# On Call Policy

**Policy**

My Support and Care Services Ltd can provide an ‘on call’ system where a member of staff is available for customer to contact in the event of a crisis or emergency.

All customers that use this service will be provided with the contact number and in a format that is suitable for them.

**Procedures**

Any member of staff that is scheduled to be ‘on-call’ will:

* Ensure they take the company mobile phone at the end of their shift
* Ensure they are able to respond to any phone calls i.e. ensure they are in an area where there is a signal
* Ensure they can reach any customers home within 30 minutes of receiving a call if necessary.
* or from their home if the distance is usual journey is greater than 30 mins.

In the event of receiving a call from a customer due to a crisis or emergency staff should:

* Assess the situation from the information the customer has given you
* Dial 999 for emergency services if necessary
* Attend the situation as soon as possible to support the customer if it is felt necessary
* Call a colleague to inform them of the situation (member of staff on ‘sleeping in’ duty) – refer to policy and risk assessment *‘Lone Working’.*
* Call the Service Manager/ Director if it is a situation that they are not confident in dealing with.

‘On-call’ will be considered to be ‘on duty’ for the purposes of policy and conduct. Please refer to policy *‘Code of Conduct’.*