***CA/N Call-Out Procedure for After-Hours and Holidays***

1. **Emergency reports/referrals (covers any time during after-hours and holiday)**

   A. CANHU pages on-call worker and provides call back number at 1-877-642-6320.

   B. On-call worker calls CANHU to confirm acceptance of all emergency reports/referrals.

   C. CANHU gives on-call worker incident number over the phone <u>or</u> gives the full report verbally, *only if necessary due to 3 hour time frame*.

   D. On-call worker pulls report up by laptop or by going into the office.

   E. On-call worker enters worker ID and supervisor ID in ATRU to indicate assignment of report.

   F. Reports will need to be printed using APRT to indicate acceptance of the report by the assigned county.

2. **Non-emergency reports/referrals for holiday and weekend hours, between 8 a.m. to 5 p.m.**

   A. CANHU pages on-call worker with incident number.

   B. On-call worker accepts and pulls report by laptop or in office.

   C. On-call worker enters worker ID and supervisor ID in ATRU to indicate assignment of report.

   D. *CANHU will not verify the on-call worker's acceptance of non-emergency report/referrals.*

3. **On-call worker will check ALOG (CANHU will not page)**

   A. Saturdays, Sundays, and Holidays--On-call worker completes 8 a.m. ALOG check for non-emergency reports alerted since 5 p.m. the previous evening.

   B. On-call worker accepts reports/referrals by laptop or in the office by entering worker ID and supervisor ID in ATRU to indicate assignment of report.

C. *CANHU will not verify the 8 a.m. acceptance of non-emergency reports/referrals alerted since 5 p.m. the previous evening.*

D. Saturdays, Sundays, and Holidays--On-call worker completes at least three (3) ALOG checks between 8 a.m. and 5 p.m. to assure all reports have been accepted.

**4. Use of personal computers**

A. Workers working out of their home should use laptops issued for after hours/holiday schedules rather than using their own home or personal computers.

B. If it becomes necessary to use a home computer for work purposes the worker should save documents only until they can email the documents to their office computer. Once that submission is confirmed confidential documents and information should then be deleted from their own home/personal computers.

**5. Instructions posted on the intranet**

A. "On-Call Laptop Help Files" are posted on the Children's Division intranet website to assist staff in basic operation and dial-up procedures. For additional questions, staff may contact their local ATC or SDSU. If one-on-one instruction is necessary, the local ATC will be available to train users on how to dial up.

**6. Problems with the laptop, dial-up connection or access to dial-up:**

**A.** ***Technical assistance during business hours:*** Contact your Area Technical Coordinator (ATC) or Systems Development and Support Unit (SDSU), (previously known as FACES) at 573-522-9651.

**B.** ***For password resets and other system connectivity issues*** (after-hours, weekends and holidays) contact DSS Centralized Help Desk at 1-800-392-8725. The *State Data Center* answers the phone after-hours and will page the appropriate contact.

**C.** ***For hardware issues*** (after-hours, weekends and holidays) Contact the CANHU to inform them of the failure and make other arrangements to gather report information. On the next business day report the laptop failure to your Area Technical Coordinator (ATC) or SDSU unit (573-522-9651) so

arrangements can be made for getting a replacement laptop delivered to your site and/or getting the laptop repaired.

MEMORANDA HISTORY: CD05-41