



**PERSONAL ATTENDANT CARE INC.**  
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 WHITBY, ON L1N 2K8  
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<b>Operational Procedure Number</b>		<b>5:05</b>
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<b>DEPARTMENT</b>		Client Services
<b>SUBJECT</b>		Client Administrative Support
<b>APPROVED BY (Signature)</b>	<b>CHIEF EXECUTIVE OFFICER</b>	<i>V. Carter</i>
<b>APPROVED DATE</b>		October 10, 2007
<b>REVIEWED BY (Title &amp; Signature)</b>		Jennifer Hammond, R.P.N. Client Service Manager
<b>REVIEW DATE</b>		September 2009

**OPERATIONAL PROCEDURES**

Personal Attendant Care Inc. will provide administrative support to our clients and the staff providing their care, while endorsing an independent living model of self-directed care.

**Procedures**

**Administrative and After Hours Service**

**Business Hours Monday – Friday 08:30 – 16:30**

- Administration staff are available in the office Monday – Friday:
  - Customer Service Department from 06:00 to 16:30 for scheduling issues;
  - Administrative/Management staff from 08:30 to 16:30 for all other administrative issues.

**After Hours Monday – Friday 16:30 – 24:00 and Saturday/Sunday 06:00 – 24:00**

- The Answering Service is available to contact the on-call Customer Service Representative for situations that require immediate resolution including but not limited to (*clients and staff are encouraged to contact 911 for emergency situations*):
  - Employee sick calls;
  - Client/Employee accident or incident;
  - Immediate scheduling issues, such as missed service or client not home (see Missing Client Flow Chart);
  - Immediate concerns needed to be addressed while providing care.
- The Customer Service Representative will have access to the on-call Supervisor/Manager for situations including but not limited to
  - Client and/or staff injury, accident or death;
  - Missing client (see Missing Client Flow Chart);
  - For approval to provide extra service;
  - Abuse or harassment issues;
  - Potential Health and Safety risk issue.

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**After Hours Sunday – Saturday 24:00- 06:00**

- Clients and staff are to contact 911 for emergency situations.

**Statutory Holidays**

New Years Day  
 Family Day  
 Good Friday  
 Victoria Day  
 Canada Day

Labour Day  
 Thanksgiving Day  
 Christmas Day  
 Boxing Day

The Administration office will be closed on all of the above noted days as well as; Easter Monday and the August Civic Holiday.

The Client Services Supervisor/Designate are responsible to inform new applicants that as per the Service Contract, Statutory Holiday coverage must be arranged independently and that Personal Attendant Care Inc. does not provide coverage.

The Client Services Supervisor in cooperation with the applicant discusses alternative arrangements.

If further assistance is required the Client Services Supervisor can refer the client to The Social Services Department if appropriate or to an alternate community agency.

**On-Call Supervisor/Manager Rotation**

Each year in January the Client Service Supervisors must meet with the Client Service Manager to confirm the designated on- call coverage for all Statutory Holidays that involve the closure of the office to staff. Christmas/Boxing Day and New Years Eve/New Years Day will be combined for coverage and may include a weekend that is back to back with the statutory holidays and will be rotated to ensure fare and equitable distribution.

A list of the Supervisor/Manager on-call coverage calendar will be posted on the organization’s network. If there is a change, approved by the Client Service Manager, to the schedule, it is the responsibility of the Supervisor/Manager to inform all departments of the changes.

If a staff member leaves the organization, the new staff will take over the dates the original staff was to cover.

**Attached Documents**

Missing Client Flow Chart 5(j)