



AXIS Supports Group Policy Title: Support worker Late Cancellation Policy

Policy Statement:

It is the policy of AXIS Supports Group to ensure the safety and well-being of both our Axis Supports workers and clients. This policy outlines the procedures to be followed when an AXIS support worker is unable to attend a scheduled shift or has to leave a scheduled shift due to unforeseen or emergency circumstances. The primary objective is to maintain effective communication between the Axis Supports worker, the client, and the office to address any concerns and ensure proper care.

Procedures:

1. Knowledge obtained of inability to attend scheduled shift(s):

- If the AXIS support worker has gained knowledge that they will not be able to attend their scheduled shift(s), the worker should check their roster to make sure no other shifts will also be affected.

2. Communication with the office:

- The AXIS support worker must contact the office - via phone call – to speak with scheduling, or on-call (outside hours) to communicate what shift they will not be able to attend, with which participant, and time. This call must be more than 2 hours prior to when the scheduled shifts starts.

3. Leaving scheduled shift early:

- If the AXIS support worker must shorten a shift, and or leave a shift early for any reason, they must follow step 1 before contacting the office to inform. The support worker must ensure that participant is safe and well enough to be left. This should only happen for emergency reasons.

4. Documentation:

- AXIS Supports Scheduling is responsible for documenting AXIS Support workers cancellations in AXIS Cancellation log. In the case of leaving shift early, AXIS support workers are responsible for documenting details of their request, and communication with the participant, office, and actions taken in response. This documentation should be submitted to the office as part of the shift report.

5. Reporting Safety Concerns:

- If the Axis Supports worker believes that leaving early may compromise the client's safety or well-being, they must report this immediately to the office. The office will take appropriate action, which may include contacting emergency services or other relevant parties.

6. Client's Preference:

- Whenever possible, Axis Supports workers should be aware of and respect the client's preferences regarding scheduling changes. Efforts should be made to accommodate reasonable requests while ensuring the client's care needs are met.
- **Consequences of Non-compliance:**
 - Failure to adhere to this policy may result in disciplinary action, up to and including termination, depending on the severity and frequency of the violation.

This policy is subject to periodic review and may be updated as needed. Axis Supports workers are expected to familiarise themselves with and adhere to the most current version of this policy.

AXIS Supports Group Management.

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