

Dear Caregiver

At the beginning of your shift, please clock in using the following steps:

1. Use the client's home phone to call our toll-free number: 1-888-543-9406

Listen to the prompts and press (1) to clock in or to choose your name.

2. Listen to the care plan for the day, and note if there are any activities for you to log.

At the end of your shift, please clock out using the following steps:

1. Use the client's home phone to call our toll-free number: 1-888-543-9406
2. Listen to the prompts and press (2) to report the status of care tasks.
3. If you completed a task, press (1). If you did not complete a task, press (2), and at the beep leave a voicemail about why not. Afterwards, press (#).
4. If you see any major changes in your client's condition, press (8) to leave a voicemail for the office about it.
5. If you drove your client *during* your shift, press (7) to report the number of miles you drove.
6. Press (9) to clock out at the end of your shift. Please wait to hear the voice confirmation that you have been clocked out before you hang up.

In addition, you will begin receiving shift information and reminders by email and text message. You will also be able to receive shift offers on your phone as soon as they are available.

So that we can contact you for these helpful reminders and messages, please leave your email, cell phone number and carrier (AT&T, Sprint, Verizon, etc.) with me at the office when you get this letter.

We are evaluating the portal module, which would allow you to log in to a personalized web page and see your schedule and driving directions. We will send a separate announcement if we implement this module.

If you have any questions, please let me know. Thank you very much for your support during this transition!

All the best,

Care Mountain Office Team
(214) 785-8512

Caregiver Telephony Training

To use the system and report your hours, please follow the steps below at every shift.

1. Clock in when you arrive at the home

- a. The first thing to do when you arrive at a client's home is to call our toll-free telephony number: 1-888-543-9406
- b. Please remember to do this right when you arrive – don't delay!
- c. By calling immediately upon arrival, you can be sure to be properly paid for all the time you are at the client's home and the client will be billed correctly.
- d. If there is more than one shift for that day, you will be asked to choose the shift.
For example:

"We found several available shifts for Joe Smith.

Press 1 if you are Jennifer Caregiver and are clocking out of the X shift.

Press 2 if you are Ronald Caregiver and are clocking in for the Y shift."

Practice: What number do you need to dial to clock in?
Remember: Press the number of the shift with your name!

2. Update task status

- a. Your administrator will assign tasks to you, such as "Bathe and dress; Prepare breakfast; Provide medication reminder."
- b. After you clock in, the next time you call our telephony number, you will be asked to update the status of these tasks.
- c. Press 1 to mark a task as complete. If you haven't finished a task yet, *don't press any buttons*. Simply hang up, and you can call later to mark the task as complete.
- d. Press 2 to mark a task as incomplete. You will then be asked to record a reason.

Practice: What number do you call to update task status?
Remember: You can mark some tasks as "complete" and others as "incomplete."

3. Clock out

- e. When you have updated the status of all tasks, you will be asked if you would like to “Press 9 to clock out.”
- f. **Do not clock out until you are just about to leave the home.** If you will be staying at the home longer, simply hang up and call again later to clock out.

Practice: What number do you call to clock out?
Remember: Press 9 to clock out.

CONGRATULATIONS!

It is that easy. Our administrators can now login to our website, see the updated clock in/clock out times, see the status of each task, and hear your voice recording if a task was not complete.

Our telephony system has a number of benefits:

- ⌚ Provides peace of mind to clients and their families
- ⌚ Helps us grow our business and earn more referrals, which means more shifts available for caregivers
- ⌚ Improves quality of care
- ⌚ Delivers helpful reminders and driving directions to caregivers. Every day at 5 pm, our system will send you an email or text message with your **assigned shifts** for the next day as well as the **client's address** and **driving directions**.

Thank you for helping us to make this system a success! And please let me know if you have any questions.

All the best,

Care Mountain Office Team
(214) 785-8512

Messaging System Explained

Caregivers: Use this guide as a tool for understanding the messages we will send to you through our new scheduling software.

Message Type	Message Meaning	Action to Take
Messages from staff	If a staff member needs to communicate with you, they might do so via text message or email. Staff members will also be letting you know about open shifts	Please respond to these messages if they require a response from you.
5:00 pm next-day shift alerts	<p>These alerts will remind you of your next-day shifts. They are sent out at around 5:00 pm if you have shifts scheduled for the following day.</p> <p>These alerts will have the following information:</p> <ul style="list-style-type: none"> a) client's name b) time of the shift c) client's home address and link to directions 	<p>If any of the information doesn't seem right to you, <u>please call the office right away.</u></p> <p>If you do not get a message about your next-day shifts but you believe you have shifts for the next day, <u>please call the office immediately.</u></p> <p>***If you do not get the 5:00 pm message don't worry it does NOT mean that your shift was cancelled.***</p> <p>[Call the office immediately if you have any questions.]</p> <p><u>Do not reply to the alert directly as we will not receive responses to these alerts.</u></p>
Missed clock in/out messages	These alerts tell you if you are late clocking in or out of your shift.	<p>If you get this message, please call the telephone number to clock in/out of your shift <u>immediately.</u></p> <p>Please <u>do not reply</u> to these alerts directly. If you have any questions about these alerts, please contact the office.</p>
Expiration dates for personnel file items	These alerts will let you know that your certifications, driver license, car insurance ect... are about to expire. These alerts will only be for the documents you have on file with us.	<p>These alerts are just for your information. If you feel that the expiration date in the alert is wrong, please call the office to notify us.</p> <p>Otherwise, please <u>do not reply</u> to the alert—it's just a courtesy reminder for you.</p>

How will you receive these messages?

Caregivers: If you don't follow these steps to make sure you receive these messages, you may not get important messages

How	From where	Steps to ensure you receive these messages
By email (IF we have a valid email address for you)	a) [caremountain+string of numbers & letters]@clearcaremail.com b) no-reply@clearcaremail.com	Add the following email addresses as contacts: a) caremountain@clearcaremail.com b) no-reply@clearcaremail.com
By text (IF we have your cell phone number and carrier)	[caremountain+string of numbers & letters]@clearcaremail.com	Call your cell phone carrier and request that they add "clearcaremail.com" to your cell phone's white list.