

EMERGENCY ON-CALL PROCEDURE

- A. The Major Unusual Incident (MUI) Coordinator, Service and Support Administrator (SSA) or other designee as necessary will carry the emergency cell phone as well as a binder containing important contact numbers and a call log.
- B. While on call, the employee is to keep the phone turned on (at minimum in vibrate mode) and shall respond to all calls within a twenty-minute (20 minute) time frame.
- C. If the employee carrying on-call phone has to respond to an emergency while on-call they will:
 - 1. Work with the provider/individual/family to ensure health and safety (including removing any PPI's, if staff)
 - 2. Notify police, Children's Services, and adult protective services as necessary
 - 3. Consult with SSA assigned/CB RN/SSA Supervisor/Superintendent as needed
- D. The employee carrying on-call phone will immediately contact both the on-call Supervisor and the on-call Investigative Agent if a situation involves one or more of the following:
 - 1. Abuse
 - 2. Neglect
 - 3. Exploitation
 - 4. The threat of or actual knowledge of media involvement
 - 5. Arrest of an individual supported
- E. The employee carrying on-call phone will immediately contact the on-call Supervisor if a situation involves one or more of the following:
 - 1. If current HPC services require an increase to restore the situation to safety
 - 2. If a person is missing
 - 3. If there is law enforcement involvement
- F. The employee carrying on-call phone must enter all incidents into Incident Tracking in Ohio ITMS if incident is a suspected MUI. They should advise all providers to send incident reports to kburd@jcbdd.org by 3pm of the next business day.
- G. Staff member performing on-call duties will receive a stipend.
- H. Any designee appointed to cover the duties of the MUI Coordinator must know that UI logs are requested two times per year. The analysis is requested in January by the county. Providers should have them in to the county by February 28th of each year.