

Employee Newsletter

June 2, 2006

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Email Addresses Needed

Two weeks ago in everyone's last pay check a notice went out announcing the need for your email address. Some recent updates to our scheduling software introduced some new features, one of which is the ability to email schedules.

If you have an email address and you desire to have your schedules emailed to you then contact your local office and let them know your email address. Schedules will only be emailed upon request and must be verbally confirmed with someone in the office. (In other words, we will not email a schedule if you just leave a message.)

Schedules are subject to change and must be confirmed each week with your manager.

Accurately Recording Your Hours: Introducing The "Telephony 100% Club"

In the last issue we introduced three aspects of a successful caregiver: communicating with your manager, accurately reporting your hours worked, and documenting on the Documentation of Service Sheets. This week I want to look a little more closely at how caregivers can accurately record their hours worked.

Everyone knows about Telephony (pronounced: tuh-la-fone-ee). Telephony is the technology that allows you to call a toll free number when you start your shift and again when you end your shift. This information is stored out in cyberspace until our server downloads the information, which happens every five minutes.

When you successfully clock in and successfully clock out our system matches the calls together and updates the schedule with the times that you clocked in and out. The information we receive from your call allows us verify the date and time and that you were with the client by looking up the phone number used.

Every day we review these schedules and compare how closely your times match what was scheduled. If it matches, we finalize the schedule so that it can be paid and billed. If it does not match we contact you for clarification, unless you've already communicated any discrepancies with your manager.

The important thing to remember about Telephony is to actually use it, which most of you are. On page two you will find a list of caregivers who clocked in and clocked out for every shift they worked on! Great job!

*Visiting Angels puts together
an Avian Flu Task Force. See
page 2.*

TELEPHONY 100% CLUB

Jan/1/2006 – April/1/2006

Barker, Becky
Beckley, Glenna
Boyes, Maureen
Boynton, Norman
Burns, Pennie
Button, Patricia
Camerer, Deanna
Darnell, Jasmine
Garris, Diane
Haddock, Jamie
Hammond, Irene
Keita, Fatoumata
LaBounty, Lisa
Makela, Lyn
Moore, Benita
Mueller, Mary
OBrien, John
Reed, Abby
Rivera, Sherry
Sawyer, Richard
Stumpf, Susan
Teachman, Hannah
Tetreault, Betty
Thompson, Samanthajo
Van de Poel, Sara
Wharton, Kristina
Winston, Marvin
Wood, Ilsa

THANK YOU!

Avian Flu Task Force Formed

If you're like me you have probably seen news reports, read newspaper articles, seen magazine headlines, and maybe even watched a movie about the Avian Flu which is said to potentially become a worldwide pandemic.

Because of the number of sources and varying predictions on the impact the Avian Flu will have on our society we have set up an Avian Flu Task Force. One or more people from each office is on this task force and will be sifting through the facts and speculation surrounding this latest scare.

They will also be developing strategies to go into effect should the Avian Flu affect our corner of the world.

As soon as we hear more we will update you with their findings and share their research with you.

Accurately Recording Your Hours

continued....

Some of you may be saying, "Hey, I clock in and out every shift, too. Why am I not on that list??" If you are working on **live-in shifts** and clocking in on your first day and then out on your last day, our system is unable to account for the other missing start and end times. If this is how you have been clocking in/out then know that you are doing it correctly, even though you may not be on the list.

However, if you want to know an easy way to get your name on the list then continue reading. **For live-in shifts only:** if you clock in on your first day, clock in on each additional day at the start of your shift, and then clock out on your last day when you leave, the system will give you credit for each start and end time. In other words, at the time you started your live-in, clock in every day and then clock out when you leave. By doing this our system will give you credit for clocking in and out each day.

We recognize that there are various circumstances that can prevent you from using telephony. Some clients do not even have phones to use! In situations where you are not able to clock in within the first five minutes upon starting your shift, call the office and leave a message with your actual start time. Do not use telephony if you are unable to clock in within five minutes of starting your shift. If you do you may be paid incorrectly.

What about using a cell phone? Please note that we are unable to accept records where an employee uses their own phone. Rather than use your personal phone to clock in/out, call the office and leave a message stating your exact time and the reason you were unable to clock in. Records that contain invalid phone numbers are deleted.

Periodically we will publish a list of caregivers who use telephony the most consistently. If you have any questions or comments regarding telephony feel free to send an email to info@visitingangelswa.com with a subject of "Telephony."