
Policy Number: 103.032
Title: On-Call and Call-Back
Effective Date: 7/28/2025

PURPOSE: To provide overall general guidance to Minnesota Department of Corrections (DOC) departments, divisions, or units that have determined an on-call procedure is necessary to meet business needs in support of the agency’s mission.

APPLICABILITY: All DOC departments, divisions, and units that have identified a need for an on-call schedule.

DEFINITIONS:

Call-Back Status – employee is not in on-call status but is required to return to the workplace without prior notice, either before or after their scheduled work shift.

Compensatory Bank – certain positions can accrue paid time off to balance out hours worked beyond their regular schedule instead of monetary compensation, which is subject to availability and terms in applicable union contract or plan.

On-Call Log – a method for departments, divisions, and units to track and record on-call activity.

On-Call Status – employee is required to be available to work on short notice.

PROCEDURES:

- A. Standard Expectations
 - 1. On-Call Status
 - a) The requesting manager, supervisor, or director must submit an on-call plan or schedule as far in advance as practicable, to the appropriate division head over their unit. The division head must review all on-call plans or schedules and approve or deny the request before the on-call period is scheduled to begin. The on-call request must include the following:
 - (1) Business reason and need for on-call status;
 - (2) Duration of the on-call period and estimated total hours;
 - (3) Bargaining unit; and
 - (4) Expected on-call job duties.
 - b) Employees should be given advance notice to the extent practicable before being placed in on-call status. Changes to the on-call plan or schedule will be provided in writing to the employee as soon as possible.
 - c) If a supervisor provides written instructions, the employee must remain available during an off-duty period. The provision in the employee’s union contract or plan takes precedence.

- d) On-call status is a work requirement. While in on-call status, the employee must:
 - (1) Remain available to take calls or messages any time during the indicated on-call period; and
 - (2) Reply to all messages or calls within 30 minutes or less in accordance with unit requirements from the time they are received.
- e) In general, an employee in on-call status must respond to and/or return to the workplace as soon as possible if the situation involves an immediate safety risk or structural integrity concern.
- f) If a situation does not pose an immediate safety risk or structural integrity concern and can be addressed during the next work shift, the employee in on-call status may not be required to return to the workplace.
- g) Regardless of whether the employee returns to the workplace, the employee must update the on-call log following the department, division, or unit on-call procedures.
- h) An employee on vacation or sick leave should generally not be assigned on-call duties and should be replaced as a result of these absences.

2. Call-Back Status

- a) Call-back status occurs when the employee must report to work without prior notice after their last worked shift, but not immediately preceding the next scheduled work shift. Call-back status does not require a documented or formal request and approval process with advance notice.
- b) An employee who returns to work on call-back status may be eligible for mileage reimbursement in accordance with their union contract or plan.

3. Payment

- a) Hours earned for on-call or call-back time shall be liquidated as cash or placed in the employee's compensatory bank in accordance with applicable union contract or plan.
- b) If an employee requests to balance hours, they must coordinate with their supervisor to develop a plan based on their employment classification and union contract or plan.
 - (1) Exempt Employee – balance hours within the given pay period(s).
 - (2) Non-exempt Employee – balance hours within the given workweek.

B. Roles and Responsibilities

1. Division Director

- a) Review the need for an on-call/call-back procedure annually and develop or update the procedure to ensure it meets current business needs. Submit the procedure to the appropriate division head for feedback.

- (1) Submit a copy of the current or updated procedure to payroll and labor relations.
 - (2) Ensure the procedure is accessible to their employees.
- b) Review monthly cost of on-call, call-back, and overtime usage to ensure it is within budget targets.
 - c) Review quarterly and annual on-call logs and adjust on-call schedules, if necessary.
 - d) Determine the necessary budget annually based on cost trends.
2. Supervisor/Manager
- a) Ensure employee has the necessary skills to successfully perform on-call duties successfully and maintain effective stewardship of on-call assignments.
 - b) Develop an on-call coverage calendar with staff and other supervisors.
 - c) Monitor on-call rotations, call volume, and hours worked, making adjustments as needed.
 - d) Ensure appropriate on-call log is in place to track activity.
 - e) Review action reports from employee on-call activities, including response times, work order submissions, incident reports, etc.
 - f) Analyze monthly, quarterly, and annual on-call logs for trends.
 - g) Address employees who fail to respond to after-hours calls in a timely manner.
 - h) Review timesheets for accuracy and approve time entries following the applicable union contract or plan
 - i) Employee cannot code on-call and call-back, overtime, or regular pay for the same hours.
3. Staff Responsibilities
- a) Consult and be familiar with their applicable on-call contract provisions, policies, and procedures.
 - b) Respond to calls within 30 minutes or less of receiving notification.
 - c) Work efficiently and effectively to resolve issues.
 - d) Assess urgency of unresolved issues. If immediate action is required, contact supervisor (or designee) to determine next steps.

- e) Document calls and actions taken in appropriate on-call log.
- f) Record time in accordance with the *applicable union contract or plan*.
- g) Employee cannot receive on-call and call-back, overtime, or regular pay for the same hours.

INTERNAL CONTROLS:

A. The department, division, and unit directors retain their respective on-call logs.

REFERENCES:

[Minnesota Management and Budget \(MMB\), Labor Contracts and Pay Plans](#)
[Unit-Specific On-Call Procedures](#)
[Policy 106.090, "Officer of the Day – Hearings and Release"](#)
[Policy 107.032, "Office of Special Investigations \(OSI\) – On-Call"](#)
[Policy 201.010, "Adult Community Supervision"](#)
[Policy 300.200, "Officer of the Day"](#)
[Policy 500.012, "Offender Emergency Health Care"](#)
[Policy 500.305, "Mental Health Services On-Call"](#)

REPLACES: None

ATTACHMENTS: None

APPROVAL:

Commissioner of Corrections