

Griswold Policy for call outs and last minute schedule changes

All Caregivers are required to call the office number (336-462-8472) and speak to a staff member if you have an immediate problem with shift times or if you need to call out due to sickness or an emergency.

Any incidents concerning the client or a significant change in their well-being also requires a phone call to us ASAP. Client falls must be reported immediately.

Calls before 9am and after 5pm and on weekends will be answered by Total Recall, our answering service. Please tell the operator your situation and have them call us immediately. We will then respond back to you ASAP if a response is needed.

DO NOT text OR email to call out for a shift or report a significant change in client condition! A phone call to the office is the only acceptable means of communication in these situations.

Text messages are for non-urgent communication only and should be limited to the 9am-5pm office hours. Ensure we respond if you text us. If we do not respond to a text or email assume we did not see it and call the office.

Thank you for your understanding and compliance with Griswold's standards of excellence. We continue to believe we have the best caregivers in the Winston-Salem area!

I have read and I understand the Griswold Winston Salem Call Out / Schedule change policy:

Caregiver Signature

Date
