

Policy #: 441
Title: ON-CALL COVERAGE
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Reviewers: MSA Superintendent; MSA Directors

I. PURPOSE

The purpose of this policy is to allow staff members at the Minnesota State Academies (MSA) to access a supervisor at any hour of the day or night. The challenges of operating a statewide agency with a residential component require 24-hour accessibility to supervisors. Emergencies, whether student-related, weather-related, or facilities-related require immediate action and attention. (See Appendix A for appropriate uses of the on-call system.) This on-call policy will address these needs. If there is an emergency or if the support of a supervisor is needed, the on-call number may be used to reach the on-call supervisor.

II. GENERAL PROCEDURES

- A. The on-call phone number will be listed in the “Guide To Emergency Procedures” booklet posted in all areas. Supervisors responsible for the on-call system will include select administrators assigned by the superintendent and the director of health services. A schedule will be developed and shared with the MSA community at the beginning of each school year.
- B. Administrators who serve as on-call supervisors will have access to MSA’s on-call phone, informational packets, and master keys necessary to handle situations on campus. They will also have access to student information systems and resources necessary to respond to parents, emergency responders, and other staff members.
- C. Administrators will receive training/updates at the beginning of each school year to ensure consistency in our responses. The superintendent is responsible for establishing training content and dates in August of each school year.

III. ON-CALL SUPERVISOR RESPONSIBILITIES

- A. The on-call supervisor has responsibility for the overall operation of the agency and for making decisions ordinarily made by supervisors (or in some situations, by the superintendent).
- B. The on-call supervisor manages responses to situations that require assistance of an administrator (situations beyond the capabilities of on-site staff members). If the situation warrants it, it may mean the physical presence of the on-call supervisor on campus or contacting another supervisor to be on campus to manage the situation.

- C. The on-call supervisor is the first point of contact for staff with questions or concerns when the direct supervisor is not on-campus (usually during non-working hours). If the on-call supervisor needs additional support in making a decision, the on-call supervisor contacts the appropriate supervisor for assistance. The superintendent will be made aware if a major incident occurs, i.e., when the police are called, when a student needs to be transported to the hospital, etc.

- D. During weather emergencies, the on-call supervisor will determine school closings in the absence of the superintendent.
 - On student return days:
 - i. Staff members who receive information from parents or schools regarding weather-related absences will contact the on-call supervisor if it is necessary to make staffing changes.
 - ii. The on-call supervisor will contact dormitory staff/supervisors with cancellation information, transportation plans, and updated arrival times.
 - iii. The on-call supervisor will contact MSAB/MSAD kitchens and health clinics with student numbers.

IV. STAFF RESPONSIBILITIES

Staff members have the responsibility to contact the on-call supervisor when supervisory support is necessary. Staff members are expected to follow all instructions given by the on-call supervisor. The on-call supervisor will communicate with the staff member's usual supervisor if overtime hours were required or if assignments changed.

See Appendix A for guidance regarding possible situations that require an on-call contact.