

P322A	ENHANCED LIFESTYLES AFTER HOUR EMERGENCY PROCEDURE
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Procedure

When to call the After Hours Emergency phone

You should call the After Hours Emergency phone when you have a problem that needs to be addressed **immediately**, such as immediate support needs, needing a LA replacement for an early morning shift, concerns for health and safety, or reporting incidents and hospitalisations.

After Hours calls go to a phone given to a Service Delivery Officer to respond to overnight. This SDO will also have a laptop with access to Enhanced Lifestyles management systems in order to access information, make updates and report incidents.

Actions

1. When a call is received the Service Delivery Officer is to respond and investigate the issue that has prompted the call to inform what further action is required.
2. Lifestyle Attendant staff issues are to be addressed as promptly as possible using the remote access laptop provided. An LA cancelling a morning shift will require a replacement to be found to ensure the shift is filled.
3. In health related emergencies the Service Delivery Officer may be required to call 000 and request an ambulance for the Customer.
4. In the event of a life threatening health event or a customer passing away the SDO is required to inform the Quality & Service team. If the relevant Manager cannot be reached then notification should be sent to the Clinical and Training manager or Chief Executive Officer so they can respond to EL's mandatory reporting requirements.
5. If a hospitalisation occurs then the Customers LA's will need to be informed of cancellations of shifts for that day, the After Hours SDO will be responsible for ensuring this is done.
6. Customers with non-immediate and non-emergency issues should be reassured that while their concerns are important but politely reminded that the After Hours phone is for emergencies and that they can call during office hours to have their issue addressed. The After Hours SDO should also provide them with the offices business hours before closing the call.