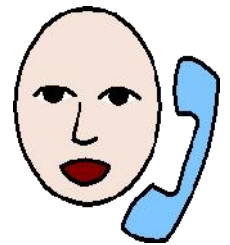


Accessible

On Call

Policy



March 2009

This accessible policy has been produced to assist the people we support to understand our policy framework within the context and best practice of inclusive communication. This accessible policy is not a substitute for the full policy document and therefore staff and managers must make themselves familiar with the full policy document.

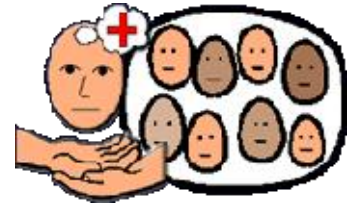
The complete policy statement can be found within the On Call Policy document available from the Admin Team at the Consortium Office.

Communication Policy

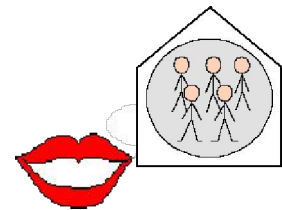
This policy is about how the Consortium will provide support for all staff and Service Users at all times (including night-times).

What the On call service does

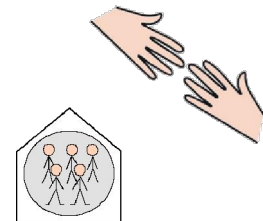
Gives support when the manager is not available



Gives staff advice about staff schedules and helps Service Users when they need advice and the regular manager is not there.

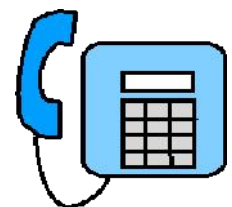


To help staff or Service Users who have problems

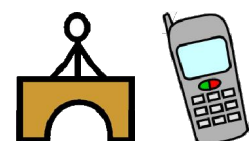


How the On Call service works

Staff will call the On call telephone number if it is night time and the regular manager has gone home from work.

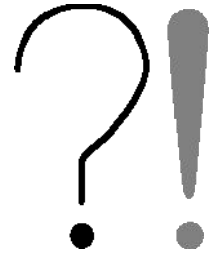


The On Call manager will have a special mobile phone wherever he or she goes so that they can always be talked to.



When On call should be used by staff

Staff may use the On Call service only when there is an emergency or a staff member is not able to work their scheduled shift.



Good Practice Guidelines

Staff should only call the On Call service when they have followed all of the 5 steps in the On Call policy good practice guideline.

