

Schedule Changes and No-Call/Call No-Shows Protocol

Staff should follow the below protocols in regards to schedule changes and no-call no-shows and call-no shows

Staff should not call on-call regarding emergency schedule changes, staff no-call no-shows, or staff call-no shows. Staff should follow the below protocols and complete the necessary noted charting regarding them.

Remember: Those who don't show up for their shift affect their co-workers life and schedule as well as the clients care. Ask yourself if you would want this to happen to you?

No-Call/Call No-shows

If a staff does not show up for a scheduled shift the staff on duty **MUST** stay until that staff arrives or they find someone else to come in.

If there is two staff on duty and neither staff is willing to stay the staffs who have worked the least amount of consecutive hours must be the one to stay. If both staff have worked the same amount of hours then the two on duty staff should flip a coin to determine who has to stay.

If a staff does not show up for their scheduled shift the staff on duty should call them. If they do not answer staff should leave them a message.

If the scheduled staff does not answer and the staff on duty is not willing to stay they are responsible for calling all other staff on the phone list to see if anyone else can come in and work.

If the staff that was scheduled for a shift shows up or calls back and the shift has already been covered it is up to the staff that is covering the shift if they want to leave or not. The originally scheduled staff does not get the option to work or not.

All staff whose hours are affected by a no-call no-show or a call no-show **MUST** fill out the shift variation form.

Emergency Schedule Changes

Staff should be aware of their scheduled shifts and should try and complete schedule changes in advance with their supervisors. This protocol is not for ordinary/planned schedule changes. All ordinary/planned schedule changes should be completed in advance with the supervisor.

In an event that a schedule change needs to be made and a supervisor is not available staff should follow the below steps.

1. Both staff **MUST** completely fill out and answer all questions and areas on the Schedule Change Request Form. Both staff **MUST** sign the form. The form **MUST** be turned into the supervisor's box.
2. Staff should ensure that the staff picking up the shift is not into any overtime (pay weeks go from 12:00am Friday to Thursday at 11:59pm). If any overtime is involved the schedule change can **NOT** happen unless other appropriate arrangements to cut the overtime are made. If any overtime results in an unapproved schedule change the staff that goes into overtime will be subject to disciplinary action.
3. Staff should ensure that if they were the scheduled med passer for that shift that the person picking up the shift is medication administration certified. If not, is there another staff on duty that will accept the responsibility? If not, the schedule change can **NOT** happen. If there is, then the staff taking on the med passing responsibility **MUST** sign the schedule change request form on the bottom stating that they will pass the medications scheduled for that shift.
4. Staff can **NOT** make the change on the house schedule.
5. Staff picking up/working the shift **MUST** fill out the Shift Variation Form.