



RESIDENTIAL CALL-OFF AND REPORTING POLICY

THE RULE:

There is no rule associated with this policy, it is a Louisa Ridge internal policy

PURPOSE:

The purpose of this policy is to establish clear and consistent guidelines for how to call off or contact leadership for any other necessary reporting.

POLICY:

Residential staff are responsible for following this policy when calling off or making other reports to leadership.

The policy will go into force January 1, 2020 and will remain in effect until further notice.

PROCEDURE:

To contact a supervisor to call off or make a report of any kind, please follow these steps:

- A. **Call the main office at (330) 945-4115**
- B. **At the automated menu, press the ‘*’ key to access the incident and call-off reporting line.**
- C. **Select the number for the location that will be affected. The options are listed in the IVR as follows:**
 1. **(currently not in use)**
 2. **Pleasant Meadows**
 3. **Rose Circle**



4. **Northwest**
5. **Edgerton**
6. **Woodlawn**
7. **Schocalog**
8. **Norton**

- D. **If there is no answer, leave a message, including a number to reach you.**
- E. **If there is no response after 30 minutes, call again, following the same procedure**
- F. **If there is no response after an hour, contact the Residential Director at (330) 396-9587.**

Please be aware, texting to report call offs or other reportable issues are not considered an acceptable substitute for following this procedure and may result in disciplinary action up to and including termination.

Not following any steps of this policy may result in disciplinary action up to and including Termination.

***FROM THE DESK OF RAYCHELLE KIDD**