
Procedure Title: Public Works On-Call Policy
Policy: 1900-25
Adopted: July 21, 2026
Amended: August 18, 2026



PURPOSE

The purpose of this policy is to establish guidelines and expectations for Public Works employees assigned to on-call rotation within the Village of Mannville Public Works Department. An on-call program ensures the Village can respond promptly to emergencies and operational issues that occur outside of regular working hours, supporting the delivery of essential municipal services and the protection of 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 an on-call shift are expected to remain available, fit for duty, and capable of responding to emergency situations within the required response time.

On-call assignments shall be administered fairly, consistently, and equitably to ensure adequate operational coverage while considering employee availability and 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.

STAND BY ALLOWANCE

Employees assigned to the on-call rotation shall be eligible to receive a standby allowance in accordance with the terms and conditions outlined in their letter of employment and/or applicable compensation provisions.

The standby allowance is provided for employees who are required to remain available and capable of responding to after-hours emergencies during their assigned on-call period. The allowance does not apply to additional hours worked, overtime, call-out hours, or time accumulated toward Earned Days Off (EDO), which shall be administered in accordance with applicable Village policies and employment terms.

ON-CALL/WEEKEND & GENERAL HOLIDAY

The nature of the Village’s operations requires that, at times, municipal services be provided outside of regular business hours to maintain essential operations.

Employees may be assigned to an on-call shift before or after their regularly scheduled working hours, and/or on days when they are not scheduled to work. This includes employees responsible for conducting weekend or general holiday inspections of water, wastewater, and other designated municipal facilities.

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Employees assigned to an on-call shift are expected to remain available and able to respond to work-related calls or emergencies within a reasonable timeframe. Eligible employees assigned to an on-call shift will receive the applicable standby allowance in accordance with the Village's compensation practices.

Upon the direction of the Chief Administrative Officer (CAO), all employees may be required to respond during emergency situations and will be eligible for compensation in accordance with this policy and any applicable employment terms.

If an employee assigned to an on-call shift cannot be contacted, fails to respond as required, or does not perform the requested work without reasonable justification, the employee may forfeit eligibility for the applicable standby allowance and/or other compensation related to that assignment and may be subject to disciplinary action 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, administration of the on-call program.
- Provide guidance on the interpretation and application of this policy.
- Ensure sufficient resources are available to support after-hours emergency response.
- Ensure on-call assignments and applicable allowances or compensation are administered in accordance with this policy.
- Review and recommend amendments to this policy 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 on-call rotation is administered fairly and equitably among eligible employees, where operationally feasible.

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- Ensure adequate on-call coverage is available to respond to after-hours emergencies.
- Maintain current employee contact information and emergency call procedures.
- Provide employees with the equipment, communication devices, vehicles, and training required to perform on-call duties safely and effectively.
- Access reported emergencies and determine the appropriate response, providing direction to on-call employees as required.
- Monitor employee compliance with this policy.
- Verify and approve standby allowance, overtime, and call-out records for payroll purposes.
- Review after-hours incidents and identify opportunities to improve emergency response procedures.
- Arrange alternate on-call coverage when operational requirements necessitate 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 throughout their scheduled on-call period.
- Be reachable at all times 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.
- Comply with all Village policies, procedures, and safe work practices while responding to emergencies.
- Notify their supervisor as soon as possible 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.
- Properly use and care for Village-owned vehicles, equipment, tools, and communication devices.
- Maintain all certifications, licenses, and training required to perform assigned duties.

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- Remain within a reasonable distance of their assigned work location that allows them to meet the required response time while on-call, unless alternate arrangements have been approved by their supervisor in advance.

HEALTH AND SAFETY

Employees assigned to an on-call shift and responding to after-hours emergencies shall comply with all applicable occupational health and safety legislation, Village policies, procedures, and safe work practices while performing their duties.

USE OF MUNICIPAL EQUIPMENT

Employees assigned to an on-call shift may use Village-owned vehicles, equipment, communication devices, and tools in accordance with applicable Village policies, for authorized municipal business related to their on-call duties and emergency response responsibilities.

FAILURE TO RESPOND

Failure to remain available during an assigned on-call period, respond within the required response time, or otherwise fulfill assigned on-call responsibilities without reasonable justification may result in the loss of applicable on-call shift premium and/or corrective or disciplinary action in accordance with Village policies.

EXCEPTIONS

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

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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: _____