



A Level II Accredited Company

Policy Number: 3420

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Effective Date: 1 October 2018

Replaces: 1 March 2012

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
9. Impairment or suspected impairment of staff

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