

# Emergency Response Procedures for Pager

## Options for Better Living

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## Responding to a Page

If you receive a page, please respond by calling the Answering Service at

**1-800-797-7965**

right away. You will be asked for your account number/code. It is **1721**.

You will ALWAYS need to respond to the Answering Service even if you receive the information you need via the text pagers.

Please get the following information from the Answering Service before hanging up:

- ❖ Date and time of call
- ❖ Full name of caller
- ❖ Full name of customer
- ❖ Network or Service Coordinator
- ❖ Phone number
- ❖ Nature of Emergency

Please respond to caller as quickly as possible, using the pager procedures outlined in this guide.

If the person who is on-call for a network does not respond within 10 minutes, the answering service will re-page the on-call. If they still do not get a response after 5 more minutes, the network cell phone will be called. If there is still no response, they will then page next network on the pager rotation.

If this happens, the back-up network's on-call needs to respond to the Answering Service, and possibly the caller, BEFORE attempting to contact the appropriate network on-call. If the appropriate network on-call cannot be reached, the backup network's on-call is responsible to provide any assistance the caller needs.

If a pager is not working appropriately, please notify the answering service immediately, so that they can contact on-call at an alternate number (eg cell phone).

The network's supervising ADS should be notified via voice mail so that they can address any problems with pager responses, technical issues, or the answering service.

Please keep in mind that the billing from the Answering Service relates to the number of calls they receive. If a caller will need to make follow-up calls to you on an issue, please direct them to contact your cell number if possible.

There may be some special situations where a customer will be asked to page a network directly (eg they are difficult to understand on the phone), but, in general, the network pager numbers are NOT to be given out. Callers should use the emergency pager number.

Emergency Pager Number: **1-888-300-7553**

# Behavioral Issues – Pager Procedures

**If a staff member calls to report a behavioral issue, please obtain and document the following information:**

1. *Does staff need immediate assistance?*

If yes –

- ❖ Additional information:
  - Pager will get further information from staff when it is safe to do so.
- ❖ Pager response:
  - Pager will direct staff to call 9-1-1 if there is an imminent threat to safety that the staff cannot handle for the time it would take for pager to get there, or if more assistance is required than what the pager can provide.
- ❖ Pager action:
  - Pager will go to setting to provide needed assistance, following the customer's behavior plan, and/or providing emergency behavioral support with as little restriction as necessary to secure everyone's safety, following CPI's recommended guidelines for intervening in emergency behavioral situations.
  - Pager will consult with the customer's physician if uncertain as to whether the customer needs medical assistance.
- ❖ Notification:
  - Pager will notify SC of situation and resolution via voicemail.
  - Pager will make sure information is passed along to the customer's guardian, behavior specialist, and others as applicable.
- ❖ Documentation:
  - Pager will assist staff in documenting incident, including Progress notes, Incident report, and all other appropriate paperwork.

2. *Is this an FYI or non-emergency call?*

If yes –

- ❖ Additional Information:
  - Pager will document the staff's description of the behavior, and the staff person's intervention.
  - Pager will ask if there is a behavior plan that addresses the behavior, and whether that plan is being followed.
  - If staff is unable to follow the behavior plan, pager will document why they can't.
- ❖ Pager response:
  - Pager will ask staff to call back if the behavior escalates and they need pager assistance.
- ❖ Notification:
  - Pager will notify SC of situation and resolution via voicemail.
- ❖ Documentation:
  - Pager will remind staff to document the incident, using Progress Notes, Communication Logs, and an Unusual Incident Report.

3. *Has a restraint been used?*

If yes –

- ❖ Additional information:
  - Pager will make sure that the customer and the staff are currently safe, and do not need immediate assistance.
  - Pager will find out if the restraint is a part of an approved behavior plan, or whether it was an emergency restraint used because the customer was an imminent danger to themselves or others.
  - Pager will get information from staff about the incidents leading up to the use of a restraint, and the nature and time of the restraint.
- ❖ Pager response:
  - Pager will ask staff to look for any possible signs of injury that may have resulted from the restraint. Staff should report signs of injury to pager so that BDDS can be contacted.
- ❖ Notification:
  - Pager will notify SC of situation and resolution via voicemail.
  - Pager will make sure information is passed along to the customer's guardian, behavior specialist, and others as applicable.
  - Pager will ensure that BDDS is notified of the incident, if a customer is injured during a restraint. (If pager is not able to contact Service Coordinator, or Service Coordinator is unable to file the incident report, pager will notify BDDS within 24 hours of the incident.). Pager will notify the Service Coordinator and Assistant Director of Services via voicemail that the BDDS report has been filed.
- ❖ Documentation:
  - Pager will remind staff to document the incident, using Progress Notes, Communication Logs, and an Unusual Incident Report.

4. *Has a PRN been given to address the behavior?*

If yes –

- ❖ Additional information:
  - Pager will find out if the PRN is part of an approved behavior plan, or whether it was ordered on an emergency basis by the customer's physician.
- ❖ Notification:
  - Pager will notify SC of situation and resolution via voicemail.
  - Pager will make sure information is passed along to the customer's guardian, behavior specialist, and others as applicable.
  - Pager will ensure that BDDS is notified of the incident, if a customer is give a PRN to address behavior. (If pager is not able to contact Service Coordinator, or Service Coordinator is unable to file the incident report, pager will notify BDDS within 24 hours of the incident.). Pager will notify the Service Coordinator and Assistant Director of Services via voicemail that the BDDS report has been filed.
- ❖ Documentation:
  - Pager will remind staff to document the incident, using Progress Notes, Communication Logs, and an Unusual Incident Report.
  - Pager will remind staff to document the use of the PRN in the MAR.

5. *Has property been destroyed?*

If yes –

- ❖ Additional information:
  - If the damaged property belongs to the customer, pager will document the details of the property destruction on the on-call report.
- ❖ Pager response:
  - If the damaged property belongs to staff, pager will instruct staff to contact their supervisor during the next business day, so that their supervisor can assist them in determining whether the damage will be reimbursed. (If the property was a personal item, such as eyeglasses, clothing, or vehicle, damaged in the performance of duties, Options MAY reimburse the employee. A Check Request form must be completed and approved by the supervisor and the Director of Services.)
  - If the damaged property belongs to another person or business, pager will remind staff to provide the owner with contact information for Options for Better Living, including the Service Coordinator's name, the main office number, and the emergency pager's number.
- ❖ Notification:
  - Pager will notify SC of situation and resolution via voicemail.
  - Pager will make sure information is passed along to the customer's guardian, behavior specialist, and others as applicable.
- ❖ Documentation:
  - Pager will remind staff to document the incident, using Progress Notes, Communication Logs, and an Unusual Incident Report

6. *Has customer been injured?*

If yes – (see customer injury/illness for more details)

- ❖ Additional information:
  - Pager will ask staff to describe the injury and will document the staff's description.
- ❖ Pager response:
  - Pager will instruct staff to call 9-1-1 if the injury is potentially life-threatening.
  - Pager will instruct staff to call physician to seek medical assistance if needed.
  - Pager will instruct staff to take customer to the emergency room or a walk-in clinic if an appointment with the customer's doctor is not immediately available.
  - Pager will remind staff to bring emergency information to the doctor or hospital.
- ❖ Pager action:
  - Pager will offer to meet staff at the ER or doctor if they need assistance.
- ❖ Notification:
  - Pager will notify SC of situation and resolution via voicemail.
  - Pager will make sure information is passed along to the customer's guardian, behavior specialist, and others as applicable.
  - If injuries require medical attention or are a result of a restraint, pager will ensure that BDDS is notified of the incident within 24 hours (If pager is not able to contact Service Coordinator, or Service Coordinator is unable to file the incident report, pager will notify BDDS.). Pager will notify the Service Coordinator and Assistant Director of Services via voicemail that the BDDS report has been filed.
- ❖ Documentation:
  - Pager will remind staff to document the incident, using Progress Notes, Communication Logs, and an Unusual Incident Report.

7. *Has staff been injured?*

If yes –

- ❖ Pager response:
  - Pager will direct staff to call 9-1-1 if the injury is life-threatening, or there is an imminent threat to safety that the staff cannot handle while waiting for assistance from the pager.
  - If staff has experienced an exposure incident (blood or other potentially infectious materials coming into contact with non-intact skin or mucus membranes), staff **MUST** seek medical attention.
  - Pager will encourage staff to seek medical treatment (if it is needed) at Prompt Care, or if Prompt Care is not open, at the Emergency Room. (Staff can see their own physician instead, but they may experience some difficulties or confusion in processing the worker's compensation claim).
  - Pager will remind staff to report the injury as a worker's compensation injury, whether they think they will need medical attention or not. (Staff needs to call Human Resources Department at 332-9615 x207 within 24 hours or on the next business day).
- ❖ Pager action:
  - If necessary, pager will go to the setting to provide needed assistance, and will assist staff in accessing medical treatment by helping with transportation or shift coverage.
  - If staff will need their shift covered so that they can seek medical treatment, pager will cover shift, or will find someone else to cover shift so that staff can get medical assistance ASAP.
- ❖ Notification:
  - Pager will notify SC of situation and resolution via voicemail.
  - Pager will make sure information is passed along to the customer's guardian, behavior specialist, human resources manager and others as applicable.
  - If a customer injures a staff person when aggressing towards the staff person, pager will ensure that BDDS is notified. (If pager is not able to contact Service Coordinator, or Service Coordinator is unable to file the incident report, pager will notify BDDS within 24 hours of the incident.). Pager will notify the Service Coordinator and Assistant Director of Services via voicemail that the BDDS report has been filed.
- ❖ Documentation:
  - Pager will remind staff to document the incident, using Communication Logs, and/or an Unusual Incident Report, depending on the severity of the injury.
  - If staff seek medical treatment, they need to submit documentation of the treatment, as well as any restrictions to work ordered, to the Human Resources Department at the main office.

8. *Has anyone else been injured?*

If yes-

- ❖ Pager response:
  - Pager will remind staff to provide the injured person with contact information for Options for Better Living, including the Service Coordinator's name, the main office number, and the emergency pager's number.
- ❖ Notification:
  - Pager will notify SC of situation and resolution via voicemail.
  - Pager will make sure information is passed along to the customer's guardian, behavior specialist, and others as applicable.
  - If a customer injures a community person when aggressing towards them, pager will ensure that BDDS is notified. (If pager is not able to contact Service Coordinator, or Service Coordinator is unable to file the incident report, pager will notify BDDS within 24 hours of the incident.). Pager will notify the Service Coordinator and Assistant Director of Services via voicemail that the BDDS report has been filed.
- ❖ Documentation:
  - Pager will remind staff to document the incident, using Progress Notes, Communication Logs, and an Unusual Incident Report.

9. *Have the police been involved in the behavioral incident?*

If yes -

- ❖ Pager response:
  - Pager will instruct staff to cooperate fully with the police and to help ensure that the customer understands their legal rights.
  - Pager will remind staff to give the police the contact info for Options, and to get officer's name and number.
- ❖ Pager action:
  - If police investigation is underway, or customer has been arrested, contact Assistant Director of Services. If unable to contact ADS, contact Director of Services or Executive Director.
  - Pager will remind staff person to give police Options' contact information, and information that would be necessary to address safety issues (eg meds needed in jail; guardianship) but to otherwise try to continue to maintain confidentiality related to a customer's diagnosis and other protected information.
  - Pager will offer to go to the setting if necessary to assist staff, customer, and police.
  - Please be aware of the fact that the police can order a 72 hour hold.
- ❖ Notification:
  - Pager will notify SC of situation and resolution via voicemail.
  - Pager will make sure information is passed along to the customer's guardian, behavior specialist, and others as applicable.
  - Pager will ensure that a BDDS report is made within 24 hours. (If pager is not able to contact Service Coordinator, or Service Coordinator is unable to file the incident report, pager will notify BDDS within 24 hours of the incident.). Pager will notify the Service Coordinator and Assistant Director of Services via voicemail that the BDDS report has been filed.
- ❖ Documentation:
  - Pager will remind staff to document the incident, using Progress Notes, Communication Logs, and an Unusual Incident Report.

## Staff Injury on the Job – Pager Procedures (See behavior issues for staff injury resulting from aggression)

**If a staff member calls to report an injury on the job issue, please obtain and document the following information:**

1. *Do you need medical attention or other immediate assistance?*

If yes –

- ❖ Additional information:
  - Pager will find out if anyone else was injured.
  - Pager will get further information from staff when it is safe to do so.
- ❖ Pager response:
  - Pager will direct staff to call 9-1-1 if the injury is life-threatening, or there is an imminent threat to safety that the staff cannot handle while waiting for assistance from the pager.
  - Pager will encourage staff to seek medical treatment (if it is needed) at Prompt Care, or if Prompt Care is not open, at the Emergency Room. (Staff can see their own physician instead, but they may experience some difficulties or confusion in processing the worker's compensation claim).
  - Pager will remind staff to report the injury as a worker's compensation injury, whether they think they will need medical attention or not. (Staff needs to call Human Resources Department at 332-9615 x207 within 24 hours or on the next business day)!!!!!!!
- ❖ Pager action:
  - If necessary, pager will go to the setting to provide needed assistance, and will assist staff in accessing medical treatment by helping with transportation or shift coverage.
  - If staff will need their shift covered so that they can seek medical treatment, pager will cover shift, or will find someone else to cover shift so that staff can get medical assistance ASAP.
- ❖ Notification:
  - Pager will notify SC of situation and resolution via voicemail.
  - Pager will make sure information is passed along to the human resources department, and other parties as appropriate.
- ❖ Documentation:
  - Pager will remind staff to document the incident, using Communication Logs, and/or an Unusual Incident Report, depending on the severity of the injury.
  - If staff seek medical treatment, they need to submit documentation of the treatment, as well as any restrictions to work ordered, to the Human Resources Department at the main office.

2. *Is this an FYI call?*

If yes –

- ❖ Additional information:
  - Pager will find out if anyone else experienced an injury.
- ❖ Pager response:
  - Pager will remind staff to report the injury as a worker's compensation injury, even if they do not think they will need medical attention. (Staff needs to call Human Resources Department at 332-9615 x207 within 24 hours or on the next business day).
- ❖ Notification:
  - Pager will notify SC of situation and resolution via voicemail.
  - Pager will make sure information is passed along to the human resources department, and other parties as appropriate.
- ❖ Documentation:
  - Pager will remind staff to document the incident, using Communication Logs, and/or an Unusual Incident Report, depending on the severity of the injury.
  - Pager will give Service Coordinator a copy of the on-call report.

3. *Has staff person experienced an exposure incident?*

If yes -

- ❖ Additional information:
  - Pager will find out if anyone else experienced an exposure.
  - Pager will get further information from staff when it is safe to do so.
- ❖ Pager response:
  - Pager will direct staff to call 9-1-1 if the injury is life-threatening, or there is an imminent threat to safety that the staff cannot handle while waiting for assistance from the pager.
  - If staff has experienced an exposure incident (blood or other potentially infectious materials coming into contact with non-intact skin or mucus membranes), staff **MUST** seek medical attention.
  - Pager will encourage staff to seek medical treatment (if it is needed) at Prompt Care, or if Prompt Care is not open, at the Emergency Room. (Staff can see their own physician instead, but they may experience some difficulties or confusion in processing the worker's compensation claim).
  - Pager will remind staff to report the injury as a worker's compensation injury, whether they think they will need medical attention or not. (Staff needs to call Human Resources Department at 332-9615 x207 within 24 hours or on the next business day).
- ❖ Pager action:
  - If necessary, pager will go to the setting to provide needed assistance, and will assist staff in accessing medical treatment by helping with transportation or shift coverage.
  - If staff will need their shift covered so that they can seek medical treatment, pager will cover shift, or will find someone else to cover shift so that staff can get medical assistance ASAP.
- ❖ Notification:
  - Pager will notify SC of situation and resolution via voicemail.
  - Pager will make sure information is passed along to the human resources department, and other parties as appropriate.
- ❖ Documentation:
  - Pager will remind staff to document the incident, using Communication Logs, and/or an Unusual Incident Report, depending on the severity of the injury.
  - If staff seek medical treatment, they need to submit documentation of the treatment, as well as any restrictions to work ordered, to the Human Resources Department at the main office.

4. *Is Prompt Care or another medical facility calling to get authorization for a Worker's Compensation claim?*

If yes –

- ❖ Pager response:
  - If it is during business hours, pager will direct the caller to contact the Human Resources Department at Options.
  - If it is not during business hours, pager will ensure that the person requesting treatment is a current employee of Options (using the most updated staff roster available), and will authorize the claim.
  - Pager will speak to employee and make sure they have followed the procedures for reporting and documenting an injury.
- ❖ Notification:
  - Pager will notify Human Resources department via voicemail if they authorize a Worker's Compensation claim.

## Customer Illness/Injury – Pager Procedures

**If a staff member or customer calls to report a customer illness or injury, please obtain and document the following information:**

1. *Is this an FYI call?*

If yes –

- ❖ Additional information:
  - Pager will document caller's description of the injury or illness and what steps are being taken to treat the customer.
- ❖ Notification:
  - Pager will notify the Service Coordinator of the incident and resolution via voicemail.
  - Pager will make sure guardian, health care representative and other parties as are notified, as applicable.
- ❖ Documentation:
  - Pager will remind staff to document the incident, using Progress Notes, Communication Logs, and an Unusual Incident Report, depending on the severity of the injury or illness. UIRs should be completed for any injury or severe illness.
  - Pager will remind staff to clearly document any incident that might result in injuries, even if injuries are not immediately observed.

2. *Does the customer need medical assistance?*

If yes –

- ❖ Additional information:
  - Pager will document the caller's description of the illness or injury.
- ❖ Pager response:
  - Pager will ask the caller to make a determination about whether the customer needs medical assistance.
  - Pager will encourage the caller to call 9-1-1 for an ambulance if there appears to be a possibly life-threatening condition.
  - If the customer does not have a life-threatening condition, but will need same-day medical assistance, pager will recommend that a medical appointment be scheduled with the customer's physician, or seek assistance at the Emergency Room.
- ❖ Pager action:
  - If the caller is unable to determine whether the customer needs medical treatment, the pager may visit the customer to provide a second opinion, or may instruct caller to err on the side of caution and seek medical assistance.
- ❖ Notification:
  - Pager will notify the Service Coordinator of the incident and resolution via voicemail.
  - Pager will make sure guardian, health care representative and other parties as are notified, as applicable.
  - If a customer has a serious injury or has experienced an incident that has the potential to cause injury that will require medical follow-up, pager will ensure that BDDS is notified. (If pager is not able to contact Service Coordinator, or Service Coordinator is unable to file the incident report, pager will notify BDDS within 24 hours of the incident.). Pager will notify the Service Coordinator and Assistant Director of Services via voicemail that the BDDS report has been filed.
- ❖ Documentation:
  - Pager will remind staff to document the incident, using Progress Notes, Communication Logs, and an Unusual Incident Report, depending on the severity of the injury or illness. UIRs should be completed for any injury or severe illness. Appointment records should also be completed as appropriate.

3. *Has EMS (9-1-1) been called or has the customer been taken to the Emergency Room?*

If yes –

- ❖ Additional information:
  - Pager will document the caller's description of the illness or injury.
- ❖ Pager response:
  - Pager will remind the caller to bring emergency information to the hospital (contact information for customer, guardian, and physician; medications, dosages, and times; allergies and medical issues; memo of understanding).
- ❖ Pager action:
  - Pager will ask if the caller needs assistance and will offer to meet the customer at the hospital if necessary.
  - Pager will assist staff and customer in returning home from the hospital if they do not have transportation.
- ❖ Notification:
  - Pager will notify the Service Coordinator of the incident and resolution via voicemail.
  - Pager will make sure guardian, health care representative and other parties as are notified, as applicable.
  - If a customer visits the emergency room, pager will ensure that BDDS is notified. (If pager is not able to contact Service Coordinator, or Service Coordinator is unable to file the incident report, pager will notify BDDS within 24 hours of the incident.). Pager will notify the Service Coordinator and Assistant Director of Services via voicemail that the BDDS report has been filed.
- ❖ Documentation:
  - Pager will remind staff to document the incident, using Progress Notes, Communication Logs, and an Unusual Incident Report, depending on the severity of the injury or illness. UIRs should be completed for any injury or severe illness. Appointment records should also be completed as appropriate.

4. *Has the customer been admitted into the hospital for a serious injury or illness?*

If yes –

- ❖ Additional information:
  - Pager will document the caller's description of the illness or injury.
- ❖ Pager action:
  - Pager will ask if the caller needs assistance and will offer to meet the customer at the hospital if necessary.
  - Pager will assist staff and customer in returning home from the hospital if they do not have transportation.
  - Pager will arrange for additional staffing if needed in the hospital until SC can take over the scheduling.
- ❖ Notification:
  - Pager will make sure that the guardian, health care representative, Case Manager, Service Coordinator, ADS, Director of Services, and Executive Director, and other parties as applicable are contacted immediately. Pager will leave a voicemail message if unable to contact these parties directly.
  - Pager will notify next staff person that they will need to come to the hospital rather than the customer's home.
  - If a customer is hospitalized or has a serious injury or illness that will require medical follow-up, pager will ensure that BDDS is notified. (If pager is not able to contact Service Coordinator, or Service Coordinator is unable to file the incident report, pager will notify BDDS within 24 hours of the incident.). Pager will notify the Service Coordinator and Assistant Director of Services via voicemail that the BDDS report has been filed.
- ❖ Documentation:
  - Pager will remind staff to document the incident, using Progress Notes, Communication Logs, and an Unusual Incident Report, depending on the severity of the injury or illness. UIRs should be completed for any injury or severe illness. Appointment records should also be completed as appropriate.

5. *Will the customer need additional staffing due to illness?*

If yes –

- ❖ Pager action:
  - If a customer is unable to attend work, school, or day program due to illness, the pager will find coverage for additional staffing requirements that result that day.
  - If the customer needs to leave work, school, or day program due to illness or injury, pager will find immediate transportation for the customer, and interim staffing as necessary.
- ❖ Notification:
  - Pager will pass information along to the customer's Service Coordinator, and will remind the Service Coordinator that they need to find a standby staff for the next day in case the customer is not well enough to return to normal activities.
- ❖ Documentation:
  - Pager will remind staff to document the incident, using Progress Notes, Communication Logs, and an Unusual Incident Report, depending on the severity of the injury or illness. UIRs should be completed for any injury or severe illness. Appointment records should also be completed as appropriate.

6. *Does the customer have an injury of unknown origin?*

If yes –

- ❖ Additional information:
  - Pager will gather basic information about the injury, and will pass it along to the Service Coordinator, who will investigate the possible source of the injury by contacting staff, family members, etc.
- ❖ Notification:
  - Pager will notify the Service Coordinator of the incident and resolution via voicemail.
  - Pager will make sure guardian, health care representative and other parties as are notified, as applicable.
  - If the pager is not able to establish the source of the injury, pager will ensure that BDDS is notified. (If pager is not able to contact Service Coordinator, or Service Coordinator is unable to file the incident report, pager will notify BDDS within 24 hours of the incident.). Pager will notify the Service Coordinator and Assistant Director of Services via voicemail that the BDDS report has been filed.
- ❖ Documentation:
  - Pager will remind staff to document the incident, using Progress Notes, Communication Logs, and an Unusual Incident Report, depending on the severity of the injury or illness. UIRs should be completed for any injury or severe illness. Appointment records should also be completed as appropriate.

7. *Has the customer passed away?*

If yes –

- ❖ Additional information:
  - Pager will document the caller's description of the illness or injury.
- ❖ Pager action:
  - Pager will ask if the caller needs assistance and will offer to come to the setting to provide support if necessary.
- ❖ Notification:
  - Pager will make sure guardian, health care representative, Case Manager, Service Coordinator, ADS, Director of Services, and Executive Director, and other parties as applicable are notified immediately. Pager will leave a voicemail message if unable to contact these parties directly.
  - Pager will notify the next staff that they will not need to attend their shift.
  - In the case of the death of a customer, pager will ensure that BDDS is notified. (If pager is not able to contact Service Coordinator, or Service Coordinator is unable to file the incident report, pager will notify BDDS within 24 hours of the incident.). Pager will notify the Service Coordinator and Assistant Director of Services via voicemail that the BDDS report has been filed.
- ❖ Documentation:
  - Pager will remind staff to document the incident, using Progress Notes, Communication Logs, and an Unusual Incident Report, depending on the severity of the injury or illness. UIRs should be completed for any injury or severe illness. Appointment records should also be completed as appropriate.

# Vehicle Emergency – Pager Procedures

**If a staff member or customer calls to report a vehicle emergency, please obtain and document the following information:**

1. *Has a customer been involved in a vehicle accident?*

If yes –

- ❖ Pager response:
  - Pager will instruct staff to call the police if they have not already done so.
  - Pager will instruct staff to follow up with any possible injuries by seeking medical assistance.
- ❖ Pager action:
  - If they are stranded due to the accident, pager will assist staff and customer in getting to a safe place, providing a ride or other emergency assistance they might need.
- ❖ Notification:
  - Pager will notify Service Coordinator of the incident and resolution via voicemail.
  - Pager will make sure the customer's guardian and other parties are notified as appropriate.
  - Pager will pass information about the accident to Human Resources, and to ADs's via voicemail.
  - If serious injuries to the customer result from the accident, pager will ensure that BDDS is notified. (If pager is not able to contact Service Coordinator, or Service Coordinator is unable to file the incident report, pager will notify BDDS within 24 hours of the incident.). Pager will notify the Service Coordinator and Assistant Director of Services via voicemail that the BDDS report has been filed.
- ❖ Documentation:
  - Pager will remind staff to document the incident, using Progress Notes, Communication Logs, and an Unusual Incident Report.
  - Pager will instruct staff to bring a copy of the police report to the HR department ASAP.

2. *Is a staff and/or customer stranded due to a breakdown?*

If yes –

- ❖ Pager action:
  - Pager will assist staff and customer in getting to a safe place, providing a ride or other emergency assistance they might need.
- ❖ Notification:
  - Pager will notify Service Coordinator of the incident and resolution via voicemail.
  - Pager will make sure the customer's guardian, anyone who might be looking for or waiting for the customer, and other parties are notified as appropriate.
- ❖ Documentation:
  - Pager will remind staff to document the incident, using Progress Notes, Communication Logs, and an Unusual Incident Report.

## Change in Customer's Schedule – Pager Procedures

**If a staff member or customer calls to report a change in schedule, please obtain and document the following information:**

1. *Has a customer called to say that they were stranded somewhere and needed a ride?*

If yes –

- ❖ Pager action:
  - Pager will help customer to find transportation home (bus, taxi, ride).
- ❖ Notification:
  - Pager will notify Service Coordinator via voicemail.
  - Pager will make sure the customer's guardian and other parties are notified as applicable.

2. *Does a customer need to leave work, school, or day program early (not due to illness)?*

If yes –

- ❖ Pager action:
  - Pager will find immediate transportation for the customer, and interim staffing as necessary.
  - Pager will find coverage for additional staffing requirements that result that day.
- ❖ Notification:
  - Pager will notify Service Coordinator via voicemail.
  - Pager will make sure the customer's guardian and other parties are notified as applicable.
  - Pager will remind the Service Coordinator that they need to find a standby staff for the next day in case the same problem occurs again the next day.

3. *Has a customer had a change in plans, meaning they will no longer need scheduled staff?*

If yes –

- ❖ Pager response:
  - If the customer has a guardian, the guardian must approve any last minute elimination of staffing.
  - If the customer does not have a guardian but receives 24-hour supervision/support, the customer's Service Coordinator must approve any last minute elimination of staffing.
  - If the customer does not receive 24-hour supervision/support, and the team has determined that the customer can choose to eliminate staffing hours, there should be information in the pager-book stating that the customer should be allowed to make this determination. If there is no such statement in the pager book, the Service Coordinator must approve any last minute elimination of staffing.
- ❖ Notification:
  - Pager will notify scheduled staff that they won't be needed.
  - Pager will notify Service Coordinator via voicemail.
  - Pager will make sure the customer's guardian and other parties are notified as applicable.
- ❖ Documentation:
  - Pager will remind staff to document the change in plans, using Progress Notes and Communication Logs.

## Staffing Issues – Pager Procedures

**If a staff member or customer calls to say there is a staffing issue in a setting, and/or a staff is unable to work a shift, please obtain and document the following information:**

1. *Is a staff member calling to say they are ill and are unable to work their shift?*

If yes –

- ❖ Pager response:
  - Pager will assist the staff by providing names and phone numbers of subs that are able to work in that setting.
- ❖ Notification:
  - Pager will pass information along to the customer's Service Coordinator via voicemail.
- ❖ Documentation:
  - If staff finds coverage for their shift, pager will document the name of the sub on on-call report.

2. *Is staff unable to get to work due to a breakdown in their personal transportation?*

If yes –

- ❖ Pager response:
  - Pager will assist the staff by providing names and phone numbers of subs that are able to work in that setting.
  - Pager will inform staff that Options only assists in finding rides for staff in the event of a weather emergency, and that the staff person will need to find alternative transportation.
  - Pager will remind staff that transportation issues are not considered emergency situations, and staff will need to cover their shift. Pager will recommend the following options: getting a ride from a friend or borrowing a car; taking a bus or a cab (not reimbursable); calling setting to see if current staff and customer are available to pick staff up; calling other staff to get a ride or to find coverage for shift
  - Pager is NOT responsible for giving staff a ride to their shift, but can offer to do so as a last resort if they chose.
  - Generally, a staff person is required to have a car for their shift, but the pager can waive this in an emergency if it would not be a hardship or undue inconvenience to the customer. Pager can also contact the Jefferson group home to see if the van would be available for use during the shift.
- ❖ Notification:
  - Pager will pass information along to the customer's Service Coordinator via voicemail.
- ❖ Documentation:
  - If staff finds coverage for their shift, pager will document the name of the sub on on-call report.

3. *Can alternate arrangements be made so that the shift does not need to be covered?*

If yes –

- ❖ Pager response:
  - If the team has agreed that alternate arrangements can be made so that a shift does not need to be covered when a staff calls off, there should be a notice in the pager book, explaining what arrangements can be made.
  - If there is no notice in the pager book, Service Coordinator must approve all alternate arrangements.
  - If they are approved, alternate arrangements could include:
    - Canceling shift
    - Rescheduling another time to provide support (with agreement of customer and/or guardian)
    - Allowing the shift for multiple customers to be covered by fewer staff.
- ❖ Notification:
  - Pager will pass information along to the customer's Service Coordinator via voicemail.

4. *Is the staff member unable to call for subs?*

If yes –

- ❖ Pager response:
  - If staff person is physically unable to call to find a sub for their shift, they will need to provide documentation to their supervisor describing the problem (physician's note, etc.)
- ❖ Pager action:
  - Pager will find coverage for the shift if staff member is unable or unwilling to do so.
- ❖ Notification:
  - Pager will pass information along to the customer's Service Coordinator via voicemail, and will remind Service Coordinator that the staff person has agreed to provide specific documentation.

5. *Has the staff member attempted to find coverage, but is unable to find a sub for their shift?*

If yes –

- ❖ Pager response:
  - If the staff person is not able to find a sub for their shift, and they do NOT have an emergency that prevents them from working, the staff person is responsible for covering their own shift (e.g. staff has a conflict with other job, staff has transportation issues, staff has a minor illness and states that they are physically able to work).
  - Pager will remind staff that if they have an emergency that prevents them from working that their supervisor may ask them to provide documentation of the emergency situation (physician's note, funeral program, arrest documentation, etc.).
- ❖ Pager action:
  - If the staff person has an emergency that prevents them from working, and has given at least 2 hours notice that they are unable to work their shift, pager will assist in finding coverage for the shift.
  - Pager will cover shift if staff and pager are unable to find coverage.
- ❖ Notification:
  - Pager will pass information along to the customer's Service Coordinator via voicemail, and will remind Service Coordinator if the staff person has agreed to provide specific documentation.

6. *Did the staff member fail to follow the procedure for calling off their shift?*

If yes–

- ❖ Pager response:
  - **Procedure for calling off a shift:**
    - **Contact pager at least 2 hours before the shift and remain available for pager's response**
    - **Attempt to find coverage for shift**
    - **Agree to provide documentation of emergency to supervisor if it is requested (if staff does not find sub)**
  - If staff refuse to follow procedure for calling off their shift, pager will remind them that their supervisor will follow up to determine consequences – these could range from a warning to termination.
- ❖ Pager action:
  - Pager will find coverage for the shift if the staff person is unable or unwilling to do so.
- ❖ Notification:
  - Pager will pass information along to the customer's Service Coordinator via voicemail, and will remind Service Coordinator if the staff person has agreed to provide specific documentation.
  - Pager will make a recommendation to the supervisor as to whether the staff's supervisor should meet with them to determine progressive discipline (although, ultimately, the decision as to consequences – if any – will be made by the supervisor, not the pager). Pager can talk to ADS if they are concerned about disciplinary follow-up.

7. *Has the staff member given more than 24 hours notice that they are unable to work their shift?*

If yes –

- ❖ Notification:
  - If staff gives enough notice that coverage of the shift can be addressed during the Service Coordinator's next working day, pager will notify Service Coordinator and will offer to assist in finding a coverage.

8. *Is staff calling to say they need to leave their shift?*

If yes –

- ❖ Pager response:
  - Pager will assist the staff by providing names and phone numbers of subs that are able to work in that setting.
  - If staff person is physically unable to call to find a sub for their shift, and/or needs immediate medical attention, they will need to provide documentation to their supervisor describing the problem (physician's note, etc.)
- ❖ Pager action:
  - Pager will find coverage for the shift if the staff person is unable or unwilling to do so.
- ❖ Notification:
  - Pager will pass information along to the customer's Service Coordinator via voicemail, and will remind Service Coordinator if the staff person has agreed to provide specific documentation.

9. *Has a staff person called to say that they will be late to their shift?*

If yes –

- ❖ Pager response:
  - Pager and/or caller will check to see if current staff can stay until the caller arrives. (Current staff is REQUIRED to stay until pager or scheduled staff arrives to relieve them).
  - If the current staff cannot stay, pager will assist the caller by providing names and phone numbers of subs that are able to work in that setting.
- ❖ Pager action:
  - If the caller is unable or unwilling to find coverage, the pager will find coverage until the scheduled staff arrives.
- ❖ Notification:
  - Pager will pass information along to the customer's Service Coordinator via voicemail.

10. *Has an Options staff person not shown up to their shift?*

If yes –

- ❖ Additional information:
  - Pager will ask if the staff person is at least 15 minutes late for their shift.
- ❖ Pager response:
  - Pager will check to see if there is a current schedule in the pager book that clarifies who is assigned to the shift – and whether it matches the schedule in the house.
  - Pager will attempt to contact the staff person assigned for the shift.
  - If the pager is able to confirm that the staff person is on their way but will be late, pager will make sure that current staff can stay until relieved.
- ❖ Pager action:
  - If the pager is unable to confirm that a staff person is on their way to the shift, or confirms that the assigned staff person will be late and current staff is unable to stay until they arrive, pager will find coverage for the shift.
- ❖ Notification:
  - Pager will pass information along to the customer's Service Coordinator via voicemail, and will remind Service Coordinator to follow up with the staff member to address the lateness or No-call/No-show.

11. *Have staff from another agency not shown up for a scheduled shift?*

If yes –

- ❖ Pager action:
  - Pager will attempt to contact other agency to clarify the problem.
  - If the customer receives 24-hour supervision/support, pager will arrange to cover the shift if the other agency is not responsive.
  - If the customer does not receive 24-hour supervision/support, pager will not arrange to cover the shift unless it is necessary for the customer's well-being (e.g. customer needs assistance with a med pass)
- ❖ Notification:
  - Pager will notify the customer's guardian, Service Coordinator, and other parties as applicable.
  - If a customer requires 24-hour staff support, and another agency endangers the customer by not following through on their agreement to provide this support, pager will ensure that BDDS is notified. (If pager is not able to contact Service Coordinator, or Service Coordinator is unable to file the incident report, pager will notify BDDS.). Pager will notify the Service Coordinator and Assistant Director of Services via voicemail that the BDDS report has been filed.
- ❖ Documentation
  - Pager will remind staff to document the incident, using Progress Notes, Communication Logs, and an Unusual Incident Report (as applicable):

12. *Has a staff person quit or been suspended or terminated?*

If yes –

- ❖ Pager action:
  - Pager will find coverage for initial shift(s).
  - If the supervisor suspended or terminated an employee, or had more than 24 hours notice of an employee quitting, the supervisor is responsible for getting the shift covered, with the help of the network.
- ❖ Notification:
  - Pager notify the Service Coordinator, and will remind the Service Coordinator that they need to schedule staff to cover additional shifts.
  - Pager will notify Human Resources via voicemail that staff has quit without notice.

13. *Has a staff or customer called to say that there is no one scheduled for an upcoming shift?*

If yes –

- ❖ Pager response:
  - Pager will check to see if there is a current schedule in the pager book.
  - If pager is unable to determine who is scheduled to work, or there is confusion as to who is scheduled, pager will attempt to contact Service Coordinator and/or Service Manager.
  - If Service Coordinator and Service Manager cannot be contacted, or are unable to resolve the scheduling confusion, pager will attempt to contact the regular staff for the setting to see if anyone is scheduled for the shift.
- ❖ Pager action:
  - If pager is unable to resolve the scheduling confusion, pager will find coverage for the shift.
- ❖ Notification:
  - Pager will notify the customer's Service Coordinator, and other parties as applicable.



# Medication Issues and Errors – Pager Procedures

**If a staff member calls to say that they have found a medication error, or have a question or concern related to a customer's medication, please obtain and document the following information:**

1. *Has a customer refused a medication?*

If yes –

- ❖ Additional information:
  - Pager will ask for information about the medication, including name, dosage, route, time, and purpose.
- ❖ Pager response:
  - Pager will remind staff that the customer can change their mind, and the medication can be given at any time during the window of one hour before to one hour after the assigned time for the medication (unless the doctor's orders specify a shorter or longer window of time).
  - If the window for administering the medication has passed, pager will instruct staff to notify the customer's doctor, and ask for recommendations (e.g. changes to the next med pass, etc).
  - Clarification of what to do if a medication is missed may be found in the specific medication orders, signed by a doctor, which should be kept somewhere in the house.
  - ALL CHANGES TO MEDICATION ORDERS MUST BE APPROVED BY THE CUSTOMER'S PHYSICIAN!
    - The nurse or pharmacy may give information about the medication and possible effects of missing the medication, and may make recommendations, but they cannot prescribe changes to a doctor's specific orders (including dosages and times).
  - Pager will ask staff to monitor the customer for possible ill effects of missing their medication, and to notify the pager or service coordinator, and the customer's doctor, if serious symptoms or effects are found.
- ❖ Notification:
  - Pager will notify Service Coordinator via voicemail, and will make sure guardian or other parties are notified as appropriate.
  - If the customer refusing the medication lives in a group home or receives health care coordination from the Options nurse, staff or pager will contact the Options nurse on-call at (812) 360-1164.
- ❖ Documentation:
  - Pager will remind staff to document the refusal on the med sheets, on a medication deviation record, in progress notes, incident report, and in the communication log.
  - Pager will provide Options Nurse with a copy of the on-call report.

2. *Has a medication error been suspected or discovered?*

If yes –

- ❖ Additional information:
  - Pager will ask for information about the medication, including name, dosage, route, time, and purpose. Pager will also document the name of the person making the error, person reporting the error, and the exact nature of the error.
- ❖ Pager response:
  - Pager will assist staff in trying to determine if an error was made, by contacting other staff if necessary. If pager and staff are not able to determine that the medication was given as ordered, they should treat it as a medication error.
  - If the window for administering the medication has passed, or staff is not able to confirm exactly what med error occurred, pager will instruct staff to notify the customer's doctor, and ask for recommendations (e.g. changes to the next med pass, etc).
  - Clarification of what to do if a medication is missed may be found in the specific medication orders, signed by a doctor, which should be kept somewhere in the house.
  - ALL CHANGES TO MEDICATION ORDERS MUST BE APPROVED BY THE CUSTOMER'S PHYSICIAN!
    - The nurse or pharmacy may give information about the medication and possible effects of missing the medication, and may make recommendations, but they cannot prescribe changes to a doctor's specific orders (including dosages and times).
  - Pager will ask staff to monitor the customer for possible ill effects of missing their medication, and to notify the pager or service coordinator, and the customer's doctor, if serious symptoms or effects are found.
- ❖ Notification:
  - Pager will notify Service Coordinator via voicemail, and will make sure guardian or other parties are notified as appropriate.
  - If the customer lives in a group home or receives health care coordination from the Options nurse, staff or pager will contact the Options nurse on-call at (812) 360-1164.
  - If the medication error is serious enough that the customer's health or safety may be at risk, or if the customer needs medical assistance as a result of the error, pager will ensure that BDDS is notified. (If pager is not able to contact Service Coordinator, or Service Coordinator is unable to file the incident report, pager will notify BDDS within 24 hours of the incident.). Pager will notify the Service Coordinator and Assistant Director of Services via voicemail that the BDDS report has been filed.
- ❖ Documentation:
  - Pager will remind staff to document the refusal on the med sheets, on a medication deviation record, in progress notes, and in the communication log.
  - Pager will provide Options Nurse with a copy of the on-call report.

3. *Is the caller unable to find a medication that is supposed to be in the setting?*

If yes –

- ❖ Pager response:
  - Pager will assist that caller in trying to determine whether the medications have been misplaced, or whether there have been changes to medication orders, by calling other staff, including Service Manager and Service Coordinator.
  - Pager will instruct staff to contact the pharmacy to see if there are medications waiting to be picked up, or whether the medication can be re-ordered.
  - If staff is not able to pass the medication within the administration window (one hour before assigned time to one hour after), pager will instruct staff to contact the customer's doctor for recommendations, and will follow procedures for finding a medication error.
- ❖ Notification:
  - Pager will notify Service Coordinator via voicemail, and will make sure guardian or other parties are notified as appropriate.
- ❖ Documentation:
  - Pager will remind staff to document the incident in the communication log.
  - Pager will provide Options Nurse with a copy of the on-call report.

4. *Does the caller have a question about a medication or a medication order?*

If yes –

- ❖ Pager response:
  - Pager will help the staff contact staff member responsible for assisting with doctors' appointments and ordering medications, Service Manager, Service Coordinator, Options Nurse, or the customer's physician or pharmacy to get information about a medication or medication order.

5. *Has a staff person administered a PRN behavioral medication (or another medication that they need to notify the emergency pager about)?*

If yes –

- ❖ Additional information:
  - Pager will document the name and time of the PRN, as well as the behavior or circumstances that led to the administration of the PRN.
- ❖ Notification:
  - Pager will notify Service Coordinator via voicemail, and will make sure guardian or other parties are notified as appropriate.
  - Pager will ensure that BDDS and APS/CPS are notified of the administration of any PRN used to address behavior. (If pager is not able to contact Service Coordinator, or Service Coordinator is unable to file the incident report, pager will notify BDDS within 24 hours of the incident.). Pager will notify the Service Coordinator and Assistant Director of Services via voicemail that the BDDS report has been filed.
- ❖ Documentation:
  - Pager will remind staff to document the PRN on the med sheets, in progress notes, on an unusual incident report, and in the communication log.
  - Pager will provide Options Nurse with a copy of the on-call report.

# Weather & Environmental Emergencies – Pager Procedures

**If someone calls to say that there is a weather emergency that affects a staff's ability to get to their shift or affects a customer's safety, please obtain and document the following information:**

1. *Is staff unable to get to work due to a Weather Emergency?*

If yes –

- ❖ Additional information:
  - If the weather appears to be getting bad, it would be helpful for the pager to call and check with 24-hour settings to ensure they are covered for the next shift.
- ❖ Pager response:
  - Pager will ask staff to check emergency plans in 24 hours settings to get specific procedures for the setting. Copies of these plans should be in the emergency pager book.
  - Pager will assist the staff by providing names and phone numbers of subs that are able to work in that setting.
  - Pager will ask staff to check with friends and acquaintances to seek an alternate ride into work. Options will reimburse the driver for gas in this situation. Staff will need to provide a receipt and the pager will need to leave a note in the emergency pager book regarding the call.
  - Pager will inform staff that they have the option of taking a cab or the bus. Options will reimburse staff for the cost of the cab or bus ride if staff provide a receipt and the pager leaves a note in the emergency pager book.
    - Bloomington Transit: 336-7433
    - Rural Transit: 876-1079 / 829-6066
    - Yellow Cab: 339-9744 / 336-4100
- ❖ Pager action:
  - Pager will transport staff or contact alternate drivers to transport staff if staff is unable to find alternate transportation, and it is safe for the drivers to be on the road in a 4-wheel drive vehicle.
    - Alternate drivers for network: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
  - (Michael Spears, Susan Rinne, Jacque Greathouse, Danie Norris, Jennifer Howlett, Victoria Burke, Tom Bennett, and Kim Crum-Hieftje were originally listed)
  - If the position to be covered is an overnight position, pager will check with staff that are currently present at the setting to see if they can cover. The pager can authorize the person to sleep intermittently, and should call regularly to check up on them (paid as awake time). The maximum number of hours that a staff person can legally work AWAKE is 16.
  - If all else fails, in an emergency, the pager will contact county highway department to ask for assistance in clearing the road for the staff person. The highway department may or may not be able or willing to assist in this way.
    - Owen County Highway Garage: 829-3335
    - Monroe County Highway Engineer: 349-2555
- ❖ Notification:
  - Pager will notify Service Coordinator via voicemail, and will make sure guardian or other parties are notified as appropriate.

2. *Is there a condition, such as a fire, gas leak, power outage, lack of heat, lack of water, flooding, etc, that is threatening a customer's safety?*

If yes –

- ❖ Pager response:
  - Pager will direct staff to evacuate immediately and call 9-1-1 if there is an imminent threat to safety, such as a fire or gas leak.
- ❖ Pager action:
  - Pager will assist staff and customer to find a place to stay if they need to evacuate the customer's home (hotel, family member's house, etc.).
  - Pager will provide any additional assistance needed, or will help staff and customer to find assistance to remain safe during the emergency situation.
- ❖ Notification:
  - Pager will notify Service Coordinator via voicemail, and will make sure guardian or other parties are notified as appropriate.
  - If emergency personnel were required for the condition, contact ADS.
  - Pager will ensure that BDDS is notified of any Environmental Situation that threatens a customer's safety. (If pager is not able to contact Service Coordinator, or Service Coordinator is unable to file the incident report, pager will notify BDDS within 24 hours of the incident.). Pager will notify the Service Coordinator and Assistant Director of Services via voicemail that the BDDS report has been filed.
- ❖ Documentation:
  - Pager will remind staff to document the incident, using Progress notes, Incident report, and all other appropriate paperwork.

## Missing Person – Pager Procedures

**If someone calls to say that a customer is missing, please obtain and document the following information:**

1. *Has a customer been discovered to be missing?*

- ❖ Additional information:
  - Pager will get details about how the customer was discovered to be missing.
  - Pager will find out if the customer requires 24 hour supervision.
  - Pager will ask if there is reason to suspect that the customer may be in danger (eg. customer has a life-threatening medical condition or has been receiving threats)
- ❖ Pager response:
  - Pager will ask staff to attempt to contact the person by phone and by going to their door.
  - Pager will assist staff in contacting others who may know where the customer is.
- ❖ Notification:
  - After an initial search, pager will instruct staff to call the police immediately if the customer is a child, requires 24 hour supervision, or there is reason to suspect that the customer might be in danger. Police should be called in all cases if the person has been missing for 24 hours.
  - Pager will notify Service Coordinator via voicemail, and will make sure guardian or other parties are notified as appropriate.
  - Pager will ensure that BDDS is notified of the incident, if a customer requiring 24 supervision is missing for any period of time. (If pager is not able to contact Service Coordinator, or Service Coordinator is unable to file the incident report, pager will notify BDDS within 24 hours of the incident.). Pager will notify the Service Coordinator and Assistant Director of Services via voicemail that the BDDS report has been filed.
- ❖ Documentation:
  - Pager will remind staff to document the incident, using Progress Notes, Communication Logs, and an Unusual Incident Report.

## Suspected Abuse or Neglect – Pager Procedures

**If someone calls to say that they suspect that a customer is the victim of abuse or neglect, please obtain and document the following information:**

1. *Is someone calling to report suspected abuse or neglect of a customer?*

If yes –

- ❖ Additional information:
  - Pager will get and document details about the situation from the caller.
- ❖ Pager action:
  - If the customer is currently in danger, pager will contact the police or will make alternate arrangements to support the customer in a safe way, including finding coverage for a shift or transporting the customer to another location.
  - If a staff member is suspected of being intoxicated on duty, this is considered to be an allegation of abuse. Pager should follow the procedures for suspected abuse and should make sure the shift is covered while the employee is directed to undergo drug/alcohol testing at Prompt Care (safe transport via cab should be recommended to the employee).
- ❖ Notification:
  - Pager will immediately attempt to contact the Service Coordinator and Assistant Director so that a team can begin to investigate the situation.
  - Pager will pass information along to the customer's Service Coordinator and ADS by voicemail if unable to contact them immediately.
  - Pager will make sure guardian or other parties are notified as appropriate.
  - Pager will ensure that BDDS and APS/CPS are notified of the allegation. (If pager is not able to contact Service Coordinator, or Service Coordinator is unable to file the incident report, pager will notify BDDS within 24 hours of the incident.). Pager will notify the Service Coordinator and Assistant Director of Services via voicemail that the BDDS report has been filed.
- ❖ Documentation:
  - If the caller is an employee, pager will ask them to complete an Unusual Incident Report, and to document observations in progress notes.
  - If the caller is not an employee, pager will fill out an Unusual Incident Report themselves.

2. *Is someone calling to report they have witnessed the abuse or neglect of a customer?*

If yes –

- ❖ Additional information:
  - Pager will get and document details about the situation from the caller.
- ❖ Pager action:
  - If the customer is currently in danger, pager will contact the police or will make alternate arrangements to support the customer in a safe way, including finding coverage for a shift or transporting the customer to another location.
  - If a staff member is suspected of being intoxicated on duty, this is considered to be an allegation of abuse. Pager should follow the procedures for suspected abuse and should make sure the shift is covered while the employee is directed to undergo drug/alcohol testing at Prompt Care (safe transport via cab should be recommended to the employee).
  - If the staff member is witnessed to be abusing/neglecting a customer, pager will make sure the shift is covered and inform staff that has allegedly been involved in the abuse/neglect of a customer that their shift is over and their supervisor will contact them.
- ❖ Notification:
  - Pager will immediately attempt to contact the Service Coordinator and Assistant Director so that a team can begin to investigate the situation.
  - Pager will pass information along to the customer's Service Coordinator and ADS by voicemail if unable to contact them immediately.
  - Pager will make sure guardian or other parties are notified as appropriate.
  - Pager will ensure that BDDS and APS/CPS are notified of the allegation. (If pager is not able to contact Service Coordinator, or Service Coordinator is unable to file the incident report, pager will notify BDDS within 24 hours of the incident.). Pager will notify the Service Coordinator and Assistant Director of Services via voicemail that the BDDS report has been filed.
- ❖ Documentation:
  - If the caller is an employee, pager will ask them to complete an Unusual Incident Report, and to document observations in progress notes.
  - If the caller is not an employee, pager will fill out an Unusual Incident Report themselves

## Police Investigations – Pager Procedures

**If someone calls to report that a customer is involved in a police investigation, please obtain and document the following information:**

1. *Has a customer been arrested?*

If yes –

- ❖ Additional information:
  - Pager will get and document details about the situation from the caller.
  - Pager should obtain the name and badge number(s) of the police officer making the arrest.
- ❖ Pager action:
  - Pager will make sure that a staff person is available to support the customer in understanding their rights as a suspect in a crime.
  - Pager will remind staff person to give police Options' contact information, and information that would be necessary to address safety issues (eg meds needed in jail; guardianship) but to otherwise continue to try to maintain confidentiality related to a customer's diagnosis and other protected information.
- ❖ Notification:
  - Pager will immediately attempt to contact the Service Coordinator and Assistant Director.
  - Pager will pass information along to the customer's Service Coordinator and ADS by voicemail if unable to contact them immediately.
  - Pager will make sure guardian or other parties are notified as appropriate.
  - Pager will ensure that BDDS is notified of the arrest. (If pager is not able to contact Service Coordinator, or Service Coordinator is unable to file the incident report, pager will notify BDDS within 24 hours of the incident.) Pager will notify the Service Coordinator and Assistant Director of Services via voicemail that the BDDS report has been filed.
- ❖ Documentation:
  - Pager will remind staff to document the incident, using Progress Notes, Communication Logs, and an Unusual Incident Report.

2. *Has a staff member been arrested for participating in a criminal activity while on the job (including drug use, theft, or arson)?*

If yes –

- ❖ Additional information:
  - Pager will get and document details about the situation from the caller.
- ❖ Pager action:
  - Pager will find coverage for the staff member's shift.
- ❖ Notification:
  - Pager will immediately attempt to contact the Service Coordinator and Assistant Director.
  - Pager will make sure guardian or other parties are notified as appropriate.
  - Pager will pass information along to the customer's Service Coordinator and ADS via voicemail if unable to contact them immediately.
  - Pager will pass the information about this arrest along to Human Resources via voicemail.
  - Pager will ensure that BDDS and APS/CPS are notified of the allegation. (If pager is not able to contact Service Coordinator, or Service Coordinator is unable to file the incident report, pager will notify BDDS.). Pager will notify the Service Coordinator and Assistant Director of Services via voicemail that the BDDS report has been filed.

3. *Has a customer been a victim of a crime?*

If yes -

- ❖ Additional information:
  - Pager will get and document details about the situation from the caller.
- ❖ Pager action:
  - Pager will make sure that a staff person is available to support the customer in understanding their rights as a victim of a crime.
- ❖ Notification:
  - Pager will immediately attempt to contact the Service Coordinator and Assistant Director.
  - Pager will pass information along to the customer's Service Coordinator and ADS via voicemail if unable to contact them immediately.
  - Pager will make sure guardian or other parties are notified as appropriate.
  - If the customer has possibly been abused, neglected, or exploited, pager will ensure that BDDS and APS/CPS are notified of the crime. (If pager is not able to contact Service Coordinator, or Service Coordinator is unable to file the incident report, pager will notify BDDS within 24 hours of the incident.). Pager will notify the Service Coordinator and Assistant Director of Services via voicemail that the BDDS report has been filed.
- ❖ Documentation:
  - Pager will remind staff to document the incident, using Progress Notes, Communication Logs, Medical Appointment Record (if applicable), and an Unusual Incident Report.

4. *Has a customer become involved in a police investigation in another way?*

If yes –

- ❖ Additional information:
  - Pager will get and document details about the situation from the caller.
- ❖ Pager action:
  - Depending on the customer's involvement, the pager may need to make sure staff are available to assist the customer in understanding their rights and the process of a police investigation.
- ❖ Notification:
  - Depending on the customer's involvement, the pager may immediately attempt to contact the Service Coordinator and Assistant Director. The pager will pass information along to them via voicemail if unable to contact them immediately.
- ❖ Documentation:
  - Pager will remind staff to document the incident, using Progress Notes, Communication Logs, Medical Appointment Record, and an Unusual Incident Report (as applicable).

## General Questions / Concerns – Pager Procedures

**If someone calls with a general question or concern, please obtain and document the following information:**

1. Does the caller have a general question or concern for the pager?

If yes –

❖ Pager response:

- Pager will document information the caller provides, answer questions that they can, and will pass along information to others as needed.
- Pager will not provide personal information about a staff member or customer (including name, address, and phone number) to callers UNLESS:
  - The caller is a staff member of Options who has a legitimate need for the information.
- If the pager receives a request for personal information from a person who is not a staff member of Options, the pager should ONLY pass on that information with the consent of the staff member or customer in question, or someone authorized to consent for them (guardian, service coordinator, etc.)

## Practice Calls – Pager Procedures

**If a customer calls to practice the use of the emergency pager system, please call the customer back to confirm that you received the call, and document the name and phone number of the caller, as well as the date and time of the call.**