

**Leamington Mennonite Home
Long Term Care**

POLICY AND PROCEDURE

CATEGORY: Personnel	SUBJECT: Registered Staff Telephone & Paging Responsibility	SECTION: R POLICY: 4
DATE: September 2004	Administrator's Signature: 	

REGISTERED STAFF TELEPHONE & PAGING RESPONSIBILITY

POLICY:

The Leamington Mennonite Home clerical staff answers all telephone enquiries and maintenance pager as required from Monday to Friday, 8:00am-4:30pm. After hours, weekends, holidays, (and as required) it is the responsibility of the Registered Staff on duty to answer all telephone calls and respond to pages.

PROCEDURE:

The following procedure will be followed by Registered Staff after hours, weekends and holidays.

Pager

- The Registered Staff assigned to the Rest Home Facility will carry and respond to the pager ensuring that there is a smooth transition from shift to shift. The Registered Staff assigned to the Rest Home Facility are responsible for the pager on all weekends, after hours, and holidays. When an RPN staff member is on duty during these times, the RPN will have access to a Registered Nurse at all times. For the Supportive Housing Pager, the Registered Staff on duty in the Rest Home Facility is responsible for:
 - The monitoring of the every 2 hour paging system check
 - The ongoing checking of the battery light to ensure the paging system battery is properly charged
 - The answering of any calls processed through the paging system
 - The notification of the other Registered Staff, as applicable, when leaving the building in case of emergency in the complex
 - The documentation of any response emerging through the paging system

Telephone

- The Registered Staff assigned to the 12 hour shift will carry the portable phone and answer all telephone calls.
- The Registered Staff assigned to the 12 hour shift is responsible for the following telephone duties:
 - Answering and directing calls and/or taking messages as appropriate

- Providing information on Home office hours – i.e. 8:30 a.m. – 4:30 p.m. Monday to Friday.
- Providing information to family members as requested regarding a resident's status
- The recording and processing of staff sick calls as per the Home Policy and Procedure and the Collective Agreement
- When the Registered Staff assigned to the 12 hour shift goes for break(s), mealtime(s), it is then the responsibility of the Registered Staff assigned to the Rest Home Facility to carry the phone and answer all calls.