

When to Call and Whom to Call

PC/PM name and site phone number: The PC/PM at the site is the first contact. Staff should contact the PC/PM during their scheduled hours (and not when off duty). Refer to the site schedule for when the PC/PM is working. If PC/PM does not answer, leave a voicemail. Do NOT call the PC/PM's personal cell phone. Staff should be calling the site house phone.

PD name and PD Cell Number: The PD of the site should be contacted during business hours (defined as Monday-Friday 8am-5pm excluding Holidays) or when the PC/PM is off duty. If PD does not answer, leave a voicemail.

OMI On-Call 320-290-3617: Hours to contact on-call are Monday-Friday before 8am and after 5pm and all day on holidays and weekends. If staff are unable to get ahold of the PC/PM/PD during working hours and there is an emergency, staff should contact on-call. If On-Call does not answer, leave a voicemail including the site you are from and a brief description of the situation. Do NOT call from your personal cellphone, use the site phone to contact on-call. If you are out in the community and there is an emergency situation you can use your personal cellphone.

Client Illness/Injury, Medication/Treatment Error, Medical Concern/PRN med needed, Incident/EUMR Report, Missing Client/Elopement, Fire/Carbon Monoxide, Law Enforcement or Fire Department Involvement, Major Maintenance/Safety Concerns, Abnormal/Extreme Behavioral Concerns, Vehicle Incident/Accident, and any other Emergency:

1. Assess the situation and gather all information regarding situation. If an **EMERGENCY**, call 911 and ensure the situation is under control (if possible). If **Ingestion of Toxic Substance** call Poison Control: 1-800-222-1222 (What to gather: who, what, where, vitals, etc.).
2. Contact appropriate person according to the list above.
3. Follow directions given and complete required documentation, reports, and paperwork before you leave your shift.
4. Notify individual's Team Members according to the "Notifying Team Members" sheet located in individual's program book (EX: parents/ legal rep/ case manager/ emergency contact /etc.).

Mandated Reporting of a VA or Maltreatment of Minors:

1. Refer to postings and follow directions.
2. **VA:** internally to Jenny T (HRD) 320-406-0184 (if holiday, weekend, or after hours contact OMI on-call) or externally to MAARC 1-844-880-1574 or mn.gov/dhs/reportadultabuse
3. **Minors:** 911, local police department, county agency
4. Follow directions given and ensure documentation is completed.

Employee Injury at Work:

1. Contact appropriate person according to the list above and inform them of situation.
2. If directed and/or staff feel it necessary: Staff should call the Nurse Triage Hotline 1-855-469-6877 (Refer to posting in staff communication book).
3. If staff seek medical attention, bring with the Provider Notification Form (located in the staff communication book).

Employee No Show, Filling your Shift, Emergency Schedule Changes:

1. Refer to **Schedule Changes and No-Call/Call No-Shows Protocol** located in the staff notebook.
2. **For No-Shows:** call scheduled employee and if they do not answer, leave them a message. Begin calling and/or texting **ALL** other staff on the phone list to see if someone can work. If staff on duty want to stay to cover, they can. Staff on duty **MUST** stay until relief arrives (for no-shows, overtime is approved as needed to fill shift).
3. **For Schedule Changes/Filling Shifts:** Call and/or Text everyone on the phone list to try and find an appropriate replacement. Staff must ensure no overtime occurs from schedule change and there is a med passer and/or driver if needed. If you do not find a replacement for your shift, you are expected to work your shift.
4. Staff should ensure that they are documenting on the shift variation form in the staff communication book if their hours worked do not match what is posted on the schedule and document reason why.
5. **For Staff under the age of 18:** Staff under the age of 18 **CANNOT** work past 11:00pm. If a staff is under the age of 18, OMI will attempt to not schedule them as the last staff on shift. If the overnight does not show, the staff over the age of 18 **MUST** stay. If there isn't another staff on duty, the staff **MUST** call on-call **ASAP** for directions.

Suspicion that staff are under the influence of drugs or alcohol:

1. Staff on duty **CANNOT** leave the site; they must stay at the house to ensure appropriate supervision of the clients.
2. Contact appropriate person according to the list above immediately and follow their directions.

