

441 ON-CALL POLICY

I. PURPOSE

The purpose of this policy/procedure is to allow staff members to access a supervisor at any hour of the day or night. If there is an emergency or if the support of a supervisor is needed, the on-call number may be used to reach the on-call supervisor.

II. NEED

The challenges of operating a statewide agency with a residential component require 24-hour accessibility to supervisors. Emergencies, whether student-related, weather-related, or facilities-related require immediate action and attention. (See Appendix A for appropriate uses of the on-call system.) This on-call policy will address these needs.

III. PROCEDURES

The on-call telephone number will be listed in the “Guide To Emergency Procedures” booklet posted in all areas. Supervisors responsible for the on-call system will include select administrators and the school nurse. A schedule will be drawn up that shows a two-week on-call assignment beginning on a Monday.

IV. ON-CALL SUPERVISOR RESPONSIBILITIES

The on-call supervisor has responsibility for the overall operation of the agency and for making decisions ordinarily made by supervisors (or in some situations, by the superintendents).

- A. The on-call supervisor is the first point of contact for staff with questions or concerns when the direct supervisor is not on-campus. If the on-call supervisor needs additional support in making a decision, the on-call supervisor contacts the appropriate supervisor for assistance. The superintendent will be made aware if a major incident occurs, such as in the event the police are called.
- B. Weather Emergencies
 1. The on-call supervisor will determine school closings in the absence of the superintendents.
 2. On student return days:
 - a. Staff members who receive information from parents or schools regarding weather-related absences will contact the on-call supervisor if it is necessary to make staffing changes.
 - b. Contact dormitories with cancellation information.
 - c. Contact MSAB/MSAD kitchens and health clinics with student numbers.

V. STAFF RESPONSIBILITIES

Staff have the responsibility to contact the on-call supervisor when supervisory support is needed.

- A. Possible situations requiring an on-call contact are outlined in Appendix A.
- B. Staff are expected to follow all instructions given by the on-call supervisor.

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APPENDIX A

POSSIBLE SITUATIONS REQUIRING AN ON-CALL CONTACT

1. When student's immediate safety/well being is of concern.
2. Suicidal ideation/attempt (#5001, #6001)
3. Use, sale, distribution of drugs, alcohol or other chemicals by students/staff (#5010, #6007, #1141)
4. Possession of firearms, weapons, explosives, etc (#3004)
5. Medical situations requiring more than basic first aid or those situations beyond the scope of the health services staff, or in the absence of the health services staff (#7101)
6. Parent issues requiring immediate attention.
7. Emergencies (e.g. fire, power outage, weather, utilities failure)
8. Unauthorized person(s) on campus
9. Any time 911 or police are called
10. Incidents involving suspected physical/sexual abuse or neglect
11. An acting-out student (physically) when CPI or other interventions are not working or staff on duty need assistance to manage or control the situation)
12. Staff person is suspected of being impaired or unable to perform work while on duty
13. Community crisis (e.g. prison walkaways, hostage situations, shooting)