

HUMBOLDT STATE UNIVERSITY

Facilities Management

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Standard Operating Procedure: PO002-140521

Title: Coverage of "601" & "603" Duties During Designated Employee Rest & Meal Periods – SETC (Unit 6)

The following procedure shall be utilized by Facilities Management staff in order to ensure "601" and "603" related calls are properly managed during designated employee rest and meal periods.

"601" calls are defined as service calls that require immediate response to campus needs that are reported to Work Control concerning issues associated with general building performance (i.e., leaks, broken equipment, etc.), plumbing and lighting systems.

"603" calls are defined as service calls that require immediate response to campus needs as that are reported to Work Control concerning issues associated with building heating, ventilation, and air conditioning systems.

During scheduled morning and afternoon rest periods, coverage shall be as follows:

- Department Managers shall be responsible to determine daily assignments associated with "601" and "603" service to the campus.
- Work Control shall determine whether campus calls for service constitute an emergency that requires immediate response. If determination is not clear, Work Control shall consult with the appropriate Department Manager who will determine urgency.
- During scheduled rest periods, "601" and "603" responses are provided only when Work Control or a Department Manager has determined that such constitutes emergency service. If emergency service is not required, response shall be delayed until completion of the assigned rest period.
- If the individuals assigned to "601" or "603" response duty are unable to take a rest period at their scheduled time due to "601" or "603" service calls, they may reschedule their rest period for later in the day.

During scheduled meal periods, coverage shall be as follows:

- Department Managers shall be responsible to determine daily assignments associated with scheduled meal period coverage for "601" and "603" service to the campus.
- Work Control shall determine whether campus calls for service constitute an emergency which requires immediate response. If determination is not clear, Work Control shall consult with the appropriate Department Manager who will determine urgency.
- During scheduled meal periods, "601" and "603" responses are provided only when Work Control or a Department Manager has determined that such constitutes emergency service. If emergency service is not required, response shall be delayed until completion of the meal period.

- The individual assigned to primary “601” or “603” response duty for the day shall take a designated alternate meal period. Managers shall arrange for another employee to respond to emergency “601” or “603” service calls during the primary responder’s meal period. The secondary responder (i.e., individual covering for the primary responder during their meal period) shall respond to all emergency service calls during the primary responder’s meal period.
- Response for “601” and “603” calls shall return to “normal” status immediately following the primary responder’s meal period.
- Should emergency service calls require assistance from other employees during their designated meal period, such employees shall be credited for working during their entire meal period.
- Employees assigned to coverage or responding to calls during alternate coverage periods which results in more than 8 hours worked in the day shall report such by completing an Authorization & Approval of Extra Hours Worked Form.

During assigned shiftwork outside of the regular Monday- Friday, 8AM- 5PM day shift work schedule:

- Employees required to respond to “601”/”603” service calls (via UPD or other source) are to remain on campus and available during their designated meal periods. They shall be scheduled to work eight hours and are to be available for immediate response to “601”/”603” service calls. The meal period will be recorded as time worked.

REFERENCES

- Unit 6 Collective Bargaining Agreement (September 19, 2012- June 30, 2015)
- Authorization & Approval of Extra Hours Worked Form