

<b>TOPIC:</b> Support Services	<b>SUBJECT:</b> Backup System	<b>Code:</b> SS010
		<b>Date of Issue:</b> July 1996
		<b>Revised:</b> July 2006
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**PURPOSE:** This policy will clarify the purpose and role of aBackup@ at Avenue II.

**AT AVENUE II, WE BELIEVE THAT ASKING FOR HELP IS A SIGN OF STRENGTH.**

**DEFINITIONS:**

**Backup:** Is a 24-hour internal support system that Avenue II has developed which provides additional support to staff working. Backup are the people that are sent to provide additional support. Backup may be verbal and/or physical or to provide relief to the support worker. When possible, a minimum of two (2) people will respond to a backup request in separate vehicles.

**Note:** Backup is not to take the place of ambulance. If a person is injured, call the ambulance first, and then call the office or the On-Call Supervisor. If in doubt, call On-Call immediately and they will give you further direction. When unable to reach On-Call use generic services such as 911.

**The Role of Backup:** To provide assistance in order to assist with gaining control of the situation. They are to provide for the best care, welfare, safety, and security of the individual, the support worker, and anyone else involved in the situation. Backup is to support and help build the relationship of the people in the crisis situation.

**Who is Backup?** Backup support workers are employees of Avenue II. During office hours, this may be anyone in the office able to assist, support workers, Managers, and Directors. First option is people who know the individual and are best able to assist; otherwise, whoever is available. After hours, the On-Call Supervisor will respond, in addition to the Manager working aafter hours backup.@

**PROCEDURE:**

**1. When to Call for Backup?**

Backup should be called when the situation has or may require additional supports to try and deal with a potential crisis situation. Backup may be required if a support worker is in need of a break due to a continual stressful situation requiring verbal or physical support. Backup may be required if a support person is injured and requires medical attention, or if an individual requires any immediate additional support above the support currently on site.

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## 1.2 Where to Call for Backup:

<b>When</b>	<----->	<b>Where to call</b>
8:00 a.m. to 4:30 p.m., Monday to Friday		Office: 345-9933
4:30 p.m. to 8:00 a.m., Monday to Friday		On-Call: 626-4825
Weekends and Statutory Holidays		On-Call: 626-4825

If you are unable to contact the office or On-Call and require immediate emergency assistance call "911."

**Please Note:** The On-Call phone number is for staff use only and is not to be given to the people Avenue II supports or significant others.

## 1.3 How to Call for Backup: When calling the office, press A0@ as soon as you hear the message. This will transfer you to someone in the office immediately.

Inform the Office or On-Call with the following:

- a. Your name,
- b. That backup is needed - identify this first so that you are not put on hold. You DO NOT need to ask for a Manager to request backup,
- c. Who you are supporting,
- d. Exactly where you are,
- e. What kind of backup is needed, i.e., physical support, emotional support for staff.

An example backup call may be: AHello - this is Mary Jane. I need backup with Jim at the Superstore checkout counter #6. He is refusing to pay for groceries and needs physical support.@

Discretion needs to be accounted for when using public phones or giving the message to someone else to call.

If you cannot make the call yourself, give your Avenue II Identification Card to a bystander or a natural support and ask them to make the call for you. On the back of the card are both the On-call and the office phone number; let natural supports know which number to call.

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2. **Avenue II Office:**
  - 2.1 Inform management of the need to send backup IMMEDIATELY and ensure the call is responded to.
  - 2.2 Complete a Backup Request form and submit it to the appropriate Director of Support Services for information purposes.
  - 2.3 Place a blank "Backup Response Log" in the responding person's mailbox with a reminder to staff to complete the form upon return to the office.
  
3. **Backup Support Workers:**
  - 3.1 Backup support workers take direction from the support worker who has called for backup.
  - 3.2 This person remains the "lead" in the situation until they ask for assistance or are notified otherwise.
  - 3.3 Support workers must give clear direction to the Backup support worker on what assistance is required.
  - 3.4 If a support worker is in crisis themselves, or injured, the backup people will Acue themselves in@ to give assistance.
  - 3.5 Once control of the situation has been regained and support staff feel able to handle the situation without further assistance, Backup will fade from the situation.
  - 3.6 Backup should be clear that the support worker(s) is/are comfortable with them fading out at this time.
  
4. **Required Paperwork After the incident:** Support workers are to file an Incident Report within 24 hours and submit it to the Manager or the On-Call Supervisor. This Incident Report may be required in a shorter period of time, depending on the nature of the incident. i.e., Police involvement, medical needs.
  
5. **A Back-Up Log** will be jointly written by the backup support workers and submitted to the Manager/Director.
  
6. **Debriefing** to follow as per agency guidelines.