

Saint John of God Kerry Services

Hospitality Respect Compassion

18

Emergency On-Call Policy and Procedure

Saint John of God Kerry Services

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Policy and Procedure

Purpose

Saint John of God Kerry Services endeavours to provide support to frontline staff in the event of a significant concern or emergency arising outside of normal working hours (normal working hours being Monday to Thursday 9.00am to 5.00pm and on Friday 9.00am to 4.00pm). The Duty Supervisor (can also be referred to as the Supervisor on call) will be responsible for providing this service to Kerry Residential and Respite Services.

Scope

This document has been developed to provide all employees within Saint John of God Kerry Services with an understanding of the process on how to manage the on-call within the service.

1. A Supervisor is assigned as Duty Supervisor who is on duty for emergencies 24/7. The Duty Supervisor will be contactable at all times outside normal working hours by phone as outlined in the Service's Weekly Governance Schedule.
2. All Supervisors within Residential Services will submit their off duty to the Allocations Officer on a weekly basis in advance of the Governance structure being circulated to facilitate the drafting of the Weekly Governance Structure.
3. The Governance structure will contain the name of the Duty Supervisor, together with telephone contact details and hours the Duty Supervisor is available.
4. On a weekly basis the Weekly Governance Structure will be circulated, by the Allocations Officer, to each residential Co-ordinator/Supervisor to outline the Duty Supervisor available after 17:00.
5. In the absence of the Allocations Officer the Manager on Duty will take responsibility to circulate the Weekly Governance Structure.
6. During the hours of 17.00 to 20:15, Monday through to Friday, the Manager on Duty as per governance structure will be on duty to provide on call support.

7. After 20:15 each evening the Night Supervisor at Saint Mary of the Angels is contactable on 087 2635013.
 - 17:00 – 20:15 cover is per Governance list
 - 20:15– 8.15 am is covered by the Night Supervisor

24 hour phone cover is available for any emergencies which might arise by calling this number 087 2635013 or manager on Duty.
8. At weekends and public holidays (outside of hours noted in 7 above) the Duty Supervisor, as determined by the Weekly Governance Structure, can be contacted for any emergencies – see Appendix A – (Emergency Contact Numbers) for name and phone number of nominated Duty Supervisor.
9. The Duty Supervisor is available to advise and assist staff where significant concerns or emergencies arise for staff during the course of duty and include emergencies such as:
 - service user accidental injury or illness
 - staff member injury or illness
 - emergency involving family member of service user
 - safeguarding suspicions
 - emergency e.g. flooding, fire, security issue etc.
 - staff members being unable to fulfil duty roster through illness or unforeseen circumstance
 - drug administration error
 - motor vehicle accident

The above is for guidance only and is not an exhaustive listing.
10. Any suspicion of a safeguarding nature must be reported with immediate effect to the Duty Supervisor.
11. Any incident(s) falling outside of that of a significant concern or emergency can be reported the following morning before the staff member goes off duty.
12. Where a significant concern or emergency arises the staff member will contact the Duty Supervisor giving details of the significant concern or emergency.
13. The Duty Supervisor will advise the staff member on how best to manage the significant concern or emergency and will travel to the location to support the staff member in managing the significant concern or emergency if necessary.
14. The Night Duty Supervisor will advise a staff member over the phone on how best to manage the concern or emergency. The Night Duty Supervisor is based on Campus SMOA and will only travel to community houses in the Killorglin and Beaufort area only.

15. All issues in relation to hours of work, annual leave etc. must be directed through your line supervisor for consideration.

Appendix A
Saint John God of Kerry Services
Emergency Contact Numbers

**Please see update emergency contact numbers as distributed by Health and Safety
Coordinator**

