swiped/punched out at 2:00 and was called in less than two hours later, he will not receive the 2-hour minimum. He will be paid $31.50 in call-in pay for the one hour he worked.