



Maintenance On-Call Process

Each maintenance technician has a cell phone (see numbers below) that they carry with them during work hours. One of the maintenance techs is always on call for emergency work for the entire Community, including Bethany Home, Winona Shores, Bethel Manor I, and Bethel Manor II. During the week that the technician is on-call, their phone is on at all times and they are available 24 hours a day. The on-call week starts at 6:30 AM on Tuesday.

If there are any issues in finding an emergency contact for maintenance, call:

Grady Third, Director of Facilities, at 320-491-7884.

Contact Numbers:

Derald Thorson	320-760-3854
Al Berglund	320-760-3859
Don Simmons	320-815-9779
Mike McCurdy	320-760-3857

On-Call Schedule:

Dates	Technician	Number to Call
JUN 01 – JUN 07	Mike McCurdy	320-760-3857
JUN 08 – JUN 14	Don Simmons	320-815-9779
JUN 15 – JUN 21	Derald Thorson	320-760-3854
JUN 22 - JUN 28	Al Berglund	320-760-3859
JUN 29 – JUL 05	Derald Thorson	320-760-3854
JUL 06 – JUL 12	Don Simmons	320-815-9779
JUL 13 – JUL 19	Mike McCurdy	320-760-3857
JUL 20 – JUL 26	Al Berglund	320-760-3859
JUL 27 – AUG 02	Derald Thorson	320-760-3854

The Home Office IT department has established a process to provide support during home office non-business hours. This has been set up to provide support for critical systems such as KNS eCharting, CareTracker, and other computer-related issues. To keep the process simple, users can call one number. The number to call is **1-800-642-6491 x 4327**, which rings directly to a live support person.

Our after hours staff will be carrying a phone when not in the office to facilitate this process. If that person is not reached directly, the user can simply leave message and their call will be returned. When leaving a message a user must leave their name, a phone number where they can be reached and a brief description the issue.