SOP for Shift Completion

Caregivers

We have a team of people who participate in the care of our clients, including the families, so be aware that there are many involved who are counting on the caregivers to be with the client during the expected time frame.

1. Caregivers, Schedulers, Case Managers, Administration and Families all have constant access to the shifts scheduled.
2. All parties, except Families, can see clock in and out times in real time. When timeclock entries do not match the schedule within 5 minutes, the team is alerted. If you are clocking in or out <5 minutes away from the shift as scheduled, either early or late, you must leave a shift note.
3. You must attend your shift as scheduled. You may not leave a shift without permission and only a case manager may grant this permission. You may not leave simply because it appears that all tasks are completed. Instead, find something else to do. Enjoy visiting with the client; companionship is a vital part of what we do and is part of the expectation of all shift tasks.
4. If a client is leaving the house during your shift, or you are dismissed by family, you must contact the case manager to inform them and document the permission in the shift note. You also must document the name of the case manager who authorized you to leave early.
5. If you experience an emergency that requires you to leave the client’s shift, you must notify the case manager and scheduler so coverage can be secured for the client, as well as obtaining permission to leave. You must also leave a shift note.