

## Staff Notification System Policy

Reviewed Date		Number	GEN0108
Revised Date	November 26, 2025	Approved Date	January 9, 2013

### ***Introduction***

The Health Protection and Promotion Act provides legal authority for boards of health to respond to health-related emergencies or emergencies with public health impacts. The Ontario Public Health Standards require that the board of health develop, implement, and document its 24/7 notification protocols for communications with board of health staff, community partners, and governmental bodies. Additionally, as part of the Ontario Occupational Health and Safety Act & Regulations, employers have a duty to take every precaution reasonable in the circumstances for the protection of workers, which includes emergency preparedness.

### ***Purpose***

The purpose of this policy is to support and build upon existing SMDHU Incident Management System frameworks and our Emergency Response Plan as it relates to communication and coordination of staff during incidents and/or emergencies. The staff notification system may be utilized during business or non-business hours depending on the incident at hand.

### ***Legislative Authority***

[Health Protection and Promotion Act](#)

[Occupational Health and Safety Act](#)

[Ontario Public Health Standards](#)

### ***Policy Definitions and Interpretation***

**Alternates:** designated individuals selected by the MOH Office and Executive to carry out their functions as outlined within the agency's Emergency Response Plan or as outlined in SMDHU Occupational Health and Safety Manual and associated policies.

**Contact:** assumes receipt was confirmed through direct contact by means such as MS Teams messaging, email, text message, or phone call.

**Incident:** an event that has the potential to cause interruption, loss of or a disruption within a community, or to an organization's operations, services, or functions – which, if not managed, can escalate into an emergency.

**Primary Representative:** Lead representative assigned to carry out staff notification functions; typically, a Vice President, or Program Manager or Supervisor. Staff being contacted routinely report to or receive directions from this individual.

**Staff:** Defined as both permanent part-time and full-time, casual, seasonal staff, students, residents and volunteers. Staff on medical leave will not be contacted.

## ***Policy***

The Medical Officer of Health (Incident Commander) is responsible for activating the agency's staff notification system. This may include an internal agency emergency (e.g., local tornado warning notification) whereby staff notification is required for business continuity and/or for health and safety reasons.

The Medical Officer of Health will assess the situation at hand in consultation with executive leadership as needed to determine when staff notification is required, the extent as well as the provision of direction of such depending on the situation at hand.

## ***Staff Notification Procedures***

1. The MOH will contact Vice Presidents and the office of the MOH staff to provide critical information required including the direction required to be relayed to Managers to coordinate communication with their staff.
2. Vice Presidents will contact their Program Managers to relay critical information, communicate Service/Program Area expectations.
3. If direct contact is unsuccessful at the MOH, Vice- President or Management level, then the alternates will be notified and instructed to carry out staff notification procedures on behalf of the primary representative.
4. Management/alternates will contact their assigned staff and communicate critical information, indicating as directed by their VP/alternate.
5. Management is to document their attempts by utilizing their own documentation frameworks as outlined in their departmental policies, while advising their VP and the Manager of Human Resources (or alternate) of any unsuccessful attempts to reach staff (using all tools necessary) where needed and as directed.

## ***Staff Notification Procedures***

Each department is responsible for ensuring maintenance and accuracy of staff contact information within the department in consultation with Human Resources. Each staff member is added to outlook contact database by Human Resources (found within our public folders). These are used to populate our contacts on our agency cell phones.

Staff are to be reminded by their Managers/Supervisors that any updates (moving/change of address/name) must be relayed to department Administrative Coordinator and Human Resources in a timely manner.

Department Vice Presidents, Managers and Supervisors are responsible for developing and identifying current staffing complement for their program areas, ensuring that everyone is aware of back-up coverage needs, reporting Manager logistics.

Staff Fan-Out Notification Forms are managed and kept up to date by each department Administrative Coordinator. This is meant as a tool that can be used in addition to other means that Managers/Supervisors/VPs feel it is best to use with their teams. Managers are encouraged to keep printed copies on hand in case of network outages/power outages. Managers can consult with department Administrative Coordinator as needed on ways to access contacts through their phones or develop teams' chats/channels as needed. What is important is the ability to relay direction in a timely manner and ensure accurate

documentation which can be pulled or referred to in any incident. Forms that do get filled need to be managed by departmental and agency records management standards.

***Related Policies***

GEN0107: Emergency Management

OP0112 Response to Unusual events In and Around SMDHU Offices policy

HR0108 Alcohol Recreational Cannabis and Unregulated Drug Use policy

HS0101 Health and Safety Policy

IM0111 Contact Management

***Final Approval Signature:*** \_\_\_\_\_

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November 26, 2025    Review / Revised

June 14, 2019            Review/Revised

January 2013            Approved