
Procedure Title: **Public Works On-Call Policy**
Policy: **1900-25**
Adopted: **July 21, 2026**
Amended:



PURPOSE

The purpose of this policy is to establish guidelines and expectations for employees assigned to on-call duties within the Village of Mannville Public Works Department. An on-call system ensures the Village can respond promptly to emergencies and operational issues that occur outside of regular working hours to maintain essential municipal services and protect public health and safety.

SCOPE

This policy applies to all Public Works Employees who are designated to participate in the on-call rotation.

POLICY STATEMENT

The Village of Mannville maintains an on-call rotation to provide emergency response outside of normal business hours. Employees assigned to on-call duty are expected to remain available and capable of responding to emergency situations within the required response time.

On-call assignments shall be administered fairly and consistently to ensure operational coverage while balancing employee responsibilities.

DEFINITIONS

“Chief Administrative Officer (CAO)” means the Chief Administrative Officer (CAO) appointed by Council under the *Municipal Government Act* who is responsible for the overall administration of the Village of Mannville and has the authority to approve exceptions to this policy or delegate administrative responsibilities as required.

“Manager” means the Public Works Foreman, or other designated supervisor responsible for Administering the on-call program, scheduling employees, overseeing emergency response activities, and ensuring adequate operational coverage.

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“Employee” means a permanent full-time permanent employee of the Village of Mannville in the Province of Alberta.

“Employer” means the Village of Mannville in the Province of Alberta.

“On-Call” means a scheduled period outside of normal working hours during which an employee must be available to respond to emergency calls or operational issues.

“Emergency Call-Out” means an unexpected event requiring immediate attention to protect public safety, municipal infrastructure, or essential services.

“Village” means the Village of Mannville in the Province of Alberta.

SHIFT PREMIUMS

Shift differential to be paid to public works employees working any scheduled hours outside of their regular scheduled shift, as per their letter of employment. Does not include additional time put towards Earned Days Off.

STANDBY/WEEKEND & GENERAL HOLIDAY

The nature of the Village’s business is such that at times the municipality must provide services outside of normal business hours in order to sustain the Village’s operations.

Employees may be required to be on standby status before or after their regularly scheduled work hours, and/or, on a day when they are not scheduled to work.

This includes employees who provide weekend or holiday checks on water, sewer, and other designated facilities.

Upon instruction by the CAO, all employees will be expected to respond during emergencies and will be eligible for compensation.

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If contact cannot be made with an employee who is on standby status or if that employee fails to perform the work required, that employee may be ineligible for compensation and may be subject to disciplinary actions at the discretion of the CAO.

CHIEF ADMINISTRATIVE OFFICER (CAO)

The CAO shall:

- Ensure the Village maintains an effective on-call program to support essential municipal services.
- Approve or designate authority for administrative matters related to on-call program.
- Provide guidance on the interpretation and applicable of this policy.
- Ensure sufficient resources are available to support after-hours emergency response.
- Review and approve policy amendments as required, subject to Council approval where applicable.

MANAGER RESPONSIBILITIES

The Manager (or designate) shall:

- Develop, maintain, and distribute the on-call schedule in advance.
- Ensure the rotation is administered fairly and equitably among eligible employees, where operationally feasible.
- Ensure adequate staffing is available to respond to after-hours emergencies.
- Maintain current employee contact information and emergency call procedures.
- Provide employees with the necessary equipment, communication devices, vehicles, and training required to perform on-call duties safely and effectively.
- Determine the appropriate response to reported emergencies and provide direction to on-call employees when required.
- Monitor employee compliance with this policy.
- Verify and approve on-call, overtime, and call-out records for payroll purposes.
- Review incidents and identify opportunities to improve emergency response procedures.

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- Arrange alternate coverage when operational needs require changes to the established schedule.

EMPLOYEE RESPONSIBILITIES

Employees assigned to the on-call rotation shall:

- Fulfill their assigned on-call responsibilities in accordance with this policy.
- Remain fit for duty and capable of safely performing required work during their scheduled on-call period.
- Always be reachable by telephone or other approved communication device while on-call.
- Respond promptly to emergency notifications and report to the required work location within the established response time.
- Follow all Village policies, procedures, and safe work practices while responding to emergencies.
- Notify their supervisor immediately if they are unable to fulfill an assigned on-call shift.
- Accurately record all time worked and submit required documentation in accordance with Village procedures.
- Care for and properly use Village-owned vehicles, equipment, tools, and communication devices.
- Maintain appropriate certifications and training required to perform assigned duties.
- Employees on standby must be no further from their work sites than the distance they usually travel to work unless other arrangements have been made for another eligible employee to assume standby responsibility in advance.

HEALTH AND SAFETY

Employees responding to after-hours emergencies shall comply with all occupational health and safety legislation, Village policies, and safe work procedures.

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USE OF MUNICIPAL EQUIPMENT

Employees may use Village-owned vehicles, equipment, communication devices, and tools in accordance with applicable Village policies and only for authorized municipal business.

FAILURE TO RESPOND

Failure to remain available during an assigned on-call period or failure to respond without reasonable justification may result in corrective action in accordance with Village policies.

EXCEPTIONS

The Chief Administrative Officer or designate may authorize exceptions to this policy where operational circumstances warrant.

POLICY REVIEW

This policy shall be reviewed periodically and updated as required to ensure continued operational effectiveness and compliance with applicable legislation.

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SCHEDULE 'A'

Employee Acknowledgement

I, _____ acknowledge that I have read and understand the Village of Mannville's Public Works On-Call Policy and agree to comply with its requirements.

Employee Name: _____

Employee Signature: _____

 Date: _____

Manager Name: _____

Manager Signature: _____

 Date: _____