

## **Standby Policy**

### **1.0 Policy Statement**

The City of Mount Pearl provides municipal emergency services after hours and on weekends for residents. The City of Mount Pearl employees who are required to be available for work at times other than their regularly scheduled work hours shall be compensated when on standby and when called in to work. City employees are reminded to complete a standby sheet for each call out.

This policy provides clarification on qualifications and standards for employees required to be available for standby duties; however, for instances where this policy may conflict with the *Collective Agreement*, the *Collective Agreement* will prevail.

### **2.0 Background**

The City of Mount Pearl provides municipal emergency services after hours to address, or assist with addressing, urgent or emergency situations when an individual, property, or animal (or plurals of these) are at risk or imminently at risk, and/or other situation when deferring the matter for action to the next day/time of regular city office hours would be damaging/detrimental to an individual, property, or animal.

These matters are generally, but not exclusively, brought to the city's attention via the city's after-hours answering service.

### **3.0 Scope**

This policy applies to City of Mount Pearl employees who are required to be available for standby and call-in duties.

### **4.0 Purpose**

To establish a policy and procedure regarding the city's provision of municipal services in the interest of public safety and to outline standards and qualifications for employees performing standby duties.

## **5.0 Emergency Standby Call outs**

The City of Mount Pearl arranges for employees to provide standby services as outlined above for the following types of issues, and the following list may not be all-inclusive:

### **A. UTM Employees**

- Water or sewer problems
- Missing manhole covers
- Catch basins covers
- Culvert problems
- Smell of gas/oil
- Fire hydrant calls

### **B. Roads/ Parks Employees**

- Injured animals
- Dead animals
- Roaming animals being a nuisance or roaming animals posing a threat to themselves or a resident
- Debris on the road
- Major pothole
- Roads requiring salting / snow clearing (referred directly to Supervisor first)
- Issues posing a safety hazard

## **6.0 Standby Requirements**

The following are the criteria for employees to be qualified for standby duties:

- a) Public Works employees must have a minimum of a Class 03 License.
- b) Seasonal employees must be currently assigned to the Department of Public Works within the Roads, Parks, and/or UTM Divisions.
- c) Permanent Full Time Public Works employees (even if temporarily transferred to other departments on a seasonal basis) will be assigned to the standby duty within the Department of Public Works provided they qualify.
- d) The standby list shall rotate in order of seniority. Seasonal and new employees when recalled or hired shall be inserted on the list in accordance with their respective seniority, provided they qualify.
- e) Roads/Parks employees must have at least:
  - six (6) months of cumulative service within the Department of Public Works engaged in winter operations (i.e. salting and/or snow clearing operations); and
  - six (6) months of cumulative service within the Department of Public Works engaged in summer operations (i.e. road maintenance).

- f) UTM employees must have at least one (1) year of cumulative service within the Department of Public Works engaged in UTM operations (i.e. water/sewer operations).
- g) Mutually agreed upon shift changes to the posted standby list must not adversely affect the rotating system and must be pre-approved by the supervisor.
- h) Exemption may be granted for standby on an individual basis, provided it does not impact upon the operations requirements of the City. These requirements shall be determined from time to time by the Superintendent of Public Works, who shall determine the minimum number of employees that must be retained in a pool to effectively have a full rotational system for standby.
- i) Overtime is not guaranteed to any individual on standby but solely used when responding to an urgent/emergency situation, i.e., first response until the regular crew can be assigned.
- j) Overtime that can be scheduled must be done by using the master overtime list on a priority basis, i.e., the employee who is next on the list will be the first to be called and employees to whom overtime is offered shall rotate to the bottom of the overtime list accordingly.

## 7.0 Order of Contact

The order of contact for employees providing standby services is as per the protocols document for the city's after-hours answering service, which is regularly reviewed and updated.

## 8.0 Approvals

  
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**Cassie Rideout**  
**Chief Administrative Officer**

*April 2<sup>nd</sup> / 25.*  
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**Date**