



Helpful Reminders

Here are a few reminders to support you in your role:

- **Two-Week Notice** – must be given for any changes in your schedule including reducing your hours, planned time-off or resigning from a client/CLA.
- **Time-off** – be sure to complete the Time-Off Form (front and back) whenever you miss 15 minutes or more of work.
 - Planned (vacation, etc.) – must be completed in full and turned in at least 2 weeks prior to requested time-off.
 - Unplanned (illness, etc.) – must be completed in full and turned in with the Record of Cares/Timesheet for that week.
 - Client not available (refused cares for the day, not at home, etc.) – must complete the Time-Off Form and turn it in with the Record of Cares/Timesheet for that week. Call your PCC.
- **Call-In Process** – complete all steps of the call-in process if cancelling a shift the day of.
 1. *Call the client* (unless you live with the client).
 2. *Call CLA (608)301-5513* – regardless of what the client says, always call the CLA call-in number anytime you cannot make a shift.
 3. *Time-off form* – complete and submit with your Record of Cares/Timesheet for that week.
- **Schedule changes** – notify your PCC of any schedule changes that occur:
 - Switching shifts with another PCW also working with your client.
 - Shift cancelled by client.
 - Changes in the day/time of your shift (connect with your PCC prior to making these changes).
- **Prior Approval** – you must receive prior approval from the Scheduling Department before working more than 40 hours in a week.
- **Appliances and Equipment** – if you are unsure how to use a specific appliance (coffee maker, vacuum, etc.) in your client’s home, please ask.
- **Emergency Preparedness** – be sure to call your PCC with any changes in your client’s condition.
 - If your client is with the Care Wisconsin (CW) program, you will also need to notify your client’s CW Nurse of any changes.