

GUIDE FOR ON CALL



On Call exists as a backup for you in an emergency – that is its primary purpose.

The second purpose is so you can let us know if you are unable to attend a shift either – the next day or later the same day.

Can I please ask you to consider a couple of things before you ring on call.

- Is it really urgent? Does someone need to know right now?
- Can it wait until the office is open?
- Will the person on call be able to help at this time of night or would they have to leave it to the morning anyway?
- How early is my first shift tomorrow – can I wait until the office opens at 8.30 to let them know?

Sick calls for the next day should be before 8pm- I know we don't always know if we are going to be sick the next day by a certain time - but as a general rule after 8pm will be sorted the next day anyway because it's just too late to ring anyone.

On call staff will have a list of staff working late – in an emergency these staff can still call in

A morning call should not be before 6am (again it is too early before this for us to start calling any one).