

PATHWAYS ABILITIES SOCIETY

PROCEDURE: ON-CALL

Applies to: Employees, Contractors and Tenants

Original Effective Date: April 18, 2016

Effective Date: October 23, 2023

Replaces Procedure Dated: July 10, 2023

Employees

1. On evenings and weekends contact the emergency on-call person. This should be done only in the case of a serious emergency. For example, you are unable to come to work for an evening or weekend shift, serious injury or death, medical emergency, home evacuation, etc.

2. If the issue falls on a weekend contact a Senior Support Worker who is working in the homes. Do not contact them if they are not working. On a Saturday contact the Senior Support Worker at Guisachan, on a Sunday contact the Senior Support Worker at New Meadows or Bouvette. The Senior Support Worker will then notify the emergency on-call if the issue can not be resolved or requires more follow-up.

If a Senior Homes Support Worker is not working call the emergency on-call person.

3. If your call is not answered immediately, listen to the voicemail(s) message, follow the instructions, and/ or leave a message. Your call will be returned as soon as possible. Do not text.

On-call Employees

1. The person on-call:

- Each Friday, staff puts a message on the ShareVision home page by noon stating they are on-call and the numbers they can be contacted, the Senior Support Workers working and their telephone number and referring employees to the On-Call procedure. Include a reminder instructing staff to contact the Senior Support Worker working.
- Ensures they can access the Casual Availability Excel spreadsheet by either signing out a Pathway's computer that has remote access or emailing or printing a copy, etc.
- Obtains the On-Call Binder and cellphone.
- On their biweekly timesheets, enters an extra shift, choosing "On Call" under the position column and leaving a note under the details that states "worked on-call".
- If they receive a call(s) during their on-call time, on their biweekly timesheet, they enter an extra shift for each separate issue/call, choosing "On Call Response" under the position column.
- For each call received, complete the On-Call Response ShareVision list documenting all calls received during that period. A new item is to be created for each issue.
- Makes the best decisions given circumstances that arise with the available information, referring to Pathways' policies and procedures and the ShareVision On-Call

Response tracker for assistance. They direct and support the senior home support workers.

- Has the authority to authorize banking time and/or overtime.
- If serious vandalism occurs and a location needs to be secured, call Stutters Restoration Emergency number at 1-877-763-1540. State you are calling from Pathways Abilities Society, and a building needs to be secured.
- Ensures incident reports are processed and submitted as outlined in policy and procedure, including residential care licensing reports.
- Returns the On-Call Binder and cellphone to the finance manager or designate when their weekend is complete.
- If called to Hadgraft Wilson Place, see the information below.

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, they contact the person on call and notify the person they need to complete it.

3. The activity supervisor and homes supervisors are responsible for ensuring the ShareVision Casual Relief Availability and Schedule and Staff Area Orientation spreadsheet is maintained and up-to-date.

4. The executive director annually develops the On-Call weekend list.

Hadgraft Wilson Place

1. For general repair requirements, refer to the contractor's list.

2. There is a lock box located outside of the building that contains a fob and a key to the mechanical room. The fire department has a key to access this box. If the fire department calls and needs access to a suite, instruct them to go to the parkade level and then to the mechanical room located just outside of the elevators. The master key to all suites is in the sprinkler head replacement box. Instruct them to leave the master key in the unit. The Building Manager or on-call person will retrieve it and put it back.

3. If access to a rental unit is required:

- Go into the office safe (the code is in the on-call binder) and obtain the master key.
- If the key is required because a tenant has lost or misplaced their key, check their identification before enabling entry.
- Return the master key to the safe.

4. The Building Manager uploads a list of current tenants to the Shared Vision on-call section when tenants change.