



Standard Operating Procedure - Scheduling

Starting with a New Family

When you have finished onboarding and are ready to start working, Beverly will reach out to you to connect you with a family. Beverly will send you the individuals address, the services that they are requesting, and their requested schedule. Enter the address into whatever GPS or Maps application you use and confirm that the address is within a driving distance that is okay with you.

Confirm that the schedule that the family is requesting are hours that will work for you, the family relies on provider's being able to make their schedule shifts.

If there are any questions in regard to the job requirements/responsibilities of a specific service, please feel free to ask. Each service is different, and each service pays differently, confirm that you are able to provide the requested service before confirming with the family.

Scheduling the Meet and Greet

Once we have referred you to a family, you will need to contact them to set up a meet and greet. We would always recommend calling the family to schedule the meet and greet instead of texting.

There are a number of things that you should go over with the family prior to scheduling a meet and greet.

1. Tell them your availability. Does your availability match the hours that they are requesting?
2. Ask where they are located. Is their home within a comfortable driving distance for you?

If the answer to both of these questions is "yes," you should schedule a meet and greet! If the answer to either of these questions is "no," politely inform the family and let Beverly know.

If the family does not answer the phone, leave a voicemail. If the person's voicemail box is full or if "their voicemail box hasn't been set up yet," it is okay to text them.

The following is an example of a voicemail that you could leave –

"Hi, my name is [insert your name] and I am a provider with Pikes Peaks Respite Services. I would love to talk to you and see if I would be a good fit for your family.

Please give me a call back at your earliest convenience, my phone number is [insert your phone number here]. Thank you and have a great day.”

The following is an examples of a text that you could send –

“Hi, my name is [insert your name] and I am a provider with Pikes Peak Respite Services. I would love to talk to you and see if I would be a good fit for your family. Please text me or give me a call at your earliest convenience. Thank you and have a great day.”

Please give families 24 hours to call you back or text you before contacting Beverly. When the family calls you back, please go over the two points listed above before scheduling a meet and greet.

The Meet and Greet

Meet and greets should generally only go for about 30 minutes. Some families like to chat, and in that case, they may go for a bit longer. That’s completely fine, but politely try to keep the meeting close to 30 minutes. **Meet and greets are not paid.**

Here are examples of things that you should/could go over during a meet and greet (these questions may not be applicable to homemaker basic) –

- Tell me about the person/tell me about yourself! (e.g., interests, favorite activities, needs, etc.)

- What hours for which services are you looking for each week?

- What is the best way to communicate with you? (e.g., text, phone call, email, etc.)

- What are your expectations of me?

- Do you have any questions for me?

- Is there anything else that I should know?

How to Get More Hours

If you would like more hours, please contact Beverly Seeman directly at 719-659-6344. Please - contact Beverly during normal business hours Monday-Friday from 8:00am-5:00pm. Please communicate via text, if possible, instead of communicating via phone calls or email.

Working with Multiple Families

More often than not, providers will work with multiple families. If that is the case, remember to keep track of all scheduled shifts, so that you do not “double book” yourself. You can use a month calendar, such as the one included in the last page of this SOP, or there are some great (and free) and calendar applications for smart phones.

Discontinuing Services for Person Supported

Sometimes, things happen or change, and you need to stop working with a family. That is fine, however, there are a few people that you will need to contact beforehand.

- Beverly Seemann at 719-659-6344
- Brett Seemann at 719-205-4862
- The family that you are providing services to.

If you do need to stop providing services to a family, please provide the above-mentioned individuals with two weeks-notice so that we can find a new provider for the family and avoid a lapse in services.

