

**Messiah University**  
**Staff On-Call Policy and Procedure**  
**February 2021**

*Policy:* It is the policy of Messiah University to provide access to Facility Services on-call personnel who may be contacted for emergency maintenance related situations.

*Objectives:* To ensure adequate Facility Services coverage for Messiah University in times of maintenance related emergencies.

*Equipment:* Cell phone  
On-call list  
Department Specific Guidelines

*Procedure:*

*Responsibility*

**Facility Maintenance Service Manager**

1. Compile a list of on-call personnel, including phone numbers, and others to be contacted if necessary. (See Attachment C)
2. Prepare an on-call list/schedule indicating rotation.
3. On-call Facility Services staff members will be compensated 4 hours of paid time off for on call duties for the week that they are on call (Friday to Friday). The 4 hours must be taken within the pay period that the on-call duties are assigned. Please note that on-call employees called to campus for an emergency are paid time and half for their time worked on campus.
4. Facility Services staff member not on-call will be compensated with emergency pay for each instance of reporting to the facility during any non-weather related emergency and should be reimbursed for any from-home mileage incurred. (Attachment A)
5. Each Facility Services staff member/on-call maintenance staff will be paid a minimum of 15 minutes at their base rate of pay for each phone conversations with the facility related to emergency situations.
6. Any hours worked after regular hours to address an emergency, need to be paid as emergency pay as determined by supervisor.
7. It is the responsibility of the on-call Facility Services staff member to carry their cell phone or the university's cell phone at all times during the one week of the assigned rotation(s), and have the ability to call back to the facility in a reasonable amount of time if the cell phone is activated.
8. It is the responsibility of the Facility Services Manager to notify Dispatch of sudden changes, i.e. PTO, sick, etc. for on-call staff so Dispatch can note on designated list.
9. Facility Services on-call staff member will be reimbursed actual from-home mileage incurred at the University mileage rate when called in for non-scheduled building emergency services while on call within a 24-hour period. It is the responsibility of the Facility Services staff to complete expense reimbursement form and return it to the Facility Maintenance Service Manager for approval (Attachment A).

The Facility Maintenance Service Manager prepared a procedure within Dispatch that classifies situations as an emergency or routine (Attachment B).

**Dispatch Services**

1. If a situation cannot wait for next day response, contact the appropriate Facility Services on-call employee.
2. Call the on-call Facility Services staff member with emergencies at their number listed on file.
3. If unable to contact the on-call staff member, contact the Facility Maintenance Service Manager or Facility Maintenance Supervisor.

**On Call Employee**

1. Responsible for coordinating additional staff or contractor help, if necessary. Ask Dispatch to perform that action, if needed.
2. Notify Dispatch Services when arriving and leaving campus.
  - a. An on-call schedule form will be provided to allow tracking of all mileage and telephone calls accrued during on-call rotation (Attachment A).
  - b. This form will be located in the Facility Services Office and must be completed and returned to the Facility Maintenance Service Manager at the end of the on-call rotation.
3. Paid time off for on-call duties must be used within the same two-week pay period as the emergency on-call duties performed. Time off must be scheduled and approved by the manager prior to the desired time off. The employee may NOT take time off without manager approval. In the event that the employee does not submit a paid time off request, the employee will be required to take paid time off for the last four hours of the last work day of the pay period. Failure to submit the required paperwork will be marked as an occurrence and may result in a performance-related discussion as it is the employee's responsibility to submit this request.

Scheduled time off may be taken prior to the emergency on-call period, as long as it is within the same two-week pay period. HOWEVER, if

the employee does not complete the emergency on-call responsibilities, the employee will forfeit the four-hour paid time off for on call time.

Emergency on-call employee is not responsible for reporting to work for snow removal during off hours.

**Note - The signed copy of this procedure is filed in the Facility Service Department. By signing this policy you have agreed to enforce the contents, share with your staff and adhere to standards.**

Beginning MI \_\_\_\_\_ Ending MI \_\_\_\_\_ Applicable MI \_\_\_\_\_

DATE	MILEAGE PER DAY \$.535 PER MILE (AS OF 2021)	PURPOSE/DESCRIPTION

Total Miles \_\_\_\_\_ X Mileage Rate 0.535 = Amount Due to Traveler \_\_\_\_\_

Employee Name \_\_\_\_\_ Signature \_\_\_\_\_  
Date \_\_\_\_\_

Supervisor Name \_\_\_\_\_ Signature \_\_\_\_\_  
Date \_\_\_\_\_

## Attachment B

The Emergency Maintenance Procedure is to be used when no employees are on duty in Facility Services. Employees that are on duty should be contacted prior to contacting Emergency Maintenance (EM).

1. All EM calls are to be received through Dispatch.
2. Dispatch is to notify the on-duty officer concerning all emergency maintenance calls. An emergency maintenance call is defined as follows: a) a life threatening situation (exposed wires, odor of something burning but unable to locate the source, etc.); b) damage to property; c) a reasonable call of discomfort (no heat, no water, etc.); d) loss of productivity (kitchen equipment not working).
3. The on-call person should be contacted at a reasonable hour if the call is not an emergency. If the EM request is received after 10:00 pm and it is not an emergency, then it can wait until the next day. Dispatch should forward all information related to the maintenance requests to the Facility Services office via phone mail or electronic work order. Please include the DOS incident number if one has been assigned.
4. A D.O.S. officer is to respond to the location of the problem and report back to the dispatcher if the on-call person is to be notified using the following criteria.
  - When calling the on-call person Dispatch should call the number on the on-call list, then proceed to call the On- Call Cell Phone if they were not reached. Unless specified otherwise on the EOC Call list.
  - **Power Failures:** That effect multiple buildings should be reported to EM.
  - **Heating and Air conditioning calls:**
    - **Heating:**
      - D.O.S. should check room temperature at thermostat and make sure that the thermostat is set correctly.
      - If the temperature is measured at the thermostat and it is below 67 or over 77 degrees, contact EM.
      - Otherwise advise the caller that EM will look at the problem during the next business day.
    - **Air Conditioning:**
      - D.O.S. should check room temperature at thermostat and make sure that the thermostat is set correctly.
      - If the temperature is measured at the thermostat and it is below 67 or over 77 degrees then:
        - Prior to 10:00 pm, contact EM about problem.
        - After 10:00 pm and there is no medical problem involved, supply a fan to the room and advise the caller that EM will look at their AC the next business day.
        - F162 temperature alarms should be reported to EM.
  - **Water problems:**
    - **Running water**
      - Campus Events or D.O.S. should shut off water if possible.
      - Contact EM if unable to shut off water or in the event of a pipe break.
    - **Toilet or Shower**
      - Apartments:
        - All toilets must be plunged by the occupants of the apartment, ALC, or Campus Events (All apartments are assigned a plunger).
        - If unsuccessful contact EM prior to 10:00 pm.
      - Residence Halls:
        - An "out of order" sign is to be posted on the problem fixture by resident director, Campus Events, or D.O.S.
        - If the toilet is overflowing and will not stop, Dispatch is to contact Campus Events, who will plunge and attempt to shut off any water.
    - **No hot water:**
      - Check temperatures at other locations and call EM if under 100.
  - **Door problems or Lock malfunctions:**
    - If the malfunction is not life-threatening or it does not compromise building/personnel security, leave a phone mail message for Facility Services Work Control Center; otherwise contact the following in the order shown:
      - Contact EM

**Attachment C**  
**Emergency on Call Numbers**

**Brian Miller - 717-357-6846**

Dan Barclay	717-795-9681
Brian Dolan	717-903-2229
Kelly Flemmens	717-992-2696
Pat Groft	717-932-0691, cell 717-635-0526
Lenny King	717-357-3847
Matt Leister	717-448-7644
Randy Miller	717-594-8422
Stoney Miller	717-979-3849
George Ringer	717-608-8998
Jarrold Sites	717-226-4435
Brian Smith	717-701-5469
Jeremy Soltis	717-433-1172
Amy Stephan	717-695-1666
Dave Wagner	717-460-5009

Scott Zeigler, Form  
creator Signature

Electronically signed by Scott Zeigler on 02/23/2021 11:29:30 AM

Vice President for  
Operations Signature

Electronically signed by Kathie Shafer on 02/23/2021 11:30:54 AM

Director of Facility  
Services Signature

Electronically signed by Bradley Markley on 02/23/2021 12:51:55 PM

Facility Services  
Maintenance Manager  
Signature

Electronically signed by Brian Miller on 03/03/2021 9:45:43 AM

Facility Maintenance  
Service Supervisor  
Signature

Electronically signed by Jarrod sites on 02/23/2021 11:46:20 AM

HRIS and Payroll  
Manager Signature

Electronically signed by Donald Lerew on 02/23/2021 7:22:40 PM

Director of Safety  
Signature

Electronically signed by Sean Paddock on 02/23/2021 1:50:53 PM

Investigation & Crime  
Prevention Specialist  
Signature

Electronic Signature Pending