

**Cottonwood, Inc.
Policies and Procedures**

SECTION: Residential

POLICY NO: 30-009

SUBJECT: On-Call

EFFECTIVE DATE: July 1987

Policy:

Should a problem or crisis situation arise in a residential setting and there is need for advice or back-up personnel, the following calling order shall be implemented.

Procedures:

1. Staff shall contact the Residential On-Call Manager by cell phone and explain the situation.
2. Should the Residential On-Call Manager not respond, the Residential Coordinator who supervises the house, or any other alternate Residential Coordinator shall be contacted.
3. The Nurse and Support Service Coordinator will be contacted by the Residential On-Call Manager, Residential Director, or Residential Coordinator as needed.
4. The Residential On-Call Manager will be responsible for carrying the On-Call Procedure Manual to help resolve problems. The Residential On-Call Manager will be responsible for updating and maintaining the manual and requesting additional information as needed.
5. The Residential On-Call Manager will relay all pertinent information to appropriate team members as quickly as warranted.