

## 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

#### **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 his/her designate checks each Friday afternoon to ensure the on-call contact information is there. If the information is not there he/she contact 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 he/she obtains the On-Call Binder and cellphone.
5. On biweekly timesheets the employee enters "extra shift" with a note "worked on call".
6. 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.
7. As issues arise refer to Pathway's policies and procedures and the On-Call Response tracker for assistance addressing.
8. 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.
9. Return the On-Call Binder and cellphone to the finance manager or designate Mondays.

#### **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 and coverage cannot be found, serious injury or death, home evacuation, etc.