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PERSONAL ATTENDANT CARE inc.

		Operational Procedure Number 5.13
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DEPARTMENT		Client Services
SUBJECT		Telephony
APPROVED BY (Signature)	CHIEF EXECUTIVE OFFICER	Jennifer Hammond RN, BScN
APPROVED DATE		June 19, 2015
REVIEWED BY (Title & Signature)		Anne Winacott, Client Service Manager
REVIEW DATE		February 2017

OPERATIONAL PROCEDURES
To support the delivery of high quality and safe client services and to support employee safety, Personal Attendant Care requires that all Personal Support Workers (PSWs) confirm their attendance at scheduled visits through a telephony system. This visit verification system also ensures that the organization has a process for auditing that visits have occurred as scheduled. This process ensures that the organization is in compliance with financial auditing requirements.

Procedures
Each PSW is assigned a 3-digit personal identification number (PIN) that will be used when accessing the telephony system. The following process is to be followed to verify that a visit has occurred as scheduled.

PSWs are to provide client services and visits as scheduled in the GoldCare scheduling system. PSWs are to notify a Customer Service Representative (CSR) at all times when a visit is not being provided at the time scheduled or for the duration scheduled. Supervisor approval is required for visits longer than originally scheduled.

PSW Responsibility:
When to Use Type 1 / 2
- Upon arrival at the client's service location the PSW is to use the client's telephone (the one with the phone number that matches the client record in GoldCare) to call into the toll free telephony number and enter call Type 1. This call indicates the start of the visit;
- Just prior to leaving the client's service location the PSW is to use the client's telephone to call into the toll free telephony number and enter call Type 2. This call indicates the end of the visit. The duration of the visit is recorded in GoldCare.
- If a client requests for the PSW to leave a visit before the scheduled end time or stay later than the designated end time, the PSW is to use the telephony system as normal; and leave a message on the Telephony Extension 611 to notify Customer Service of reduced time to update in Gold Care. If staying later they must contact Customer Service to seek supervisor approval for additional service.

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- If the PSW makes a mistake when imputing telephony they are to leave a message on the 611 to Customer Service to correct the error and confirm (provide client full name/client number/ date/time of service).

When to Use Type 3

If client's telephone is not available because the client does not have a landline telephone (i.e. cellphone only), the client does not allow PSW to use the landline on ongoing basis, lives in a retirement home, or the client visit does not start or end in the client's home:

- The PSW is to use the "Type 3" code to record that the visit has occurred. This "Type 3" is used by the PSW from either his or her own phone (if they wish to use their personal phone), or after hours from the PSW's home telephone, and the PSW will be required to log the client identifier and record the visit.
- The recording of the client visit through the Type 3 process must be done on the same day as the visit is scheduled.
- The Type 3 is not to be used if the client is listed as a Type 1 / 2.
- If a client requests for the PSW to leave a visit before the scheduled end time or stay later than the designated end time, the PSW is to use the telephony system as normal; and leave a message on the Telephony Extension 611 to notify Customer Service of reduced time to update in Gold Care (provide client full name/client number/ date/time of service). If staying later they must contact Customer Service to seek supervisor approval for additional service.
- If the PSW makes a mistake when imputing telephony they are to leave a message on the 611 to Customer Service to correct the error and confirm (provide client full name/client number/ date/time of service).
- PSWs are to notify the CSR if a client does not have a landline telephone (cellphone only), does not permit the PSW to use the telephone (ongoing) or has visits that do not start or end in the client's home. The CSR will forward this information to the Customer Service Supervisor and Client Service Supervisor to document this information on the client record.

PSWs are to refer to their personalized telephony instruction card or his or her Supervisor for further information on how to use the telephony system and the Type 3 visit confirmation process.

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CSR Responsibility:
- Update GoldCare service times and durations as required and approved;
- Receive approval from applicable Client Service Supervisor for addition service duration requests;
- Retrieve messages from 611 mailbox (messages saved on mailbox until 1 week after pay day for two week schedule);
- If this call is not made within 20 minutes of the scheduled start time the CSR is notified of a potential late or missed visit. The CSR will attempt to locate the PSW and determine a re-scheduled visit start time or identify another PSW to provide the service.

CSS Responsibility:
- Maintain accurate schedules in GoldCare, including allowing appropriate travel time;
- Approval and authorization of staff's hours including any requests for additional visit time;

Payroll/HR Responsibility:
- Maintain and update GoldCare employee telephony profile;
- Maintain and update Azian website;
- Training at Orientation which includes; Procedure 5.13, PAC Fact, Personalized Telephony Card, Demonstration.

Telephony and Payroll
PSWs will be paid in accordance with the originally scheduled visit duration and only if the telephony system is used to record the visit start and end time either through the client's telephone or PSW's telephone using all the above indicated code types. For visits to be paid they must be confirmed/verified through the telephony system.

The Type 3 code can only be used in the situations outlined in the When to Use Type 3 section above. Supervisor approval is required for visits to be paid that are longer than the scheduled duration.

Attached Forms
Telephony PAC Fact
Service Plan 5(d)