

## Setting Up Services

- When you pick up a shift, call client(s) immediately
  - If you don't reach the client, leave a voicemail and try again in a few hours.
- When you first speak to the client:
  - Introduce yourself – first and last name and that you are an employee of Trinity In-Home Care
  - Confirm schedule & tasks
  - Confirm start date & client's address
- Within 24 hours of picking up a shift please call the office or email [schedule@tihc.org](mailto:schedule@tihc.org) to notify us that it has been set up OR why you have not been able to set it up
- NOTE: In order for TIHC to successfully serve so many clients, we rely on you to promptly set-up services and provide excellent customer service with clients.

## Providing Services

- We provide non-medical assistance as directed by the client note
- First visit:
  - Prompt client to show you their home (including where any supplies you need to do your tasks are located)
  - Ask if they have any house rules (*i.e. not wearing shoes inside*)
  - Seek feedback
- Questions, concerns, or updates:
- Communication is key in successful service delivery. Please email or call with any updates or concerns (including client cancelations or no shows). You are the critical link in the communication between TIHC and your client(s).

# Successful Client Services

## Change in Services, Part I

- Update availability, tell us when you can work
- Need more hours?
  - Go to [www.tihc.org/openshifts](http://www.tihc.org/openshifts) to see what fill in and regular shifts are currently available
  - Contact Caitlin or John by email, phone or in person for further information
- Need to decrease hours or stop working with a client?
  - Each client requires two week notice
  - Contact Caitlin or John
- Have a planned absence (i.e vacation, surgery, etc)?
  - Try to reschedule any visits you will miss. If the hours cannot be rescheduled, ask the client if they would like a fill-in

## Change in Services, Part II

- If the client would like a fill-in, complete the **Absence Request form** at [www.tihc.org/fillin](http://www.tihc.org/fillin) with *the coverage dates & times for each client* (you will receive a response when your request has been approved).
- Unplanned Absences (i.e. illness, car problems, etc):
  - Call the client(s) to reschedule
  - If the shift cannot be rescheduled and a fill in is needed, notify the office as soon as possible
- Ending your employment at Trinity In-Home Care:
  - **Two-Week Notice form** must be completed and returned to Caitlin or John.

## Getting Paid

- Overtime is not allowed – no more than 40 hours
- Adhere to client's authorized hours—if you are unsure how many hours they have available please contact the office.
- Pay days: Every other Friday (see the pay calendar for more specific information)

## Error Report Forms

- Should be used **RARELY!** These must be hand entered into the system, so please only use when truly necessary.
- Due within **48 hours** of the shift—this is so we can bill for and receive payments for services in a timely manner which allows us to pay your wage.
- Ways to submit Error Reports (& any other form):
  - In the office during regular office hours (8:30 am-4 pm)—dropbox on the bookshelf in the lobby,
  - In the outdoor dropbox—located inside the glass entryway to the left of the front door,
  - Or by emailing a photo of your completed error report to [schedule@tihc.org](mailto:schedule@tihc.org)

## Successful Client Services

## Gas Reimbursement Forms

- The following types of travel are reimbursed:
  - To/from client's home (only outside city limits): \$0.57 per mile
  - In-town: \$3 per trip
  - Out-of-town: \$8 per trip
- Forms must be submitted weekly. No later than 9 am Monday for travel during the week before.
- Multiple trips with one client may be logged on the same form, but each client will need a separate form.
- Travel outside of Douglas County is not permitted without prior authorization from the office. If authorized, you would be reimbursed at \$0.57 per mile.