



Memorandum

To: All WORKERS

Re: Missed Service

Date: January 21, 2024

As part of our ongoing commitment to ensure real time reporting of missed service, all workers are required to use the Missed Service Form. This form will be a crucial tool to report instances where you are unable to deliver services as planned due to factors beyond your reasonable control. This also highlights the importance of prompt and accurate reporting.

Instances to use the Missed Service Form:

The Missed Service Form is designed to capture incidents where a worker faces challenges such as but not limited to:

1. **Unable to Access Property** (No one appears to be home and or Doors/gates are locked).
2. **Communication challenges** (Unable to contact you or your Next of Kin)
3. **Unforeseen Hazards** like presence of vicious pets, environmental hazards, domestic abuse concerns, Unsafe working conditions (e.g., clutter/obstacles).

Detailed process for completing and submitting a Missed service form:

1. If a shift is missed due to the stated challenges above the CW is to fill out the Missed Service form while at the client's location.
2. Always ensure you have a hard copy of the Missed Service Form.
3. If the client is unreachable or if you cannot access the property, please contact your service coordinator first for further guidance.
4. Before filling out the Missed Service Form, wait for confirmation from the service coordinator that the service has been officially canceled.
5. Upload a copy of the Missed Service Form using the provided QR code or send it to your service coordinator before leaving the hard copy at the client's property.
6. The service coordinator will inform the agency about the Missed Service and determine if a cancellation fee is applicable.

Purpose of this Measure?

This measure is being implemented to enhance our service reliability and address situations where our workers face unexpected challenges in delivering services. By promptly reporting such incidents through the Missed Service Form, we can better understand and address the issues, ensuring a smoother service experience for both our workers and clients.