



GENERAL MANUAL POLICY

APPROVED BY:

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CATEGORY: Human Resources

TOPIC: Emergency On-Call System

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POLICY

It is the policy of Community Living Thunder Bay to have an emergency support system available for all residential sites (includes Supported Living Program) in cases of serious incidents/ accidents, death, missing persons, serious illness, serious medication errors, reported abuse or the need for emergency services such as fire, police or ambulance.

PURPOSE

To provide an emergency support system to ensure the safety, welfare and security of; the individuals supported by the Association, and the employees.

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PROCEDURE

The On-Call Supervisor will carry the emergency cellular telephone on a rotating basis, including statutory holidays. A regular schedule for this rotation will be developed and will be approved by the Human Resources Director. The Human Resources Director must also approve any changes to the schedule.

In addition to the cellular phone, the On-Call Supervisor will carry a binder. It is the responsibility of the person on-call to review the contents of the binder to ensure quick and efficient response to calls. The contents of the binder are divided into sections and include:

- the On-Call Back-Up schedule
- phone list including home phone numbers for Team Leaders, Coordinators, Directors, and Executive Director, emergency phone numbers (i.e. heating, plumbing), house back-up system, all residential locations, staff phone numbers
- current issues that the On-Call Supervisor must know (updated weekly)
- dated report forms recording all incoming calls and the follow-up action taken
- the Ministry's Serious Occurrence Reporting Procedure
- pertinent policies and procedures (i.e. Abuse, Medication, Handling of Household and Personal Finances)
- Health and Safety policies and procedures (i.e. Reporting Injuries)

On a bi-weekly basis, Human Resources will contact the Team Leaders and inquire if there are any staff changes (i.e. new telephone numbers, Casual resignation, Casual status change i.e. Temp. Part-Time, change in a Casual's availability, new hires). Human Resources will then contact the On-Call Supervisor and inform him/her of the changes. This will ensure that the On-Call Supervisor is made aware of any changes of information that will document these changes in the On-Call Binder.

Human Resources will contact the On-Call Supervisor immediately when an employee has been suspended or terminated.

USING 9-1-1 (AFTER HOURS)

- For medical emergency, staff will call 9-1-1. Medical emergencies include, evidence of suicide attempt, a seizure exceeding more than three minutes or of unknown duration, a fatality, or a medical emergency described in the individual's personal profile, call ambulance 9-1-1.
- In the event of an immediate threat to property or person, call police 9-1-1.

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- In the event of an intruder or a break and enter in any location of the Association, call police 9-1-1.
- In the event of a bomb threat, call police 9-1-1.
- In the event of a fire, call the fire department 9-1-1.
- The On-Call Supervisor will be called following any contact with 9-1-1.

HOW TO CONTACT THE ON-CALL SUPERVISOR

The On-Call Supervisor is available during non-working office hours:

Monday to Thursday 4:30 p.m. – 8:30 a.m.

Friday (1:30 p.m.) – Monday (8:30 a.m.)

1. The on-call emergency phone number (622-1099) will be clearly posted by each telephone in each residential location and supported living area. If the call is urgent, staff must notify the answering service of the urgency and the On-Call Supervisor will respond immediately.
2. The answering service will answer the telephone and record the staff's name and telephone number.
3. The answering service will then contact the On-Call Supervisor to return the staff's call.

WHEN TO CONTACT THE ON-CALL SUPERVISOR

Staff will contact the On-Call Supervisor in any of the following situations:

- Following any contact with 9-1-1 as noted above.
- In the event of a serious occurrence as defined on page 6 of this procedure.
- Individual is taken to the hospital with a serious or unknown injury or illness.
- Verbal expression of intent to commit suicide or evidence of suicide attempt.
- Any event that potentially attracts the negative attention of the media.
- Staff misconduct of a serious nature (i.e. staff intoxicated, violent, theft)
- Staff incidents (i.e. short staffed and no one is available).
- Illegal drugs are found on the Association's property.
- Individual is missing and is at risk as per the individual's protocols.
- Individual misconduct in the community of a serious nature.
- Filling of shifts that are not pre-determined.

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WHEN TO CONTACT THE ON-CALL BACK-UP

The On-Call Supervisor will contact the On-Call Back-Up following:

- any contact with 9-1-1
- in the event of a serious occurrence.

Staff representing back-up to the On-Call Supervisor includes the following Management: the Executive Director, the Director of Supports and Services, the Director or Human Resources, the Director of Finance & Systems, the Director of Day Services and the Coordinators of Supports and Services.

The On-Call Back-Up is rotated amongst the above stated Management on a monthly basis.

WHEN TO CONTACT THE TEAM LEADER

The On-Call Supervisor will contact the Team Leader following:

- Medication errors
- Following any 9-1-1 contact
- In the event of a serious occurrence
- Staff misconduct of a serious nature (staff intoxicated, violent, theft)
- Illegal drugs are found on the Association's property
- Any abuse allegation as defined in the Association's Abuse policy and procedure

HOW THE ON-CALL SUPERVISOR WILL RESPOND

The On-Call Supervisor is responsible to ensure that the emergency cellular phone is working (battery charged) and is turned on to receive phone calls.

The answering service will contact the On-Call Supervisor to respond to a phone call.

The On-Call Supervisor will contact the staff, obtain details about the situation, and will provide advice and guidance as to how to deal with the problem or situation.

The On-Call Supervisor will document the information for each call, the guidance given and any follow-up required.

When filling a non-predetermined shift, the On-Call Supervisor will contact the Part-time and then Casuals on the Team Leader's location list where the shift is to be filled.

If the On-Call Supervisor had difficulty filling the shift, the Team Leader will be informed the next working day.

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If 9-1-1 has been called, the On-Call Supervisor will contact the On-Call Back-Up and will advise them accordingly.

SERIOUS OCCURRENCES

Under the Ministry of Community and Social Services regulations, Community Living Thunder Bay is responsible for ensuring that services are provided in ways which promote the health, safety and welfare of individuals supported by the Association. The Ministry requires the reporting of all serious occurrences. Serious occurrences as defined by the Ministry include:

1. The death of an adult or child, which occurs being supported by an employee.
2. Any serious injury to an adult or child, which occurs while being supported by an employee. This includes:
 - a) Any injury caused by the service provider;
 - b) A serious accidental injury received while in attendance at a service provider setting, and/or in receiving service from the service provider;
 - c) An injury to an adult or child supported, which is non-accidental, including self-inflicted, or unexplained, and which requires treatment by a medical practitioner, including a nurse or dentist.

An injury is determined to be serious if it meets at least one of the following criteria:

- Places the clients life in jeopardy
 - Produces unconsciousness, including unconsciousness which is allegedly the result of seizure caused by an ongoing medical condition such as epilepsy
 - Results in a substantial loss of blood
 - Involves the amputation or loss of an extremity
 - Consists of serious burns to a portion of the body
 - Causes the loss of sight, hearing or ability to ambulate
 - Requires hospitalization
 - Is an injury of unknown origin
 - Treatment by medical professional (excluding ongoing medical treatment for a pre-existing medical condition)
3. Any alleged abuse or mistreatment of an adult or child, which occurs while being supported. This includes all allegations of abuse or mistreatment of adults or children against staff or Supportive Living Providers.

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4. Any situation where an adult or child is missing, in accordance with ministry requirements for applicable program sectors, otherwise, where CLTB considers the matter to be serious.
5. Any disaster, such as fire, on the premises where a service is provided.
6. Any complaint concerning the operational, physical or safety standards of the service that is considered by Community Living Thunder Bay to be of serious nature.
7. Any complaint made by or about an adult or child, or any other serious occurrence concerning an adult or child that is considered by CLTB to be of a serious nature.
8. A serious occurrence report must be completed and submitted after the use of any physical restraint of a resident in a residence licensed as a children's residence under the Child and Family Services Act or a residence funded under the Developmental Services Act that provides group living supports to adults with developmental disabilities.
9. In keeping with implementation of Regulation 505/01 under the Ontario Water Resources Act: Drinking Water Protection – Smaller Water Works Serving Designated Facilities, service providers are now specifically required to complete a serious occurrence report when they receive notification of adverse water quality.

If there is any doubt as to whether an incident is a Serious Occurrence or not, the Director of Supports and Services or the Director of Day Services will contact the Ministry for direction.

DOCUMENTATION

The On-Call Supervisor will provide a report of the calls immediately following the weekend.