

Youth Care Worker Agreement

EMERGENCY ONLY: 3rd Shift On-Call Rules and Expectations

Effective: April 1, 2018

Effective April 1, 2018, AGC is implementing an Emergency Only 3rd Shift On-Call role to help relieve work induced stress related to 3rd shift coverage. In the event a scheduled 3rd shift worker is unable to work their scheduled 3rd shift due to an emergency, AGC will have the 3rd shift On-Call YCW employee cover the shift at a 10% higher pay rate than is the norm. AGC will take volunteers to sign up for the Emergency Only 3rd Shift On-Call role. For the nights the Emergency On-Call isn't used, the volunteers that signed up for coverage will receive a \$10 bonus per night they were available as Emergency Only 3rd Shift On-Call and were not used on shift. Further details below:

Scheduled YCW - EXPECTATIONS

- I. Using the **Emergency 3rd shift On-Call YCW** will be the exception and never the rule; It will only be used in the event of a **true emergency**;
- II. Examples of acceptable situations warranting calling in **Emergency On-Call YCW** include:
 - a. Serious personal illness (must provide Doctor's note within 48 hours);
 - i. "Serious illness" does **NOT** include: headache, sore throat, general aches and pains, cold symptoms, "not feeling good," etc.
 - b. Emergency medical situations of immediate family member such as a spouse or child (must provide Doctor note)
- III. If a true emergency does arise, the scheduled YCW should:
 - a. First contact DRS to report the situation;
 - b. If unable to reach DRS directly, contact On-Call staff to report the situation. You are **not** to contact the **Emergency On-Call YCW** directly.
- IV. Note: Past experience has shown that utilization of this **Emergency On-Call YCW** would likely not occur more than a couple of times a year for the entire agency.
- V. The **Emergency On-Call YCW** cannot accept "open" 3rd shifts for the night(s) they are on call and still be paid the \$10 and 10% fee. They can accept the "open" shift, but relinquish the extra pay.

Scheduled YCW - CONSEQUENCES

- I. If a Scheduled YCW cannot find her own replacement and if she must access **Emergency On-Call YCW** (yet cannot provide a doctor's note or other proof of an acceptable emergency excuse), the scheduled YCW will be responsible for reimbursing AGC for the 10% higher pay rate that was paid to the Emergency On-Call worker to cover your shift.
- II. A YCW who accesses the **Emergency On-Call YCW** at a higher than normal frequency (as determined by DRS, COO and/or CEO) is subject to disciplinary action.
- III. As always (per Direct Care Handbook), a YCW who simply fails to show up for her scheduled shift may be subject to immediate write-up or suspension.

Emergency Only 3rd Shift On-Call YCW - EXPECTATIONS

- I. YCW will select the day(s) she wants to be on-call two weeks in advance in accordance with the development of the YCW schedule;
- II. Requests should be made electronically via *On-Call Calendar*;
- III. Emergency On-call requests are on a "First come, First serve" basis;
- IV. YCW will ensure on the day(s) she is on-call for 3rd shift, she is:
 - a. Easily accessible by telephone;
 - b. Can report to AGC within one hour of being called; and
 - c. Refrains from consuming alcohol at least 24 hours prior to 3rd shift starting.
- V. If a situation arises and conflicts with an on-call date you are assigned, it is the On-Call YCW's responsibility to switch on-call days with another staff.

Emergency Only 3rd Shift On-Call YCW - INCENTIVES

- I. **Emergency On-Call YCW** will receive \$10/day for everyday she is scheduled to be on-call throughout the month;
- II. **Emergency On-Call YCW** will be paid at a 10% higher pay rate if asked to come in and work a 3rd shift on the night she is on-call. This is 10% higher than the employee's current OYCW pay rate.
- III. If the **Emergency On-Call YCW** is called in to cover 3rd shift duties, but fails to arrive, she will not earn the \$10/day "On Call Bonus" for any day in that pay period. She may also be subject to immediate write-up, suspension and/or removal from the Emergency On-Call schedule for the next month.

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As a Youth Care Worker, I agree that I have thoroughly read, understood, and have no further questions regarding the “Emergency Only: 3rd Shift On-Call Rules and Expectations” Agreement.

I understand that the **Emergency Only: On-Call 3rd Shift YCW** should never be used for any reason other than emergency situations!

YCW Signature

Date

DRS Signature

Date