

PATHWAYS ABILITIES SOCIETY

PROCEDURE: ON-CALL

Applies to: Leadership Team, Employees and Contractors

Effective/Revision Date:

April 18, 2016
May 29, 2017
August 14, 2018
November 19, 2018
March 2, 2020
June 29, 2020

Leadership Team

1. Each Friday the leadership person on-call puts a message on the ShareVision home page by noon stating, they are on-call and the numbers they can be contacted at.
2. The finance manager or their designate checks each Friday afternoon to ensure the on-call contact information is there. If the information is not there he/she contacts the person on call and notifies the person they need to complete it.
3. Annually the executive director develops the On-Call weekend list.
4. On the weekend the employee is on-call they obtain the On-Call Binder and cellphone.
5. On biweekly timesheets the employee enters "extra shift" with a note "worked on-call".
6. The on-call person makes the best decisions possible given circumstances that arises with the information available. They direct and support senior support workers.
7. The on-call person has the authority to authorize banking time and/or overtime.
8. If the employee receives a call, on the next shift worked, the person completes the On-Call Response ShareVision list documenting all calls received during that period. A new item is to be created for each call.
9. As issues arise, refer to Pathways' policies and procedures and the ShareVision On-call Response tracker for assistance addressing.
10. The on-call person is responsible for ensuring incident reports are processed and submitted as outlined in policy and procedure, including residential care licensing reports.
11. The activity supervisor is responsible for ensuring the ShareVision Casual Relief Availability and Schedule and Staff Area Orientation spreadsheet is maintained and up-to-date.

12. Return the On-Call Binder and cellphone to the finance manager or designate when your on-call weekend is complete.

Employees and Contractors

1. Check the ShareVision home page to confirm who is on call and the numbers they are to be contacted at.

2. Ensure you know the on-call telephone number. If you receive voicemail listen to the message, follow the instructions and/ or leave a message. Your call will be returned. Do not text.

3. Contact the on-call person only in the case of an emergency i.e. unable to work an evening or weekend shift, serious injury or death, home evacuation, etc.