



STAFF CALL OUT CENTRE



In the event of a Disaster or Emergency that requires additional staff or resources:

CONTACT THE STAFF CALL OUT CENTRE:

RESTON (204) 877-3925

Should you be unable to reach Reston

THEN CALL

SANDY LAKE (204) 585-2107

If you are unable to reach either facility contact the EMS On-Call Supervisor by FleetNet.

For facilities without FleetNet contact your closest facility with an open emergency department to contact the EMS On-Call Supervisor.

Information needed for Staff Call Out:

- Reason for staff call out:
- Staff resources needed:
 - Which departments
 - How many staff needed
- Special Instructions:
 - Where to park
 - Where to report to

Reston – STAFF CALL OUT INSTRUCTIONS

PREAMBLE:

Any staff member may receive a staff call out request, simply by answering the telephone. All requests for assistance are to be made a priority and dealt with promptly.

GENERAL INSTRUCTIONS:

1. Any and all available staff may be used to complete the staff call out, as determined by the Nurse in Charge.
2. Staff not involved in direct patient care may be called upon first in order to maintain operations of the facility while complete the staff call out.
3. There will be five (5) copies of the call out binders located:
 - Public Health Office
 - Home Care Office
 - Exam Room
 - Activities
 - Housekeeping Office
4. There will be task sheets (S3 form) stored within the Transitional Nurses' Station binder to assist the Nurse in Charge in organizing the call out information.
5. If large incident or multiple facilities are involved, Reston, the primary call out centre, may request assistance from Sandy Lake or vice versa.

IF YOU RECEIVE A CALL OUT REQUEST BY PHONE you should:

1. Obtain the caller's name, from what facility and which community they come.
2. Identify the code(s) that have been activated (Reason for call out).
3. Clarify exactly what resources are required by the site requesting the call out.
4. Ask for a call back number and when they are expecting a call back for an update on obtained resources.
5. Ask for special instructions i.e. which door to use, where to park, etc.

AFTER YOU HAVE GATHERED THE ABOVE INFORMATION:

1. Activate the PA system by pressing feature 6030 then lifting the hand set. Announce "ATTENTION ALL STAFF – STAFF CALL OUT". Say this three (3) times. Then announce to all staff to "REPORT TO THE TRANSITIONAL NURSES' STATION".
2. Contact EMS On Call Supervisor (Reston does not have FleetNet, so to reach the EMS On Call Supervisor call Virden Hospital at 748-1230).
 - Ask Virden to forward the disaster information to the EMS On Call Supervisor
 - Emphasize importance of this task!
 - Have Virden call us back to confirm that the EMS On-Call Supervisor was reached.
3. Notify the Nurse in Charge.

Reston – STAFF CALL OUT INSTRUCTIONS

4. Once pooled at the Transitional Nurses' Station, provide appropriate information, i.e. what facility, what code, special instructions, and how long they have to complete call out task.
5. Charge Nurse will assign staff members to perform call out. Fill out information required on S3 form. (Who and where). Staff may be assigned to fill other roles while call out is in progress.
6. If it is a multiple facility call out request and/or there are limited staffing resources in the facility, i.e. Night Shift, you should either:
 - Call the Sandy Lake Call Out Centre at 585-2107 to assist (divide list in half or by nursing and support services). Always have Sandy Lake report the status of obtained staff responding to our Charge Nurse.
 - Call in extra staff to assist. Continue with call out with in-house resources until extra staff arrives. Once in-house, give assignment and continue.
7. Charge Nurse will contact (or delegate this task) the following people from the disaster facility:
 - the maintenance department (in grey on the facility call out listing).
 - the CCC/FC (in grey on the facility call out listing).
 - the Area Manager (in the front of the call out binder on blue paper). If the Area Manager is not available, call any and all Area Managers until you SPEAK DIRECTLY with one. Do not leave a message.
 - an Executive Member (in the front of the call out binder on yellow paper). You MUST speak with someone. Do not leave a message.
8. **Staff Call Out List Documentation – when you phone each staff person indicate if they answered the phone and are responding or if there was a busy signal, no answer or voice mail reached.**
9. Once the expected call back time has been reached, please call the contact person at the disaster facility with status of obtained staff responding. If Sandy Lake was assisting, ensure you have their resources obtained as well.

Reston – STAFF CALL OUT INSTRUCTIONS

UPON COMPLETION OF CALL OUT:

1. Activate the PA system by pressing feature 6030 then lifting hand set, announce: "ATTENTION ALL STAFF – STAFF CALL OUT ALL CLEAR". Say this three (3) times.
2. Complete the S3 form.
3. Fax the S3 form to EPC @ 1-204-759-3127. This number is also found at the bottom of the S3 form.
4. Obtain a fresh copy of the disaster facility call out listing from original binder located in the business office. (**Top shelf above fax machine**) Replace the disaster facility call out sheets in each of the binders.
5. All forms etc. are to be turned in to the business office for record retention once all is complete.
6. Fax the disaster facility a copy of the Staff Call Out Evaluation form for their completion.
7. Complete the Staff Call Out Internal Evaluation form and submit to business office.

Reston STAFF CALL OUT – Quick Reference Sheet

AFTER THE INFORMATION HAS BEEN GATHERED:

1. Activate the PA system by pressing feature 6030 then lifting the hand set, announce “ATTENTION ALL STAFF- STAFF CALL OUT”. Say this three (3) times. Then announce to staff to “REPORT TO THE TRANSITIONAL NURSES’ STATION”.
2. Contact EMS On Call Supervisor (Reston does not have FleetNet so to reach the EMS On Call Supervisor, call Virden Hospital at 748-1230). Ask Virden to forward the disaster information to the EMS On-Call Supervisor. Emphasize importance of this task! Have Virden call back to confirm that the On Call Supervisor was reached.
3. Notify the Nurse in Charge.
4. Once pooled at the Transitional Nurses’ Station, provide appropriate information: what facility, what code, special instructions, and how long they have to complete call out task.
5. Charge Nurse will assign staff members to perform call out. Fill out information required on S3 form. (Who and where). Staff may be assigned to fill other roles while call out is in progress.
6. If it is a multiple facility call out request and/or there are limited staffing resources in the facility, i.e. Night Shift, you should either:
 - Call the Sandy Lake Call Out Centre at 585-2107 to assist (divide list in half or by nursing and support services). Always have Sandy Lake report the status of obtained staff responding to our Charge Nurse.
 - Call in extra staff to assist. Continue with call out with in-house resources until extra staff arrives. Once in-house, give assignments and continue.
7. Charge Nurse will contact (or delegate this task) the following people from the disaster facility:
 - the maintenance department (in grey on the facility call out listing).
 - the CCC/FC (in grey on the facility call out listing).
 - the Area Manager (in the front of the Staff Call Out Binder on blue paper). If the Area Manager id not available, call any and all Area Managers until you SPEAK DIRECTLY with one. Do not leave a message.
 - an Executive Member (in the front of the call out binder on yellow paper). You MUST speak with someone. Do not leave a message.
8. Once the expected call back time has been reached, please call the contact person at the disaster facility with status of obtained staff responding. If Sandy Lake was assisting, ensure you have their resources obtained as well.
9. Activate the PA system by pressing feature 6030 then lifting hand set, announce: “ATTENTION ALL STAFF – STAFF CALL OUT ALL CLEAR”. Say this three (3) times.
10. Proceed with instructions from the master Staff Call Out sheet.

Sandy Lake – STAFF CALL OUT INSTRUCTIONS

PREAMBLE:

Any staff member may receive a staff call out request, simply by answering the telephone. All requests for assistance are to be made a priority and dealt with promptly.

GENERAL INSTRUCTIONS:

1. Any and all available staff may be used to complete the staff call out, as determined by the Nurse in Charge.
2. Staff not involved in direct patient care may be called upon first in order to maintain operations of the facility while complete the staff call out.
3. There will be five (5) copies of the call out binders located:
 - Nursing Station
 - Business Office
 - CCC's Office
 - Dietary Office
 - Boardroom
4. There will be task sheets (S3 form) stored within the Nurse's Station binder to assist the Nurse in Charge in organizing the call out information.
5. If large incident or multiple facilities are involved, Reston, the primary call out centre, may request assistance from Sandy Lake or vice versa.

IF YOU RECEIVE A CALL OUT REQUEST BY PHONE you should:

1. Obtain the caller's name, from what facility and which community they come.
2. Identify the code(s) that have been activated (Reason for call out).
3. Clarify exactly what resources are required by the site requesting the call out.
4. Ask for a call back number and when they are expecting a call back for an update on obtained resources.
5. Ask for special instructions i.e. which door to use, where to park, etc.

AFTER YOU HAVE GATHERED THE ABOVE INFORMATION:

1. Activate the PA system by pressing page button, and announce "ATTENTION ALL STAFF – STAFF CALL OUT". Say this three (3) times. Then announce to all staff to "REPORT TO THE NURSE'S STATION".
2. Contact EMS On Call Supervisor- Sandy Lake does not have FleetNet so to reach the EMS On Call Supervisor, call Erickson Hospital at 636-7777.
 - Have them forward disaster information
 - Emphasize importance of this task!
 - Have Erickson call back to confirm On Call Supervisor was reached.
3. Notify the Nurse in Charge.

Sandy Lake – STAFF CALL OUT INSTRUCTIONS

4. Once pooled at the Nurse's Station, provide appropriate information, i.e. what facility, what code, special instructions, and how long they have to complete call out task.
5. Charge Nurse will assign staff members to perform call out. Fill out information required on S3 form. (Who and where). Staff may be assigned to fill other roles while call out is in progress.
6. If it is a multiple facility call out request and/or there are limited staffing resources in the facility, i.e. Night Shift, you should either:
 - Call the Reston Call Out Centre at 877-3925 to assist (divide list in half or by nursing and support services). Always have Reston report the status of obtained staff responding to our Charge Nurse.
 - Call in extra staff to assist. Continue with call out with in-house resources until extra staff arrives. Once in-house, give assignment and continue.
7. Charge Nurse will contact (or delegate this task) the following people from the disaster facility:
 - the maintenance department (in grey on the facility call out listing).
 - the CCC/FC (in grey on the facility call out listing).
 - the Area Manager. If the Area Manager is not available, call any and all Area Managers until you SPEAK DIRECTLY with one. Do not leave a message.
 - an Executive Member (in the front of the call out binder on yellow paper). You MUST speak with someone. Do not leave a message.
8. **Staff Call Out List Documentation – when you phone each staff person indicate if they answered the phone and are responding or if there was a busy signal, no answer or voice mail reached.**
9. Once the expected call back time has been reached, please call the contact person at the disaster facility with status of obtained staff responding. If Sandy Lake was assisting, ensure you have their resources obtained as well.

Sandy Lake – STAFF CALL OUT INSTRUCTIONS

UPON COMPLETION OF CALL OUT:

1. Activate the PA system by pressing page button, and announce:
“ATTENTION ALL STAFF – STAFF CALL OUT ALL CLEAR”. Say this three (3) times.
2. Complete the S3 form.
3. Fax the S3 for to EPC @ 1-204-759-3127. This number is also found at the bottom of the S3 form.
4. Obtain a fresh copy of the disaster facility call out listing from original binder located in the business office. (**Top shelf above fax machine**)
Replace the disaster facility call out sheets in each of the binders.
5. All forms etc. are to be turned in to the business office for record retention once all is complete.
6. Fax the disaster facility a copy of the Staff Call Out Evaluation form for their completion.
7. Complete the Staff Call Out Internal Evaluation form and submit to business office.

Sandy Lake STAFF CALL OUT – Quick Reference Sheet

AFTER THE INFORMATION HAS BEEN GATHERED:

1. Activate the PA system by pressing page button, and announce “ATTENTION ALL STAFF- STAFF CALL OUT”. Say this three (3) times. Then announce to staff to “REPORT TO THE NURSES’ STATION”.
2. Contact EMS On Call Supervisor (Sandy Lake does not have FleetNet so to reach the EMS On Call Supervisor, call Erickson Hospital at 636-7777). Ask Erickson to forward the disaster information to the EMS On Call Supervisor. Emphasize importance of this task! Have Erickson call back to confirm that the On Call Supervisor was reached.
3. Notify the Nurse in Charge.
4. Once pooled at the Transitional Nurses’ Station, provide appropriate information: what facility, what code, special instructions, and how long they have to complete call out task.
5. Charge Nurse/ or designate will assign staff members to perform call out. Fill out information required on S3 form. (Who and where). Staff may be assigned to fill other roles while call out is in progress.
6. If it is a multiple facility call out request and/or there are limited staffing resources in the facility, i.e. Night Shift, you should either:
 - Call the Reston Call Out Centre at 877-3925 to assist (divide list in half or by nursing and support services). Always have Reston report the status of obtained staff responding to our Charge Nurse.
 - Call in extra staff to assist. Continue with call out with in-house resources until extra staff arrives. Once in-house, give assignments and continue.
7. Charge Nurse will contact (or delegate this task) the following people from the disaster facility:
 - the maintenance department (in grey on the facility call out listing).
 - the CCC/FC (in grey on the facility call out listing).
 - the Area Manager for the site of the disaster (in the front of the Staff Call Out Binder on blue paper). If the Area Manager is not available, call any and all Area Managers until you SPEAK DIRECTLY with one. Do not leave a message.
 - an Executive Member (in the front of the call out binder on yellow paper). You MUST speak with someone. Do not leave a message.
8. Once the expected call back time has been reached, please call the contact person at the disaster facility with status of obtained staff responding. If Reston was assisting, ensure you have their resources obtained as well.
9. Activate the PA system by pressing page button then announce: “ATTENTION ALL STAFF – STAFF CALL OUT ALL CLEAR”. Say this three (3) times.
10. Proceed with instructions from the master Staff Call Out sheet.

ASSINIBOINE REGIONAL HEALTH AUTHORITY

QUICK REFERENCE DIRECTORY

FACILITY	Phone #	Fax #
Baldur Health Centre	535-2373	535-2116
Birtle Health Centre	842-3317	842-3375
Boissevain Health Centre	534-2451	534-6487
West View Lodge	534-2455	534-6633
Carberry Health Centre	834-2144	834-3333
Cartwright		
Davidson Health Centre	529-2483	529-2562
Deloraine Health Centre	747-2745	747-2160
Bren Del Win Lodge	747-1826	747-2284
Elkhorn		
Elkwood Manor	845-2575	845-2371
Erickson Health Centre	636-7777	636-2471
Glenboro Health Centre	827-2438	827-2199
Hamiota Health Centre	764-2412	764-2049
Hartney Health Centre	858-2054	858-2303
Killarney Tri Lake Health Centre	523-3210	523-8948
Melita Health Centre	522-8197	522-3161

FACILITY	Phone #	Fax #
Minnedosa Health Centre	867-2239	867-2239
Minnedosa Personal Care Home	867-2569	867-5145
Neepawa Health Centre	476-2394	476-5007
East View Lodge	476-2383	476-3645
Reston Health Centre	877-3925	877-3998
Rivers Health Centre	328-5321	328-7130
Rosborn Health Centre	859-2413	859-2526
Russell Health Centre	773-2125	773-2232
Personal Care Home	773-3117	773-2232
Sandy Lake Personal Care Home	585-2107	585-5352
Shoal Lake-Strathclair Health Centre	759-2336	759-2230
Souris Health Centre	483-2121	483-2310
Treherne Tiger Hill Health Centre	723-2133	723-2869
Virden Health Centre	748-1230	748-2053
Sherwood Nursing Home	748-1546	748-2822
Westman Nursing Home	748-4335	748-3432
Wawanesa Health Centre	824-2335	824-2148