



POLICY	ON-CALL
SECTION	ORGANIZATIONAL STANDARDS
ESTABLISHED LAST REVISED	August 2003 April 2011

POLICY

Brain Injury Services, provides on-call support to its employees twenty-four hours a day, seven days a week, for emergency situations. The on-call schedule, on-call support number, and on-call supervisor's home numbers are posted at each site.

PROCEDURE

1. In the case of fire or serious, life threatening medical situations employees will first call 911 and/or administer First Aid/CPR prior to the utilisation of on-call support.
2. Employees will utilise on-call support in the following situations:
 - A health and/or medical condition that requires emergency and/or medical attention
 - Police or media involvement
 - Severe damage to the residence which requires immediate attention and relocation of the client(s)
 - A client specific protocol requires the on-call person be contacted
 - For debriefing after a severe incident, such as physical aggression
 - Absence without notice for clients residing in residential services
 - If an emergency evacuation or other city crisis emerges employees will contact on-call.
 - Identified reportable diseases
3. Employees will not utilise on-call support in the following situations:
 - If they are able to solve the problem on their own, with the help of their immediate service team or by calling other services in the agency
 - If a client specific protocol provides the direction required

- If the concern is regarding employee scheduling conflicts that can be handled by following agency policy
- For issues that are non-urgent in nature

5. If the on-call supervisor does not answer the phone the employee will:

- Leave a detailed message including their name, service and telephone number
- If there is no response from the on-call supervisor after a ten minute period, retry the number

6. If the situation still warrants direction and there has been no contact via the on-call support system, employee will:

- Attempt to contact the on-call supervisor at their home telephone number
- An updated list of on-call supervisors home numbers will be posted in each service along with an on-call schedule
- On-call schedules and home phone numbers will be updated as needed by the service supervisor

7. The human resource department will provide on-call supervisors with an updated employee list on a quarterly basis, which would be posted on management part of the agency's website.

8. Employees must not release the on-call numbers to clients, family members or anyone external to the agency.