

Advanced Personal Care's office maintains a 24-hour phone line (**337.433.6611/877.471.6737**) manned by an answering service (DexComm Answering Service). DexComm answering service will prompt the caller to leave a message or press #0 to speak with the operator. They are to hold all non-emergency calls until the next business morning or after lunch. All emergencies, including injuries, **calling out/being late for work** or disgruntled employees/clients will be immediately forwarded to the on call supervisor.

Clearly documented protocols for expected response time include:

- Caller calls Advanced Personal Care's phone number
- Answering service contacts on call supervisor within 15 minutes
- If on call supervisor does not answer, answering service calls back up on call supervisors until someone is reached
- On call supervisor contacts caller

Supervisors will be available 24 hours per day, seven days a week for phone calls via Advanced Personal Care business phone during regular office hours or personal and cellular phone when not on site.

Do not call/text administrative staff's cell phone.

If that person is not on call that day, they will not call you back.

Advanced Personal Care maintains a toll free telephone line with 24-hour accessibility, manned by an answering service.

The local number is **433.6611**/The toll free number is **877.471.6737**

Advanced Personal is accessible 24-hours a day, 7 days a week, including holidays.

The answering service will hold all non-emergency calls until the next business morning or after lunch.

All emergencies, including injuries, calling out for work or disgruntled employees/clients will be immediately forwarded to the on call supervisor.

Do not call/text the on call person's personal cell phone.

This is not a reliable way to contact them.

Use the office number – **this gives a written record of your call.**

Make sure you leave a detailed message and a good contact number for us.

We may need to get in contact with you to confirm information in the message.

If you have not heard back from someone within 15 minutes, call the office back.

Employees are expected to be at their place of work at the times established by supervision (supervisor or a designee).

****Employees are required to make sure their shift is covered if they want to take off****

Employees are responsible for notifying supervision of absences or late arrivals each day of the absence or lateness, in accordance with their call-in procedure, which typically requires employees to advise supervision when they will report to work. Excessive absences or tardiness (whether excused or unexcused) may be cause for progressive corrective action and could result in termination. Advanced Personal Care also reserves the right to terminate employees who are absent for two (2) consecutive working days without giving appropriate notification. Such termination will be considered job abandonment. An employee is considered absent if he/she is not present for work as scheduled, regardless of cause. Absences resulting from approved time off or approved leaves are exceptions to this policy.

****Employees must contact APC to advise who is covering their shift****

Special attention to absence patterns such as will be given and appropriate action taken:

- absences on scheduled weekends, Saturday, Sunday or both;
- absence the day before and/or after a scheduled holiday or day off (holiday pay may be withheld in such cases);
- absence the day after payday;
- coincidence of absence after having been denied a request for time off;
- coincidence of absence when an employee is given a work assignment that is undesirable to the employee; and/or
- repeated or patterned absences on a specific day of the week.

An hourly employee who is five (5) or more minutes late may have his/her salary reduced; salary reductions are decreased in increments of one-tenth (1/15) of an hour. Even though the tardiness may be less than five (5) minutes, APC may consider the employee to be late for work.

****Employees should use their back up lists (if applicable) to make sure their shift is covered****

Extenuating circumstances that prevent an employee from contacting APC regarding the absence or lateness will be given consideration. In cases where the employee has not reported to work or contacted the appropriate designee for two (2) consecutive workdays, a decision may be made to terminate employment. In such cases, supervision will attempt to notify the employee of his/her termination by contacting the employee by phone, followed by a letter sent by a verifiable method.

****Employees who do not cover their shift will be written up and/or terminated****

RETURN TO APC

Employee Printed Name: _____

Date: _____ Time Start: _____ Time Finish: _____

True/False

- _____ 1. Advanced Personal Care’s regional office maintains a toll free telephone line with 24-hour accessibility.
- _____ 2. You can leave a message or press #0 to speak to the operator.
- _____ 3. The answering service will hold all non-emergency calls until the next business day or after lunch.
- _____ 4. All emergencies, including injuries, **calling out/being late for work** or disgruntled employees/clients will be immediately forwarded to the on call supervisor.
- _____ 5. Supervisors are available 24 hours per day, seven days a week.
- _____ 6. Do not call/text administrative staff’s cell phone.
- _____ 7. Employees are expected to be at their place of work at the times established by supervision (supervisor or a designee).
- _____ 8. Employees are required to make sure their shift is covered if they want to take off.
- _____ 9. Employees are not responsible for notifying supervision of absences or late arrivals each day of the absence or lateness, in accordance with their call-in procedure, which typically requires employees to advise supervision when they will report to work.
- _____ 10. Excessive absences or tardiness may be cause for corrective action and could result in termination.
- _____ 11. APC can terminate employees who are absent for 2 consecutive days without proper notification, this is considered job abandonment.
- _____ 12. An employee is considered absent if he/she is not present for work as scheduled, regardless of cause.
- _____ 13. Employees do not have to contact APC to advise who is covering their shift.
- _____ 14. Employees should use their back up lists to make sure their shift is covered.
- _____ 15. Employees who do not cover their shift will be written up and/or terminated.

Please print/sign this form and return it to the office before the end of the month

Failure to return this form can result in unsatisfactory evaluations and possible termination. Thank you for your prompt response. Please call if you have any questions.

I acknowledge that I have read and understand the Advanced Personal Care’s Supervision/Communication & Attendance Policy. I have received a copy of the Supervision/Communication & Attendance Policy.

Employee Signature Date

RETURN TO APC



Office Use: January April July October APC Representative: _____