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**Office/Cell Phone: (775) 521-9465**

**Alternate Office Number: 775-507-3111**

1. **Calling, not texting is the preferred method of communication.** We want to talk with our caregivers! Our regular business hours are Monday through Friday from 8am-5pm. We prefer that you call when you need to speak to a Help at Home staffer. If it is after regular business hours, the answering service staff will determine if it is an emergency, and if necessary, will connect you with a member of our Help at Home staff.
2. **Texts are only responded to by the office staff when the office is open, Monday through Friday 8am-5pm**. When texting the office while the office is closed, please understand that no response will be made until the office reopens. If you need immediate assistance after hours, such as a client emergency or calling out sick, please CALL the office. The answering service will take your call and make a determination if the call needs to be put through to the staff member on-call.
3. **Reasons to text**
4. Reporting your clock in or out when you are unable to use the AxisCare app.
5. Responding to a text sent by the office staff.
6. If, while on a shift, there is a problem that you feel more comfortable texting us about, rather than talking about it within earshot of the client.
7. Requesting PTO
8. Shift extensions or changes in time or dates
9. For all other matters, CALL the office: calling out of a shift, emergencies, questions, or lost/late to a shift. When you call the office after hours, it will go through to the answering service which is able to reach an on-call staff member or take a message for you.
10. When texting at night, please be sensitive to the fact that the alert feature is left in place to wake the office staff. **Kindly, do not initiate texts between the hours of 10pm and 6am.**

Please remember, that as a professional, you are not to use your cell phone during your shift unless you are taking a break, when the client is not in need of your help. Always communicate with your client that you are taking a break or returning a call/text from the office.

Thank you for helping us manage the use of the office cell phone. And thank you for being amazing Caregivers!