



## **EMERGENCY POLICY AND PROCEDURES**

**This policy defines the emergency procedures to be followed by all Kemfa care Services employees, where Care Workers are unable to fulfill scheduled visits to a Service User due to:**

- Sickness/Holidays
- Bad Weather
- Emergency occurring with a Service User, affecting the time Rota for a Carer's next call.
- Car accident/break down
- Traffic problems
- Harvest Time
- Staff Shortage
- Providing care between 10.00 pm and 7.00 am.

**In any of these circumstances please adhere to the following procedures:**

- Please inform the office immediately between the hours of 9.00 am and 5.00 pm if you are going to be delayed. During out of office hours please inform on-call (this number is automatically transferred using the office number 02031142134).
- The office/on-call will then Endeavour to cover the calls which cannot be delivered. All Service Users and/or families will be immediately informed of the problem, prior to contacting the staff. This communication will be continued until the service has been provided satisfactorily.
- Where a member of staff already on duty has the capacity to assist, they will be required to pick up calls as per their contract. Should this not be possible, then other members of staff will be contacted to ask for assistance. However, if there is still difficulty in covering the calls, the on-call person or a member of the office staff will be expected to cover themselves.

**In the event severe weather conditions/staff shortages, preventing any care being provided to a Service User, Kemfa care Manager will immediately contact the Integrated Commissioning Directorate during office hours or the Emergency Help Line of office hours.**