

Out of Hours Emergency On Call Roster

1st June 2010 to 31st August 2010

Guidelines for using the EMERGENCY on call service to contact an Area Supervisor out of business hours
 (Business hours at 8.00am to 5.00pm Monday to Friday)

1. An **EMERGENCY** occurs and you are not sure what to do.
2. A serious or sentinel event occurs, you must then ring within the hour of the occurrence and **spea**k to an Area Supervisor.
3. If you fall ill **and** have not been able to get another team member to cover your shift - you must **spea**k to an Area Supervisor. You should **not** leave a voice mail message and assume it has been picked up.
4. You are due to go off duty and your replacement has not arrived for their shift - ring other staff in your team before contacting the Area Supervisor. You may not leave your client until a replacement staff member has arrived.
5. If you cannot **spea**k to an Area Supervisor then call the designated name on the Regional Response list.
6. Do not leave a message on the head office phone system as these messages are not cleared until 8.00am the next business day.

Please refer to Page 2 to see who is providing Emergency On Call cover and then dial the Freephone number 0800 621 222 and select the extension you require.

Area Supervisor	Extn
Ann	341
Brendan	323
Carl	352
Colette	342
Debbie	331
Hikihiki	332
Jo	311
Lorraine	343
Hawkes Bay - TBA	353

Area Supervisor	Extn
Mandy	363
Marshall	351
Mary Davies	362
Mary Sharpe	333
Rachel	312
Sandra	354
Suzanne	344
Auckland – TBA	321

Regional Response	Extn
Chris	394
Jenny	371
Maryanne	372
Melanie	393
Robin	361



Region →	Eastern Bay of Plenty and Gisborne	Wellington, Taranaki, Manawatu & Hawke's Bay	West Bay of Plenty, Coromandel & Waikato	Auckland & Northland	Christchurch	Regional Response
Dates ↓						
May 31 st - June 7 th *	Lorraine	Sandra	Debbie	Rachel	Mary	Chris
June 8 th - 13 th	Suzanne	Carl	Hikihiki	Jo	Maryanne	Maryanne
June 14 th - 20 th	Ann	Sandra	Mary	Rachel	Mandy	Robin
June 21 st - 27 th	Colette	Marshall	Brendan	Jo	Mary	Melanie
June 28 th - July 4 th	Lorraine	Carl	Debbie	Maryanne	Robin	Maryanne
July 5 th - 11 th	Ann	Sandra	Hikihiki	Jo	Jenny	Jenny
July 12 th - 18 th	Colette	Marshall	Mary	Rachel	Mandy	Chris
July 19 th - 25 th	Suzanne	Carl	Brendan	Jo	Mary	Melanie
July 26 th - August 1 st	Lorraine	Marshall	Debbie	Rachel	Jenny	Jenny
August 2 nd - 8 th	Ann	Carl	Hikihiki	Maryanne	Robin	Maryanne
August 9 th - 15 th	Colette	Sandra	Mary	Jo	Mandy	Chris
August 16 th - 22 nd	Suzanne	Marshall	Brendan	Maryanne	Robin	Robin
August 23 rd - 29 th	Lorraine	Sandra	Debbie	Rachel	Mary	Melanie
August 30 th - Sept 5 th	Ann	Carl	Hikihiki	Jo	Jenny	Jenny

* Changeover delayed to accommodate national public holidays