

CALGARY FAMILY SERVICES

PROCEDURE STATEMENT

Section: Client
(Missed Client Visits)

Procedure Number: PS-106-C

PREAMBLE

The Society strives to ensure that missed visits are kept to a minimum and client care is not compromised.

STEPS

Caregiver ill

1. The caregiver calls the office or the on call supervisor (if before office hours) to inform them that s/he is not available to work.
2. The client is called by the office to inform them that their regular caregiver is not available. A replacement caregiver is offered to a FCSS client, but is automatically sent to a CHR client.
3. If the client accepts a replacement, the caregiver is sent out, if the client requests the regular caregiver to re-schedule the visit the office will speak with the caregiver and request the caregiver arrange a convenient time for both.
4. The caregiver's supervisor is informed of the absence. The absence and reason is documented in the caregiver's attendance file.

Caregiver Vacation

1. The caregiver requests vacation through his/her supervisor and s/he is instructed to inform clients and ask clients if they are willing to accept a replacement caregiver during his/her absence.
2. The caregiver informs the Access Department which clients require replacement during his/her vacation.
3. The names of clients who require a replacement are entered in the replacement file. When a replacement has been arranged and his/her name entered in the client file, the client is informed of the replacement (caregiver name, date, and time of service confirmed).
4. A note is entered in the client's file stating that a replacement has been secured and the client has been informed.

Office Error

1. In the unlikely event that a client misses a visit due to office error, the client is contacted immediately.
2. The supervisor of the Access Department will speak with the client and will apologize for the oversight.
3. The client is offered a replacement visit by their regular caregiver on that day.
4. If the client refuses a visit, the next visit is confirmed with the client during discussion with the Access supervisor.
5. If the client accepts a visit on that day, the caregiver is directed by the Access Department to go to the client.
6. A note is entered in the client's file regarding the situation and follow up required.

