

DUNCAN LONG-TERM CARE INITIATIVE
LTC After-Hours Call Group
Expectations and responsibilities

July 2026

Purpose: This document outlines the expectation and responsibilities of the primary partners in the Duncan long-term care (LTC) after-hours call group: the call group physicians, the Cowichan Division of Family Practice (CVDFP or “the Division”), and Island Health.

Background: Developed in 2021 by a physician working group, in collaboration with LTC facility staff, the Duncan LTC after-hours call group provides coverage to all four Duncan LTC facilities (Sunridge, Cerwydden, Cairnsmore, The Hamlets). MRPs of patients at these facilities will be assumed to be signing out to the after-hours call group unless they specifically request otherwise. Those who wish to retain “first call” for after-hours needs should notify CVDFP of such.

Due to separate Memorandums of Understanding for the communities of Mill Bay, Chemainus, and Ladysmith, the after-hours call arrangements outlined in this document do not apply to LTC facilities in those regions.

Expectations & Responsibilities

1) The call group physician will:

- Be a member in good standing with CVDFP.
- Adhere to Long-term Care Initiative (LTCI) best practice expectations (review details [here](#)).
- Provide after-hours call coverage, including timely responses and on-site visits as needed, in accordance with the established call schedule.
 - Call runs from 6:30 pm to 7:00 am weekdays, with 24 hour coverage on weekends and stats.
 - Shifts are scheduled in week long blocks, from Monday 6:30 pm to Monday 7:00 am.
 - In the event of a Monday stat holiday, handover will shift to Tuesday for that week.
 - After hours care is for urgent clinical needs only; routine or non-urgent matters will be redirected to the MRP to address the following day.
- Provide back-up after-hours coverage for physicians who have not designated first call to the after-hours call group, only in the event that facility staff cannot reach the MRP or their designate after 30 minutes.
- Communicate effectively with facility staff and with the patient’s MRP, as required.
- Notify CVDFP staff of any shift swaps after the schedule is finalized to ensure accuracy of records, equitable distribution of incentives and timely notification to the call line managers.
- *Note: The after-hours call group is not intended to provide short term holiday coverage and does not provide any coverage during office hours.*

2) CVDFP, through the Long-term Care Initiative (LTCI) will:

- Provide payments to physicians
 - After-hours call group payment: \$250/night; \$300/24hr days (Sat/Sun, stats) – approximately \$1,850/week, adjusted upwards for stat holidays
- Coordinate the call schedule in week long shifts, striving to ensure equitable access to and distribution of shifts among providers
 - Call schedule to be provided to Island Health staff managing the call line
- Manage lists of physicians who are signing out the LTC after-hours call group, and those who have opted out
- Provide general supports and troubleshooting
 - Address questions, concerns and feedback from call providers, MRPs and facility staff
 - Disseminate updated information to call group physicians, MRPs and facility staff
 - Conduct periodic reviews of the program

3) Island Health has agreed to:

- Provide the after-hours call number through their call system
- Manage transfer of the call line to the on-call physician via staff at the Cairnsmore LTC facility, using the shift schedule provided by the Division
- Through all Duncan LTC Directors of Care, receive, disseminate to staff or otherwise action pertinent updates from the Division, including:
 - Flagging patient records of MRPs signing out to the call group to ensure appropriate call practices

Contact Information: Please direct any questions or feedback relating to this program to the Cowichan Division of Family Practice, care of Tiffany Littmann, Executive Director – Operations, at tlittmann@cvdfp.ca