



Home Care Centralized Scheduling Office Transition Frequently Asked Questions

Nursing and the HCCSO

As a Health Care Aide, Home Support Worker, Rehabilitation Assistant, Integrated Support Worker, or Nurse, being able to reach someone in the office in a timely manner is important to ensure you receive the support you need to do your work safely and efficiently. For many years, we have heard that timely support you receive during after-hours is difficult. One reason for the change to centralizing all scheduling clerks is to address the challenges in reaching a staff member during all times of the day but especially during after-hours and weekends. **As of Monday, March 31st at 6:00 a.m., you will be able to reach a Scheduling Clerk 24/7 at a new phone number: 204-940-3100.**

For Direct Service Nurses, [last week's FAQ](#) highlighted what's staying the same/what's changing.

For all other Direct Service Staff (HCA, HSW, RA, ISW), below is a summary of what's staying the same/what's changing:

What's staying the same:

- Your Resource Coordinator is the same, including the location of where your RC works. They will continue to process your payroll, and help process your personal address changes, and changes to your working alone information.
- You will continue to go to your community office to pick up supplies, Safe Visit Plans, drop off PHAs related to vacation, LOAs, and Additional Hours forms
- If you are a casual staff, you will continue to pick up your DVS and Report of Service at your community office as you do now
- If you're a casual staff you will continue to communicate changes in your availability to your Resource Coordinator.
- Checking in/out of visits through the Procura mobile app is still required to ensure your safety.
- You'll still need to monitor your schedule for changes, refreshing the app in-between visits including logging out of the app and shutting down your phone at the end of the shift to ensure important updates are not missed.

What's changing (as of Monday, March 31 at 6:00 a.m.):

- The number to reach a Scheduling Clerk is changing to 204-940-3100. When you call you may speak to a Scheduling Clerk you're not familiar with but they **will be able** to assist you with what you need.

- There will no longer be an after-hours number for staff. All community staff call 204-940-3100 24/7.
- All Scheduling Clerks will be located at one site: 80 Sutherland Ave, and will be working day, evening and night shifts
- Scheduling Clerks will take over monitoring alerts from Resource Coordinators
- You may receive phone calls and new assignments, during your working hours, 7x per week days, evenings and weekends.
- If you're unable to report to work due to personal or family illness you will call the Scheduling Clerk line only. The Scheduling Clerk will inform your Resource Coordinator of your absence.
- You will see a new attendance type visit Start/Stop shift; you need to check in/out of this visit (same as clients)
- The Home Care Direct Service Staff "Who do I Call?" document is being revised and will provide you detailed guidance for specific client / employee situations.

REMINDER: Virtual Open Office Hours with Home Care Leadership

On **Wednesday, March 5, from 12 p.m. to 1 p.m.**, the home care leadership team, including Luba Bereza, Director, Health Services – Home Care and Palliative Care, and Tara-Lee Procter, Regional Lead, Health Services – Community and Continuing Care, will be hosting a virtual Open Office Hours event.

This is an opportunity to discuss the transition to the Home Care Centralized Scheduling Office, as questions and address concerns directly with leadership. There will be no set agenda or formal presentation—you can drop in any time throughout, and you can choose to just listen to any conversation that is going on.

You can join the event using this [link](#).

If you're not able to attend, **you can send questions or comments in advance to communications@wrha.mb.ca** and we can address them during the session.