



"Creating Life Opportunities"

Policy and Procedure # 205

Administrator on Call

Approval: _____ Effective Date: 5/8/24

POLICY:

Residential Shift Managers from 4:30pm to 11pm or Residential Supervisors from 11pm to 7am will act as Administrators on Call for EFI depending on the time of day. When an emergency or incident occurs after hours, on weekends, or on Holidays, the AOC's shall be responsible for evaluating the situation, determining a plan of action, and assigning the responsibility of carrying out the plan. The AOC's will act for the Department Director when the Department Director is unavailable. The Executive Director will appoint a designee to act on their behalf when he or she is unavailable.

REFERENCE: DDA Policy 6.08

PROCEDURE:

1. Employees will contact the AOC after hours, on weekends and Holidays, only if necessary, and they will advise them regarding the emergent situation.
2. Supported Living clients with less than 24 hours support will call the AOC if they require assistance and the employee that assists them is not working at that time.
3. The AOC's will:
 - A. Contact the Executive Director and Residential Director whenever there is a serious injury or illness; if police, medics and/or CRU is contacted; if there is a missing client; or if any other serious event occurs.