



**DEPARTMENT OF PUBLIC WORKS (DPW)
MILWAUKEE WATER WORKS (MWW)
PLANTS SECTION ADDENDUM**

1.1 General Working Hours

A. Work Schedules

Employees are expected to know their work schedule, including any change in their schedule, as notified by management. Failure to report as scheduled may result in disciplinary action up to and including discharge.

Regular work hours are as follows:

Personnel	Starting Time	Lunch	Quitting Time
Shift Employees:			
1 st shift	7:00 AM		3:00 PM
2 nd shift	3:00 PM		11:00 PM
3 rd shift	11:00 PM		7:00 AM
First Swing & Utility Shift	7:00 AM	12:00-12:30 PM	3:30 PM
Non-Shift Employees:			
1 st Shift	7:00 AM	12:00-12:30 PM	3:30 PM

(Unless otherwise assigned)

All operating shift employees shall check in with the Operator In-Charge at the start of their shift.

Employees will remain on the job until the end of their shift, and may be required to work beyond their scheduled shift. Shift Operators must remain until relieved from duty by the next shift, or unless otherwise authorized by management.

B. Alternative Working Arrangements – Alternative Work Schedules

Alternative Work Arrangements and Alternative Work Schedules shall be in accordance with the City of Milwaukee Alternative Work Arrangements Program and Policy.

Any other alternate starting/quitting times, including early shift relief, will not be permitted without management approval.

C. Job Assignments

It is the employee's responsibility to immediately notify their supervisor of any work limitations. Medical restrictions will require documentation. Refusing a job assignment could result in disciplinary action. All work must be performed in a manner consistent with standards established by the Milwaukee Water Works (MWW). Actions which are detrimental to or interfere with the operation of MWW are prohibited.

1. Field Staff

Employees are not allowed to travel to their personal residence or any other residence, place of business, or location outside of their assigned area during work hours. Employees are expected to complete their job assignments within a timely manner and take the most expedient route when traveling in the field to job assignments.

D. Emergency Duty

All employees are subject to emergency call-out duty. The procedure for emergency call-out will be followed. Failure to respond when called out for emergency (via phone call, voicemail or text message), unless excused for illness, injury, or for other valid and acceptable reasons, may result in disciplinary action. Employees unable to report when called due to illness, injury, emergency, etc. will be required to notify their supervisor or designee as soon as possible on the day(s) they are unable to report. Employees will be required to provide valid documentation to support their exclusion from participation. When called out, all employees are required to report to their assigned work site within one hour, unless otherwise designated.

1. Emergency Personnel/Must Report

Municipal Service Electricians are designated as "Emergency Personnel/Must Report" and are required to reside within 15 miles of the jurisdictional boundaries of the City of Milwaukee (CC File # 160453: Effective 10/11/2016). (See Attachment C)

Emergency Personnel/Must Report employees on Stand-By Duty will receive on-call duty pay as designated by the City of Milwaukee Salary Ordinance, Section 9.C. Any employee unable to fulfill their Must Report requirement for any reason will not receive the on-call duty pay for the designated period.

Emergency Personnel/Must Report employees on Stand-By Duty are required to report to work within a reasonable timeframe, but no later than 1 hour from the time of the call. Failure to report when designated for Must Report duty may result in disciplinary action up to and including discharge.

Management reserves the right to add, discontinue, or change the Must Report designated requirements.

1.4 Break Periods and Lunch

A. Break Period

Employees are allowed one 25 minute break period to be taken as authorized and scheduled by management. A scheduled break period may be altered depending on the circumstances of the job. Extending the break period is not allowed. A break period is not allowed to be taken in conjunction with the lunch period or at the beginning or end of the work shift. Sleeping on a break is not permitted.

B. Lunch Period

1. Non-Shift, First Swing and Utility Employees

Employees are allowed a 30 minute, unpaid lunch period, which is normally taken from 12:00-12:30PM, or as time permits depending on the circumstances of the job. Management may alter lunch periods as needed to meet schedule and/or work demands. Extending the lunch period beyond the time permitted is not allowed. Any changes to the lunch period requires the supervisor approval. Sleeping, reading newspapers and magazines is not permitted during lunch if in view of the general public.

1.6. Reporting Absences

Daily work schedules are to be maintained, and therefore, it is important that supervisors are informed of absences or tardiness. Employees who will be late shall contact their supervisor as soon as possible to provide an anticipated arrive time and the reason for their tardiness. Employees must provide advance notice to a supervisor of at least 1 hour before the scheduled start of their work shift if the employee will be absent from or late to work. Text messages or email messages are not considered acceptable forms of notice.

A message left on "voicemail" and within the call-in time will be accepted. Employees reporting an absence by leaving a voicemail message **should state their full name, the reason for their absence and a telephone number where they can be contacted.** An employee leaving a voicemail must then call back after their starting time and speak directly with their supervisor. If employees reporting an absence by leaving a voicemail message do not call back and speak directly with their supervisor, they should expect a call from their supervisor to verify their absence and resolve any discrepancies. Failure to answer a call from a supervisor may result in the absence being considered an Unexcused Absence.

Report of absence is required **for each day of absence** unless otherwise directed by the supervisor, and will not be accepted from persons other than the employee, except in emergencies. The reason for any absence must be satisfactorily explained. Long-term illnesses require that the employee provides regular updates to their supervisor, including doctor certificates for each follow-up doctor visit.

Failure to follow these procedures may result in disciplinary action. Notification of tardiness or absence does not necessarily constitute an excused tardiness or absence. Employees will not be paid for time they do not work as a result of being late for work.

Employees shall report their absence to their supervisor as follows:

Employees on Non-Rotating Shifts

- All employees working non-rotating shifts shall make contact with their immediate supervisor no later than 30 minutes before the start of their official starting time. If the supervisor cannot be reached, the employee must call the plant Control Room and request that the supervisor be paged.
- If an employee is unable to make contact with their immediate supervisor, he/she shall then attempt to contact another supervisor assigned to their reporting location.
- If an employee is unable to make contact with any supervisor as outlined above, they will contact the Control Room at the plant to which they would report for that day.
- Employees on non-rotating shifts are required to report their sick leave absences on each day that they are absent, and follow the above procedures for notification. A message on a supervisor's voicemail, a text message, or an email message is not considered adequate notification.

Employees on Rotating Shifts

- Shift employees shall provide advanced notice to the Control Room of their assigned plant at least 1 hour before the start of their shift.
- Rotating shift employees are not required to call in each day they are sick. Shift employees returning from absences shall call in at least 10 hours prior to returning to their scheduled shift to allow sufficient time to excuse the relief person. Vacation days are considered as next scheduled shift, and thus, require that the employee calls in at least 10 hours prior to the start of the scheduled vacation shift. Failure to call will be considered a continuation of the absence.

1.15 Vacation Scheduling (See Attachment A)

1.18 Inclement Weather Policy (See Attachment B)

1.21 Rules of Conduct

Work Environment

Employees shall maintain a clean and neat work environment. Employees are responsible for cleaning up their assigned areas and vehicles, including personal and work-related items. Portable radios are only allowed at the discretion of management, and at no time are to be distracting to fellow employees or audible to the general public. MP3 players, iPods, iPads, and other electronic devices not issued by MWW, as well as the use of headphones/earbuds, etc., are not allowed during work hours by employees in positions or work assignments that require contact with the public or where communicating as a team, and in other situations at the discretion of management.

1.30 Computers and Electronic Communications

Laptops, tablets, and other electronic devices, along with hardware and software, are the property of MWW, and for the use of MWW, DPW, and City-related business. Such devices have been loaded with specific operating software. Basic setup applications installed shall not be altered. This includes configuration settings for programs, networks, and device

setup. However, changes to Windows Desktop or Android and iOS home screens are allowed for personal preference customization.

Employees shall not load or remove software, or attach unauthorized hardware to any MWW-owned computer equipment, including personal device charging units.

MWW laptops and tablets will be updated periodically, and therefore, shall be made available to the MWW Information Technology Section as requested.

Employees issued electronic devices will be required to sign the City Electronics User Requirements and Expectations Acknowledgement form.

A. IT Cloud Computing Policy

IT Cloud services are not to be used without the knowledge of IT Management. Refer to the City of Milwaukee Cloud Computing Policy in the DPW Standard Work Rules.

1.37 Security/Safety

MWW employees are issued an access/ID card and PIN number for access to MWW facilities. Employees are required to wear their issued access/ID card in a visible manner at all times while at work. Employees shall not lend their access/ID card to another employee or to a non-MWW employee, or give out their PIN number. If the access/ID card is lost, stolen or misplaced, the employee shall contact their supervisor immediately. Failure to maintain control of the access/ID card or immediately report its loss may result in disciplinary action.

- When entering the facility at the beginning of a work shift or visit, the access/ID card must be scanned and PIN number entered on the keypad.
- When leaving the facility, all employees must scan their access/ID to exit. Do not tailgate in or out of the facility.
- Employees shall not write their PIN number on the access/ID card or keep their PIN number with the access/ID card. If an access/ID card is lost, this would provide an unauthorized person easy access to the worksite.
- If the access/ID card is forgotten when coming to work, the employee must stop at the gate and request a temporary access card from the security guard. Temporary access card shall be returned to the security guard at the end of the work shift.
- Plant doors shall remain locked, and shall not be unlocked, propped open or altered by any means without the authorization of management. Only access/ID cards shall be used to open plant doors. Keys shall not be used to open plant doors.
- Employees are prohibited from taking pictures within the facility perimeter or removing any materials unless approved in writing by executive management.
- Family or friends are not permitted on plant premises unless previously approved by management.
- All Plants employees are required to perform Radio Checks whenever leaving the plants. All operators are required to use a radio when leaving the control room on the off shift hours to check in with the Control Rooms.

1.39 Safety Equipment/PPE's

A. Hard Hats

In accordance with OSHA Regulations (Standards – 29 CFR), Head Protection.190.135, which states, in part:

(a)(1) – The employer shall ensure that each affected employee wears a protective helmet when working in areas where there is a potential for injury to the head from falling objects. All employees are required to wear their hard hat whenever there is a danger of being struck in the head from an overhead or swinging hazard.

Hard hats shall be worn at all times while on all public and private construction job sites and when entering and working within in any confined space.

Employees shall wear only MWW-issued hard hats. Paint, stickers, decals, etc. may weaken the hard hat shell, and therefore, are not allowed. Damaged or worn hard hats must be turned in for replacement.

B. Safety Glasses

Employees and visitors in the Maintenance Shop areas are required to wear safety glasses with side shields at all times. Full-face welding helmets are required when working with welding and brazing-type equipment. Full-face shields are required when grinding, sawing and metal cutting. All plant visitors and onsite contractors are required to wear eye protection while in the required areas of the water treatment plant and laboratories.

C. Procedures, Equipment, and Clothing

All employees are responsible for maintaining a safe work environment, following safe work procedures set forth by DPW and MWW, and that protective equipment and clothing are used whenever appropriate. Shirts are required at all times (tank tops, muscle shirts or sports bras are not allowed). However, employees can wear sleeveless shirts if their shoulders are covered. Full-length pants are required (shorts, capris or skirt-type clothing are not allowed for field work).

D. Respiratory Protection Program

Plants employees who are required to use self-contained breathing apparatus must undergo a fit test to wear a respirator and will be medically evaluated on an annual basis. All respirator users must be thoroughly trained and instructed prior to using respirators. Employees have the responsibility to correctly use the respiratory protective devices provided and to make sure that it remains in good serviceable condition. Employees who are required by their job responsibilities and respiratory training to wear facial masks must be clean shaven at all times to ensure an effective face mask seal. This requirement includes, but is not limited to, full beards and lengthy sideburns.

E. Other

Specialized, job-related Personal Protective Equipment (PPE) shall be worn as determined by management. It is the responsibility of the employee to use this equipment as directed.

1.54 Miscellaneous

A. Employee Information

Employees shall provide MWW with their current home address, main telephone number including personal cell phone numbers, and emergency contact information. Providing a mailing address other than the personal residence will not be accepted. A post office box may be provided as long it accompanies the employee's residence street address. Any changes in this information shall be reported by the employee to their immediate supervisor using the MWW Employee Change of Address form and/or MWW Employee Emergency Contact Information Form within 72 hours of the change. Current cell phone numbers are required for the City's "One-Call" notification system.

B. Two-Way Radio

All employees using the local government frequency shall use proper radio communications and procedures. Profanity will not be tolerated. Avoid transmissions of any message of a personal nature. Use code signals whenever possible. Do not use the radio for unusually long conversations or to give long lists of work locations. In those instances, arrange to use the telephone. Use call letters KSC279 to sign-off at the end of the transmissions. Cat calls and interference with radio transmissions (except for an emergency) may result in disciplinary action.

C. Pre-Trip Vehicle Inspection

Vehicle inspections must be conducted daily before using a vehicle, and a vehicle inspection form must be completed in accordance with procedures set forth in the DPW Fleet Vehicle Usage and Safety Manual. Drivers are responsible for keeping the cab of their assigned vehicle clean.

D. MSE On-Call Duty (See Attachment D)

All Plants Municipal Services Electricians must participate in the On-Call rotation.

Plants Section Vacation Policy

January 2024

The following shall apply to the scheduling of vacation. For the purpose of this policy, the term vacation will refer to vacation, sick leave incentive days, CTO and TVA, if available.

Employees shall submit all vacation requests in writing to their immediate supervisor. Any request to change scheduled vacation shall also be submitted in writing in this manner. Submitting a vacation request does not guarantee vacation approval. Employees will be notified by their supervisor in person or in writing as to the status of their vacation request in advance of the requested date(s).

Vacation approval is based upon guidelines established in this policy including seniority, staffing, workload considerations, and management discretion. Call-in vacations are not allowed. However, emergency vacation may be granted by management based upon special circumstances. Employees will be required to provide valid documentation of the need for the emergency vacation request. Control Room personnel cannot approve an employee's request for time off.

Requests for a full week of vacation will take precedence over individual day vacation requests. Vacation requests take precedence over requests for CTO or sick leave incentive days.

It is the responsibility of each employee to know their sick leave and vacation balances including any SLCIP days and remaining Compensatory Time Off (CTO) balances. Employees exceeding their balances will be considered absent without leave and may be subject to discipline.

Selection Process

1. Water Treatment Plant Operators and Water Treatment Plant Lead Operators

Non-Summer Vacation

- Vacation is only granted to employees on First Swing and Utility. Employees can trade into these shifts to take vacation. No vacations are permitted for employees scheduled or reassigned to any other shift except as detailed under Summer Vacations.
- Up to three employees scheduled for Utility or First Swing can take vacation at any time. An employee taking a partial day of vacation is considered one of the three people on vacation that day.
- Vacation requests of one week or more will be approved on a first submitted, first approved basis. Vacations of less than one week will generally not be approved until the week before shift change when the schedule has been released. Vacation conflicts between individuals, which cannot be resolved between the individuals, will be resolved at the discretion of management using the above criteria.

- Vacations requests of less than one week, which result in a day of overtime will not be granted. (For example, First Swing may not take vacation on a Tuesday without taking an entire week of vacation.)
- Employees may not cancel approved vacation requests without management approval.

Summer Vacation - Memorial Day to Labor Day

- Any number of employees scheduled for First Swing or Utility may take vacation during the 12-week summer vacation period.
- An employee on First Swing who is reassigned to a different shift may not take vacation during the Summer Vacation period unless they take an entire week.

Note: Approved vacation must be entered in the Operators schedule book in the Control Room. Employee's name should be entered in the book as "on vacation" for each day they are scheduled for vacation.

2. Plant Maintenance Personnel and Municipal Services Electricians

Non-Summer Vacation

- Vacations are granted on a first-come, first-served basis, providing workload and job requirements allow for approval during non-summer and non-holiday season periods.

Summer Vacation - Memorial Day to Labor Day

- Summer vacation requests involving one-week or two consecutive weeks shall be submitted to the immediate supervisor no later than March 1st.
- Vacations will be approved based on workload and seniority considerations. Seniority is determined by the following sequence of criteria: seniority in the job classification, MWW start date, DPW start date, and City start date.

Holiday Season – Thanksgiving and Christmas to New Year's Day

- Holiday season vacation requests involving one-week or two consecutive weeks shall be submitted to the immediate supervisor no later than March 1st.
- Vacations will be granted alternating years to provide employees the opportunity for holiday season vacations.

Inclement Weather Policy

January 2024

The Mayor of Milwaukee may declare a particular day, or portion of a day, as DO NOT REPORT or EARLY RELEASE due to severe weather conditions. When this occurs, the Milwaukee Water Works (MWW) recognizes that emergency response and critical infrastructure employees must report to work regardless of the declaration, while other designated employees would be allowed to refrain from traveling to work, or may be relieved from work early for their personal safety.

I. Employees who work in critical infrastructure areas that require 24/7 operations and emergency response are designated as “*Essential*” and **must report**. These employees work in the following sections:

- **Distribution** (Except Communications Assistant III, Office Assistant IV and Program Assistants)
- **Plants** (Except Office Assistant IV and Water Plant Maintenance Assistant)
- **Water Quality**

While it is mandatory that all *Essential* employees in these designated sections report to work as scheduled, management will do its best to accommodate case-by-case circumstances due to severe weather conditions. *Essential* employees unable to report must call their supervisor to report their delay or absence and provide a specific reason for their unavailability to come to work. Emergency vacation or unpaid leave may be approved for certain circumstances, but is not guaranteed. Disciplinary action up to and including discharge may be issued for failure to report.

II. Employees who work in the following sections/work units are designated by the City of Milwaukee as “*Non-Essential*”:

- **Business**
 - **Accounting, Rates & Finance**
 - **Payroll**
 - **Customer Service & Billing**
 - **Meter Services**
 - **Technical Services**
 - **Administration Office Staff**
- **Distribution:** Communications Assistant III, Office Assistant IV and Program Assistants
- **Engineering**
- **Plants:** Office Assistant IV and Water Plant Maintenance Assistant

Non-Essential employees must:

- Work remotely, if practical and work is available

- If remote work is not practical or available, employees must report to work, request available accrued leave (which includes vacation, compensatory time off (CTO), sick leave control incentive program (SLCIP) time but not sick leave), or request an unpaid excused absence *unless* all three (3) of these actions have occurred:
 - Non-essential city operations are suspended
 - City facilities are closed
 - The Commissioner of Public Works has instructed non-essential staff not to report to work

Under these circumstances, employees will be eligible to record time not worked as Paid, Not Worked (PNW) in lieu of using available accrued leave or an unpaid excused absence

Residency Requirement for Emergency Personnel

January 2024

On July 26, 2016 the Common Council of the City of Milwaukee adopted legislation imposing a residency requirement on law enforcement, fire, and emergency personnel to reside within 15 miles of the jurisdictional boundaries of the City. (CC File # 160453: Effective 10/11/2016).

This charter ordinance, adopted pursuant to Wis. Stat. § 66.0502 (4)(b), provided the Board of City Service Commissioners (CSC) the authority to designate the classifications and/or assignments in the city service considered as emergency personnel for purposes of this requirement. The designation of emergency personnel for positions in the Fire and Police Departments is under the jurisdiction of the Fire and Police Commission.

Emergency positions in the City Service generally include those that require incumbents to be available to respond to emergency calls for service either to assess the emergency situation and dispatch personnel and equipment as necessary and positions that are required to perform time sensitive emergency repairs or maintenance activities critical in securing the health, safety or protection of residents of the city. The following positions or assignments have been classified as emergency for purposes of this provision:

- A. Water Distribution Investigator, Municipal Services Electrician, and Water Field Supervisor in the Department of Public Works, Milwaukee Water Works;
- B. Sewer Field Investigator and Sewer Crew Leader in the Department of Public Works, Infrastructure Services Division;
- C. Carpenter in the Department of Public Works, Facilities Division;
- D. Mechanical Maintenance Supervisor and Heating and Ventilating Mechanic III in the Milwaukee Health Department;
- E. Telecommunication Analyst-Project Leader, Telecommunications Analyst-Sr, Telecommunications Manager in the Information Technology Management Division of the Department of Administration.
- F. Employees of the Department of Public Works who as a result of job picks are members of the A, B, or C Teams for snow and ice control operations.
- G. Employees of the Department of Public Works who are who are regularly involved in supervising snow and ice control operations as identified in the Salary Ordinance.

All new employees hired into a position subject to this residency requirement, and any incumbent employee who at any time has his/her position designated as subject to this residency requirement, are granted a period of time not to exceed six months from the date of hire, or the date upon which the emergency designation becomes effective. The six-month period following the effective date of the adoption of the rule expires on May 6, 2017. Employees who are subject to this residency requirement may request extensions or temporary exceptions from the Commission in accordance with the authority delegated to it by the City Charter.

A map depicting the 15 mile boundary is available at the City of Milwaukee website:
http://city.milwaukee.gov/ImageLibrary/User/jkamme/Residency_15MileBufferStreets.pdf



Plants Section Emergency Personnel/Must Report
Response Work Rule and
Employee Acknowledgment of Receipt
January 2024

The Milwaukee Water Works (MWW), in an effort to respond promptly and effectively to emergencies, requires Municipal Service Electricians to respond to emergency call-outs as stated:

DPW/MWW Plants Section Addendum, 1.1. C. Emergency Duty.

All employees are subject to call-out emergency duty.

MWW **Municipal Service Electricians** have been designated as “Emergency Personnel/Must Report” and are required to reside within 15 miles of the jurisdictional boundaries of the City of Milwaukee (CC File # 160453: Effective 10/11/2016).

Emergency Personnel/Must Report employees on Stand-By Duty are required to report to work within a reasonable timeframe, but no longer than one hour, from the time of the call. Failure to report may result in disciplinary action up to and including discharge.

Municipal Service Electricians on Stand-By Duty will receive on-call duty pay as designated by the City of Milwaukee Salary Ordinance, Section 9.C. Any employee unable to fulfill their Must Report requirement for any reason will not receive the on-call duty pay for the designated period.

Management reserves the right to add, discontinue, or change the Must Report designated requirements.

I understand that failure to report to work when contacted via phone call, voicemail or text message may result in disciplinary action up to and including discharge.

Employee Name (Print)	Signature	Date
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Supervisor Name (Print)	Signature	Date
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Municipal Services Electrician (MSE) On-Call Duty

January 2023

As designated in the Salary Ordinance Part II, Section 9, Supplemental Pay Practices, Paragraph c, employees required to be on mandatory on-call rotation to respond to emergencies shall be paid \$15.00 each week day, and \$36.00 each weekend day, holiday and furlough day, when scheduled.

An employee who is on mandatory on-call assignment must be available to work and to report to work within a short timeframe, as established by the department. An eligible employee on an authorized on-call assignment who is called in to work shall be compensated at straight time or overtime in accordance with applicable overtime policies.

- The on-call duty MSE shall respond to all calls while on-call, and shall be required to report to work as requested within a reasonable time, but no longer than one (1) hour from the time of the call.
- MSE shall be assigned one (1) week of on-call duty at a time.
- MSE may trade their designated on-call schedules with the approval of the Electrical Services Manager.
- The on-call duty roster rotates every week in an eight-week continuing rotation (or for as many weeks as MSE positions that are filled)
- On-call begins and ends at 7:00 am every Monday. For holidays that fall on a Monday, the on-call duty changes at 7:00 am on Tuesday.
- On-call MSEs will be assigned a city vehicle to take home for the on-call week. The city vehicle must be parked in a secure manner that complies with all local parking regulations. When called, the on-call duty MSE will report directly from home to the location of the emergency.
- MSE who reside outside of the City limits and have concerns about using a City vehicle in another municipality may instead report to the closest water treatment plant to get the City vehicle used by Electrical Services before reporting to the location of the emergency.
- MSE who use a personal vehicle to report directly to the location of the emergency shall have all necessary tools and required safety gear available to investigate and troubleshoot the call-out.
- MSE shall use their City cell phones during their assigned on-call week. Employees are required to maintain adequate charge and operation of the cell phone to ensure their availability for a call-out.
- When called, the on-call MSE shall be paid from the time called until the job is complete and they return home (except if approved by mgmt to report to the plant first to get the City vehicle, for those that live very close to the plant, they shall be paid from the time arrive at the plant until the time they leave the plant)
- Employees will be paid overtime for hours worked over 40 hours in one week, per Section 1.2 of the DPW Standard Work Rules.
- Vacation will not be approved for on-call duty weeks, except at the discretion of management and on an emergency basis if the MSE will remain available to respond to call-outs.

- Employees are not eligible to receive on-call duty pay if absent from work due to sick leave, FMLA, jury duty, funeral leave, unpaid time, etc.
- If an MSE becomes unavailable during the on-call duty period, they shall contact the Electrical Services Manager; documentation such as a Doctor's certificate (excuse) shall be required.
- When an MSE becomes unavailable during the on-call duty period:
 - A call-out will be made for volunteers in order of seniority
 - If no one volunteers, the next individual in the on-call rotation will be required to complete the remaining on-call period.