



Axis Supports Axis Supports Staff Worker Policy: Client Not Home Procedure

Policy Statement:

It is the policy of AXIS Supports to ensure the safety and well-being of our Axis Supports Staff workers while providing professional and reliable services to our clients. This policy outlines the procedure to be followed when a Axis Supports Staff worker arrives for a scheduled shift, and the client is not present.

Procedure:

1. **\*\*Arrival at Client's Home:\*\***

- a. Axis Supports Staff workers are expected to arrive at the client's residence at the scheduled start time of their shift.
- b. Upon arrival, the Axis Supports Staff worker should make reasonable efforts to contact the client by knocking on the door and/or ringing the doorbell.

2. **\*\*Wait Period:\*\***

- a. If the client does not answer the door, the Axis Supports Staff worker is required to call the office or on-call. Axis on-call will advise to wait for a period of 15 minutes past the scheduled start time of the shift.
- b. During this time, Axis Supports Staff workers should remain visible and approachable, maintaining a professional demeanour.

3. **\*\*Call the Office:\*\***

- a. After the 15-minute wait period, if the client has not arrived or made contact, the Axis Supports Staff worker must contact the AXIS office immediately.
- b. The Axis Supports Staff worker should provide the office with a detailed account of the situation, including the client's name, address, and any attempted communication.

4. **\*\*Office Response:\*\***

- a. The office will take appropriate steps to reach the client or their designated emergency contact.

b. If the office is unable to establish contact with the client or their representative, they will provide further instructions to the Axis Supports Staff worker based on organizational policies and procedures.

5. **\*\*Documentation:\*\***

- a. Axis Supports Staff workers must document all relevant details regarding the client not being home, including the steps taken, the time of arrival, and any attempted communication.
- b. This documentation should be submitted to the office as soon as possible in the shift notes and relayed verbally to Axis office staff.

7. **\*\*Follow-Up:\*\***

- a. The office will determine the appropriate course of action based on the information provided by the Axis Supports Staff worker.
- b. Axis Supports Staff workers may be instructed to reschedule the visit, await further instructions, or take additional steps as outlined by the office.

DO NOT LEAVE THE AREA UNTIL INSTRUCTED BY THE AXIS OFFICE STAFF

Adherence to this policy is crucial for maintaining the safety and quality of care provided by [Your Organization's Name]. Axis Supports Staff workers are expected to familiarize themselves with and strictly adhere to this procedure to ensure the best interests of both clients and staff. Failure to follow this policy may result in disciplinary action, up to and including termination.

AXIS Supports Management.