

## PATHWAYS ABILITIES SOCIETY

### **PROCEDURE: ON-CALL**

**Applies to:** Employees, Contractors and Tenants

Original Effective Date: April 18, 2016

Effective Date: July 29, 2024

Replaces Procedure Dated: October 23, 2023

1. The executive director annually develops the On-Call weekend list.
2. The finance manager or their designate checks each Friday afternoon to ensure the on-call contact information is posted on ShareVision. If the information is not there, they contact the person on call and notify the person they need to complete it.

#### Employees

1. On evenings, overnight and weekend shifts, 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 occurs over the weekend, **first** contact a senior support worker who works in the home. Information regarding what senior support will be working and where can be found posted on Share Vision. Typically, on a Saturday, staff should first contact the Senior Support Worker at Guisachan; on a Sunday, first contact the Senior Support Worker at New Meadows or Bouvette. If necessary, the Senior Support Worker will notify the emergency on-call if the issue can not be resolved or requires more follow-up.
3. Call the emergency on-call person if a Senior Homes Support Worker is not working.
4. 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 the on-call person.

#### The person on-call:

1. Each Friday, designated staff puts a message on the ShareVision home page by noon stating they are on-call and the numbers they can be contacted at. Include a reminder instructing staff to contact the Senior Support Worker. List the Senior Support Workers that will be working as well as their work telephone numbers, and a reminder for employees to refer to the On-Call procedure.
  - Obtains the On-Call Binder and cellphone.
  - On their biweekly timesheets, enter an extra shift, choosing "On Call" under the position column and leaving a note under the details that state "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.
- Updates the PayWorks schedule accordingly. For example, Person A calls in sick for a shift, and Person B will cover it. The On-call person is responsible for moving that shift within the schedule. To reassign a shift in Payworks:
  - Login to PayWorks under your administration login
  - Click on 'time management,' then on 'administration.'
  - Then on 'Scheduler' found below 'Scheduling Agent'
  - Then, use the drop-down menu in the top left corner to choose the service area for the shift you are changing and ensure you are on the correct date.
  - Hover over the selected shift and click the ellipses in the bottom right corner of the selected shift
  - Click the 'move' option. A lined border should appear around the selected shift. Click on the shift, dragging it to the person covering the shift. The shift should now appear where you have moved it to and disappear from its previous place.
  - Click the ellipses on the new shift after you have moved it, and select 'edit.' Ensure you:
    - Switch the position to relief for that area. For example, Guisachan – Day Relief
    - Change the shift color from Cyan to Yellow.
    - Finally, add a shift note that says who is being covered. For example, "Shift coverage for Joe Schmo."
    - Click Save in the bottom right.

2. Has the authority to authorize banking time and/or overtime.

3. If serious vandalism occurs and a location needs to be secured, call Stutters Restoration Emergency at 1-877-763-1540. State you are calling from Pathways Abilities Society, and a building needs to be secured.

4. Ensures incident reports are processed and submitted as outlined in policy and procedure, including residential care licensing reports.

5. Return the On-Call Binder and cellphone to the finance manager or designate when their week is complete.

6. If called to Hadgraft Wilson Place, see the information below.

#### 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:

- Enter 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.