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**From:** Steck, Susan E \*HS  
**Sent:** Friday, May 25, 2012 1:45 PM  
**To:** CL KCRC IP Nursing  
**Cc:** League, Karin Wilson \*HS  
**Subject:** FW: On Call and Call back pay

Hi Everyone,

Please see Karin's note below regarding this new incentive to help us with our staffing! Please read the policy carefully and be on the lookout for notification that we have some opportunities available. We use 'on-call' in Clarvia to describe our cancelled staff – this will not be covered in this policy since those folks are actually on the schedule and being cancelled in 4 hour blocks. As she says below, give us time to work out the kinks but come and see me with questions.

Susan

Dear Team,

We are excited to share with you a pay option for working shifts above your regularly scheduled time. You have expressed a need for a greater incentive to spend time away from your families and “outside of work” life. We heard you and are implementing this change immediately. Please see the attached guideline. I am also asking for your patience as work out the details and answer questions that may come up as we have implemented this change so quickly.



Children's and  
Woman's Serv...

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## **Children's Hospital and Women's Services Voluntary On-Call Guidelines**

**Effective Date:** May 25, 2012

- **Purpose:** The nursing staff has the option to sign up for on-call shifts to support staffing needs due to high census, high acuity, schedule holes, or sick calls. Both classified and unit-based wage staff are eligible to sign up for call after they have fulfilled their requirement of scheduled hours and any required flex time. All call time and subsequent overtime worked (if applicable) will be voluntary.

### **Guidelines:**

- The Call schedule coincides with the regular work schedule and covers the same six week period of time. Shifts are posted in 12-hour increments.
- Call opportunities will be posted in ClairVia after the schedule is finalized. Call shifts may be picked up at any point from when the schedule is finalized until 12 hours prior to the call slot; therefore, on call pay and call back pay will be applicable. On call pay and call-back pay will not apply to slots picked up less than 12 hours prior to the start of the shift unless approved in advance by the unit manager.
- An employee may not remove themselves from a call opportunity once they have signed up.
- All units will use on call help before requesting help from the float pool.
- The on-call nurse is expected to report to work within an hour of being called, although a different start time may be negotiated with unit manager if traveling requires more than one (1) hour. When a staff member is unable to work his/her call as scheduled due to illness, the person is to notify the unit as soon as possible and no less than 4 hours before the shift is to begin. This will allow the Shift Manager to make other staffing plans in the event that additional staff are needed.
- During periods of low census on call shifts may be cancelled at the discretion of the shift manager.

The following pay scale will be applied:

- Standard Medical Center pay rate per hour for every hour on call (\$4.00/hr).
- At the time of clock-in, call pay ends, and the employee will be paid his or her hourly rate (overtime if applicable) in addition to the established rate per hour of call-back pay (\$10.00).