



Cell Phone Use

When may I use my cell phone at work?

Clients expect you to be working during hours you are paid to be providing services. This means no cell phone use during hours of work. Clients expect: no ringing, no tones, no music, no earphones, no texting, no answering the phone whatsoever when they are paying for your time and attention to your work. Even if they say they "don't mind" they do. Caregivers who use their cell phones during work hours will find the Client family will tell the office about it later or simply stop asking for you to be referred. Clients expect full measure for the services they are paying you to provide. A phone is a distraction and tells them they do not have your full attention. Further it can be simply rude and disruptive. Clients expect you to leave your personal phone in your personal bag or space to check later for messages during break or personal time only. Clients expect you to not carry the phone with you. You are with them to work and help them, not answer your phone for your personal business.

If we need to get in touch with you during your work hours we will call or text you and we expect you to check your phone during a break and respond accordingly. If we need to talk to you immediately (for example if it applies to the Client you are working with) we may call the Client phone and ask for you.

I do eight and twelve hour and live-in work; when can I use my cell phone?

During eight and twelve hour shifts you customarily have brief breaks, sometimes including a meal break, that is when you should use your cell phone to check for and respond to any messages that have come in during your work hours.

Live-in workers customarily have their own personal time when the client does not need direct care services; this can be during breaks, meals or your time in the evenings or mornings when your care and attention are not needed. Those are the times when you should use your cell phone in your personal space to check for and respond to any messages that have come in during your work hours.

What should I do with my cell phone the rest of the time?

Just as theaters, facilities and public gatherings expect you to place your cell phone on silent or simply turned off during presentations, clients expect you to have your phone set to silence during hours when they are paying you to provide direct care services. Clients expect you to store your phone in your personal bag or space during work hours and to never carry it on your person or in your pocket during periods when you are providing direct care services.

I have read this information sheet.

Date

Caregiver signature

Please print name here _____

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