

## On Call MOA (New)

Whereas the parties recognize the need to deliver effective On Call nursing services to home care clients;

And Whereas the parties recognize the importance of ensuring that Nurses can safely deliver On Call nursing services in the hours after Site service visits have concluded (e.g. 11-7) both telephone/virtually and in-person visits as required;

Therefore, the parties agree as follows:

- The parties recognize the importance of considering opportunities to assess options for delivering On Call services by telephone or through a virtual visit where possible and VON will commit to developing and delivering education for Nurses and home care clients/families to support telephone/virtual visits. The Employer will provide the Union with copies of any educational materials developed to support services provided by telephone/virtual.
- The VON will ensure Nurses are educated on the Overnight Safety protocol and the Inclement Weather Guideline and ensure that the protocol and guideline are available on the Intranet.
- The Overnight Safety Protocol will be mandatory after the site service delivery hours for any On call visits.
- The VON will track the statistics generated by the Overnight Safety Protocol on On Call visits and provide to the NSNU at its Labour Management meetings