

Memorandum

To: Managers and Supervisors
CC: Executive Committee/Accounting
From: Shanon Brusse
Date: October 26, 2016
Re: After Hours Call Out Procedure



Please read carefully as the policy for Emergency After Hours call outs has changed. The manager should always be listed as the first point of contact on the Emergency After Hours Answering Service. As the manager, you are required to evaluate the severity of the situation and use your best judgment as to if personnel should be dispatched onsite. All mileage should be submitted with your weekly payables.

If any employee (maintenance or manager) is housed onsite (resides at the property they are assigned to work) no flat fee or mileage will be compensated to the employee unless mileage is incurred for offsite purposes.

Staff: Emergency After Hours Call – If your maintenance employee is called out after hours, a flat fee of \$50 will be paid to the employee in addition to time and half for any hours worked onsite. This time should be documented by using the punch in/punch out method through the Netchex system.

There are two steps to this procedure and these should be followed exactly.

1. When the employee arrives and leaves the site, they must punch in/punch out through Netchex. Please note the **Div/Bu/Dept** code should have the words **(CALL OUT)** as the prefix to the building location. See example below:

014/MF/4101C (CALL OUT-1161 LAKE AVE)
014/MF/4102C (CALL OUT-1205 ST CHARLES AVE)
014/MF/4103C (CALL OUT-1750 ST CHARLES AVE)
014/MF/4104C (CALL OUT-COTTON MILL)
014/MF/4105C (CALL OUT-LIGHTHOUSE)
014/MF/4106C (CALL OUT-MAGAZINE PLACE COA)
014/MF/4107C (CALL OUT-MARINA VISTA)
014/MF/4108C (CALL OUT-METAIRIE TOWERS)
014/MF/4111C (CALL OUT-PIER 8)

- The next step is to process the flat fee through Netchex. Log in to your Netchex account (not punch in/punch out) and on your dashboard click on the Request Time Off Icon.

My Accrual Attendance

Requested Time Off

Description	From	To	Status
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Accrual / Attendance Plans

Plan	Accrued	YTD Taken	Available
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- Pull down the **Requested Type** menu and select **AHRS – After Hours Staff**. Fill in the **Start Date** (date of the call out) and the **Comments** section with detailed information about the nature of the call. In the **Hours Per Day** field, place a “1” in the box and hit **Submit**. (If the call out falls on a Saturday, Sunday or Holiday, uncheck the box in the Days to exclude section.)

Add Employee Requested Time Off

Requested Time Off

Requested Type: **AHRS - After Hours Staff**

Start Date: 11/08/2016

End Date: 11/08/2016

Hours Per Day: 1

Days to **EXCLUDE** in Requested Period

- ☐ Monday
- ☐ Tuesday
- ☐ Wednesday
- ☐ Thursday
- ☐ Friday
- ☐ Saturday
- ☐ Sunday
- ☐ Holiday

Total Time Requested: 1

Comments: After Hours call for pipe leak in 3rd floor common hallway

The Manager should receive a notification from Netchex to approve this time and should ensure the call out was approved and accurate. Please be sure this process is followed during the time period in which it occurred.

Manager: Emergency After Hours Call – If a manager is called out after hours, a flat fee of \$75/hour will be paid to the manager for up to 2 hours. Any call outs that require a manager onsite for longer than 2 hours must be approved by the Director of Maintenance or the Director of Operations – Multifamily prior to the 2 hour limit reached.

The following steps should be taken to document the call out.

1. To process the flat fee through Netchex. Log in to your Netchex account as an employee and on your dashboard click on the Request Time Off icon.

The screenshot shows the 'My Accrual Attendance' dashboard. At the top right, there is a green circular icon with a white 'C' and the text 'REQUEST TIME OFF' next to it, which is circled in red. Below this, there are sections for 'Requested Time Off' and 'Accrual / Attendance Plans'.

2. Pull down the **Requested Type** menu and select **AHM – After Hours Management**. Fill in the **Start Date** (date of the call out) and the **Comments** section with detailed information about the nature of the call. In the **Hours Per Day** field, place a “1” in the box and hit **Submit**. (If the call out falls on a Saturday, Sunday or Holiday, uncheck the box in the Days to exclude section.)

The screenshot shows the 'Add Employee Requested Time Off' form. The 'Requested Type' dropdown menu is set to 'AHM - After Hours Management' and is circled in red. The 'Hours Per Day' field contains the number '1' and is also circled in red. The 'Submit' button is a green button with a checkmark and the word 'Submit'. Below the dropdown, there are checkboxes for days of the week (Monday through Friday) and 'Saturday', 'Sunday', and 'Holiday'. The 'Total Time Requested' is displayed as '1'. The 'Comments' section contains the text 'Resident in #452 set fire to the dog walk'.