

**Leamington Mennonite Home
Long Term Care & Retirement Residence**

POLICY AND PROCEDURE

CATEGORY: Personnel	SUBJECT: Call-In Protocol	SECTION: C POLICY: 1
DATE: September 2004	Administrator's Signature: _____	

CALL-IN PROTOCOL

POLICY:

All staff are expected to work their scheduled shift. In the event of illness or emergency, the employee is expected to notify their supervisor in a timely fashion, to facilitate the call-in protocol, as necessary. Staff illness, either full or part-shift, shall, in all cases be treated as a Sick Day, pursuant to the HOODIP Plan.

PROCEDURE:

- Staff who were scheduled to work on a day shift must give a minimum of one (1) hour's advance Notice of their absence; staff who were scheduled to work the afternoon or midnight shift must give a minimum of four (4) hour's advance notice of their absence. Such notice shall be given to a designated Supervisor. All employees will give a minimum of one (1) day's notice of their return to work to their designated Supervisor.
- Automatic overtime arrangements are not in place for any Department at LMH. Overtime may only be approved by the Department Leader, after a consideration of all factors within the Department.
- Upon receipt of a sick call, the Supervisory RN or Designate will complete an Absence from Work Report, and then facilitate a call around to fill a vacant shift, by calling first all part-time staff, in order of seniority within the classification required, provided the employee would not be entitled to overtime or premium pay for working the call-in assignment.
- In the event the vacant shift cannot be filled at straight time, the Designated Supervisor will notify the Department Leader or Administrator, to determine whether overtime will be offered. All factors, such as resident census, routines etc., will be considered to determine if overtime will be approved.
- If no part time employee agrees to fill a vacant shift at regular time, the Supervisory RN or Designate will extend a short shift to a 7.5 hour shift to a staff member working a short shift on the day of shift vacancy.
- If overtime is approved by the Department Leader, the designated Supervisory RN or Designate will contact those full-time staff members, by seniority for whom the extra hours worked will not incur more than 1 shift of overtime (i.e. shift cannot be offered if it will be the 7th consecutive day working).
- Once a staff member has accepted the call-in, the time of acceptance, as well as the time of arrival are recorded.