

FM-001	DIRECTIVE
Directive Name:	On-Call Staff Procedures
Version:	4.0
Responsible Authority:	Executive Director, Facilities Management
Prime Contact:	Associate Director, Facilities Operations, Maintenance and Engineering Services
Campus:	Ottawa
Date Last Reviewed:	27-Feb-2026
Date for Mandatory Review:	27-Feb-2029

1. PURPOSE

The purpose of this Directive is to establish a consistent process for on-call coverage, ensuring timely response to operational issues that occur during normal business hours and outside of normal business hours (Monday to Friday, 07:30 to 16:00).

2. SCOPE

This Directive applies to all employees designated as on-call and outlines the requirements for after-hours coverage, response expectations, communication protocols, and escalation procedures for operational matters occurring outside of normal business hours. On-call personnel are expected to use their professional judgment, training, and experience to assess situations and implement appropriate solutions.

3. DEFINITIONS

<u>Word/Term</u>	<u>Definition</u>
Normal Business Hours	The college is typically open Monday through Friday from 07:30 to 16:00, though hours may vary during holidays.
On-call Administrator	A designated administrative staff member who is available outside of normal business hours to respond to urgent issues or incidents that require management-level decision-making or authority.
On-call Facilities Operations Maintenance and Engineering Services (FOMES) Staff	Employees who are scheduled to be available during specific periods (called "on-call shifts") and must be ready to report to work if contacted. They are not actively working unless called in, but they are assigned to be on standby during those times.
On-call Incident Report	A formal record used to document an incident, concern, or event that occurs outside of normal business hours and requires the involvement of an on-call administrator or designated response staff.

On-call Schedule	A rotation where designated Facilities staff are available outside normal business hours to respond to urgent facility issues. The on-call staff must be available and able to respond within a reasonable timeframe.
Urgent Issue	An urgent issue is a facility-related problem that poses an immediate risk to safety, security, building integrity, or essential operations and requires prompt attention to prevent harm, damage, or major service disruption.

4. ACRONYMS

<u>Acronym</u>	<u>Definition</u>
FM	Facilities Management
FOMES	Facilities Operations Maintenance and Engineering Services
OCA	On-call Administrator
OCFS	On-call FOMES Staff
SLT	Strategic Leadership Team

5. ROLES AND RESPONSIBILITIES

<u>Role</u>	<u>Responsibility</u>
Executive Director FM	Final approver of this Directive. The Executive Director's Office posts the on-call schedule in Teams for FM staff and forwards a copy to Security.
Associate Director FOMES	Responsible for assigning reviews of this Directive and ensures that the short-notice overtime equity list is accessible in Teams for all individuals on the on-call administrator list.
Supervisor/Manager	Ensures employees are trained in this Directive and that all PPE and required tools/materials are available when necessary.
Employee	Must comply with this Directive. Questions and concerns should be directed to the Supervisor/Manager.
Security	Notifies the Service Desk or the on-call staff member/relevant contact when an issue requires specialized attention (e.g. maintenance, compliance, or operational support).

6. SUPPORTING DOCUMENTATION

Prior to performing the procedure, personnel are required to review and understand the following supporting documentation to ensure safe and compliant operations.

<u>Document</u>	<u>Link</u>
HS01 Occupational Health and Safety	https://www.algonquincollege.com/policies/files/2024/09/HS01.pdf

Risk Management's
[Programs](#)
and
[Standards](#)

— <https://www.algonquincollege.com/safety-security-services/archived-occupational-health-and-safety/occupational-health-and-safety-programs/>
— <https://www.algonquincollege.com/safety-security-services/archived-occupational-health-and-safety/occupational-health-safety-standards/>

7. HEALTH AND SAFETY

Health and safety must be considered in all activities covered by this Directive. Personnel are responsible for following applicable legislation, organizational policies, and safe work practices to ensure a safe working environment for themselves and others.

8. PROCEDURES

The following procedures describe the steps required to develop the on-call schedule and ensure the process is followed correctly.

Development and Maintenance of the On-Call Schedule

- 8.1 The Executive Director's Office, in collaboration with Associate Directors, Managers, and Supervisors, is responsible for creating and maintaining the on-call schedule.
- 8.2 Once the schedule is finalized or updated, the Executive Director's Office shall post it in Teams for FM staff and shall forward a copy to Security.

Normal Business Hours

Security - Procedures During Normal Business Hours

- 8.3 Security is notified of a **non-urgent** issue requiring review or response by Facilities Management during normal business hours.
 - 8.3.1 Security shall email the Service Desk at 7710@algonquincollege.com and communicate the issue.
- 8.4 Security is notified of an **urgent** issue requiring immediate review or response by Facilities Management during normal business hours.
 - 8.4.1 Security shall call the Service Desk at extension 7710 to communicate the issue. At least three attempts shall be made to reach the Service Desk.
 - 8.4.2 If the Service Desk does not respond, Security shall call the Supervisor, Operation Services (See Appendix A for contact information) — first using the listed cell phone number, then the extension. At least three attempts shall be made to reach the Supervisor at the contact numbers provided.
 - 8.4.3 If the Supervisor, Operation Services does not respond, Security shall call the Coordinator, Operation Services — first using the listed cell phone number, then the extension. At least three attempts shall be made to reach the Coordinator at the contact numbers provided.
 - 8.4.4 If the Supervisor and Coordinator have not responded, Security shall call the Associate Director of Facilities Operations Maintenance and Engineering Services (FOMES) — first using the listed cell phone number, then the extension. At least three attempts shall be made to reach the Associate Director at the contact numbers provided.

- 8.4.5 If none of the above contacts respond, repeat steps 8.4.1 to 8.4.4 up to three additional times.
- 8.4.6 If the four contacts remain unreachable, Security shall call the Executive Director Facilities Management (FM) — first using the listed cell phone number, then the extension.

Facilities Management – Response During Normal Business Hours

- 8.5 The staff member who receives the information from Security will assess the information provided and handle the situation in accordance with departmental guidelines.

Outside of Normal Business Hours

Security – Procedures Outside of Normal Business Hours

- 8.6 Security is notified of a **non-urgent** issue requiring review or response by Facilities Management outside of normal business hours.
- 8.6.1 Security shall email the Service Desk at 7710@algonquincollege.com and communicate the issue.
- 8.7 Security is notified of an **urgent** issue requiring immediate review or response by Facilities Management outside of normal business hours.
- 8.7.1 *Custodial Issue* - Security shall first attempt to reach custodial staff via radio. If no custodial staff can be reached by radio, Security shall then attempt to reach them by cell phone (see Appendix C for contact information), considering the time of day and which staff members are available. If custodial staff cannot be reached, proceed to step 8.7.2 to contact a facilities staff member.
- 8.7.2 *Other Urgent Issues* – On weekends, Security must first try to reach the weekend FOMES staff member by radio. If the weekend staff member cannot be reached - or if the issue occurs on a non-weekend day - Security shall consult the on-call schedule and contact the on-call FOMES Staff Member (OCFS) (see Appendix A for contact information) to brief them of the situation. At least three attempts shall be made to reach the OCFS at the cell phone number provided.
- 8.7.2.1 If Security cannot reach the OCFS after three attempts, they shall proceed to the next OCFS listed in the on-call schedule, again making up to three attempts, and continue this process of contacting the next OCFS in line, making three attempts, until someone is reached.

Facilities Management – On-Call Response Outside of Normal Business Hours

- 8.8 The OCFS shall assess the information provided and, using the decision tree in Appendix F, handle the situation in accordance with departmental guidelines. If the issue is resolved and there is no requirement to contact the on-call Administrator (OCA), then proceed to step 8.10.
- 8.9 If the OCFS requires approval of an administrator, then the OCFS will contact the OCA. At least three attempts should be made to reach the OCA at the cell phone number provided.
- 8.9.1 If the OCFS cannot reach the OCA after three attempts, they shall proceed to the next OCA listed in the on-call schedule, making up to three attempts at the cell phone number provided, and continue this process of contacting the next OCA in line, making three attempts, until someone is reached.

- 8.9.2 The OCFS will brief the OCA of the situation to determine next steps and, using the decision tree in Appendix F, work together to handle the situation in accordance with departmental guidelines.
- 8.9.3 The OCA may direct the OCFS to proceed to any part of the flow chart (Appendix F).
- 8.9.4 If other resources are required, the OCA and OCFS will determine who is best suited to handle the situation on-site. The OCA may contact the required resource, or the OCA will authorize the OCFS to contact the required contractor. Contacting any additional employees, when required, is the responsibility of the OCA.
- 8.10 The OCFS shall complete and submit an “On-Call Incident Report” (Appendix E) once the issue is resolved.
- 8.10.1 If the event requires the OCFS to attend on-site, the report shall be completed and submitted prior to leaving the site.
- 8.10.2 If another staff member has been contacted to resolve the issue, the OCFS member remains responsible for verifying that the issue has been resolved by the staff member and the OCFS must complete the on-call Incident Report.

Facilities Management On-Call Responsibilities

- 8.11 Best practice is for the OCA and the OCFS to contact the Supervisor of Building Engineering/Chief Operating Engineer prior to the weekend, to confirm which Facilities staff member will be onsite for the weekend. In some cases, that employee may be able to assist on the weekend, removing the need for the OCFS to go onsite.
- 8.12 The OCA and OCFS shall consult the Appendices for contact information for internal and external stakeholders.
- 8.13 The OCA must approve any requirement for staff to go onsite.
- 8.14 The OCA may authorize the OCFS to engage contract services as deemed appropriate.
- 8.15 If additional FOMES staff are required, the OCA will use the short-notice overtime equity list (available in Teams) unless urgent operational requirements require a faster response time.
- 8.15.1 If urgent operational needs require a faster response, any staff skipped on the list shall, in accordance with the Support Staff Collective Agreement, be offered the next opportunity to work—provided it falls within their work group and qualifications, and they are willing—until the inequity is resolved.

Short-Notice Overtime Equity List

- 8.16 The Associate Director of FOMES is responsible for ensuring that the short-notice overtime equity list is accessible in Teams for all individuals on the on-call administrator list.
- 8.17 OCAs are responsible for referring to the short-notice overtime equity list when authorizing staff to conduct additional work.

Gas Leaks

- 8.18 The possibility of a gas leak will generally result in the closure of the affected building and the OCFS will notify Security and the OCA of the closure.
- 8.19 The OCA will call in a Gas 1 qualified tradesperson to investigate (see Appendix A and D for contact information).
- 8.19.1 Current Gas1 Qualified OCFS: Travis Herman, Sean MacDonald, Ryan Cureston, Matthew Washam, Alex Smith and Paul Lemieux.
- 8.20 The OCA must also contact the Executive Director FM via. text message.

8.21 The OCA shall work with the OCFS to handle situations as they develop and notify the Executive Director of updates.

8.22 If necessary, the Executive Director will notify the Strategic Leadership Team (SLT) of any situation that may have an impact to members of the SLT.

9. DOCUMENT REVISION AND APPROVAL

This Directive must be reviewed every three (3) years, at a minimum, and revisions published once authorized. Please send any suggestions for corrections/revisions to the Associate Director of FOMES. The Associate Director of FOMES is responsible for assigning reviews.

Version	Revision Date	Description
1.0 – 3.0	15-Feb-2018 to 18-Dec-2024	Initial Development and Updates
4.0	12-Jan-2026	Updated and reformatted using a new template.

10. REFERENCES

- a. [Full-Time Support Staff Collective Agreement](#)

11. APPENDICES

Appendix A: Facilities Management Department Contact List

Appendix B: Algonquin College Stakeholders Contact List

Appendix C: Contractor Contact List

Appendix D: External Service Providers Contact List

These service providers have been pre-approved and are able to provide service 24/7.

Appendix E: QR Code to On-Call Incident Report

Appendix F: On-Call Decision Tree

On-call Procedures, Outside of Normal Business Hours

Note 1: Due to varying shift schedules, weekend staff may not always be available.

Note 2: At any point during these procedures, if the issue cannot be resolved, the OCA and OCFS will work together to determine the appropriate next steps and inform the relevant stakeholders of any potential impacts. If needed, they may also seek direction from the ED.

Note 3: On-call Administrator (OCA), On-call FOMES Staff member (OCFS), Executive Director (ED)

Security calls the OCFS **outside of normal business hours** (7:30 to 16:00) with an **urgent issue**.



The OCFS assesses the issue.



Is the issue related to a gas leak or possible **gas leak** and/or has a building been closed due to a possible gas leak?



The OCFS must call the OCA and together, they determine the next steps. A GAS1 qualified tradesperson will need to be called in (see Appendix A and D), with approval from the OCA. The ED must also be notified via .text message. If not already aware, notify Security of any building closures due to a gas leak. The OCFS ensures that the OCA and ED are kept updated until the situation is resolved. The OCFS submits an on-call incident report, even if the incident is not yet resolved.



Once the incident is resolved, the OCFS submits the final incident report.



Is the issue within the OCFS' assigned scope of work?



Can the OCFS resolve the issue remotely?



Once the incident is resolved, the OCFS submits the final incident report. The OCFS **does not** need to call the OCA.



The incident has occurred on a weekend and the issue is within the weekend onsite staff member's scope of work and they are possibly available and onsite?



The OCFS must call the OCA and report the issue. The OCA will then call the weekend staff member to communicate the issue. The OCA may ask the weekend staff member to contact the OCFS if further details regarding the issue are required.

The OCFS must call the OCA and together, they determine the next steps. If an onsite visit by the OCFS is required, OCA approval must be obtained before proceeding to the site. The OCA may need to call another employee to resolve the issue. Any onsite visits must be approved by the OCA. The OCA may approve the OCFS to contact a contractor.



Once the incident is resolved, the OCFS submits the final incident report.



Is the OCA able to reach the weekend staff member? The OCA may ask the weekend staff member to contact the OCFS to communicate the resolution. Is the weekend staff member able to resolve the issue?



The OCA and the OCFS work together to determine next steps. If an onsite visit by the OCFS is required, OCA approval must be obtained before proceeding to the site. The OCA may need to call another employee to resolve the issue. Any onsite visits must be approved by the OCA. The OCA may approve the OCFS to contact a contractor.



Once the incident is resolved, the OCFS submits the final incident report.



The weekend staff member reports the result to the OCA. The OCA notifies the OCFS that the issue has been resolved.

