

Village Of Cache Creek

Policy No. D-7

Call Outs

Date Approved by Council:
August 12, 2002

Effective:
August 12, 2002

Date Amended by Council:

Effective:

Policy Statement:

The Village of Creek Public Works Department is to provide weekend coverage for any necessary work on an as needed basis.

Purpose:

The purpose of this policy is to provide direction to Public Works on-call staff regarding call outs to perform necessary work on weekends for the Village of Cache Creek.

Procedures:

Snow Clearing

1. The Streets & Roads Snow Clearing Policy No. D-8 and accompanying Procedures take precedence over the Call Outs Policy No. D-7.

Alarm Call Outs

1. The on call staff person shall respond to an alarm call as soon as possible.
2. The alarm must be silenced as soon as possible to avoid disturbing the rest of those on the "Alarm Call Out List". The alarm silencing procedure is as follows:
After listening to and understanding the message:
Press 8 2 and listen for 2 or 3 beeps, then
Press 8 and listen for 2 or 3 beeps, then
Press # and hang up

Call Outs from Administration and / or Council

1. Call outs from Administration and / or Council shall be dealt with at the earliest possible opportunity.

Call Outs from Members of the Public

1. If the request is of an urgent nature and the employee can reasonably carry out the task, it should be done as soon as possible. (i.e. a water main break or equipment request for fire response)
2. If a request to respond to a situation is received from a member of the public, the on-call staff member shall obtain as much information as possible from the person making the call on the nature of the situation.

3. They shall then attempt to reach someone on the “Contacts for Approval” list for approval to go on the call out. If the call out is not approved, the person who cancelled the call out will call the member of the public to inform them of the reason.
4. Once approval is obtained, any necessary work shall be performed at the earliest possible opportunity.
5. If the on-call staff member is not able to reach anyone on the “Contacts for Approval” list, if necessary they shall attempt to contact the relevant person on the “Contacts for Assistance” list, outline the situation, ask for advice and use their own discretion as to whether to respond.

On-call Staff Member Observation of Problem

1. If, during their time on-call, a staff member should observe a situation that they feel requires a response, they shall attempt to reach someone on the “Contacts for Approval” list for approval to respond.
2. If the on-call staff member is not able to reach anyone on the “Contacts for Approval” list, if necessary they shall attempt to contact the relevant person on the “Contacts for Assistance” list, outline the situation, ask for advice and use their own discretion as to whether to respond.

Contacts for Approval

Clerk / Administrator
Public Works Foreman
Treasurer / Deputy Clerk
Public Works Committee Chair
Public Works Committee Vice-Chair
Mayor

Contacts for Assistance

Public Works Foreman
Recreation Director
Sewage Treatment Plant Operator

Alarm Call Out List

The following list is in the order that calls will be made by the alarm system

1. Public Works Office
2. Village Office
3. Sewer Plant
4. Public Works Cell Phone
5. Foreman of Works Home
6. Administrator’s Cell Phone
7. Sewage Treatment Plant Operator’s Home
8. Council Public Works Committee Chair
9. Council Public Works Committee Vice-Chair

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SCHEDULE “A”

CONTACT LISTS

Contacts for Approval

CAO, Tom Kadla	457-0177 (cell)	453-9700 (home)
Public Works Foreman, Deb Channell	457-4094 (home)	
CFO, Lori Pilon	373-2454 (home)	
Public Works Committee Chair, Jim Loucks	457-6570 (home)	574-2703 (cell)
Public Works Committee Vice-Chair, Darrell Rawcliffe	457-5353 (home)	457-0456 (cell)
Mayor John Ranta	457-3290 (cell)	

Contacts for Assistance

Public Works Foreman – Deb Channell	457-4094 (home)
Sewage Treatment Plant Operator – Bruce Cassidy	457-5312