



interaction
empowering people

ON CALL POLICY

Easy Read Guide



INTERACTION'S POLICY



Interaction will provide after hours support to participants and staff during emergencies



After Hours means outside of office hours, like before 8:30am or after 5pm

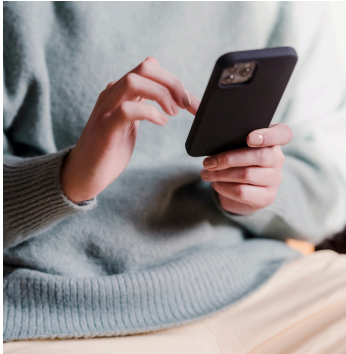


If staff or participants need extra support for an emergency after hours, Interaction will help them



If staff do not attend shifts, or if family and participants cancel a shift, Interaction will let staff, participants and family know

PARTICIPANT RESPONSIBILITY



Participants are responsible for the calls they make from their mobile phones



If a participant calls on call for non-emergencies, staff will discuss the reasons why to call and what may happen if they keep calling for non-emergencies



Reasons to call on-call:

- There is a fire
- Police are called
- Ambulance are called
- Someone is missing
- House is broken into
- Participant or staff injury needing extra support
- Participant has run away
- Any emergency where extra support is needed

PARTICIPANT RESPONSIBILITY



Reasons **not** to call on-call:

- If you want to have a chat or discuss a small problem
- Any non-emergency that can be discussed in office hours
- If your social plans change that does not affect the roster or staffing
- If you or your staff disagree with a decision