Catholic Charities Disabilities Services	
Agency Standard and Procedure	
Standard Category	Administration
Standard Title	On-Call Systems and Personnel Subject to Call
Regulations	1) 14 NYCRR 633 2) CC Employee Handbook
Original Issue Date	10/17/2011
Latest Revision Date	02/18/2021 09/17/2024 12/15/2025 09/15/2026
Number of Pages	2
Attachments	
Approved by: Paula Warika, Executive Director	Paula Warika

Standard:
Catholic Charities Disabilities Services will maintain a number of systems to ensure that emergency situations and significant incidents can be handled twenty four hours a day, seven days per week. Residential Services, Supportive Health Services, Community Services, Facilities Management, and Quality Assurance will maintain on-call rosters.

The Executive Director, or designee, may be contacted in an emergency. Procedures have been developed to assist Administrators who are subject to call with decision making regarding the need to contact Executive Administration.

Procedure:

1) Subject To Call Personnel Expectations:
   All staff assigned to be subject to call must remain "fit for duty" in accordance with the Employee Handbook, including but not limited to:
   a) They are prohibited from:
      - "Using, possessing, buying, selling, manufacturing or dispensing an illegal drug (to include possession of drug paraphernalia).
      - Possessing or consuming alcohol.
      - Possessing or engaging in the recreational use of cannabis.
      - Exhibiting adverse effects as a result of the use of drugs or alcohol."
   b) Additionally, staff who are subject to call are expected to respond to on call communication within 15 minutes; and remain in physical proximity to the programs we support by remaining no farther than 3 hours away from our Park Place office location. Any exceptions to this physical proximity will require prior approval from the Executive Director, or designee.
   c) Hourly staff should clock in and out for any time working assigned subject to call duties and will additionally receive compensation for holding the responsibility on an agency observed holiday. Salaried staff are only compensated for the subject to call assignment when coverage falls on an agency observed holiday.

2) On Call Services:

a) *Residential Services*: The Director of Residential Services, or designee, is responsible for ensuring that there is an IRA staff person subject to call as well as a Residential Administrator staff person subject to call at all times. Procedures have been established to assist staff with decision making regarding the need to contact on-call systems.
b) *Supportive Health Services*: The Director of Residential Services, or designee, is responsible for ensuring that there is Supportive Health services on-call at all times, whether by CCDS RN staff subject to call. Medical emergency contact procedures have been developed to assist staff with decision making regarding the need to contact the nurse on-call system.
c) *Individualized Community Services (ICS)*: The Director of ICS, or designee, is responsible to ensure that there is a Community Administrator staff subject to call at all times. This staff member subject to call is responsible for providing assistance to ICS staff, and ICS individuals and their families. The telephone number of the Community Administrator on-call will be routinely distributed to the individuals of community services and their families.
d) *Facilities Management*: The Director of Facilities, or designee, is responsible for ensuring that there is a facilities staff member subject to call at all times. Procedures have been developed to assist staff with decision making regarding the need to contact the facilities management staff on-call system.
e) *Quality Assurance (QA)*: The Director of Quality Assurance, or designee, is responsible for ensuring that there is a QA staff subject to call at all times. Procedures have been developed to assist Administrators subject to call with decision making regarding the need to contact QA staff on-call system.