TOPIC:	SUBJECT:	Code: SS011
Support Services	**Back Up Response Reporting**	**Date of Issue: July 1996**
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Purpose: To inform Management and team of the details of an incident that requires back up to respond to a situation.

Definition: Back Up Response is any occurrence which requires additional Avenue II staff support to respond to a situation where staff or a person we support need assistance. This includes any Management (including On-Call) and staff. When possible, it is recommended that a minimum of two people respond to the back up request. However more staff may be dispatched dependent on need. Back up support may be verbal and/or physical, or may be to provide relief to the support worker.

1. *Special Considerations:*

   a. Staff that are on modified work, injured or pregnant, ***are not to be utilized in the event of physical support***. They may be utilized for verbal support only or assistance in transporting staff.

2. *The staff person receiving the back up call will:*

   a. Inform management of the need to send back up ***IMMEDIATELY*** and ensure the call is responded to.

   b. Complete a Back Up Request form and submit it to the Director of Support Services / General Manager for information purposes.

   c. Place a blank "Back Up Response Log" in the responding person's mailbox with a reminder to staff to complete the form upon return to the office. These forms are located in Central File (second drawer).

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3. Staff Responding to back up call will:

a. Document the back up call describing the scene upon arrival, action taken and other observations.

b. Submit the completed Back Up Response to the Manager supervising the individual.

4. The Manager will:

a. Speak to back up staff and staff who requested back up, upon returning to offer debriefing, and will schedule the debriefing if required.
b. Review the Back Up Response Log for completeness, use of appropriate reporting language and use of appropriate support techniques.

c. Attach the completed Back Up Response Log to the related Incident Report and submit to the Director of Support Services/General Manager within 48 hours.

d. Utilize information to recommend further actions for prevention of accidents/incidents. Information will be shared with the support team.

5. The Director of Support Services/General Manager:

a. Reviews the Back Up Response Log with the Incident Report and makes comments and recommendations. The Manager will then follow up on issues.