

**Policy & Procedure Manual**

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**INTERNAL REPORTING SYSTEM - AD-I-1**

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**POLICY:**

It is the policy of OPTIONS NORTHWEST to have a clearly identifiable and readily available reporting protocol to ensure that every employee has knowledge of who to call when requiring guidance, approval or direction.

**PURPOSE:**

1. To ensure that a reporting system be available 24 hours/day, 365 days per year and to clearly identify to every employee who to call when looking for direction, approval or advice.
2. To maintain an expedient, accessible and supportive link for individuals supported and employees to supervisory/ management personnel.
3. A risk management tool for handling of incidents, unusual occurrences or emergencies.
4. To identify those situations when the emergency after-hours Supervisor on call support is to be utilized.

**PROCEDURE**

A) Support Services:

**DURING REGULAR WORKING HOURS:**

1. All Community Services and Intensive Support: Monday to Friday 8:00 a.m. to 4:00 p.m. employee will report to their immediate Supervisor (see Appendix A for Supervisor's mobile phone numbers).
2. If the Supervisor cannot be accessed via their mobile phone during their regular work hours, then the Supervisor on call can be accessed by calling the **Supervisor On-Call cell phone at 628-3360.**

3. If your call is not returned in a timely fashion, and, within 15 minutes (if not an emergency), then contact Management on-call at 343-6300 and, if no response, the Director of Community Services or the Executive Director. If you still are not able to get a response the other Directors are not on call but you may try to contact one of them on their mobile phone (see Appendix A for Director's mobile phone numbers).

#### EMERGENCY SUPERVISOR ON-CALL SERVICE:

1. The on-call system is operational 24 hours/day 365 days/year and each Community Service Supervisor rotates through the on-call assignment on a weekly basis.
2. The Supervisor On-call can be accessed by calling the **Supervisor On-Call cell phone at 628-3360**. If your call is not returned in a timely fashion, then contact Management on call at 343-6300; if no response, the Director of Community Services or the Executive Director. If you still are not able to get a response, the other Directors are not on call but you may try to contact one of them on their mobile phone (see Appendix A for Director's mobile phone numbers).
3. The Supervisor On-Call service is an **EMERGENCY SERVICE** and is not to be used for issues that should be dealt with during regular business hours. Below are examples of emergency and non-emergency issues and the process to follow for both.

#### NON-EMERGENCY ISSUES:

1. Employee completing an incident report considered to be a non-emergency, as identified in the non-exhaustive list of examples below, will text and leave a message on their immediate supervisor's mobile phone. If the supervisor is on holidays, follow the directions indicated on their mobile phone.

#### NON-EXHAUSTIVE LIST OF EXAMPLES OF NON-EMERGENCY ISSUES:

- After-hour incident reports involving minor cuts, bruising etc. (that is not suspected to be abuse), and administration of a PRN unless the event is of a serious nature.
- Incident reports involving minor issues not requiring immediate attention i.e. a chip in a windshield, a dripping faucet etc.
- After-hour incidents that do not require the immediate attention of the Supervisor On Call as directed in the Incident Reporting and Follow Up Policy AD-I-6
- Scheduling requests to use lieu time. These requests must be approved by the employee's immediate supervisor during regular business hours and **will not** be approved after hours.
- Employee not reporting for their scheduled shift (contact scheduler)

- Employee late to work (contact scheduler) (employee must contact the Supervisor on the next business day)

**EMERGENCY ISSUES:**

1. Employee completing an incident report considered to be an emergency situation, as identified in the non-exhaustive list of examples below, will notify the supervisor/supervisor on call immediately.
2. If at any time employee is unsure whether the incident requires the immediate attention of a supervisor, do not hesitate to call.

**NON EXHAUSTIVE LIST OF EXAMPLES OF EMERGENCY ISSUES:**

- Suspicion and/or witness of Abuse to/by individuals supported, employee, volunteer or family members
- Suspicion and/or witness of harassment and/or bullying to/by individuals supported, employee, volunteer or family members
- Individuals supported needs to go to the Emergency Department/Hospital
- Fire, Evacuation, Flood or any form of disaster that threatens the safety of the individuals supported, employee or property of OPTIONS NORTHWEST
- Death of individuals supported or employee
- Reporting of a workplace injury (even if it does not require medical aid)
- Request for extra staffing
- Initiation of the fan out list
- Missing Person
- Crime either to/by individuals supported and employee
- Medication Error(s) or Missing Controlled Drugs
- Theft of personal property of individuals supported, employee or property of OPTIONS NORTHWEST
- Request for emergency leave of absence
- In the event that EMS is called (fire department, police, paramedic)
- Anything that meets the Ministry of Community and Social Services definition of a Serious Occurrence as identified in Policy Serious Occurrence Reporting and Follow Up AD-I-7

**B) All Other Areas:**

**DURING REGULAR OFFICE HOURS:**

1. During regular office hours (Monday to Friday 8:00 a.m. to 4:00 p.m.) all employee will report to their immediate Director/Manager.

2. If their immediate Director/Manager is not available, the Executive Director or one of the other available Directors/Managers can be contacted (see Appendix A for Director's/Manager's mobile phone numbers).

**OUTSIDE OF REGULAR WORKING HOURS:**

1. Employee will follow direction provided by their immediate Director/Manager.
2. If their immediate Director/Manager is not available, the Executive Director or one of the other Directors can be contacted (see Appendix A for Director's/Manager's mobile phone numbers).

**RECOMMENDED BY:** Administration

**APPENDICES:** 1

**OPERATIONAL ACCOUNTABILITY:** Administration, Finance, Human Resources, Community Services (all)

**ORIGINAL POLICY DATE:** September 1997

**AUTHORIZED BY:** Executive Director

**SIGNATURE:**  \_\_\_\_\_

## ADMINISTRATION CONTACT NUMBERS

Contact the applicable Supervisor/Manager during regular working hours.

| <b>SUPERVISOR</b>             | <b>AREA OF ASSIGNMENT</b>                                     | <b>EMERGENCY ON-CALL</b>  |
|-------------------------------|---|---|
| Alissa Pradal<br>629-8558     | 109 Kenwood Ave.<br>596 Langworthy Cres.<br>Passport          | <b>On-Call Supervisor:</b><br><br><b>628-3360</b><br><br>Call evenings, weekends or if the applicable Supervisors/Managers are not available for emergency purposes.<br><br>If the Supervisor does not answer, leave a message and they will return the call as soon as possible. |
| Amanda Lebel<br>630-8437      | 312 Dacre St.<br>587 Hodder Ave.<br>587 Hodder Apt.           |   |
| Andrea Johnson<br>628-4288    | 140 Market St.<br>339 Shuniah St.<br>Passport                 |   |
| Donna Tienhaara<br>628-4283   | 192 Glengary Dr.<br>607 Nicholetts Rd.<br>607 Nicholetts Apt. |   |
| Josie Vickruck<br>628-4285    | 1616 Francis St.  | <b>On-Call Manager:</b><br><br><b>343-6300</b><br><br>Mark Beazley,<br>Director, Community Services<br>633-3549<br><br>If no response contact:<br><br>Tony DeAgazio<br>Executive Director<br>251-0057<br><br>Jill Thompson,<br>Director, Human Resources<br>628-4282              |
| Lori McCoy<br>631-8791        | SIL, Home Share, CPS,<br>Purchased Services                   |   |
| Nanette Vester<br>628-4284    | 213 St. James St.<br>400 Tuscany Dr.<br>720 Frederica St.     |   |
| Sarah Byzewski<br>631-1112    | SIL, Home Share, CPS,<br>Purchased Services                   |   |
| Shannon Vanlenthe<br>620-4289 | 732 James St.   |   |
| Sherry Devereaux<br>630-8440  | 533 Syndicate Ave S.  |   |
| Vanessa Bowles<br>628-4287    | Passport  |   |
| Lisa Maki<br>620-0240         | Manager, Community<br>Services (CRT)                          |   |
| Chris Wiseman<br>633-6402     | Manager, Community<br>Services                                |   |

