



All Sufficient Home Care Services Inc.

Caring Culture... Excellent Care

3080 Ogden Ave. Suite # 307, Lisle IL, 60532

Tel: 708-613-5393; Fax: 815-552-9081

4-Hour Mandate Policy

I. PURPOSE

This policy aims to establish clear guidelines for handling instances where an employee fails to report to work and does not notify their manager or scheduling coordinator. This policy ensures the reliability and accountability of all employees at All Sufficient Home Care Services Inc. and maintains the quality of care provided to our clients.

II. SCOPE

This policy applies to all employees of All Sufficient Home Care Services Inc.

III. POLICY

1. Notification Requirement:

- Caregivers must notify the scheduling coordinator or manager at least four hours before the start of their scheduled shift if they are unable to report to work.
- In cases where the scheduled shift starts in less than four hours, the caregiver must notify their manager as soon as possible.

2. Acceptable Methods of Notification:

- Caregivers must call the scheduling coordinator or manager directly to report their absence. Text messages, emails, or messages left with other employees are NOT acceptable forms of notification.
- If the scheduling coordinator or manager is unavailable, the caregiver should leave a voicemail and follow up with a call as soon as possible.

3. Information to Provide:

- When calling in, caregivers must provide the following information:
 - Full Name
 - Scheduled shift time
 - Reason for the absence
 - Expected duration of the absence (if known)

4. Emergency Situations:

- If a caregiver is unable to provide four hours' notice due to an emergency, they must notify the manager as soon as possible and explain the late notice.
- The management will review the circumstances and determine if the absence will be excused.

5. Consequences of Non-Compliance:

- First Offense: A verbal warning will be issued, and the incident will be documented in the employees' personnel file.
- Second Offense: A written warning will be issued, and the incident will be documented in the employees' personnel file.
- Third Offense: The employee may be subject to suspension without pay or termination of employment, depending on the circumstances and at the discretion of management.



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6. Documentation:

- Managers must document all call-ins and any related disciplinary actions in the caregiver's personnel file.

7. Review and Enforcement:

- Managers are responsible for enforcing this policy and ensuring that all caregivers are aware of the expectations and consequences related to calling in.
- Regular reviews of call-in records will be conducted to ensure compliance with policy.