

Ingersoll Support Services Inc.

Policy: On Call System

Policy # HR 16

Approved by the Board of Directors: *March 19 2009*
Procedure Revision: *April 20 2011; Sept 26 2016*
Review Date: March 22 2019

Section: Human Resources

Ministry requirement – yes

Ingersoll Support Services Inc. has an “on call” system in the event that, an employee or a person accessing support requires contact with a supervisor.

Procedure:

1. A cell phone number will be used to contact the 24 Hour On-Call Supervisor.
2. Employees of Ingersoll Support Services are qualified and well trained individuals. Therefore employees will be able to deal with most challenging situations without having to contact a supervisor.
3. Employees are to immediately contact the On-Call person with respect to anything that might be considered a Serious Occurrence by the Ministry of Community and Social Services’ Serious Occurrence Policy including but not limited to; Emergency Medical Treatment, Physical Restraint, Death of an individual, or Disaster on the Premises, or Missing Person (See Policy S8 – Serious Occurrence Reporting).
4. ALL critical injuries as defined by the OHS Act MUST be reported to the On-Call person, Management and/or Executive Director so that it can be properly reported to the Ministry of Labour (MOL: 905-577-9774 or 1-877-202-0008) within 3 hours of the critical injury as per Policy HS 10.
5. Employees should access the On-Call person for emergency back-up.
6. The On-Call number can be used to contact a supervisor when all team members’ resources have been exhausted.
7. The On-Call plan will be reviewed annually.