

## Home Care Direct Service Staff Communication Guide

**Call Home Care Centralized Scheduling Office (HCCSO) at 204-940-3100 to report the following:**

- Late to start shift, sudden absences (full or partial shift)
- Client not home for scheduled service
  - Follow Client Absent for Scheduled Visit Response Plan -see white lanyard card (Options A, B, or C)
- More time required for client service (concern is it will extend your day by 30 minutes or more)
- A safety risk associated with broken or missing equipment (unable to complete task)
- Medication concerns (all kinds)
- Report client issues as they arise, do not wait until the end of the shift.
- A safety risk not identified on the Safe Visit Plan.

**Note: If you have reported task changes or refusals on your mobile phone App, you do not need to call HCCSO.**

### **Call your RC when:**

- Providing additional hours/availability for work.
- Client asks you to complete extra tasks or tells you certain tasks don't need to be done.
- To request AMTRs.
- Less time required for client service.
- A work-related injury occurs (also call INM Reporting at 204-940-8482).
- PPE or emergency supplies are required.
- Health and safety concerns.
- To submit PHA form.
- Request for education or training.
- Questions related to payroll or employee status.

\*For other concerns not listed, call your RC\*