

**POLICY:** Leader & Senior Leader Team On-Call

**Program Area:** Administration

**Section:** General

**Reference Number:** ORG.1010.PL.015

**Approved by:** Senior Leadership Team

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## PURPOSE:

The Leader On-Call:

- Provides support to staff to utilize critical thinking and problem-solving approaches to resolve issues that must be managed prior to the next regular business day (i.e. staff vacancy and replacement).
- Initiates any required disaster management response and contacts Senior Leadership Team (SLT) On-Call as appropriate.
- Assumes responsibility for disaster management response if required, and acts as Incident Command until relieved.

The SLT On-Call:

- Provides support for the Leader On-Call to utilize critical thinking and problem-solving approaches to resolve issues.
- Provides a consistent entry point to the organization during and after regular business hours by external parties for critical issues or inquiries (i.e. Manitoba Emergency Measures Organization (EMO), media inquiries).
- Collaborates with the Leader On-Call regarding duties for disaster management, and assumes Incident Command if required.
- Responsible for external communication and notifications related and required by the call (i.e. property insurance notification, Suspension of Services).

## BOARD POLICY REFERENCE:

Executive Limitation 1 – Global Executive Restraint & Risk

Executive Limitation 9 – Communication and Support to the Board

Management Executive Limitation 7 – Corporate Risk

## POLICY:

- Southern Health-Santé Sud ensures a Site/Program Leader and SLT is available after regular business hours, weekends and statutory holidays to manage urgent operational issues within the region.
- Southern Health-Santé Sud recognizes that one entry point for the organization may be required by external organizations at any time and this entry point is the Senior Leader On-Call.

## DEFINITIONS:

**Leader** – Manager, Director or any person, who is part of an On-Call Rota other than the Senior Leader On-Call Rota.

**Senior Leader** – Any person who is part of the Senior Leader On-Call Rota.

## IMPORTANT POINTS TO CONSIDER:

Leader & Senior Leader Team On-Call

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*Use of pre-printed documents: Users are to refer to the electronic version of this document to ensure the most current document is consulted.*

- There are various On-Call Rotas within Southern Health-Santé Sud and include – Senior Leader, Regional Acute, Acute Community, Long Term Care, Public Health-Healthy Living and Primary Care, Mental Health, Home Care, Palliative Care and Rehabilitation.
- The Leader/SLT on-call is required to be within a reasonable distance in case they need to respond to in person to a site or Emergency Operations Centre within Southern-Health Santé Sud. Roads from where the Leader/SLT is situation must be normally passable (excluding unforeseen storms). The on-call person must be reachable with good cell phone and internet service.

## **PROCEDURE:**

### ***Development and distribution of Leader On-Call Rota:***

- Administrative Assistants within the individual on-call leadership teams develop and distribute the on-call rota for their associated leadership team.
- The administrative assistant invites Leaders to submit pre-booked leaves prior to developing the on-call rota.
- The on-call rota is distributed to individual Leaders, Regional Disaster Management Officer, as well as other on-call rotas at a minimum of 2 weeks prior to each proceeding month.

### ***Development and distribution of Leader & Senior Leader On-Call Rota:***

- An Executive Assistant within the SLT develops and distributes the on-call rota.
- The Executive Assistant invites Senior Leaders to submit pre-booked leaves prior to developing the on-call rota.
- The on-call rota is distributed to individual Senior Leaders, Regional Disaster Management Officer, Media Specialist as well as other on-call rotas at minimum 2 weeks prior to each proceeding month.

### ***Changing Leader/Senior Leader on-call dates after rota distributed:***

- The Leader/Senior Leader on-call is responsible to find their own replacement.
  - Short notice (within 24 hours):
    - The Site/Program Leader/Senior Leader initiating the change notifies the Assistant/Executive Assistant responsible for booking the on-call rota.
    - The Site/Program Leader/Senior Leader initiating the change is responsible to change the call forward to their replacements phone number.
  - Greater than 24 hours (during regular business hours):
    - The Site/Program Leader/Senior Leader initiating the change notifies the Assistant/Executive Assistant of the change in rota. Confirmation of receipt of change notice is required to ensure notifications are implemented.
    - The Assistant/Executive Assistant circulates an updated call rota to all.
- On-call rotations consist of 7 days, from Thursday 0800 – Thursday 0800, unless otherwise arranged. During weeks with more than one holiday day, consideration is given to splitting the week between 2 people.
- It is recommended that the Acute & Long Term Care on-call attend the Friday 0930 Microsoft (MS) Teams Bed Huddle for awareness of capacity throughout the region going into the weekend. Any Leader/Senior Leader on-call is welcome to join the daily bed huddle at 0930, or as needed. Requests for an invite to these meetings are made to the Executive Assistant of the Regional Lead – Acute Care & Chief Nursing Officer.
- The outgoing on-call person is responsible to changing the on-call phone to be forwarded to the next person on-call. If desired, each on-call rota may assign this to an Assistant provided that this direction is clear to all those within the on-call rota.

### **Accessing the Leader On-Call:**

- Staff contact their respective on-call Leader by calling the on-call phone associated with their program/site:
  - Regional Acute: 204-331-8997
  - Community Acute: 204-331-8998
  - Long Term Care: 204-331-8991
  - Public Health-Healthy Living/Primary Care: 204-320-4173
  - Home Care: 204-346-7002
  - Palliative Care: 204-346-7021

### **Accessing the Senior Leader On-Call:**

- Staff contact their respective On-Call Leader as a first point of contact.
- The On-Call Leader contacts the Senior Leader if further clarification or escalation is required.
- Senior Leader On-Call is contacted by calling 204-239-2715

### **Response to a call:**

- The Leader/Senior Leader returns the call within 30 minutes.
- The Leader/Senior Leader provides support and responds to issues accordingly.
- The Leader/Senior Leader documents their activity, actions and any follow up required via a log-in sheet either on a MS Teams channel or on the Collaborative Worksite.
- Leaders/Senior Leader review the weekly log for any follow up needed, as well as to track any trends, that may need to be addressed within their program/site.
- The Leader/Senior Leader On-Call advises the appropriate Manager/Director to review the On-Call Log(s) for information and follow up as required.
- The Leaders/Senior Leaders participate in a weekly call/report to discuss on-call items warranting group discussions for learning and consistent management of future calls.

### Compensation

#### **Leaders On-Call:**

- Compensation for Leaders on-call will be six (6) discretionary days as well as one (1) day per every call week plus one (1) day for every STAT within the call week.
- NOTE – The one (1) day earned for being on-call must be taken within two (2) weeks of the on-call week. This is to prevent burn out and fatigue. This day will be removed from the on-call Leaders bank if it is not taken UNLESS there is direction from their supervisor to maintain this day in their bank (i.e. the on-call Leader is on vacation following being on-call and therefore does not need to take this day off). It is imperative that Request for Leaves (RFL) are done in a timely manner as payroll will remove the day from the bank if a RFL is not received on time – which may result in 2 days being removed from the bank once the RFL is received.

#### **Senior Leader On-Call:**

- Senior Leaders On-Call will receive five (5) discretionary days.

#### **Senior Leader On-Call Resource:**

- A compilation of existing procedures and contact information is organized and regularly updated to support the Senior Leader On-Call with decision-making and response.

#### **Communication to Governing Board Members:**

- The expectation for immediate communication by e-mail to the Board outside of regular business hours by the Senior Leader On-Call is limited to events that have a potential for media coverage (i.e. a media inquiry or a significant event likely to draw media attention).