

<b>Residential Hospice of Grey Bruce Inc.</b> Nursing Manual	<b>DIVISION:</b> Nursing <b>CATEGORY:</b> Hospice Residence <b>SUBJECT:</b> Administrator on Call	<b>POLICY NO:</b> 1-R-02
<b>ISSUED BY:</b> Executive Director		<b>PAGE NO:</b> 1 of 1

**POLICY:**

*Manager of Resident Care or Acting*

There shall be a ~~Resident Care Coordinator/Executive Director~~ on-call from 5:00PM to 8:00 AM daily for the purpose of receiving calls related to:

- Any unusual occurrence regarding patients, families, staff, volunteers, building issues
- Any catastrophic event involving a patient, i.e. uncontrolled bleeding, uncontrolled seizures
- Difficulty locating the primary care physician
- Problems with an attending physician, i.e. inappropriate orders
- A hostile or aggressive patient or visitor
- An accident involving a patient, visitor, staff or volunteer
- A complaint from a family member
- Inappropriate behaviour on the part of another team member (staff or volunteer)
- An environmental threat i.e. fire
- Any circumstance which requires emergency services to be called
- A false alarm – fire or burglar
- A threatening situation from outside intruders
- Sudden illness of a staff member
- Any situation where the RN feels she /he needs advice or consultation.

**PROCEDURE:**

- A list of the Coordinator's *or Acting* and the ~~Executive Director~~, phone numbers is posted in the Nurses' Room.
- Issues related to patients, residential care and staffing are to be directed to the Residential Care Coordinator.
- The Executive Director shall be called for all other remaining issues.

**DATE APPROVED:** April 2004  
**DATE REVIEWED:** *April 2014*  
**DATE REVISED:** April 2013 *Q*  
**APPROVED BY:**