

Big Bend Community Based Care Policy & Procedure

Series:	400: Intake and Case Management	
Policy Name:	Case Management Emergency On-Call Response	
Policy Number:	414	
Origination Date:	03/09/2009	Revised: Board Meeting of 12/13/2018
Regulation:	65C-13, F.A.C.	

Policy

It is the policy of Big Bend Community Based Care, Inc. (BBCBC), to mandate that all CMO's provide children, families, community professionals, and project staff with twenty-four (24) hours per day, seven (7) days per week access to assistance, support, and direction by trained professional staff.

Procedure

A. Within each unit in each service center:

1. CMO's will provide all families with current on-call cellular telephone numbers for twenty-four (24) hours per day, seven (7) days per week access.
2. Each unit will maintain a cell phone.
 - a. The on-call cell phone will be rotated among staff in the unit according to a schedule on a monthly basis, created by the unit supervisor and distributed throughout the BBCBC system.
 - b. On-call schedules are due to BBCBC Placement Coordinator for distribution by the first business day of the preceding month.
3. During business hours, each family is able to contact their Dependency Case Manager (DCM) through the normal business telephone (office and/or cell) number.
 - a. After hours, families needing assistance will be instructed to call the unit's on-call cell phone.
 - b. This instruction should be given to the family verbally by the assigned DCM as well as in the voice mail message on the DCM's cell phone.
4. When an on-call staff person receives a call from a family, the on-call person will contact the family's assigned DCM, giving the DCM the option to resolve the issue for their case. If the assigned DCM is not available or able to respond, the on-call person will respond to the call, contacting the supervisor and/or BBCBC staff as necessary.
5. CMOs are empowered to make decisions regarding emergency situations per established agency and BBCBC policy and procedure.

B. The DCM will assist, support, and/or direct foster parents, biological parents, caregivers, and/or collateral contacts toward resolution of the emergency situation.

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1. DCMs will consult their agency supervisor for direction and clarification as needed.
 2. In the event the emergency is a placement issue the on-call DCM will contact the Placement Unit of BBCBC for assistance.
- C.** BBCBC will maintain a twenty-four (24) hours per day, seven (7) days per week cell phone system, to be rotated within the Placement Unit.
1. A current monthly on-call schedule for the CMO's and management team will be maintained at the BBCBC Corporate office by the Placement Director/Supervisor.
 2. The schedule will be arranged no later than the first working day of the preceding month.
- D.** The BBCBC administrative support staff will maintain a current telephone and cell phone list for all CMOs and the BBCBC management team.
- E.** In the event that local law enforcement or other community agencies need to reach an on-call DCM after hours, these agencies will be provided with the Placement Unit/cell phone number.
- F.** The Placement Unit will be responsible for identifying and forwarding the call to the appropriate on-call DCM.
- G.** All emergencies will be documented in FSFN according to CMO and BBCBC policy and procedure.
- H.** BBCBC and the CMOs will ensure that all staff members are trained on the on-call operating procedures.