



Policy # 26

Waterworks Personnel Coverage Policy

Approved by Council on: January 21, 2009

Waterworks Personnel Coverage Policy

Purpose:

This policy is to clearly define the compensation for waterworks operations staff when required to be on call and respond to emergency alarm calls after normal business hours.

Policy:

Compensation

The compensation for the on-call operator is as follows:

1. 1 hour of pay per day paid at the regular hourly rate for the scheduled employee regardless of whether they are called in or not. This time will not impact on the calculation of overtime pay.
2. If called out, compensation will be 2 hours minimum or the time worked once at the Dundalk Depot or well location, whichever is greater.
3. Travel compensation will be for mileage only to and from employee's home to the work site.

Water Operations Manager's Duties

The rotational schedule will be created by the Water Operations Manager or designate. It will alternate operators on a weekly basis starting each Monday and setup for a 90 day period. The schedule form (see attached form) will be posted in the Dundalk Depot and distributed to all water operators and necessary management staff.

Water Operator's Duties

On a daily basis a water operator is scheduled to be on call and must be available for emergency alarm responses after normal working hours. This is necessary in order to respond to alarm callouts from the two municipal production wells / pump houses in the Village of Dundalk on a timely basis. An after-hours pager is provided to alert the operator on-call of the emergency response. The operator is required to acknowledge the alarm call, go on site to resolve operational problems or issues should they arise at the well locations.

Should a scheduled operator not be available to carry out the on-call duties for some justified reason (such as sickness, family emergency, etc.), the operator must advise the Water Operations Manager or the person in charge so a schedule switch can be assigned and documented on the posted schedule (see attached form).

An operator that is not on schedule but does receive an alarm call on the cell phone will either contact the:

- On-call operator; or
- Water Operations Manager; or
- Ensure someone else is responding to the alarm ; or
- Personally acknowledge and respond to the emergency call.

Callout Sequence and Backup Plan

As a secondary backup should the pager fail or if the pager call is not acknowledged or responded to the operator cell phones will be called in a defined sequence. The auto-dialers callout sequence would be as follows:

1. On-Call Pager
2. Water Operations Manager
3. Water Operator #1
4. Water Operator #2
5. Water Operator #3

Operator On-Call Schedule - Dundalk Waterworks

On Call Operator Schedule			Schedule Switches	
Week	Monday Start Date	On-Call Operator	Date	Operator Approval
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				

Note: Schedule starts at 7:00 am each Monday morning & ends at 6:59 am the following Monday.