

CALL STIPENDS

FAQ

The information contained in this document is intended to provide answers to some of the most frequently asked questions related to call stipends. For information about maximum duty hours and other provisions of the PARO-CAHO Agreement, please visit the [Contract FAQ](#), or explore other areas of the [PARO website](#). If you have any questions about your residency experience and cannot find the answers you need here or elsewhere on our website, feel free to contact the [PARO office](#).

HOME CALL CONVERSION

Q: I was on home call last night and was called into the hospital at 12:00am-2:00am. Am I entitled to both a post-call day and the in-hospital stipend?

A: You are entitled to a post-call day, but not the in-hospital stipend.

In general, residents are entitled to a post-call day in either of the following two situations:

- Working in the hospital between midnight and 6am
and
- Working for at least 4 consecutive hours, with at least one hour after midnight

Where a resident scheduled for home call works more than 4 hours in-hospital, of which more than one hour is past midnight but before 6am, the resident is entitled to the in-hospital call stipend.

Where a resident scheduled for home call works more than 4 consecutive hours in hospital, of which more than one hour is past midnight but before 6am, the resident would be entitled to the in-hospital call stipend in addition to a post-call day.

The conversion requirements for relief post-call and the stipends are different. This is because the eligibility for a converted stipend is based on the amount of time worked, whereas post-call relief is based on the disruption to sleep between 12am and 6am.

BACK-UP CALL

Q: Do I receive call stipends for 'back-up' call?

A: Absolutely. Back-up call is home call, both for the purposes of call stipends and calculating call maximums.

ROUNDING ON WEEKENDS WHEN NOT ON CALL

Q: I was not scheduled for call but had to round on patients over the weekend. Do I get a call stipend for this?

A: Yes, you are entitled to claim the home call stipend for rounding on a weekend day. Rounding on a weekend also counts as a weekend worked.

CALL ON A STATUTORY HOLIDAY

Q: I am scheduled for call on a statutory holiday; do I get a call stipend?

A: Yes; if you are scheduled for in-hospital or home call on a statutory holiday, you would receive both the appropriate stipend and a lieu day.

Q: What if I am scheduled for clinic on a statutory holiday?

A: If you work a regular clinical day on a statutory holiday rather than call, you would not receive a call stipend. Regular clinical duties would include working regular hours, with your regular team from Monday-Friday. In this situation, you would still be entitled to a lieu day.

Q: If I come in as a "rounding resident" over a statutory holiday rather than working call OR working regular clinical duties, what am I entitled to?

A: If you are the "rounding resident" on a statutory holiday that falls on a weekday (Monday - Friday), you would be entitled to a lieu day. If the statutory holiday falls on a weekend, you are entitled to both a lieu day and call stipend.

WORKING OVER CHRISTMAS & NEW YEAR'S DAY

Q: Christmas fell on a Saturday this year and I was required to round on patients. Do I get a call stipend and lieu day for this?

A: You are entitled to a call stipend, but not a lieu day. Since Christmas Day, Boxing Day and New Year's Day are accounted for in your 5 days off over the holiday period, you don't receive a lieu day for working these days. However, if any of these statutory days fall on a *weekend*, you are entitled to claim a call stipend.

Q: If I am scheduled for home call on Boxing Day, will I receive a call stipend?

A: Though you won't receive a lieu day for call on Boxing Day, you will indeed receive a home call stipend (or in-hospital should the call convert)

QUALIFYING SHIFT STIPENDS

Q: What is a qualifying shift stipend and which services does it apply to?

A: Qualifying stipends are **only** for shift-based services (e.g. Emergency Medicine) where residents on the service have no regular clinical hours. Residents on these services that work one full hour between midnight and 6am are entitled to a qualifying stipend.

If a service has regular clinical hours and is not scheduled in shifts, the only stipends that apply are in-hospital or home call stipends.

FAMILY MEDICINE & CALL STIPENDS

Q: I'm a family medicine resident and will be working an ER shift on Saturday after working a week of clinic. Am I entitled to a call stipend?

A: Yes; if you work a normal, five day week of clinical duties and then have an ER shift, you are entitled to:

- Home call stipend if the shift does not extend beyond 11pm
- In-hospital call stipend if the shift extends beyond 11pm

Q: I'm a family medicine resident who is scheduled for an ER shift, followed by an afternoon clinic on the same day. Am I entitled to a call stipend?

A: Residents working on a shift service are required to have 12 hours off between clinical duties. In this case, you wouldn't be entitled to a call stipend; rather, the ER shift or clinic would need to be removed to ensure you have the 12 hours off.

Q: Am I entitled to a call stipend for working an evening family medicine clinic?

A: If you work an evening clinic until 8:00pm no stipend is payable.

Q: I am a family medicine resident carrying a pager for family medicine obstetrics call. Will I receive call stipends for this?

A: It depends on whether you are required to answer the page and attend to the hospital to provide service. If you are required or expected to respond and do provide medical care, then you are entitled to a call stipend – and a post-call day if the call converts.

CHIEF/SENIOR RESIDENTS ON CALL

Q: As a Chief Resident, I often fill in gaps in the call schedule or provide coverage for colleagues that are ill. Am I entitled to call stipends or is this part of my responsibility as Chief?

A: Chief and Senior Admin Residents are entitled to call stipends, as any resident would be. In fact, all provisions of the PARO-CAHO Agreement apply to Chief and Senior Admin Residents - including call maximums.

PARO recognizes that Chief and Senior Admin Residents work very hard in their role and that it is not their responsibility to fill gaps in the call schedule or provide back-up coverage. If you are scheduled for 'back-up' call, you are entitled to the home call stipend (or in-hospital stipend if the call converts). Hospitals must provide you with resources to manage scheduling without violating the maximum duty hours for your residents or for yourself.

CLAIMING CALL STIPENDS

Q: I've just received my call schedule and noticed that I am scheduled for +1 call over the maximum. Will I receive a stipend for working the call?

A: Hospitals can't be required to pay stipends for calls in excess of the maximums. Importantly, residents can't be scheduled to work more than the maximums. We advise bringing the error to the attention of the scheduler to ensure that the extra call is removed. You can also call the PARO office for support in getting the schedule changed if you prefer or if you encounter difficulties.