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Effective Date:	March 1, 2012	Replaces:	June 1, 2002

SECTION:	ADMINISTRATION
TOPIC:	ON-CALL SUPERVISORY PERSONNEL AND PROCEDURES

**Intent:** To provide an immediate response to all extraordinary situations by experienced and authorized Personnel.

Applicable Service Areas (i.e. Residential, Career, and Relief) will have On-Call Supervisory Personnel available and will have an established Emergency On-Call Process designed specifically to meet the requirements of the Service Area.

All Staff must know their Emergency On-Call Procedures.

The applicable Service Areas will have a written copy of their Emergency On-Call Procedures available for Staff. All service areas will develop procedures for safety for employees going on appointments outside the office (e.g. intake meetings).

Any changes to the process must be explained to all relevant Staff and written Emergency On-Call Procedures must be immediately updated.

On Call personnel must go to the site for any of the following situations:

1. Community Situations
2. Police or EMS involvement for a Client
3. Staff Work Related Injuries
4. Client is missing
5. Client Abuse Allegation
6. Client Death
7. Emergency Evacuation
8. Staff needing Emotional Support for a Challenging Situation

**Reference**      Emergency Situations Policy  
                          Health and Safety Guidelines  
                          Health and Safety Policy  
                          Incident Reports Policy