

## **Executive Summary**

### **A Day in the Life of an On Call Supervisor**

**Trainer: Maryanne Rehberg**

#### **Course Description:**

This half-day training will give participant's a brief overview of San Mateo County's on-call policies and procedures. Key policies will be highlighted and reviewed to enhance participant's familiarity and awareness of some of the different practices and requirements of after-hours work. This will occur through lecturette, large group discussion and an open question and answer format. Participant's will also have the opportunity to practice relevant assessment and critical thinking skills through small group discussion of case scenarios and vignettes.

#### **Outcome Objectives**

As a result of this training, participants will have:

1. Increased familiarity with the most pertinent on-call policies and procedures
2. Increased understanding of the key responsibilities of a back-up worker including communication with the county operator, law enforcement and the on-call supervisor
3. Opportunities to practice screening, assessment and critical thinking skills

#### **Ways Supervisors Can Support the Transfer of Learning**

**BEFORE** the training, supervisors can:

1. Help participant's identify any concerns they have about working on-call and plan a course of action to address those concerns
2. Help participants identify specific questions they have and encourage them discuss those at the training

**AFTER** the training, supervisors can:

1. Talk to worker about 3-5 things they remembered learning from the training and identify any outstanding questions
2. Check-in with the worker immediately before their first on-call shift to review some of the key things to remember
3. Review county on-call policies at regular intervals