

CALGARY FAMILY SERVICES
PROCEDURE STATEMENT

Section: Client

(Responding to Issues/Emergencies
Evenings, Weekends, Statutory
Holidays)

Procedure Number: PS-110-C

Emergencies/crises/issues are responded to by the Access Coordinator in a timely fashion after the normal business hours of the agency. A Nurse will be available on-call at all times and will be consulted for any emergency situations.

1. A telephone call is received by the Access Coordinator (this call may come from a family member or Caregiver).
2. The Access Coordinator screens the call and, if the issue relates to scheduling, will deal with the call appropriately.
3. If the telephone call relates to any other type of emergency, the Access Coordinator will take appropriate information and instruct the Caregiver appropriately (may be to stay with Client until a Nurse contacts).
4. The Access Coordinator will contact the Nurse via cell phone and will relay information gathered.
5. The Nurse will call the Caregiver back and gather information needed, will contact Home Care Response Team if necessary, and will document all pertinent information.

Procedure Developed By: _____

Date: _____

Chief Executive Officer's Authorization: _____

Date: _____