



## Emergency On-Call Team (EOT) Guidance for Direct Support Professionals

Last updated, 9/3/24

### **Reason for this update**

We have in recent months found that our pagers have not been working as consistently as we need them to so, beginning 9/3/24, we are moving away from pagers toward a new automated calling system. Anyone needing help outside regular business hours will dial our new emergency contact number (802-231-1233) and the system will ring our on-call team, automatically cycling through preset contact numbers until it reaches and connects the caller with an available on-call responder. It will be important that callers remain on the line until connected to a responder. Updated refrigerator magnets and Emergency Fact Sheets will be issued but please take the following steps immediately:

1. Write the new contact information at the top of any EFS.
2. Store this number in your cell phone and post it next to your landline if you have one.
3. (For SLPs), please place this guidance in the individual's home book and share it with your employees.

We will maintain the pager system, as a backup, for approximately one month to give everyone time to make the transition.

### **Purpose**

Green Mountain Support Services' Emergency On-Call Team (EOT) provides coordinated, professional support during emergency situations that arise outside of regular (Monday through Friday, 8-4) business hours. The EOT is available to any client, family member, employee, shared living provider, respite provider, or guardian who requires assistance to maintain the safety and well-being of an individual receiving support from us. Our leadership team may direct the EOT to provide support during normal business hours in certain situations.

### **When should I call the Emergency On-Call Team?**

Unless a written support plan, approved by the full team, instructs otherwise, the individual's team (including guardian, if applicable) and GMSS **must** be notified, as soon as it is safely possible, should any of the following events occur:

- Seizure activity
  - Any seizure in someone who does not typically have seizures
  - Any seizure activity that is more frequent, or longer in duration or intensity, than is normal for an individual
- Medication error

- Illness requiring medical treatment
- Injury to self or others (including cuts, bruises, bites, etc.)
- Death
- Dangerous behavior (aggression towards self, others, or the environment) that is not typical for the person or that results in an unsafe environment or injury
- Accident (falls, motor vehicle accident, etc.), even if no injury is believed to have occurred
- Ambulance transport, urgent care, or hospital visit
- Police involvement
- Media attention
- Any event that arouses concern in a community member, or may potentially affect a community member
- Missing persons, including anyone who has removed themselves from supervision even if you know where they have gone
- Suspected abuse, neglect, or exploitation
- Crisis within the home that prevents the shared living provider from meeting expected standard of care (extended power loss, water/sewer issues, home provider illness, family emergency, etc.)
- Any other incident that meets the Guidelines for Critical Incident Reporting

### **Are there other times I might consider calling the Emergency On-Call Team?**

The EOT is also available to provide guidance and support during or in follow up to challenging incidents. Assistance is often provided by phone, but the EOT can respond in person if they determine that to be more appropriate. If support would be beneficial to you or the individual in your care, please let us know.

### **How do I reach the Emergency On-Call Team?**

Call 802-231-1233 and remain on the line until someone answers. The system will connect you to the first available responder.

### **What will happen when I call the Emergency On-Call Team?**

Our EOT consists of a primary responder, a secondary responder, and an administrator. This system ensures that we have the necessary resources to respond effectively. The EOT will determine how best to help you based on your situation. This may include offering advice by telephone, making calls to team members so that you can stay focused on the person, or traveling to your home or another location to provide direct assistance. Following any qualifying incident, you will need to complete and submit a critical incident report within 24 hours.

*Keep a copy of this document in the participant's home book.*