



TITLE	POLICY NUMBER	
On Call Rotation	DCS 04-30	
RESPONSIBLE AREA	EFFECTIVE DATE	REVISION
Human Resources	June 29, 2019	

This policy does not create a contract for employment between any employee and the Department. Nothing in this policy changes the fact that all uncovered employees of the Department are at-will employees and serve at the pleasure of the appointing authority.

I. POLICY STATEMENT

The Department of Child Safety (DCS) is responsible for managing staff availability to respond to emergencies outside of standard business hours, necessitating the implementation of on call rotation schedules. This policy outlines the Department’s expectations, scheduling requirements, compensation, and other details regarding the implementation of on call rotations. It conforms to the Department’s [Overtime Pay](#) policy, state personnel rules, and all applicable federal and state laws.

II. APPLICABILITY

This policy applies to all DCS Specialists/Trainees and OCWI Investigators. This policy does *not* apply to Hotline Administration or Placement Administration.

III. AUTHORITY

- [29 U.S.C. 201, et seq.](#) The Fair Labor Standards Act
- [A.R.S. § 8-453](#) Powers and Duties
- [A.A.C. R2-5A-502](#) Hours of Work
- [A.A.C. R2-5A-403 D](#) Conditional Pay Supplements

IV. DEFINITIONS

DCS 04-30 On Call Rotation

Department of Child Safety Specialist/Trainee and OCWI Investigator: A DCS employee under general supervision who performs a variety of child protection case management tasks, including investigations, and provides direct or indirect assistance to children and families.

Employee Time Entry (ETE): The automated time entry and reporting system utilized by DCS.

On Call: A status in which an employee is required to remain available to be called in to work.

Work hours: The days or hours an employee is regularly scheduled to work.

V. POLICY

- A. Implementation of this policy is the responsibility of the Program Administrator, OCWI Manager and applicable regional leadership structure.
- B. Participating in an on call rotation is a job requirement for all DCS Specialists/Trainees and OCWI Investigators. The Department reserves the right to require employees to work on weekends and holidays.
- C. There are two on call shifts: a *full* shift is 24 hours, and a *partial* shift is no more than 15 hours and no less than 12 hours. Each DCS Specialist/Trainee or OCWI Investigator on call must be available for his or her entire assigned shift.
- D. While on call, DCS Specialists/Trainees and OCWI Investigators have no restrictions on the use of their personal time. However, they must be available and ready to perform work duties as they would on any regularly scheduled workday.
- E. Subject to the approval of the Program Manager or OCWI Manager and contingent upon business needs, the DCS Specialist/Trainee or OCWI Investigator who is called in may be able to work from home or another remote location.
- F. When a DCS Specialist/Trainee or OCWI Investigator is required and assigned to be on call outside of his or her regular work hours, the DCS Specialist/Trainee or OCWI Investigator shall be compensated for being in on call status as follows:
 - 1. \$25 per partial shift (no more than 15 hours and no less than 12 hours); or
 - 2. \$50 per full shift (24 hours).

If a DCS Specialist/Trainee or OCWI Investigator is called in to work, he or she will be compensated for actual time worked at their regular rate of pay. Actual time worked shall begin at the moment the DCS Specialist/Trainee or OCWI Investigator is contacted and instructed to report to work, and conclude when all work assignments are completed.

Time spent in on call status is not considered hours worked for purposes of calculating total hours worked in a week. Applicable overtime guidelines apply if the weekly total number of hours worked exceeds 40 hours; refer to the [Overtime Pay](#) policy.

- G. DCS Specialists/Trainees and OCWI Investigators who fail to respond to a call may be required to provide written explanation for the lack of response and may be subject to disciplinary action.

VI. PROCEDURES

- A. On call schedules will be created by Program Managers and OCWI Managers and distributed on a monthly basis. Employees will be provided with sufficient time to review the schedule and notify their supervisor of any conflicts and required changes prior to implementation. Efforts will be made to ensure fairness and equitability by, for example, assigning coverage on a rotating basis.
1. On call rotation schedules may be adjusted by Program Managers, OCWI Managers and Program Administrators depending on employee circumstances, but all DCS Specialists/Trainees and OCWI Investigators in the section shall participate equally in the rotation.
 2. Subject to the prior approval of the Program Manager or OCWI Manager and contingent upon business needs, the Department shall provide staff with the flexibility to request changes in on call assignments or trade on call assignments (substitutions or exchanges), assuming staff provides adequate notice and on call coverage is not compromised. Substitutions or exchanges must be for the entirety of the shift; partial shift coverage is not permissible. If alternate coverage cannot be found, the assigned DCS Specialist/Trainee or OCWI Investigators is responsible for covering the on call duty.
 3. Some DCS Specialists/Trainees and OCWI Investigators may volunteer to be on the rotation more frequently than others are, but such requests must be approved by the Program Manager or OCWI Manager.

- B. Program Managers and OCWI Managers shall maintain up-to-date on call schedules and submit them to the regional leadership team.
- C. On call DCS Specialists/Trainees and OCWI Investigators must provide a phone number at which they can be reached. If they are not immediately able to answer the call, they shall respond within 15 minutes.
- D. The Program Administrator and OCWI Chief (or their delegate) will create one regional log per pay period, sign it to attest to the employees who were on call, and submit it to Payroll for adjustment.
- E. Payroll will process on call pay using Conditional Pay Supplement Code 702.

VII. FORMS INDEX

[On-Call Time Tracking \(DCS-2031\)](#)