



Out of Hours Emergency On Call Roster

6th September 2010 to 5th December 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 **speak** 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 **speak** 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 **speak** 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 | Fax |
|-----------------|------|-------------|
| Ann | 341 | 06 868 6882 |
| Brendan | 323 | 07 853 9226 |
| Carl | 352 | 06 358 8256 |
| Colette | 342 | 07 376 9313 |
| Debbie | 331 | 07 575 8935 |
| Esre | 321 | TBA |
| Hikihiki | 332 | 07 862 6822 |
| Jo | 311 | 09 406 1081 |
| Katharine | 355 | TBA |
| Katie Durbin | 353 | 06 833 7516 |

| Area Supervisor | Extn | Fax |
|-----------------|------|-------------|
| Lorraine | 343 | 07 332 5504 |
| Mandy | 363 | 03 352 2229 |
| Marshall | 351 | TBA |
| Mary Davies | 362 | 03 354 8559 |
| Mary Sharpe | 333 | 07 548 2581 |
| Maryanne | 322 | TBA |
| Rachel | 312 | 09 438 5038 |
| Sandra | 354 | 06 759 6987 |
| Suzanne | 344 | 07 357 5339 |
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| Regional Response | Extn | Fax |
|-------------------|------|-----|
| Chris | 394 | |
| Melanie | 393 | |
| Robin | 361 | |
| Jenny | 371 | |
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| Area Name → | Eastern Bay of Plenty, Rotorua, Taupo/Tokoroa and Gisborne | Greater Wellington (West), Taranaki, Manawatu and Hawke's Bay | West Bay of Plenty, Thames/Coromandel, and Waikato | Auckland and Northland | Greater Wellington (East), and Christchurch | Regional |
|---|--|---|--|------------------------|---|----------|
| Dates ↓ | | | | | | |
| Sept 6 th - 12 th | Suzanne | Katie | Mary | Rachel | Marshall | Robin |
| Sept 13 th - 19 th | Colette | Sandra | Brendan | Maryanne | Mary Davies | Melanie |
| Sept 20 th - 26 th | Lorraine | Katharine | Debbie | Jo | Jenny | Jenny |
| Sept 27 th - Oct 3 rd | Ann | Carl | Hikihiki | Maryanne | Mandy | Chris |
| Oct 4 th - 10 th | Suzanne | Katie | Mary | Rachel | Marshall | Robin |
| Oct 11 th - 17 th | Colette | Carl | Brendan | Jo | Mary Davies | Melanie |
| Oct 18 th - 25 ^{th**} | Lorraine | Sandra | Debbie | Rachel | Jenny | Jenny |
| Oct 26 th - 31 st | Ann | Katharine | Hikihiki | Esre | Mandy | Chris |
| Nov 1 st - 7 th | Suzanne | Katie | Mary | Maryanne | Marshall | Robin |
| Nov 8 th - 14 th | Colette | Carl | Brendan | Jo | Mary Davies | Melanie |
| Nov 15 th - 21 st | Ann | Sandra | Debbie | Rachel | Jenny | Jenny |
| Nov 22 nd - 28 th | Lorraine | Katie | Hikihiki | Esre | Mandy | Chris |
| Nov 29 th - Dec 5 th | Suzanne | Katharine | Mary | Maryanne | Mary Davies | Melanie |

Anniversary Days

- South Canterbury - Sept 27th
- Hawke's Bay - Oct 22nd
- Labour Day - Oct 25th

** Changeover delayed to accommodate National Public Holiday