

On-Call and Emergency Callback Pay Policy

Policy History

Revision Date	Brief Description of Change
02/01/1987	First version - New policy.
08/01/1987	Example added.
12/1/1993	Added provision for on-call compensation for employees in criminal justice positions, which provide electronic house arrest immediate response services.
06/01/2004	<ul style="list-style-type: none"> Combine the On-Call Compensation and Emergency Callback Policies. Provide that both the classes eligible and the rates shall be based on documented survey data of prevailing practices in the applicable labor market. Retain a minimum of 2 hours for emergency callback, with a provision that exceptions may be made if justified by labor market data. Advisory Note added to incorporate the revised compensation rates for On-Call Pay outlined in our memo dated July 12, 2004.
10/1/2008	Clarified that FLSA exempt employees are normally not eligible for on-call pay and emergency callback. Compensatory time may be utilized or the agency may work with the Office of State Personnel [LM1][SK2] to determine if the labor market would justify either for an FLSA exempt position.
04/1/2009	Adds a note under the "Definitions" paragraph to clarify that leave time and on-call time cannot overlap. However, an employee may be on vacation during the 8-hour workday and still be on-call for the remaining 16 hours in the day.

07/11/2024	<ul style="list-style-type: none"> • Added to Section 2, as part of the definition of “On-Call,” words from the “Waiting Time” section (§ 14) of the proposed revised Hours of Work and Overtime Compensation Policy. These words describe whether time spent available to be called back to work is time worked under the Fair Labor Standards Act. • In Section 5 of this policy, added a cross reference to the same section of the Hours of Work and Overtime Compensation Policy. • Changed “FLSA non-exempt” to “FLSA Subject” and “FLSA exempt” to “FLSA Not Subject” throughout to match the Hours of Work and Overtime Compensation policy terminology.
07/24/2025	<p>Changed “Exempt” in 2 places in the first paragraph of section 8.2 to “FLSA Not Subject” per the revisions at the July 11, 2024 SHRC meeting as they were inadvertently missed. See July 11, 2024 history above.</p>
6/25/2026	<p>Increased allowable rate, added behavior health...</p>