**Policy Statement:**

As emergency limited guardian or conservator, legal guardian, limited guardian, or

limited conservator for an individual under guardianship, the Cabinet assumes responsibility for managing the personal and financial affairs of the individual, as designated by the Court, with jurisdiction. Guardianship has an on-call system in place to receive and process all after-hours emergency calls. Emergency is designated as medical consent, Absent Without Official Leave (AWOL), missing or death.

**Legal Authority:**

* KRS 387.660 Specific Powers and Duties of Guardian
* KRS 387.740 Emergency Power of Court
* 910 KAR 2:040. Section 17. Physical Health Care Needs of a Ward

**Procedure:**

1. Guardianship Regional Offices are open 8:00am-4:30pm Monday through Friday with the exception of Holidays. Between the hours of 4:30pm and 8:00am, on weekends and Holidays the contracted on-call agency should be contacted to handle emergency calls.
2. When an individual under guardianship is in need of emergency assistance NewVista.org is contracted to receive and process the after-hours calls. The on-call staff will handle all emergency calls including giving consent to treat, death notifications, AWOL notification, and sending DNR/EOL initial paperwork.
3. NewVista will contact the Division of Guardianship immediately for notifications of deaths, AWOL, or in instances where NewVista needs additional assistance. Contact will be made in the following order:
   1. GFSOS of the region assigned to the individual under guardianship;
   2. Branch Manager of the region assigned to the individual under guardianship;
   3. Director’s office.
4. Each regional GFSOS shall have a plan in place for coverage when the GFSOS is on leave or position is vacant. The plan will be submitted to the Assistant Director or designee 14 days prior to the start of the leave to provide appropriate notification to NewVista. The plan will include the dates of leave, staff assigned to cover on-call, and preferred contact numbers. Social Service Clinician II staff may be designated to cover on-call. Plan will be shared with regional staff.
5. In the event that the GFSOS is on leave unexpectedly the Branch Manager or Assistant Director will be provide on-call coverage.
6. Director’s office will be notified by GFSOS or designee on all individuals that are AWOL and any situations that are unable to be handled by the on-call staff or guardianship worker.
7. Any calls received by on-call staff that is not an emergency, as defined above, the caller shall be instructed to call the assigned regional office and leave a detailed message for the GSSW on their confidential voicemail. The message will be received and processed the next business day.