

## Afterhours Personnel:

Afterhours personnel handles the phones from close of office hours till the office opens again. They are there for any urgent needs, overnight call-ins, and client call-outs. Afterhours Personnel must be available 24/7 on the weekends as the office is closed during holidays and weekends.

### Scheduling during Afterhours:

When a caregiver calls in after business hours it is left for the Afterhours Personnel to find coverage for the position placed on Unassigned. If an Afterhours Personnel staff member cannot find a caregiver to cover the position, Care Managers are to be contacted. The Care Manager's will need to cover the shift if the client is not okay without coverage.

### Afterhours Voicemail:

Now we understand overseeing the phone calls during an extended period will have instances the Afterhours Personnel cannot get to their phone. When recording your voicemail for the Afterhours remember to include a couple key things. First make sure you address if they are calling due to an emergency to please dial 9-1-1. Second be sure to include a reasonable response time to a message. I.e., "You have reached the afterhours phone, sorry I was unable to answer. Please leave a message and I will respond within 30 minutes."

### Afterhours Call Log:

Afterhours call log is one of the biggest components for this position and easiest to handle. The Afterhours Personnel are required to keep a log of times when phone calls and text messages are received. In the logs the calls should show a description of what the call or text was in regards to. When the shift is over the call logs should be emailed to the office staff. With the office staff having a log of what went on overnight it allows them a view of anything that needs to be addressed during regular business hours. (I.e. Below)

#### Example:

5:13 PM- Missed call from Sam, he left a voicemail letting me know he had transferred the phones.

5:18 PM- Missed call from Marsha.

5:26 PM- Missed call from 123-456-7890

5:40 PM- I called Marsha back and left a voicemail.

5:41 PM- I called 123-456-7890 back and left a voicemail.

5:45 PM- Mandy called and let me know that Carly may call regarding Cathy's shift tomorrow from 8:30-2 PM.

5:47 PM- Marsha called back stating she arrived late for her shift due to traffic accident.

6:16 PM- Carly called and said she would not be able to work with Cathy tomorrow morning.

I texted Mandy and let her know that Carly was not able to work with Cathy tomorrow.

9:03 PM- Lizzy called and said she would be able to work with Tiara tomorrow and Wednesday.

I texted Ellen to let her know that Lizzy will be working with Tiara tomorrow and Wednesday.

**Note:** For scheduling information refer to the [Scheduling Quick Reference Guide](#).