



Subject: Procedures for 'Calling Out' for a Shift

Division Affected: Day and Residential Programs

PURPOSE: The purpose of this policy is to set procedures when a program staff must 'call out' for a shift. We expect residential staff NOT to 'call out' unless there is an extreme emergency, which prevents them from filling their shift.

PROCEDURES: If Day or Residential staff MUST 'call out,' the following procedures are to be followed:

- Call or text at least **4 HOURS** before your scheduled shift.
- Call or text your supervisor. Anticipate a return phone call or text from your supervisor, confirming your call or text, with a received reply.
- **Do NOT assume your supervisor is aware unless they have responded verbally or via TEXT.**

In the event these procedures are not followed, it is subject to disciplinary action beginning with a coaching, a verbal warning, and up to and including termination.