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## Municipality of Cumberland Policy 10-18

### Public Works After Hours Call-Outs

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#### General

1. This Policy is entitled "Policy Respecting Public Works After Hours Call-Outs."
2. This Policy shall apply to all Public Works Employees of the Municipality of the County of Cumberland.
3. It is the requirement of the Public Works Department to provide emergency service after regular business hours to facilitate the repair of municipally owned and/or operated infrastructure which poses a risk to public health & safety and/or the environment.
4. This Policy shall be administered by the Operations Supervisor.

#### Initiation of a Callout

5. Public Works employees **will respond** to the following situations any time of day or night:
  - i. equipment damage and/or failure which creates a situation immediately hazardous to public health & safety and/or the environment or could result in property damage where the immediate actions of an employee(s) would mitigate the situation;
  - ii. flooding which creates a situation immediately hazardous to public health & safety and/or the environment or could result in property damage where the immediate actions of an employee(s) would mitigate the situation;
  - iii. a blocked sewer servicing a Hospital, police station, school or other publicly owned facility where the failure of the sanitary sewer poses an immediate and significant hardship for the occupants;
  - iv. a blocked sewer main;
  - v. damage to municipal infrastructure which poses an immediate hazard to pedestrian and/or vehicular traffic;
  - vi. a condition where the failure to respond would cause preventable damage to municipal infrastructure of such a value to exceed the expense of the emergency response;
  - vii. EMO declaration of a state of local of emergency; and
  - viii. any situation deemed as requiring an immediate response by the Director of Public Works.

6. Public Works employees **will not respond** to the following situations outside of regular business hours:
  - i. a blocked sewer servicing private residential or commercial properties;
  - ii. equipment failure which does not create a situation hazardous to public health & safety and/or the environment;
  - iii. flooding which does not creates a situation immediately hazardous to public health & safety and/or the environment;
  - iv. any situation where the immediate actions of an employee(s) would not mitigate the situation; and
  - v. any situation where the response would pose a significant risk to the safety and well being of an employee(s).

#### **Callout Procedures**

7. Public Works employees will respond as follows:
  1. In response to an automated alarm the employee on call shall:
    - a. initiate remote control of the appropriate SCADA system;
    - b. determine the cause of the alarm,
    - c. attempt to repair the condition remotely,
    - d. evaluate the benefit of responding to the alarm and the ability to improve the situation by initiating an immediate response,
    - e. determine if the work required can be performed safely by one person or if multiple staff will be required;
    - f. where multiple staff are required, contact the Operations Supervisor for further instruction;
    - g. proceed to remedy the alarm condition; and
    - h. complete an "After Hours Callout Log" form.
  2. In response to a public complaint the employee on call shall:
    - a. complete the "Complaint" section of the "After Hours Callout Log" form with the caller ensuring to collect all necessary data to properly evaluate and document the situation;

- b. initiate remote control of the appropriate SCADA control system where appropriate;
- c. attempt to repair the condition remotely;
- d. evaluate the benefit of responding to the complaint and the ability to improve the situation by initiating an immediate response;
- e. determine if the work required can be performed safely by one person or if multiple staff will be required;
- f. where multiple staff are required contact the Operations Supervisor for further instruction;
- g. proceed to remedy the condition; and
- h. complete an "After Hours Callout Log" form.

### **Remuneration**

8. Where an employee responds to an automated alarm, a public complaint or is called out after regular business hours, remuneration shall be as per the Municipality's Personnel Policy.

### **Callout Schedules & Protocol**

9. With the exception of the Director, all employees of the department are required to respond to after hour call outs. Each employee will be required to carry a functioning cellular phone (provided by the Municipality) 24hours/day while on call to receive and respond to emergency calls.
10. Each employee will be on call for a period of one week rotating in order from employee to employee. The Operations Supervisor shall adjust the call-out schedule to replace employees on vacation booked 4 weeks or more in advance or on sick leave. It is the responsibility of the employee to make arrangements with another public works employee in any other circumstances where they are unavailable for scheduled on call duty.
11. One employee each year will be on call for the duration of the two week Christmas holiday period. The Christmas holiday on call period will be rotated in order from employee to employee each subsequent year.
12. The Operations Supervisor shall be responsible for callout scheduling and ensuring personnel are aware of their schedules. The Operations Supervisor will also investigate any claim of personnel failing to respond to after-hours callouts and to recommend disciplinary action to the Director. The Operations Supervisor will be required to verify remuneration claims for responding to alarm conditions and callouts. The Operations Supervisor will also communicate any nuisance alarm conditions to the Director for review.

13. The municipality will provide the necessary software for each employee's home computer to allow for remote monitoring and control of County SCADA systems. In the event an employee does not have a computer or wishes not utilize his/hers personal computer, that employee will be issued a portable laptop PC to be taken home each night and weekend on which that individual is on call.

**Clerk's Annotation for Official Policy Book**

Date of Notice to Council (7 day minimum): November 3, 2010

Date of Passage of Current Policy: November 17, 2010

I certify that this Public Works After Hours Call-Out Policy was adopted by Council as indicated above.

Brenda Moore  
Clerk

July 20, 2011  
Date