

Emergency Back-Up Plans

If an Endless Options technician is going to be late or miss a scheduled session with their client, it is their responsibility to call the family with as much notice as possible, we prefer at least 2 hours before the start of the shift. We realize that emergencies do occur, but should be kept to a minimum. Endless Options policy related to absenteeism is: that a technician must maintain a 90% attendance rate to the schedule they agreed to at the time of hiring.

1. When an emergency occurs and you cannot make it to your scheduled session or will be late it is your responsibility to:

- a. Call the parent or their emergency contact to inform them of your situation. Based on your situation, the parent needs to make arrangements to ensure the safety of their child.
- b. Inform Endless Options of this schedule change through the family consultant/supervisor or the program manager either by text or by phone. Contact information for both should be stored in your cell phone.
- c. If you cannot reach your family consultant/supervisor or the program manager please call the office at 410-526-3637 and leave a message.

It is Endless Options policy that we do not provide substitutes or on-call staff. Our clients have specific needs, needs that require multiple sessions between the client and staff before a bond and understanding can occur. This bonding period cannot be provided to substitutes and for this reason we do not feel it is in the interest of our clients to provide this service. If we find that a staff member is having continued emergencies impacting scheduled sessions, we will look to replace that staff member for breaking attendance policies as outlined in this manual.