

CONTINENTAL MANAGEMENT ON-CALL POLICY AND PROCEDURES

Policy

Employees who are assigned to on-call coverage are waiting to be engaged, and are expected to be ready and available to respond to emergency calls at all times during the on-call period, and the on-call employee must be able to respond and perform his/her duties responsibly and effectively. At all times, they must be within 30 minutes of the community for rapid response. It is also required that "On Call" employees live within 30 minutes of the community they work at and must maintain a valid license and proper insurance for their vehicle at all times.

Response Time

The on-call employee must be able to get to the covered site within 30 minutes of being summoned. Reliable transportation is the on-call employee's responsibility and a required to continue to hold their position with the firm.

Accessibility

The on-call employee must assure that his/her whereabouts are known at all times during the on-call period. If the on-call employee is not going to be at his/her home or usual location, the answering service must be able to contact or if an emergency cell phone or pager, must have service. Additionally, it is the on-call employee's responsibility to assure that his/her beeper/ cell phone is working and is on his/her person and in the "on" position at all times during the on-call period. The employee is responsible for testing the beeper/ cell phone daily to assure it is operable. It should be monitored at all times.

On-call Schedules

Typically, Weekly on-call starts at 5:00 p.m. Friday through 8:00 a.m. on the following Friday. On call assignments are rotated among on call maintenance staff in a fair and equitable fashion, but in case of major property disasters, all staff will be summoned to the property by the on call maintenance person to assist and all staff are considered "on call and necessary."

On-Call Duties

While the main reason for on-call assignments is to provide coverage for emergency service needs on site, the on-call person may also be assigned regular duties such as opening and closing laundry facilities, running the trash compactor, walking the site, etc. These assignments will be made at the discretion of the supervisor and the Regional Manager and Executive Vice president.

Overtime On-Call Compensation – Non-Exempt Employees

Non-exempt employees will be compensated for confirmed overtime worked on emergency responses during the actual time worked at the community. Overtime worked in excess of 40 hours for the week will be compensated at 1.5 times the regular rate of

pay. Overtime worked under 40 hours for the week will be compensated at straight time (i.e., the regular rate of pay). In some cases, the normal work week may be shortened for employees with overtime, at Managers discretion and according to need. Travel time to and from the community during non regular work hours will be paid for up to 30 minutes each way and based on actual time to drive from home to the community. Whenever possible, the time clock should be used to validate emergency time on-site and an on call service report to be signed by the resident, may also be required. Mileage and travel time will be confirmed by the Community Manager as part of approval process (attach mileage from Google.)

Non-exempt employees must keep a log of the time they work on emergency responses and must document the specific work performed. This information must be provided to the supervisor on the first work day following the on-call period. The Regional office may also establish reasonable reporting requirements regarding emergency responses that could include, for example, informing a supervisor when the emergency work will exceed a certain duration of time to complete (i.e., two hours, three hours, etc.)

Overtime On-Call Compensation – Exempt Employees

Exempt employees will not generally receive overtime compensation for emergency responses. See Personnel Policy Manual regarding exempt employee compensation.

Mileage Reimbursement

On-call employees will be reimbursed at the current IRS-approved mileage rate for their travel to and from the site while on call. This applies to on-call employees who live off site only. Those employees who live on site are not compensated for travel from other locations, should they happen not to be on site when asked to respond. The on-call employee must keep a detailed mileage log that must be given to the supervisor for approval before reimbursement will be processed.