

SAHTU HEALTH & SOCIAL SERVICES AUTHORITY

Policy

ADMINISTRATION POLICY

RESPONDING TO OUT-OF-FACILITY EMERGENCIES OR OTHER REQUESTS FOR EMERGENT TRANSPORTATION

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| ORIGINATED BY: | SHSSA |

Statement of Policy:

Sahtu Residents and Sahtu Health and Social Services Authority (SHSSA) staff understand that routine operations can be interrupted to support medical and social emergencies. SHSSA's staff may be called upon to respond to out-of-facility emergencies, Child Protection & Mental Health interventions or to provide emergent transportation to its facilities. Most clients in the Sahtu communities are able to go to their Health and Social Service facilities on their own without SHSSA assistance. However, staff may on occasion be required to leave the Health or Wellness Centers to respond to Medical, Child Protection or Mental Health emergencies or requests for transportation to ensure client care, intervention, or assessment is received quickly and safely.

Purpose:

To provide optimal client care, ensure client safety and to provide guidance to SHSSA staff in the facilities that are without ambulance services.

Definitions:

1. **Medical Emergency:**
A medical emergency is an injury or illness that is acute and poses an immediate risk to a person's life or long term health.
2. **Ambulance Services:**
A medical emergency transportation service offered by a level of government, private contractor or volunteer organization where it is commonly understood that this service is provided on a 24 X 7 basis within the community.
3. **A Child Protection Intervention** is an urgent situation requiring investigation and assessment to ensure that a child is safe and interventions are in place.
4. **A Mental Health Intervention** is an urgent situation requiring assessment to ensure a person – Adult or Child – is not in danger of harming themselves or others.

Process:

SHSSA staff is to provide emergency Medical, Child Protection or Mental Health care outside its facilities and/or provide transportation to its facilities when not doing so may increase the risk of further injury to the client. Staff members are required to take measures to minimize risk to the staff and have the autonomy to do so in these situations.

Procedures Pre-Response:

1. When a request for out-of-facility emergency services is received the staff will gather all pertinent information on the out-of-Facility Emergency Services Call Sheet.
2. Based on the information collected on the Call Sheet the staff will provide an estimated time of arrival to the caller.
3. Based on the information collected on the Call Sheet the staff will decide which additional resources are required to be called back to work to assist with the response. Any SHSSA employee can be recalled to work. It is REQUIRED that at least one additional employee be called in to assist when the on call nurse has to leave the facility.
4. All staff responding to after hours out-of-facility emergencies must follow SHSSA Policy: ADM.101, working alone or in isolation.

Procedures Post-response:**Medical Emergency:**

1. Ensure all documentation meets Policy CHC.128 standards.
2. Assess whether call was a legitimate medical emergency on Out-Of-Facility Emergency Medical Response Evaluation Form.
3. Notify Manager Health Services or next-in-line supervisor at earliest convenience, but no later than next business day with copies of Call Sheet and Response Evaluation Form.
4. Discuss response at following morning meeting and/or PCCT meeting if applicable.

Child Protection Emergency:

1. Ensure all case notes and CFIS are completed within 24 hours.
2. Notify Manager, Social Programs or next-in-line supervisor at earliest convenience, but no later than the next business day.
3. Notify the Director of Child and Family Services in accordance with Department of Health and Social Service Policy.
4. Discuss response at PCCT meeting if applicable.

Mental Health Emergency:

1. Ensure appropriate assessment tool is completed and sent to the Clinical Supervisor or the next-in-line supervisor no later than the next business day.
2. Discuss response at PCCT meeting if applicable.

Roles and Responsibilities:**Nurse-In-Charge:**

- Orientate all SHSSA Health Centre Medical staff on the use of this policy and ensure compliance with the policy.
- Ensure all equipment and supplies necessary to respond to out-of-facility emergency Medical responses is requisitioned, purchased, maintained and available for use.
- Communicate with Community Leadership on policy and any policy changes that impact this policy.

Child Protection Supervisor:

- Orientate all SHSSA Child Protection staff on the use of this policy and ensure compliance with the policy.
- Ensure all equipment and supplies necessary to respond to out-of-facility emergency Child Protection responses is requisitioned, purchased, maintained and available for use.
- Communicate with Community Leadership on policy and any policy changes that impact this policy.

Mental Health Supervisor:

- Orientate all SHSSA Mental Health staff on the use of this policy and ensure compliance with the policy.
- Ensure all equipment and supplies necessary to respond to out-of-facility emergency Mental Health responses is requisitioned, purchased, maintained and available for use.
- Communicate with Community Leadership on policy and any policy changes that impact this policy.

Management:

- Ensure resources are available to comply with this policy.
- Review each emergency response and use these reviews to make changes to the policy when required and review with appropriate staff when necessary.

Approved by:


Chad Fehr, CEO