

 <p>Ontario Veterinary College Standard Operating Procedure</p>	Number: HSC 20 2008
	Effective Date: Nov 30, 2008
	Revision Date: Dec 11, 2015
Subject Matter: Emergency Closure	Page 1 of 5

Statement:

If under the Policy, a decision is made to close the University, classes and examinations are cancelled and only those employees identified as essential for the purposes of the Policy, are expected to report to work.

1. Labour Disruptions

- i. This standard operating procedure “sop” does not apply in the event of a labour disruption. Refer to the “Essential On Call Services List” available via OVC HSC Administration.

2. Decision to Close the University

- i. The University operates 24 hours per day, 7 days per week. The authority and responsibility for closing the University rests with the President or designate.
- ii. The University of Guelph’s policy relating to hazardous weather and emergency closing (“Policy”) can be found at:
<https://www.uoguelph.ca/hr/system/files/512%20Hazardous%20Weather%20Policy.pdf>

3. Accepting Cases

- i. The decision to accept new cases or to continue processing and treating cases that are already in hospital or that have arrived prior to the closure notice will be at the direction of OVC HSC Administration in consultation with the Clinic Heads, Service Chief Emergency Critical Care and Director, Primary Health Care Centre; consultation with Senior University Administration and the OVC Dean’s office will be at the discretion of the OVC Associate Dean Clinical Programs.
- ii. If the decision allows acceptance of emergency cases and/or continuation of processing and treating of other cases, the following procedures outlined in this sop must be adhered to.

4. Emergency Admissions

- i. Emergency admissions will be accepted following the OVC HSC standard emergency protocols.

- ii. Referring veterinarians and clients must be notified that procedures may be delayed because of reduced employee numbers.

5. Scheduled Appointments

At the direction of OVC HSC management, Client Services will contact clients and re-schedule appointments and procedures.

- i. If clients present for their appointments, these appointments will be processed as per usual; the applicable Service will examine, work-up and treat the patient.
- ii. Clients must be notified that their appointment may be delayed because of reduced employees.

OVC Smith Lane Animal Hospital, "PHC": At the direction of PHC Administration, clients will be contacted to reschedule appointments.

6. Scheduled Procedures

- i. Diagnostic and treatment procedures scheduled for that day will proceed as usual to the extent that reduced staffing allows; these cases will not automatically be cancelled.
- ii. If a procedure cannot occur because of reduced staffing, the client will not be charged for the extra time in hospital incurred because of the delay.

7. Clinicians and Clinical Duty Requirements

- i. Interns, residents/DVSc's and faculty/Veterinarians assigned to clinical service are considered essential personnel and should be present for clinical duties.
- ii. Dependent on the Service's caseload, clinicians may be able to leave early, (the attending clinicians, Service Chief or Clinic Head will make the final decision). Rounds will be conducted at the discretion of the Service Chief.

8. Support Employees

- i. The OVC HSC essential support employees plan will be adhered to, (as detailed in bullet 15, *Scheduling of Essential Support Employees*).

9. OVC Undergraduate and Graduate Students

- i. Refer to OVC SOP Hazardous Weather/Emergency Closure

10. OVC Resident and Herd Animals

- i. Clinicians are responsible for ensuring that veterinary care is provided to OVC resident and herd animals.
- ii. The Clinic Heads and attending clinicians are responsible for ensuring there is an assigned clinician for the resident and herd animal populations.

11. OVC Smith Lane Animal Hospital, "PHC"

- i. Operation of the OVC Smith Lane Animal Hospital, "PHC", will be the decision of the PHC director or designate.

- ii. If the PHC closes, emergency cases will be directed to the Companion Animal Clinic.
- iii. Arrangements for PHC hospitalized patients and for PHC patients hospitalized at the Companion Animal Clinic for overnight monitoring will be determined by the PHC director or designate in consultation with OVC HSC Administration.

12. Volunteers/Visitors

All volunteers and visitors must leave the OVC HSC

13. Billing of Client Cases

- i. Standard fees will be applied as applicable to the case.
- ii. If a procedure cannot occur because of reduced employees, the client will not be charged for the extra time in hospital incurred because of the delay.
- iii. Additional out-of-hours fees will not be charged for any scheduled or emergency procedures.

14. Reference

The University of Guelph's policy relating to time off for hazardous weather/emergency closing, all employees ("Policy") can be found at: <http://www.uoguelph.ca/news/hazardousweather.php> .

15. Scheduling of Essential Support Employees

- i. Tier 1
 - o All employees identified as Tier 1 are considered essential. Those who would normally be scheduled to work any given shift are expected to attempt reporting for work. Employees who are unable to report to work must notify their supervisor.
- ii. Tier 2
 - o Depending on the timing, nature and duration of the closure, employees identified as Tier 2 may be deemed essential and may be called into work, (or requested to stay) at the discretion of OVC HSC Administration.
- iii. Regular full-time and temporary full-time employees that are scheduled to work when the University close but are not Tier 1
 - o Emergency closure days are considered as days off with pay.
- iv. If an employee has already scheduled the emergency closure day(s) off with pay prior to the declaration of an emergency closure, the day(s) will be recorded as previously approved even if the University of Guelph is closed as it was not the employee's intention to be at work.
- v. Part-time employees scheduled to work when the University closes but are not Tier 1
 - o Part-time employees whose scheduled days are cancelled will not be paid.

- vi. Examples of instances when Tier 2 employees may be required to work, (the Supervisor/Manager, in consultation with the Clinic Head/Service Chief will determine if additional staffing is required):
- Caseload remains strong (weather has improved; power has been restored, etc.)
 - Timing of closure ie., before December/January Holiday Period and employees are required to stock the Hospital before the holidays
 - The closure extends beyond one day and caseload requires additional employees
 - Surgical caseload is high and employees are required to sterilize equipment
 - The volume of scheduled appointments, treatments etc. may necessitate additional employees
 - Tier 1 employees have not reported to work due to scheduled vacation, illness or other event preventing them from reporting to work

Area	Tier 1	Tier 2
Administration	1 Manager 1 Supervisor	1 Manager 3 Supervisors
Anesthesiology	2 veterinary technicians	2 veterinary technicians
Animal Cancer Centre	Not applicable	1 veterinary technician
Avian/Exotics	Not applicable	Not applicable
Blood Donor Cats	Companion Animal Housing (employees required for CA Housing must care for the blood donor cats) Blood donor program clinician	Not applicable
Client Services, Large Animal Clinic	1 employee	1 employee
Client Services, Small Animal Clinic	3 employees	1 employee
Companion Animal Housing	2 day shift employees and 1 afternoon shift employee 1 night shift employee	Not applicable
Companion Animal ICU	2 veterinary technicians per 11 hour shift	Not applicable
Companion Animal Surgery	1 veterinary technician	1 veterinary technician
Companion Animal Wards	1 veterinary technician	1 veterinary technician
Diagnostic Imaging	1 veterinary technician	1 veterinary technician 1 MRI technician
Large Animal Housing	2 day shift employees 1 afternoon shift employee 1 night shift employee	Not applicable
Large Animal Surgery	Not applicable	1 veterinary technician
Large Animal Wards	2 veterinary technicians per 11 hour shift	Not applicable
Medical Records	1 employee	1 employee
Pharmacy	1 pharmacy technician	1 pharmacy technician
Primary Healthcare Centre	1 Manager/Director or designate	1 Veterinarian 1 Client Services Assistant 1 Veterinary Technician 1 Animal Care Attendant
Supplies, Processing, Distribution, "SPD"	Not applicable	2 SPD technicians
Surgical Exercise Animals, (<i>Junior Surgery</i>)	Companion Animal Housing (employees required for CA Housing must care for the Surgical Exercise animals)	Not applicable
Bovine Herd	Large Animal Clinic Housing (employees required for LA Housing must care for the Bovine herd) Bovine teaching herd health clinician	Not applicable
Clinical Medicine Lab Sheep	Large Animal Clinic Housing (employees required for LA Housing must care for the sheep) Clinical Medicine Lab Instructor	Not applicable
Equine Herd	Large Animal Clinic Housing (employees required for LA Housing must care for the Equine herd) Equine teaching herd health clinician	Not applicable