

**EASTERN MICHIGAN  
UNIVERSITY™**

**PHYSICAL PLANT  
OPERATIONAL & MAINTENANCE  
ADMINISTRATIVE PROCEDURE**

<b>Section:</b>	<b>Administration</b>	<b>Effective date:</b>	<b>May 2008</b>
<b>Subject:</b>	<b>On-Call</b>	<b>Procedure Number:</b>	<b>A -09</b>

**Purpose**

The On-Call procedure is set to ensure that customer service is maintained at its' optimum level while minimizing the cost required to provided the service

**Procedure**

**1. On-Call List**

1.1. On-Call list worker

1.1.1. One craftsmen from each shop will be on-call each week

1.1.2. Foreman

1.2. The individuals that are on-call will make themselves available to respond to call outs as required.

1.3. If an individual cannot be available to respond to a call, they must make prior arrangements to have another Tradesmen of the same craft take their place and receive approval from their Foreman.

1.3.1. The Department of Public Safety must be notified of any changes.

1.4. The On-Call list will be published by the appropriate means as soon as possible but prior to the new list taking effect.

1.5. If the new list is not published, then the last personnel on the list, which is expiring, will continue to be on-call.

## **2. Procedure for Call-ins**

2.1. The department of Public Safety will determine that a call-out is needed or the appropriate Foremen will make that determination and contact the appropriate Foreman for the trade involved.

2.2. The Foremen will then determine if and who to call in from the Call-Out list and call those individuals in to perform the required work

2.3. The craftsmen called in will notify the Department of Public Safety when they arrive on campus and upon leaving campus at the completion of the call-in

Authorized by:

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