


Catholic Charities Disabilities Services
Agency Standard and Procedure

Standard Category	Administration
Standard Title	On-Call Systems
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Approved by: Paula Jubic, Executive Director	

Standard: Catholic Charities Disabilities Services will maintain a number of systems to ensure that emergency situations and significant incidents can be handled twenty four hours a day, seven days per week. Residential Services, Nursing Services, Community Services, Facilities Management, and Quality Assurance will maintain one or more on-call rosters. The Executive Director and/or the Associate Executive Director may be contacted in an emergency.

1. **Residential Services:** The Director of Residential Services or designee is responsible for ensuring that there is an IRA on-call staff person as well as a Residential Administrator on-call at all times. Procedures have been established to assist staff with decision making regarding the need to contact on-call residential staff.

2. **Nursing Services:** The Manager of Nursing Services or designee is responsible for ensuring that there is a nursing on-call person at all times. Medical emergency contact procedures have been developed to assist staff with decision making regarding the need to contact the nurse on-call.

3. **Community Administration:** The Director of Individualized Community Services (ICS) or designee is responsible to ensure that there is a Community Administrator on-call at all times. This on-call staff member is responsible for providing assistance to Individualized Community Services staff, and Individualized Community Services recipients and their families. The telephone number of the Community Administrator on-call will be routinely distributed to individual recipients of community services and their families.
4. **Facilities Management:** The Director of Residential Services or designee is responsible for ensuring that there is a facilities staff member on-call at all times. Procedures have been developed to assist staff with decision making regarding the need to contact the facilities management staff on-call.
5. **Quality Assurance:** The Director of Quality Assurance or designee is responsible for ensuring that there is a quality assurance staff on-call at all times. Procedures have been developed to assist Administrators on-call with decision making regarding the need to contact quality assurance staff on-call.
6. **Executive Administration:** The Executive Director and/or the Associate Executive Directors can be contacted via cell phone in an emergency. Procedures have been developed to assist Administrators on-call with decision making regarding the need to contact Executive Administration.