**On Call Policy Template**

Name of your organization here

**[Home Name] On Call Policy**

1. The [Leadership Staff] is responsible for On-Call shifts. The Team will operate on a rotating schedule week-to-week. The [Leadership Staff] begin Wednesday at 5PM to the next Wednesday at 4:59PM, where the On-Call phone will be transferred to the next staff responsible for On-Call.
2. Leadership Staff] are to keep the On-Call phone charged, with the ringer on.
3. On-Call shifts only begin when no [Support Staff] are on shift, where [Leadership Staff] are responsible for answering phone calls and messenger texts.
   1. [Support Staff] shifts are documented on the shared staff calendar, and [Support Staff] are responsible for keeping their hours accurate.
4. If there is a call from one of the [Support Staff], the call should be answered regardless of time.
5. [Leadership Staff] should be prepared and able to attend to the youth in any emergency situation, within or outside [Home Name], during their rotation.
6. [Leadership Staff] responding to an after hours emergency are to report the event in the Weekend Debriefing document. These notes should follow shift note format and be as accurate and comprehensive as possible. [Support Staff] should be notified and [Leadership Staff] should debrief the [Lead Support Staff].
7. If there is an incident involving violence, harm to self or others, police engagement, or illegal substances, an Incident Report must be filed.
8. In the case that a staff member during their On-Call shift is required to leave their house to attend to a crisis with the youth between the hours of 12 AM to 6 AM:
9. The On Call duties will be passed to the next staff members according to the On Call rotation starting from 5 PM on the same day of the incident. (i.e. If an incident occurs Saturday at 2 AM, duties should be passed on to the next staff member according to the On Call rotation at 5 PM Saturday to provide relief for the original staff member handling the crisis).
10. The original staff member handling the crisis should provide a debriefing to the staff member taking over, along with any Incident Reports if one is completed (please see #7 for incidents that require an Incident Report).
11. Duties will return to the original staff member on rotation 48 hours after the crisis situation if it is still within their rotation (if Wednesday does not pass within those 48 hours).
12. If the [Leadership Staff] requests vacation time when they are scheduled for a rotation, they are responsible for notifying the primary [Home Name] staff and trading shifts with another [Leadership Staff] to ensure their rotation is covered.

**[Leadership Staff] should be trained in:**

* Crisis management
* De-escalation
* ASIST
* First Aid
* Mental Health & First Aid

**On-Call Training Checklist**

* Tour of Home
* Introduction to Youth
* Door Code/Keys to the home
* Important Numbers
* Emergency Contact Information binder
* Medications and Medication log book
* On Call policy

**On Call compensation**

* Staff will be compensated during their rotation of On Call duties in banking Time in Lieu (TIL) of 1hr/day to a maximum of 8 hours
* Additionally, if staff are called into an emergency, within or outside of [Home Name], pertaining to youth’s needs, they will bank a minimum of 2 hrs of Time in Lieu
* In the event staff exceed the minimum 2 hrs, the additional time spent conducting On-Call support shall be banked as Time in Lieu.
* If an On-Call person has their on-call shift take place during a stat holiday; the individual shall take an additional half-day in lieu.

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| ***Note: Please feel free to take this open access template and adjust it to your organization’s needs and specificities*** |