NAME OF PROCEDURE – SOP C-102 ADMINISTRATIVE COVERAGE PROVIDED BY THE ON-CALL MANAGER
REVISION DATE: May 24, 2018
EFFECTIVE DATE: April 30, 2012
INTENDED USER(S): Arizona Training Program at Coolidge
REFERENCES:

1.0 PURPOSE: To establish procedure for administrative coverage at ATPC during weekday hours outside the regular 8am-5pm Monday-Friday operating hours and on weekends and holidays.

PROCEDURE:

2.0 The Superintendent will designate and assign an On-Call Manager to serve as the Senior Administrative Officer for the facility during hours outside the regular 8:00am-5:00pm Monday-Friday operating hours, on weekends and holidays.

3.0 Position titles that will serve in the capacity of On-Call Manager on a rotational basis include the:
- 3.1 Superintendent;
- 3.2 Deputy Program Administrator;
- 3.3 Residential Services Unit Managers;
- 3.4 Quality Assurance Manager;
- 3.5 QIDP Supervisor;
- 3.6 Director of Nursing; and
- 3.7 Chief Psychologist.

4.0 The On-Call Manager will be assigned on a seven (7) day rotation beginning at 5:00pm on Monday of each week and concluding at 8:00am on the following Monday.

5.0 The On-Call Manager will be responsible to:
- 5.1 Receive all reports of incidents;
- 5.2 Assure immediate protection and timely assessment and treatment of individuals involved in reported incidents;
- 5.3 Provide direction and support to residential supervisors as requested or needed;
- 5.4 Conduct rounds in each residential home at least
  - 5.4.1 Once each week during the hours of 5pm-10pm,
  - 5.4.2 Once during the hours of 10pm-6am and
  - 5.4.3 Once during the weekend; and
- 5.5 Provide a written summary to the Superintendent at the beginning of each work day recording
  - 5.5.1 All contacts received,
  - 5.5.2 Incident reports received,
  - 5.5.3 Rounds made and
  - 5.5.4 Direction given to
    - 5.5.4.1 Residential supervisors,
    - 5.5.4.2 Switchboard operators and/or
    - 5.5.4.3 Administrative support operational areas (Food Service, Maintenance, Housekeeping, etc.).

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