



Policy Name:	ON-CALL SYSTEM		
Policy #:	AD 4.1.1	Last Updated:	2022-06-08
Issued By:	SUPPORT SERVICES BUREAU	Approved By:	SURREY POLICE BOARD
		Review Frequency:	AS REQUIRED

RELATED POLICIES

1. PURPOSE

1.1. To detail the processes for Surrey Police Service (SPS) Members who are periodically required, by the nature of their position, to monitor or use their SPS-issued electronic device outside their scheduled working hours (on call).

2. SCOPE

2.1. This policy applies to all Members.

3. POLICY

3.1. Some positions within SPS may from time to time be designated as “on call” positions and the Members who occupy those positions may be scheduled for an on-call response.

3.2. On-call responses will be either Operational Availability (O/A) or Operational Readiness (O/R), in accordance with the SPS Collective Agreement:

- i. Operational Availability: when an operational policing response is required in a reasonable time frame; and
- ii. Operational Readiness: when an immediate operational policing response is required.

3.3. Members who are scheduled for O/A or O/R will remain fit for duty for the duration of the time that they are scheduled for O/A or O/R.

3.4. Members will be compensated for O/A or O/R in accordance with the SPS Collective Agreement.

4. PROCEDURE

Operational Availability (O/A)

- 4.1. Members who work in certain units may be scheduled for O/A during times when their unit is not scheduled for duty but an operational response may be required (e.g., evenings, weekends).
- 4.2. Members who are scheduled for O/A must be available to receive telephone calls, and if necessary, to provide an operational response in a reasonable time frame.
- 4.3. Members must not be scheduled for O/A if they are unable to respond to a call-out in a reasonable time frame. If a Member is scheduled for O/A but is unable to report for duty when called out, they cannot submit a claim for O/A.
- 4.4. With their consent, Members may be scheduled for O/A while on non-medical leave (e.g., regular time off, annual leave), but must not be scheduled for O/A while on medical leave.
- 4.5. Members must always be fit for duty when on O/A.
- 4.6. Members will be compensated for O/A in accordance with the SPS Collective Agreement.

Operational Readiness (O/R)

- 4.7. Members who work in units or positions that must be immediately available for operational response may be scheduled for O/R during certain times.
- 4.8. Members who are scheduled for O/R must be immediately available to provide an operational response when called upon.
- 4.9. Members must not be scheduled for O/R if they are unable to immediately respond to a call-out. If a Member is scheduled for O/R but cannot immediately respond when called out, they may not submit a claim for O/R.
- 4.10. Members must not be scheduled for O/R if they are unable to immediately respond to a call-out. If a Member is scheduled for O/R but cannot immediately respond when called out, they cannot submit a claim for O/R.
- 4.11. With their consent, Members may be scheduled for O/R while on non-medical leave (e.g., regular time off, annual leave), but must not be scheduled for O/R while on medical leave.
- 4.12. Members must remain fit for duty when on O/R.
- 4.13. Members will be compensated for O/R in accordance with the SPS Collective Agreement.

APPENDIX A: DEFINITIONS

“Member” means a sworn Police Officer appointed by the Surrey Police Board.

“Operational Availability” or “O/A” means the ability of a Member to respond to an operational policing need in a reasonable time frame.

“Operational Readiness” or “O/R” means the ability of a Member to respond to an operational policing need immediately and without delay.

“Operational Response” means responding to SPS operational policing requirements.

“SPS” means Surrey Police Service.

APPENDIX B: REFERENCES

2022-2024 Collective Agreement Between the Surrey Police Board and the Surrey Police Union, ratified March 3, 2022