

Belmont HOUSE

SUBJECT: Call Back-Fan Out Arrangements		
VOLUME:	Vol. 6 Disaster Planning and Emergency Response	ORIGINAL DATE: May 2002
REVIEWED BY:	Director of Support Services	REVISED DATE: September 2023
APPROVED BY:	CEO	PAGE : Page 1 of 4
SIGNATURE:		

Call Back-Fan Out Arrangements

PREAMBLE:

Belmont House endeavors to provide a safe environment for residents, tenants, families, staff, visitors and volunteers. However in spite of preventative measures, emergency situations may occur from time to time. In order to ensure resident and tenant safety and welfare during these situations (e.g. flood, power outage, fire) additional staff assistance may be required to assist those staff “on duty” at Belmont. The following process outlines the most effective method of getting staff to Belmont House in a timely manner when warranted by an emergency.

POLICY:

1. A “Call Back-Fan Out” list of staff will be prepared and organized based on the length of time that is required for each staff member to reach the facility from home. The updated list will be available:
 - At reception in a confidential envelope, which is only to be opened at the point of activation or updating.
 - In the emergency supply room in a hot file for the charge nurse to access during evenings and nights in case of an emergency
 - To senior managers who fulfill on-call responsibilities to be kept at their residence and staff identified as Callers
2. Names are organized according to the time it takes the employee to get to Belmont House. The time bands are organized according to 15-30 minutes, 30-60 minutes and greater than 60 minutes.
3. Human Resources is responsible for:
 - Updating the Call Back-Fan Out List annually based on information obtained from new employees and updated address and phone number information from existing employees regarding the time required for the employee to reach Belmont House.
4. The “Call Back-Fan Out” list will include the names and telephone numbers of the staff to be called, the order in which staff are to be called, whether the Caller was able to reach the employee and if the employee was able to respond.
5. Managers will have the lead in starting the “Call Back-Fan Out” fan out process and contacting the list of staff assigned to them. In turn, staff designated as Callers will contact the staff on their assigned lists until the process is complete.

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6. The Fan-Out Coordinator is responsible for communicating on an ongoing basis with the designated Callers to determine response to the emergency and communicating it to the CEO/designate.

PURPOSE:

In the event of an emergency requiring additional support of the expertise of specific personnel, for example, an emergency evacuation of the facility, it is essential that a system be in place to quickly call staff to come on site. This is referred to as a "call-back-fan out" system.

PROCEDURE:

In the event of an emergency requiring off-site staff to report to the facility to provide support and assistance, the following steps are to be taken:

CEO or designated Charge Person

1. Initiate the "Call Back-Fan Out" fan out system using on-site managers if the emergency occurs during normal business hours.
2. During evenings and nights the charge person will notify the on-call manager who will contact the CEO to obtain approval for the initiation of the "Call Back-Fan Out" fan out system. If the Fire Marshall is on site, evacuation instructions will be followed based on his direction.

Fan-Out Coordinator

1. As a Caller, the Fan Out Coordinator is responsible for completing the Caller responsibilities as outlined below.
2. The Fan-Out Coordinator communicates with the designated Callers throughout the Call Back-Fan Out process to determine if the response to the emergency is sufficient.
3. The progress of the call back is communicated to the CEO.

Caller

1. On the Call Back-Fan Out List, the Caller is responsible for calling all the names on the list following their name.
2. If the Caller is not available then the next name on the list will assume the responsibilities of the Caller. If the caller is able to reach a voice message system, a message is to be left including the:
 - name of the Caller
 - time of the message
 - reason for the call
 - number of who to contact when the message is received.
3. The caller's message should be brief and concise e.g., this is (name of caller). There is an emergency at Belmont House requiring your assistance. Are you able to come immediately?
4. The caller indicates on the Call-Back Fan Out list if they were able to reach the staff member or if a message was left and if the staff member is able to come.

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- Each Caller beginning with the first Caller will indicate the time the “Call-back-Fan Out” process started the time they completed their calls.
- All Callers will update the Fan Out Coordinator with the responses from their caller list.

Evaluation

- The Call Back-Fan Out-Fan Out system will be evaluated using the following measures:
 - # of staff contacted
 - # of staff able to assist
 - Time taken for call process (start to finish)
 - Time taken for first staff to arrive at the facility to assist.

REFERENCES:

Fixing Long Term Care Act 2021
RHA 2010 O Reg. 166/11, s. 24, 25, (1), (2), (3), (4), (5)

CROSS-REFERENCE:

Policy Title	Volume
Fire Emergency Response Plan- Staff Duties	V6- Emergency Response – Code Red
Introduction – Code Red	
Code Green	V6- Emergency Response – Code Green
Code Orange	V6- Emergency Response – Code Orange
Internal Disaster	V6- Emergency Response – Internal Disaster

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Disaster Plan Fan-Out Arrangements (Emergency Call Back Schedule)

Charge Nurse to Call

↓
CEO → Belmont House Board Chair
↓

Director of Care ↓		Director of Finance ↓	Director of Support Services ↓	Director of Human Resources (Coordinator) ↓	Director of Retirement Living ↓
ADOC ↓	MOHLTC	Accounting Supervisor Book Keeper H.R. Coordinator DSM Social Worker	Maintenance Supervisor (Caller) Housekeeping Supervisor (Caller) Food Service Supervisor (Caller) Food Service Supervisor (Caller)	Reception Desk Supervisor (Caller)	Recreation Supervisor Recreation Therapist Recreation Therapist Recreation Therapist Recreation Therapist Recreation Therapist
RAI/MDS Coordinator (Caller) Unit Clerk 2W (Caller) Unit Clerk 4W (Caller) Staffing Clerk (Caller) Foundation	Physician on Call				