



OHR POLICY LIBRARY  
On Call and Call Back Pay

On Call and Call Back Pay Policy  
Responsible Executive: CHRO  
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**POLICY STATEMENT**

Clemson University complies with the requirements of the U.S. Department of Labor’s Fair Labor Standards Act (FLSA) when determining compensation (hours worked and overtime) for employees in on-call and call-back status.

All nonexempt employees of Clemson University must be compensated for time in on-call and call-back status according to the rules established in this policy.

**REASON FOR POLICY**

- To provide guidance on compensating employees in on-call and call-back status
- To comply with the FLSA

**ENTITIES AFFECTED BY THIS POLICY**

- All colleges/division of the University

**WEB ADDRESS FOR THIS POLICY**

[http://media.clemson.edu/humanres/policies\\_procedures/On\\_Call\\_and\\_Call\\_Back\\_Pay\\_Policy.pdf](http://media.clemson.edu/humanres/policies_procedures/On_Call_and_Call_Back_Pay_Policy.pdf)

**CONTACTS**

Subject Matter	Office	Telephone	E-mail/Web Address
Policy Clarification and Interpretation	OHR	(864) 656-2000	<a href="http://www.clemson.edu/employment/contact_hr/">http://www.clemson.edu/employment/contact_hr/</a>

## DEFINITIONS

For definitions, please refer to the [OHR Glossary of Terms](#).

## PROCEDURES

### On Call

1. In accordance with the FLSA, the University considers compensable working time as all time that an employee is required to remain on call on University premises or so close to a telephone that the employee cannot use the time for her or his own purposes. An employees who is merely required to leave word as to where he or she may be reached is not considered to be working while on call, and such time is not compensable.
  - a. A nonexempt employee in on-call status who must remain accessible to the point that time may not be used for his or her own purposes is ***engaged in waiting***. Such time is counted as hours worked for the purpose of determining compensation and overtime.
  - b. A nonexempt employee who is in on-call status but is essentially free to use the time for his or her own purposes is ***waiting to be engaged***. Such time is not counted as hours worked for the purpose of determining compensation or overtime.
2. Final authorization of payment to an employee for "on call" status may be made only with prior, specific approval by the appropriate Clemson University administrative channel and then by the S.C. Office of Human Resources (SCOHR).

### Call Back

***Call back*** is a call by the employing department for an employee to report to work either before or after normal duty hours to perform emergency services.

1. Each department shall determine which classifications of employees are subject to call back.
2. Nonexempt employees must be compensated for hours worked as a result of a call back at their regular hourly rate plus any shift premium for which they might be eligible, and such time shall be counted in computing any overtime that may be due.
3. In the event it becomes necessary for an employee to be called back for emergency services and the services rendered require less than two (2) hours on the job, or in the event no work is available when the employee reports, a minimum of two (2) hours work time shall be credited.
4. An employee shall not be credited with nor paid for call-back time if either of the following occurs:
  - a. The call back is canceled, and the employee received notice of the cancelation prior to reporting to work
  - b. The employee refuses alternate work that is offered upon reporting to work

## RELATED RESOURCES

University Policies and Documents
<a href="#">Holidays Policy</a> <a href="#">OHR Glossary of Terms</a>
External Documentation
<a href="#">SCOHR Regulation 19-707: Hours of Work and Overtime</a> <a href="#">Fair Labor Standards Act</a> <a href="#">Fact Sheet #22: Hours Worked Under the Fair Labor Standards Act</a>

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