

COMMUNITY LIVING DURHAM NORTH

EMERGENCY RESPONSE AND REPORTING SYSTEMS

Policy No: B-15 (Service Delivery)

Effective Date: July 17, 2008

Rationale:

To provide the support of managerial staff in the event of an emergency while at the same time ensuring effective and timely communication.

Policy Statement:

Community Living Durham North will have systems in place to ensure that staff can access managerial assistance in case of emergency. It will also communicate to staff what constitutes an emergency or an unusual circumstance that ought to be reported, and the means by which they can report.

CLDN will also detail for employees those more routine situations where they are required to notify a manager, or secure authorization from a manager, and the means by which this kind of communication should flow.

Approved by: _____ Date: _____
for the Board of Directors

COMMUNITY LIVING DURHAM NORTH

EMERGENCY RESPONSE AND REPORTING SYSTEMS

Procedure No: B-15-1
Emergency Response

Effective Date: July 17, 2008

- Staff must contact managerial personnel as quickly as possible in any emergency situation.
- Naturally, the welfare of people takes priority and in some situations the staff will need to exercise judgment and take action before notifying a manager. Example - in a health emergency, 911 would be contacted first. Emergencies include but are not limited to the following:
 - An injury to a supported person, the onset of illness, or the death of a person.
 - The alleged abuse or mistreatment of a person.
 - A missing person.
 - A disaster on premises such as a fire or flood, or a significant plumbing or electrical problem.
 - A problem with water quality.
 - Significant concerns or complaints about the quality of service being provided.
 - Similar concerns expressed by a supported person or a family member.
 - A significant behavioural issue, especially if police involvement occurs or is even contemplated.
 - Any use of physical restraint.
 - Any other incident or issue that staff deem to be of a serious nature.
- Our funder, the Ministry of Community and Social Services, has its own requirements and definitions with respect to *Serious Occurrences* - see Policy B-21.

Procedure No: B-15-2
Reporting and Authorization Procedures

Effective Date: July 17, 2008

- In many situations that cannot be defined as emergencies it is nevertheless required that staff contact managerial personnel. Such situations include, but are not limited to:
 - Medication errors.
 - A staff person is unable to be at work, for whatever reason, at the appointed time.
 - A staff person is obliged to leave work before the end of her shift.
 - A staff person sustains a work related injury or becomes ill at work.

- Other significant events requiring managerial assistance.

Procedure No: B-15-3
Emergency Phone Lists

Effective Date: July 17, 2008

- An Emergency Phone List must be posted in the immediate vicinity of the main telephone in every program site and will include the following information:
 - The site's own address and phone number.
 - The emergency cell phone numbers for all Managers and Directors.
 - The On Call Pager number (for use in the evening and on weekends).
 - The Scheduling Officer's phone number.

Procedure No: B-15-4
Day Time (Mon. To Fri.) Contact Procedures

Effective Date: July 17, 2008

- All direct support staff report to a manager, and every manager has a "home base" or office telephone. During "normal work hours," and in non-emergency situations, staff who wish to contact their manager should begin with this number. If this fails, see below, *Back-up and Emergency Contact Procedures*.

Procedure No: B-15-5
Contact Procedures for Evenings, Nights and Weekends

Effective Date: July 17, 2008

- On week-day nights and on weekends one Manager assumes "on-call" responsibility for the entire agency.
- The managers performing this duty will carry a pager that is in "on" mode from 3:00 p.m. til 7:00 a.m. the following day, Monday through Friday. "Weekend" pager duty begins at 3:00 p.m. on Friday through to 7:00 a.m. Monday morning (or Tuesday morning, in the case of long weekends).
- The pager number:

(905) 721-7199

- You cannot communicate directly through the pager. You will get a recorded voice message that will prompt you to:
 - Punch the number into the key pad of the phone you're calling from;
 - Press the # key and hang up.
- At the manager's end, it will take about one minute and then the pager will sound and display the phone number that you have keyed in.
- The manager carrying the pager will make every effort to return your call within 10 minutes. She is not required to wait by the phone but must have her cell phone with her to facilitate prompt responses. It is important to keep the phone at your end open, so your call can be returned.
- Call the pager again if you do not have a response within 10 minutes. If this does not generate a prompt response see below, *Back-up and Emergency Contact Procedures*.
- Once contacted, the on-call manager will provide assistance and direction as appropriate, but staff should not necessarily expect him or her to attend on site, or to join them in hospital waiting rooms. To do this might compromise their ability to respond to subsequent calls.
- On the following business day, all calls are documented (i.e. the issues and outcomes) on an "on call" database by the manager who carried the pager, and this information is thereby made available to all managers and directors for response and follow-up. Where necessary, the "on call" manager will make herself available to debrief direct support staff.

Procedure No: B-15-6

Effective Date: July 17, 2008

Back-up and Emergency Contact Procedures

- All managers and directors have cell phones that are kept continuously in "on" mode.
- Their cell phone numbers appear on the Emergency Phone List in the following sequence:
 - The Manager of the particular location;
 - All other managerial personnel;
 - Directors.
- If, during normal business hours, you cannot reach your Manager at her office, and it is an emergency, you should call her cell phone number and then continue down the Emergency Phone List. In similar fashion, during the evening or on a weekend, if the on-call Manager does not respond to a page, begin at the top of the Emergency Phone List and proceed until someone is contacted.

- Do not leave your message on voice mail - anyone's voice mail. Staff's obligation to report, or to notify, is not discharged until actual contact has been made.

Procedure No: B-15-7

Effective Date: July 17, 2008

Contacting the Scheduling Officer re Sickness

Last Revision/Review: Sep. 2, 2014

- The Scheduling Officer's hours are 7:00 a.m. to 3:00 p.m. Monday to Sunday. If staff need to call in sick during this time frame it is the Scheduling Officer that they should call.
- The Scheduling Officer's number:

(905) 985-8511 x 226

- At any other time the call would be made to the On-Call Manager, in accordance with the above procedures. Remember that a voice message is not acceptable. If it is missed, it could lead to vulnerable people not receiving the support they need. Also, remember that the Overnight shift is frequently a challenge to fill; staff should make a special effort to provide managers with timely notice if they will not be able to report for an overnight shift.

Approved by: _____ Date: _____
Executive Director