



## On Call Procedure

### **POLICY:**

It is the policy of Brightlife Enhancement Services to provide care to clients when applicable to any situation deemed an emergency by the staff on duty.

### **PURPOSE:**

To establish a procedure for managing after-hour emergencies

### **PRODEDURE:**

During the orientation phase of Programming, all Persons Served will be given an after-hours phone number in case of an emergency that requires the assistance of Brightlife Enhancement Services Specialty Team Staff Members.

A staff person will be available for on-call 24 hours a day's seven days a week for the purpose of crisis intervention. The on call staff workers are to be called in emergency situations which includes the following:

- A. Suicidal Ideation
- B. Homicidal Intentions
- C. Abuse and/ or neglect
- D. Physical Altercations between clients/ staff
- E. Emergencies

The On -call worker will rotate weekly from Friday to Thursday. All on call workers will have to respond to a call within 15 minutes. After the initial call, a staff member will log the call and determine the type of category that the call should be categorized as. If the call is considered to be of an urgent nature that requires the staff member to be on site, the on-call worker will follow the protocol of contacting the Clinical Director to discuss the steps to take to provide the appropriate care for the Persons Served(s) in crisis. It is mandatory that the on call worker has a cell phone at all times, in order to respond to an emergency situation immediately. All after-hour calls will be logged in on the After-Hour Crisis Log. The on call worker must have documentation to reflect the situation(s) that took place and report all after-hour calls to the Management Team the next day.