

**HIDALGO COUNTY, TEXAS**  
**ADMINISTRATIVE POLICY MANUAL**

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## **ON-CALL POLICY**

### **I. OVERVIEW**

Non-exempt (FLSA) staff employees may be required to be available, or on-call, outside the regular county work schedule.

On-call pay is established to provide payment for employees who are scheduled or assigned to on-call duty after regular work hours or weekends and holidays to perform needed tasks.

Exempt staff employees are paid a salary that reflects the full responsibility of the position, including being on-call or being called back to work, and are not eligible to receive on-call pay.

### **II. RESTRICTED ON-CALL**

Restricted on-call exists when employees are restricted to the work unit or a specific location without freedom to pursue normal activities. This means that employees are engaged to wait and the wait time will be counted as regular hours worked. All hours worked will be included to determine the eligibility of overtime for non-exempt employees.

### **III. NON-RESTRICTED ON CALL**

Non-restricted on-call time will be construed to mean the employees are only waiting to be engaged and will not be counted as hours worked. Non-restricted on-call exists when the following conditions are met.

1. Employees are restricted only to the vicinity of Hidalgo County.
2. Employees during non-work on-call hours are free to engage in their own personal pursuits.
3. Employees may be assigned county cell phones as a means of performing needed tasks.

### **IV. ON-CALL COMPENSATION**

The Minimum supplemental pay for on-call duty during week days is equivalent to one hour of pay at the employee's actual hourly salary rate, and will cover a 24 hour period or any portion thereof. The minimum supplemental pay for on-call duty for each weekend day and designated County Holiday is equivalent to two hours of pay at the employee's actual hourly salary rate, and will cover a 24 hour period or any portion thereof. The minimum supplemental pay is guaranteed for

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non-exempt employees who are assigned on-call duty or actual hours worked, whichever is greater.

Non-Exempt employees will be paid at the established hourly rate of pay for hours worked outside their normal schedule for any time they are engaged to work, and will receive overtime for eligible overtime hours worked.

Exempt employees are not eligible for on-call pay when they are assigned to on-call duty.

**V. EMPLOYEE RESPONSIBILITIES**

On-call employees are responsible for coordination of effort or resolution of issues/incidents, and they are responsible for maintaining a log documenting the issues/incidents that were addressed, and for maintaining accurate records of time spent on each issue/incident.

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