

ON CALL CAREGiver

The On-Call CAREGiver reports to the Client Care Manager, HR Manager and Staffing Manager. Supervised in the field by the CAREGiver Engagement Coordinator.

Include the four contacts below in all texting and email communications.

Contact Information

- Kathleen Narron, RN, Client Care Manager @ 571-762-8362
 - o Kathleen.narron@homeinstead.com
- Julie Pavkov, HR Manager and Payroll Manager @ 571-762-8385
 - o Julie.pavkov@homeinstead.com
- Christina Quigley, Staffing Manager @ 703-895-4062
 - o Christina.quigley@homeinstead.com
- Sharon Kilpatrick, CAREGiver Engagement Coordinator (Reports to HRM) @ 571-621-0361
 - o Sharon.kilpatrick@homeinstead.com

Week of New Hire Orientation

- Attend Monday-Wednesday day 1-3 of virtual orientation via zoom (Training Wage)
- On Thursday, day 4 of orientation, a skills check will be assigned. Plan to spend the days on Thursday and Friday shadowing Sharon, the CAREGiver Engagement Coordinator.
- Instruction will be provided regarding the clocking in/out process using Tsheets and the Clear Care Go App and how these interact with each other.
- Your on-call days will be scheduled based upon what was discussed during the interview process.

Expectations

- On-call from 7am - 9pm on scheduled days.
- Must have autonomous transportation and able to adjust and respond immediately to schedule changes. *(For example: If you are out with your family, plan to drive separately so if/when you're called out into the field you are available immediately.)*
- Keep your cell phone on and NOT in DND mode. The office may call during a shift with important scheduling information or changes.
- You may be directed to come into the office in-between deployment during office hours and on-call days to provide administrative support with office duties, light cleaning, answering phones, etc.
- Tasks will include supporting the CAREGiver Engagement Coordinator when unavailable by conducting introductions with new CAREGivers or new clients, and work shifts when a need becomes available last minute (Examples: CAREGivers emergency call outs, when a new client signs and additional shifts are immediately added to the schedule, etc.)
- Must have your own vehicle, car insurance in your own name.
- Must be able to drive self to work.
- On-Call CAREGiver will be willing to drive anywhere within the 4 counties we serve.

Expectations (con't)

- On-Call CAREGiver willing to serve males, females, clients who have pets such as dogs or cats, and smokers in addition to non-smokers.

Duties and Responsibilities

- Assist clients with ambulation and mobility around the house or outside (doctor's appointments, walks etc.)
- Utilization of Hoyer Lifts and proficient in transfer of patients
- Assist clients with personal care and hygiene (bathing, bedridden clients, etc.)
- Plan and prepare meals with assistance from the clients (when they are able)
- Do the client's shopping or accompany them when they shop, or drive them to doctors appointments
- Perform light housekeeping duties that clients can't complete on their own
- Report any unusual incidents and act quickly and responsibly in cases of emergency

Reporting

- Time off requests to your scheduled on call days must be communicated to the four contacts listed at the top of this resource sheet. This preference is through email and/or texting because of the nature of urgency. If it impacts the next 24 hours, please send these three managers a text.
- ON CALL availability must be from 7a-9p. In case of emergency, if your availability is impacted in the 7a-9p window, this MUST be communicated ASAP to all 4 contacts listed above as it impacts operations and payroll.
- Change of Availability forms are applicable to regular CAREGivers, not on call CAREGivers.

Clocking In and Out

- **TSheets** – Clock in when you leave your house to head to a client and clock out when you return home from the client.
- **TSheets** – If running errands in-between shifts, clock out of Tsheets – this is your personal time and the company will not compensate for this time.
- **TSheets** – If you forget to clock in/out of Tsheets or find you accidentally clocked back in and the clock ran into the next day, please add a note in Tsheets providing the correct clock in/out time and date. Not leaving an edited time frame leaves Payroll to estimate the correct time frame.
- **Clear Care Go App** – Clock in when you arrive at the client's home and when you leave the client's home. This app will also provide you with the client's address, their care assessment (MUST READ in advance for every shift).

COVID-19 Vaccination

- On Call CAREGivers are required to receive a COVID vaccine as this will be a mandatory requirement of most clients and facilities you serve and will be assigned. Anyone opting to waive the COVID vaccination will not be eligible for this position but will currently be eligible for a standard CAREGiver position. Availability for clients and facilities will be severely limited in

unvaccinated CAREGivers. Our elite On Call CAREGivers are required to be able to meet the needs of every client, in every home at Home Instead.

- The company retains internal records on each employee's vaccination status; however we do not share this information with clients as all health and medical information is private, confidential and privileged. All information is protected by HIPAA and will only to be disclosed to persons directly involved in clients care or health care operations activities.